

Meeting Date: July 9, 2007

CSAC members present: Art Alexander, John Dutt, Michael Kaplan, Kathleen Lynch, Michael Mills, Jeremy Van Keuren

Others present: Kari Guy, Ben Hole

Notes prepared by: Kari Guy **Date:** July 10, 2007

| Topic | Discussion | Action/ Decision |
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| Introduction | John introduced Ben Hole, an intern with the Mayor's office. Ben will help the committee compile information on current customer service efforts by City bureaus. | |
| Human Resources issues | Jeremy has been working with Anna Kanwit on presenting the CSAC recommendations related to human resources to bureau directors. She has scheduled time at an August meeting of bureau directors with Bureau of Human Resources (BHR). | John will attend the August meeting with bureau directors. |
| State customer service efforts | John handed out Oregon's customer service performance measure guidance, and provided an update on Oregon's surveying efforts. The Oregon Progress Board adopted state customer service performance measures, and now all state agencies are required to survey and report on customer service as part of yearly reporting. This will be the first year all agencies will be reporting. The committee agreed that Oregon's guidance could be used by Portland's bureaus. The committee discussed limitations with surveying – both in declining response rates from the public, and limited bureau staff time to organize and conduct surveys. | |
| Bureau Guidance | <p>The committee discussed whether surveying should be structured and mandated for all City bureaus, or whether CSAC should just provide general recommendations related to surveys. The committee felt that if possible, all bureaus should measure the six topics recommended in the State guidance – timeliness, accuracy, helpfulness, expertise, availability of information, and overall service.</p> <p>The committee discussed how it would use information on customer service reported by the bureaus. Members were cautious about comparing</p> | <p>Clarify in bureau outreach materials that bureaus should either include the state questions in their surveys, or provide similar information from existing surveys.</p> <p>Bureau information will be compiled for a report to</p> |

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| | bureaus because bureau missions vary so much – people will respond differently to parks recreation leaders than to parking enforcement officers. Also, committee members felt it would take a few years of information to discern trends. | Council, with the expectation that information will be complete in two to three years. |
| Bureau Outreach/ Timing | <p>John proposed dividing CSAC members into site teams similar to those in BHR, focused on public utilities, public safety, and administration. Those CSAC members would be responsible for one-on-one meetings with bureaus within their area.</p> <p>Members expressed concern about overload for bureau staff, particularly due to the implementation of the new financial system this fall. Members also questioned the time commitment for CSAC members, if required to meet individually with many bureaus.</p> <p>The committee agreed the CSAC requests to bureaus would be most effective if it is kept very simple, and is coordinated with annual bureau budget submittal process.</p> | <ol style="list-style-type: none"> 1. Art will talk to OMF financial planners about including the CSAC reporting template as a budget submittal requirement. 2. John will attend the bureau directors' meeting with BHR, and ask directors for customer service contacts. 3. The CSAC will hold one meeting with all customer service contacts in the fall, to introduce the CSAC and three areas of interest: mission and goals; surveying; employee development. 4. CSAC members will work with bureaus individually as needed through 'site teams.' |
| Next meeting | Next meeting is August 13th. The committee will finalize a bureau outreach plan. | |