

Customer Service Advisory Committee**Meeting Notes****Meeting Date:** February 14, 2011**CSAC members present:** Kim Sneath, LeAnne Tumbaga, John Dutt, Michael Mills, Carrie Lathers, Vicki Grudzinski**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	<p>Vicki Grudzinski is joining the committee from BES. Jenny will send the group an appointment for the CSAC meeting.</p> <p>Michael reported that there is going to be an international meeting of Ombudsmen in Portland in April.</p> <p>John set up a Twitter account for Information and Referral and he is developing a policy for it. Kim reported that a Citywide social media policy is being developed and should be finished in March.</p>	None
2010-2011 CSAC report prep	John got a few customer service status reports into his office.	Jenny will look through the budget submittals and send out the status reports next week.
Frontline employees meeting	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 (which John and Dennis are going to do) focus will be on working with individuals with mental health issues and we may have Project Respond folks come present. The presentation will likely be 2-2.5 hours.	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 March 14, 2011	