

**Meeting Date:** June 11, 2007

**CSAC members present:** John Dutt, Kathleen Lynch, Michael Mills, Michael Mock, Jeremy Van Keuren, Vincent Woods

**Others present:** Kari Guy

**Notes prepared by:** Kari Guy **Date:** June 11, 2007

**CSAC approved:**

Topic	Discussion	Action/ Decision
Introduction	Agenda and meeting minutes were accepted.	
Committee organization	The committee discussed the benefits of having a chair to keep the committee on track, and to represent the committee in external communications	John Dutt was unanimously selected as CSAC Chair.
Human resources letter	Jeremy reported that the letter to bureau directors regarding human resources issues is in the Mayor's office. Mayor's office staff are considering the best approach for communicating CSAC information to bureaus.	The customer service/ human resources information will be included in other bureau communications, as discussed below.
Bureau customer service reporting template	<p>John reviewed the customer service cover page and template he created, with the focus on the three customer service recommendations for mission statements, surveying, and workforce development. The committee proposed further developing the guidance to include specific examples in each category. The template will be used by bureaus to report on the status of their customer service efforts.</p> <p>For surveying, the committee discussed asking all bureaus to report on customer service timeliness, accuracy, helpfulness, expertise, and available info, as recommended in the State of Oregon guidance on measuring customer satisfaction. For bureaus not measuring customer satisfaction, the Oregon survey template could be adopted verbatim. Bureaus already surveying for customer satisfaction may be able translate their current questions into the Oregon template. This would create a</p>	<p>The Committee will proceed along the following steps:</p> <ol style="list-style-type: none"> <li>1. Finalize the reporting template by July meeting.</li> <li>2. Present the template information to Council execs (summer).</li> <li>3. Begin outreach to bureaus, either one-on-one or as a brownbag (fall).</li> <li>4. Request a response from bureaus by a date certain</li> </ol>

	<p>consistent baseline.</p> <p>Other information still needed is a list of contractors for surveys and training, and guidance on interviewing and evaluations.</p> <p>The committee discussed whether bureau annual reports would be mandatory or optional. They see the committee role more as consultant than enforcer. To encourage compliance, the committee will meet with Council execs once the template/background info is complete, and will report on bureau responses to Council. Communications to bureaus should include reminder of why the CSAC was created, the history from BIP #7, and language from the Council resolution.</p>	<p>(fall/winter).</p> <p>5. Compile bureau responses for a report to Council (winter).</p> <p>John and Kari will finalize the reporting template. Vincent will ask BHR site team members for examples of questions that can be used in interviews and evaluations. Jeremy offered the help of Mayor's interns as needed.</p>
<p>Absent members</p>	<p>The committee discussed the low turnout for committee meetings. As the CSAC recommendations are implemented there will be impacts on City staff, and committee members would like to hear any concerns from absent members soon.</p>	<p>The committee members present will call other members to ensure committee information is shared.</p> <p>Committee meetings will be shortened to one hour, from 12:00 to 1:00, to encourage attendance.</p>
<p>Next meeting</p>	<p>Next meeting is July 9th. The committee will finalize the template for bureau customer service reporting, and plan for meetings with Council execs and bureaus.</p>	