

Customer Service Advisory Committee**Meeting Notes****Meeting Date:** January 10, 2011**CSAC members present:** John Dutt, Mark Feters, Michael Mills, Art Alexander, Alisa Cour**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	<p>Michael told us about a situation with the water bureau in which 5 houses were damaged when a water hammer occurred after a test. There is debate about who will cover the damages.</p> <p>John reported that Tom Miller will replace Sue Keil as PBOT Director.</p> <p>Art reported that BTS is going to use an external smart survey for their customer satisfaction survey</p>	None
2009-2010 CSAC report update	John is still working on it and shared a DRAFT one page summary that he will email out to the group for further input. Overall, many bureaus' customer service has improved; more bureaus are surveying customers; though budgets have been cut, customer service is still a focus.	John will get the group the draft soon
2010-2011 CSAC report prep	We should start seeing the bureau customer service reports shortly. John verified that they are in the budget document.	John will email the customer service contacts to let them know that the customer service report template is in the budget document.
Frontline employees meeting	Commissioner Fritz and Information and Referral are interested in holding some periodic frontline employee meetings. John has been compiling a list of city and county office frontline staff. This could be a great venue for some periodic customer service related trainings. The first meeting's focus will be on working with individuals with mental health issues and we may have Project Respond folks come present.	John is working on getting a list of frontline staff together and will email out to the group for review.
Next meeting	The next committee meeting is scheduled for February 14, 2011	