

Customer Service Advisory Committee**Meeting Notes****Meeting Date:** October 11, 2010**CSAC members present:** John Dutt, LeAnne Tumbaga, Mark Feters, Carrie Lathers, Michael Mills, Carol Stahlke**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
Customer service status report	John is working on the customer service status report and will provide members with the draft when it is finished	John will email out updated draft before next meeting.
Debrief of the 311 presentation at the Northwest Chapter of the Alliance of Information and Referral Systems	John, Michael and Carrie attended the presentation on 10/8. They reported that it was interesting to hear stories from Los Angeles, Arizona, and Alabama since they have been using 311 for different lengths of time and are at different stages of implementation. The presenters said that the system is expensive, but the representative from Los Angeles said that the City couldn't live without the system. John said that his efforts regarding 311 are on hold until there is political sponsorship.	
Customer service training	There is talk of a possible partnership with Human Resources on a customer service training. Vincent was going to discuss this with Anna Kanwit in HR.	Vincent to discuss with Anna prior to next meeting.
Other updates	Carol reported that the City and DCTU reached a tentative agreement and that the negotiations went well.	
Next meeting	The next committee meeting is scheduled for November 8, 2010	