

**Meeting Date:** March 8, 2010

**CSAC members present:** John Dutt, Vincent Woods, George Hocker, Mark Fetters

**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
Report to council	John reviewed the feedback from the Council presentation.	
Future CSAC projects	<p>The group continued last month's discussion about future CSAC projects. Training-- John said that the trainer for the Water Bureau is booked and is unable to work with CSAC on a joint training for the near future. John and Vincent talked about communicating with bureaus with training funds and working to pool resources to provide customer service training for people from multiple bureaus, especially small bureaus. Mark reported that BDS had good luck with Black belt and Hein training.</p> <p>The Mayor had suggested that CSAC work with the service improvement project, but it seems that no one in OMF is coordinating the project and synthesizing information provided from bureaus. As such, there is little opportunity for collaboration.</p> <p>John has been in contact with a vendor for a 311 service. He plans to contact staff in San Francisco and Vancouver and invite them to give an informational presentation about their City's use of 311. He said that Commissioner Fritz is supportive of the project and suggested that we think about scheduling something in the summer.</p>	<p>John plans to email the committee and to bureau contacts to ask for training recommendations (topics, and resources).</p> <p>At an upcoming conference, a Telecom staff member is going to speak with someone from the City of Denver about their 311 provider, which is different from San Francisco's and Vancouver's.</p> <p>Amy is going to talk with the Mayor about the 311 presentation and work on getting his support.</p>
Social media	The group discussed the creation of use of an I-Phone application to document and report things like pot holes. What are user's expectations for turn around time? Do City staff prioritize reports received via the application differently than those phoned in? How can staff obtain additional information or updates to the reporter?	John shared that he has been part of some of these conversations to improve the I-Phone application tool and that this work is ongoing.
Next meeting	The next committee meeting is scheduled for April 12.	