

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

**Meeting Date:** April 9, 2012  
**CSAC members present:** John Dutt, Vincent Woods  
**Others present:** Jenny Scott, Tenzin Choephel

Topic	Discussion	Action/ Decision
Welcome new CSAC staff from Audit Services Division	<p>John welcomed Tenzin Choephel as the new staff person assigned to CSAC.</p> <p>Jenny reported she has trained Tenzin on the job responsibilities. She has requested BTS given Tenzin the necessary permission to update the CSAC website.</p>	
General updates	<p>John noted and Vincent confirmed that Maureen Yandle is no longer with the City. John also noted that the “CSAC Site Team Contacts” document is also out of date. For example, Mark Fetter at BDS has been replaced by two staff who share that responsibility now.</p> <p>John discussed the need to add new members. Since the former City Ombudsman was on the Committee, John met with Margie Sollinger who recently started in that position. Margie indicated her interest in participating and John has invited her to join. There was also discussion about other potential Committee candidates from PBOT, Parks, Equity Office and AFSCME. John reminded attendees that Art Alexander will retire at the end of June. Vincent suggested having a document that identifies committee member responsibilities to address that commonly asked question by potential candidates.</p> <p>Vincent asked about the Council presentation. Jenny said the presentation went well. John said it seemed well-received but there was no further discussion outside chambers.</p> <p>John asked for a contact at BHR to share customer service-related training information on the BHR calendar. Vincent referred him to Gale Baird, the new City Training Manager.</p> <p>Since there were few attendees at the meeting, John will send a meeting update via email.</p>	<p>Tenzin to update documents</p> <p>John to follow-up with Gale</p> <p>John to email Committee</p>
CRM update	<p>John reported that Tim Crail in Commissioner Fritz’s Office organized the first “311” meeting on March 19, 2012. John explained that since Commissioner Fritz has ONI Information and Referral as well BOEC, she is interested in developing a working group to research possibilities with the hope of including a project proposal in the FY2013-14 budget. John listed the individuals present, which included himself and Alisa Cour from CSAC, but noted there were no representatives from a few key bureaus (i.e. PBOT and BDS). Lisa Turley from BOEC presented technical aspects of any future system. Vincent asked about where the system would be housed. John said it can vary – other jurisdictions have made this function its own bureau or added it to Information Technology, Emergency Communications or Mayor’s Office. John said there have been no further actions or communications since the meeting.</p>	

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Customer service budget reports    Jenny provided John with copies of the customer service reports from bureau budgets. John said overall they looked okay. Some were very good but some were missing. It appears that a number of new people were filling out this information because the content was confusing. He noted a need to follow-up with some of the OMF sub-bureaus, Commissioners' Offices, PDC, PBEM, BPS and PPB. John will include the necessary follow-up work in his email to the Committee.

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Next meeting    Vincent asked about whether monthly meetings were necessary or if there should be a hiatus until after the budget process. John said he thought every other month would be appropriate. Tenzin asked about whether this would start in May. John said that, given that there was a low turnout for the April meeting, to keep the May meeting and plan for every other month thereafter.

Tenzin to remove meetings for even-numbered months

The next committee meeting is scheduled for May 14, 2012.

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