

Customer Service Advisory Committee**Meeting Notes**

Meeting Date: May 14, 2014
CSAC members present: John Dutt, Carrie Popenuk
Others present: Tenzin Choephel

Topic	Discussion	Action/ Decision
Customer service budget reports update – Council presentation	<p>Since meeting attendees were also present at City Council, this item was tabled until the next meeting.</p> <p>Tenzin asked about collecting future customer service information now that bureaus do not provide this information in budget submissions. John said to table the discussion to later in the calendar year since CSAC just reported to Council.</p>	<p>Tenzin to add to July 2014 agenda.</p> <p>Tenzin to add to October 2014 agenda.</p>
CRM/311 update	John and Carrie had not heard any news or updates about the contract solicitation outcome. Tenzin said she would do some research on eBid and share information with CSAC.	Tenzin to email eBid information to CSAC.
Customer service training	<p>John sent a save the date for City/County Frontline Meeting scheduled for Tuesday, May 27th from 9:00-10:30am (Portland Building, 2nd Floor, Room B). The meeting is hosted by ONI’s Information & Referral (I&R) program as well as CSAC. Brad Taylor within ONI is the first speaker and will offer a mental health-related training, “Managing Stressful Situations While Working with the Public,” during the meeting.</p> <p>Shoshanah Oppenheim at OMF is interested in presenting on ADA and translation services at the next convening.</p>	
General updates	<p>John and Carrie discussed CSAC membership and the addition of new members. This will be an agenda item for the next meeting. In preparation, Tenzin will review the committee membership list to determine whether those that have not been regularly attending meetings are still interested in serving on CSAC.</p> <p>Tenzin noted that CSAC has not yet heard from the Mayor’s Office about future direction/guidance. John asked Tenzin to follow up with the Mayor’s Office representatives.</p>	<p>Tenzin to review attendee lists and follow-up accordingly.</p> <p>Tenzin to follow-up with Mayor’s Office.</p>
Next meeting	<p>Given the low turnout, John suggested meeting in June and then having the subsequent meetings every other month thereafter.</p> <p>The next committee meeting is Tuesday, July 1st from 1:30-2:30pm.</p>	Tenzin researched and found more conflicts; leave unchanged.