

**Customer Service Advisory Committee****Meeting Notes****Meeting Date:** March 14, 2011**CSAC members present:** LeAnne Tumbaga, John Dutt, Michael Mills, Carrie Lathers, Vicki Grudzinski, Ailsa Cour, Art Alexander, George Hocker**Others present:** Jenny Scott

Topic	Discussion	Action/ Decision
General Updates	Michael talked about a complaint from a citizen about an elected official's office not answering the phone. The group discussed the fact that BDS used to return calls within 24 hours and now it's about a 48 hour wait.  John said that I & R is working on getting a twitter policy together and Art said that there should be a City policy out soon, but that it will have to be updated often.  BDS and Cable moved to Saltzman's portfolio.	None
2010-2011 CSAC report prep	Jenny emailed out customer service status reports to site team representatives. We're missing Office of Planning and Sustainability, PDC and the Commissioners' offices.	Site team coordinators will read reports and follow up with bureaus for additional information/examples.
Frontline employees meeting	John has been compiling a list of city and county office frontline staff and is working to get this training together. He's left a message for project respond. Michael noted that the hearing's office had a training from Project Respond and that it went well.	None
Next meeting	The next committee meeting is scheduled for April 11, 2011	