

Meeting Date: December 13, 2010

CSAC members present: John Dutt, Mark Fetters, Carrie Lathers, Vincent Woods, Leanne Tumbaga, Art Alexander

Others present:

Topic	Discussion	Action/ Decision
09-10 Status Report	John still working on it... We still need reports from the Revenue Bureau (Carrie said she will do this), the Mayor’s Office, Commissioner’s Saltzmand and Fritz.	John to complete draft and email out before next meeting.
Federal GAO Customer Service Report	Jenny Scott had emailed out a copy of a report from the US Government Accountability Office from October 2010 documenting federal government customer service efforts a few weeks back to everyone. We spent a few minutes going over some of the highlights. It was interesting to note the similarities in terms of how they define customer service and some of the similar challenges in measuring progress. This was an initial report resulting from an executive order originally put forth in 1993. Given that this was their first report it was encouraging to see the progress that we have made in a much shorter amount of time.	
Customer Service Training	We reviewed we had previously determined that the training needs we have as a workforce related to customer service are with regards to dealing with particularly difficult customers and situations. “Verbal Judo” and emotional intelligence type trainings would be most helpful in giving staff confidence in their ability to maintain control in difficult situations. Vincent shared that HR was currently evaluating existing training offerings and areas that needed more offerings. The hope is that more money will be budgeted in the near future for citywide trainings.	We will continue to advocate for more citywide training to address the need for this type of training citywide.
Frontline Employee Meetings	<p>Commissioner Fritz’s office sponsored an employee Brown Bag on November 30th regarding helping City Hall visitors possibly experiencing mental illnesses. Project Respond led the discussion. One discussion held at the meeting was that it would be valuable to get together with other “frontline” staff across the city to discuss these topics.</p> <p>John shared that the I&R group was going to work on pulling together some periodic gatherings of frontline staff across the city and county where such information can be shared to meet some of the more urgent training needs across the city during these times when little related citywide training is available.</p> <p>Carrie shared information about a training regarding managing difficult situations that she thought would be particularly relevant that she attended at the NWAIRS conference put on by a lady from ProtoCALL Services.</p>	John will work with his staff to identify frontline staff and organize a meeting.
Next meeting	The next committee meeting is scheduled for January 11 th .	