

Customer Service Advisory Committee

Meeting Agenda

12:00 – 2:00 p.m., Monday, February 12, 2007

Pettygrove Meeting Room

<i>Estimated Time</i>	<i>Subject</i>
12:00	Agenda—changes and additions
12:05	Modify and/or approve notes for January 8 meeting
12:10	Update on Bureau budget requests – <i>Jeremy Van Keuren</i>
12:15	CSAC Implementation Guidelines – <i>Art Alexander, John Dutt, Vincent Woods and all</i>
12:20	Customer service reflected in bureau missions, work plans, and budgets
12:35	Staff training, support, and outreach
12:50	Employee recognition program
1:05	Customer service components of job descriptions
1:20	Surveying: internal and external, bureau-specific and city-wide
1:35	Portland Online tools
1:50	Confirm next meeting date, and plan agenda Clarify and summarize goals and tasks for next meeting
2:00	Adjourn