

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

**Meeting Date:** September 14, 2011  
**CSAC members present:** John Dutt, Vicki Grudzinski, Alisa Cour, Kim Sneath, George Hocker, Carrie Lathers, Vincent Woods, LeAnne Tumbaga, Mark Greinke  
**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	<p>This is the first CSAC meeting since June. John reported that his division was understaffed during the summer, but the division is back at full strength and John now has more time to work on CSAC.</p> <p>John reported that Mark is going to do some editing of the CSAC report. John plans to run the report by bureau contacts before finalizing it, which he communicated to bureau Directors at a Director's meeting he attended. CSAC is aiming to present the report to council in January. The web site needs to be updated before the report to council.</p> <p>Michael Mills has left the City. CSAC will try to recruit the new Ombudsman once the position is filled.</p> <p>John reported that he's working on the Customer Service training. The group would like to do a front line employee training. In addition, John is going to talk with someone in HR about setting up centralized web page where bureaus can publicize space available in customer service trainings.</p> <p>People around the room gave some updates. LeAnne reported that the fire near bull run is not currently a threat to the watershed. Alisa reported that there had been a lot of planning for fire bureau events on 9/11, she also said that the bureau is going to survey fire permit customers. Mark reported that BDS is starting to hire a few people back to the bureau. Carrie reported that there are a lot of new people working in Revenue</p>	<p>John and Jenny will update the web site with new information from the reports during September and October.</p>
Next meeting	The next meeting is scheduled for October 10, 2011.	