

Customer Service Advisory Committee

Meeting Notes

Meeting Date: January 18, 2012
CSAC members presenting: John Dutt, Alisa Cour, Ross Carron
Council members present: Fish, Saltzman, Leonard, Fritz

Topic Discussion

Report to Council Commissioner Fritz introduced the report and thanked CSAC for their annual presentation.

Alissa introduced the speakers and kicked off the presentation. She noted that since CSAC will put the full report on the CSAC web site, the presentation would not walk through the report step by step. Ross talked about how budget cuts have impacted number of staff and hours/turn around time, which are important for customer service. He talked about how BDS worked to retain high quality customer service in light of budget cuts and that the committee realizes that other bureaus are experiencing and will probably experience to a greater degree these challenges in the near future. John highlighted that the City does not have a centralized delivery system in place and that it could improve customer service. He said that CSAC recommends, when resources allow, that the City explore the adoption of a citywide Customer Relation Management System. John concluded by thanking the bureaus and encouraging them to keep up the good work as well as encouraging Council and bureau leaders to maintain a customer service priority when making budget decisions.

Commissioner Fish thanked the group for a clearly written report. He asked if all the categories on the scorecard apply to Commissioner’s offices and suggested that maybe we use a different set of criteria for small offices in the future. He said that he wasn’t sure that there was a need for his office to have a strategic plan or for him to survey customers.

Commissioner Fritz said that she found the categories very useful and that while she agrees that there may be use for additional criteria for Commissioner’s offices, the categories helped her when she was thinking about how to best serve constituents. She said that they started tracking issues and responses given to people that contacted her office.

Saltzman asked for a definition of 311 and John explained that it’s a one-stop, centralized number people can call and make a request for service and that a common customer management system would allow for easier access to making requests and better tracking of those requests.

Fish talked about having just been to the 211 call center and observing calls for emergency food, shelter and help to pay energy bills. He let the group know that the City funds 211.

Fritz said that she is going to create a taskforce to look into the 311 system so that when the economy picks up and money is available, the City will be ready to implement 311.

All Commissioners thanked the group for their presentation and voted to accept the CSAC report.