

Customer Service Advisory Committee

Meeting Agenda

12:00 – 2:00 p.m., Monday, December 11, 2006

<i>Estimated Time</i>	<i>Subject</i>	<i>Handout</i>
5 min	Agenda—changes and additions	✓
5 min	Modify and/or approve notes for November 20 meeting	✓
5 min	Follow-up on CSAC request to Mayor Potter regarding budget process (?)	
40 min	<i>Discussion:</i> Continue planning customer service improvements	
20 min	Process requirements or needs: CSAC web page—what to post, and who to host Representative for external communication? Member replacement Member commitments, terms, attendance	
30 min	Rough schedule: action items, persons responsible, products, milestone dates, <i>etcetera</i>	
5 min	Confirm next meeting date and plan agenda	
10 min	Clarify and summarize goals and work to do for next meeting	