

## Customer Service Advisory Committee

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Meeting Agenda  
Monday, November 5, 2012  
12:00 to 1:00  
Pettygrove Meeting Room

<b>Est. Time</b>	<b>Subject</b>
12:00	Welcome to new CSAC member – Robert Kiningham
12:05	CRM/311 Workgroup update
12:35	Customer service budget reports – bureau follow-ups (BPS, BTS, OEHR, PBEM, PDC, Police)
12:45	Customer service training update
12:55	General updates
1:00	Adjourn