

## Customer Service Advisory Committee

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Meeting Agenda  
Monday, May 13, 2013  
12:00 to 1:00  
Pettygrove Meeting Room

<b>Est. Time</b>	<b>Subject</b>
12:00	Welcome Barbra Rice from Revenue; farewell to Carrie Lathers
12:05	CRM/311 Workgroup update
12:10	Customer service budget reports
	Site team assignments and reviews
	<ul style="list-style-type: none"><li>- City Support Services</li><li>- Community Development</li><li>- Elected Officials</li><li>- Parks, Public Utilities, Transportation</li><li>- Public Safety</li></ul>
	Submission status by CBO, Commissioners
	<ul style="list-style-type: none"><li>- Reports outstanding from Fritz and Saltzman</li></ul>
12:45	Customer service training update
12:50	General updates
1:00	Adjourn