

Meeting Date: April 12, 2010

CSAC members present: John Dutt, Mark Feters, Vincent Woods, Michael Mills, Amy Stephens

Topic	Discussion	Action/ Decision
Bureau Template Submissions	<p>John handed out copies of the Customer Services Status Reports received thus far from bureaus through their budget submittals. We have received most but are missing it from PDC, Police, Revenue and BTS. Also Parks report looks like a draft.</p> <p>Vincent agreed to review his site team’s bureaus reports and Mark agreed to review all to look for areas that may need follow up, as well as highlights for our summary report. We would like a couple of more committee members to review the reports.</p>	<p>John will email electronic versions and ask volunteers to review for highlights and follow up items.</p> <p>Michael Mills will follow up with PDC. John with Police, Revenue, BTS, Parks and Commissioners.</p>
Customer Service Training	<p>John sent out an email to all CSAC members and bureau customer service contacts soliciting feedback on possibilities for a citywide customer service training. BDS responded with information about some consultants they used in the past – Black Belt, Alanna Hein and Michael Meines. The City Attorney’s office reported they sent their front desk staff to training but didn’t provide much detail.</p> <p>We discussed a couple of options for the training, ranging from an outside trainer giving a general customer service training citywide, to putting together a “train the trainer” program where CSAC members and other interested city staff are trained and help give customer service trainings to city staff. We also discussed what type of training – should it be general enough to apply to all city employees, or is it necessary to customize it for different work groups or job types?</p> <p>Another idea is for CSAC staff to facilitate discussions after showing of a DVD.</p> <p>There was a brief discussion about how we would manage the training—ie, establishing a contract, paying the provider, collecting money from the bureaus. Vincent said someone like Tamara Larison in HR might be able to provide guidance.</p>	<p>John will follow up with Kim in the Attorney’s Office for more information on the training they participated in last year.</p> <p>Mark will get in contact with Alanna Hein about training that she could potential provide – training she could put on for city staff, as well as a train-the-trainer for CSAC members and other city staff who are interested.</p> <p>John will check with Carrie Lathers about DVD resources they may have that we could use.</p>
311 Presentation	<p>John shared that Commissioner Fritz was supportive of having volunteer 311 professionals from other cities to share there 311 experiences with city leaders later this summer. Amy will explore getting similar support from the Mayor.</p> <p>John recently spoke with Bob Muellner with Lagan who is interested in speaking with CSAC--The group seemed interested in this idea.</p>	<p>John will check with Bob about coming to a future CSAC meeting.</p>
Next meeting	<p>The next committee meeting is scheduled for May 10th</p>	