Meeting Date: November 5, 2012

CSAC members present: John Dutt, Carrie Lathers, George Hocker, Robert Kiningham, Carrie Popenuk, Kim Sneath

Others present:

Topic	Discussion	Action/ Decision
Welcome to new CSAC member Robert Kiningham	Robert is joining the CSAC Committee as a representative from the Bureau of Technology Services to replace Art Alexander who recently retired. Myndi Fertal had been filling in but reassignment of duties within their department has resulted in Robert joining us for the longer term.	John will get together with Robert to properly orientate him to the committee.
CRM/311 Workgroup Update	John shared that the RFP to hire a 311/CRM consultant closed mid-October. A committee of five members is working on reviewing the RFPs and plans to get a consultant on board by the end of the year. Phase 1 of the project is to review the City's "As Is" environment regarding services delivery and come up with a "To Be" plan for how a 311/CRM solution could help the City improve its service delivery systems. This phase is expected to be done by June 2013. Phase 2 is to devise a detailed implementation plan by Sept 2013. This business case and plan would be brought to Council for approval to proceed with deploying such a 311/CRM system.	John will be an ongoing participant in the 311/CRM Steering Committee and also participate along with Carrie in the RFP Review Committee. They will continue to report on developments at our next meeting.
	John and Carrie Popenuk are both on the RFP Review Committee.	
Status report update	No updates. Did not receive complete info from BPS, BTS, OEHR, PBEM, PDC and Police this past year but we will be getting further updates with budget submittals coming in early 2013. We will look to gather information quickly after 2013 budget submittals come in to put together our next report.	
Customer service training offerings citywide coordination	John shared that he sent one of his I&R staff to a "Great Customer Service" training at the PCC Climb Center in late September. His staffer reported back that the training was pretty good. This is a newer offering from the partnership between the City and PCC to offer professional development training to city staff. John believes a number of staff from BDS and a few other bureaus also attended. Carol Selva was the trainer.	
	John also shared that one of the Office of Neighborhood Involvement's Crime Prevention Coordinators has put together a "Working with Folks with Mental Health Challenges" training that he will be conducting for ONI staff over the next couple of weeks. The hope is that this training will be successful and can be offered for other bureau staff to attend in the future.	John will attend the Mental Health Training and report back on its effectiveness.
General Updates	Carrie Popenuk shared that the Water Bureau Customer Service Center is almost ready to deploy their new After Call Survey application. Call takers will be required to offer the caller the option of doing an after call 7 question automated survey. They	

are also almost ready to deploy an automated over the phone payment system. This will allow interested customers to make water/sewer bill payments over the phone using and automated system.	
Ali shared that Parks is just finishing up their latest customer surveying efforts. They are excited to analyze the results as this year was the first time that they were able to do a lot of surveying using an online survey tool. The surveys were sent to a random sampling of customers that they had email contacts for. They expect a lot more data this year than in past years due to this.	

Next meeting

The next committee meeting is scheduled for January 8, 2013