

**Customer Service Advisory Committee****Meeting Notes**

**Meeting Date:** May 9, 2011  
**CSAC members present:** John Dutt, Michael Mills, Carrie Lathers, George Hocker, Mark Fetters, Kim Sneath  
**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	<p>Mark talked a little about the BDS budget. They are going to go to Council with a fee increase proposal. Council authorized BDS to use its own money to fill 7 positions and add 13 new positions. BDS projects that forecasted permit revenue increases and the proposed fee increase will cover the cost of the staff.</p> <p>BDS got .5 FTE for a tree code inspector. He also said that because there are not a lot of big construction jobs going on, which is where BDS makes a lot of money, their revenue has not increased.</p> <p>John mentioned that there is an upgrade planned for many of the City's phone systems that will allow them to survey callers.</p> <p>Jenny reported that the Audit Services Division has started the 21<sup>st</sup> annual community survey project. As opposed to last year, there are no revisions to the questions asked in the survey. John noted that ASD is no longer doing the SEA. Jenny explained that a few year ago, the SEA and survey were split into two projects and this year, only the survey is taking place. Jenny said that last year, ASD send out about 4,000 surveys. This was a mistake, it was actually almost 10,000 with a response rate of about 39%.</p>	None
2010-2011 CSAC report prep	<p>John reported that all reports are in, with the exception of the Mayor's Office's. He said that he's been promised the report by one of the Mayor's staffers.</p> <p>John has started looking at the reports and is taking notes on highlights and what needs follow-up. He asked the group to read their reports and do the same.</p> <p>This year, CSAC will report to council. We are now going to report every two years and we did not report last year.</p>	Committee members will review their status reports and make noted of highlights and what needs to be followed-up on.
Frontline employees meeting	No updates. The group plans to do a training with project respond in the future.	None
Next meeting	The next committee meeting is scheduled for June 13, 2011.	