

## Customer Service Advisory Committee

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Meeting Agenda  
Monday, September 12, 2011  
12:00 to 1:00  
Pettygrove Meeting Room

<b>Est. Time</b>	<b>Subject</b>
12:00	General updates
12:10	Discuss committee membership
12:20	Discuss customer service summary report and summary chart. Any updates, any follow-up needed with bureaus?
12:40	Discuss "Happiness/wellbeing as a measurement of customer service success."
1:00	Adjourn