

Customer Service Advisory Committee**Meeting Notes****Meeting Date:** January 9, 2012**CSAC members present:** John Dutt, Alisa Cour, Leanne Tumbaga, Kim Sneath, Carrie Lathers, George Hocker, Art Alexander, Ross Caron, Colleen Poole**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	The CSAC presentation to Council is scheduled for 1/18/12. Jenny and John have gotten the documents together and submitted to Council Clerk.	None
2010-2011 CSAC report prep	Alissa, Ross and John will be making the presentation to Council. John walked through the presentation with the group. Alisa suggested that in the future, we should consider asking bureaus in the budget document to identify things that they have done to improve customer service that didn't cost a lot of money. These may be good tips to share with other bureaus.	Alissa, Ross and John will meet later in the week to run through the presentation.
Next meeting	The next committee meeting is scheduled for February 13, 2012	