

**Customer Service Advisory Committee****Meeting Notes****Meeting Date:** April 8, 2013**CSAC members present:** John Dutt, Carrie Lathers, Carrie Popenuk, Ali Ryan, Vincent Woods**Others present:** Tenzin Choephel

Topic	Discussion	Action/ Decision
CRM/311 update	<p>John provided an update on the CRM/311 project. The project was put on hold after the proposal reviews because of the new Mayor and the current budgeting process. John recently participated in a meeting with Mayor Hales, Gail Shibley, Commissioner Fritz, Tim Crail, Lisa Turley (BOEC). During that meeting, Mayor Hales and Commissioner Fritz agreed to proceed with the project but at a slower pace (Phase 1 completion; holds on Phases 2 and 3) and reduced budget impact (\$200,000 for Phase 1, release of the other \$200,000 for the General Fund).</p> <p>John said that there are still plans for a Steering Committee, and has not yet made contact with PIAC. John said that anyone interested in the Committee should contact Tim Crail in Commissioner Fritz's Office.</p>	
Customer service budget reports	<p>Attendees had yet to read the budget reports distributed via email. Tenzin noted that, based on her review, there were no reports from the City Budget Office and the Commissioner Offices.</p> <p>Tenzin also noted that the submissions by OMF bureaus seem different from past years. In addition, the Office of the City Attorney and the Portland Police Bureau submissions may be incomplete.</p> <p>John assigned report review responsibilities among the attendees based on the Site Teams list:</p> <ul style="list-style-type: none"> <li>▪ Public Safety – John and Vincent</li> <li>▪ Parks, Public Utilities, Transportation – Carrie Popenuk, Ali</li> <li>▪ Community Development – Colleen Poole (John to ask Colleen)</li> <li>▪ City Support Services – Carrie Lathers</li> <li>▪ Elected Officials – TBD. Tenzin to request reports be submitted by next month.</li> </ul> <p>He described the rating criteria used for past reports (see p. 5 of the past report <a href="http://www.portlandonline.com/index.cfm?c=56745&amp;a=382048">http://www.portlandonline.com/index.cfm?c=56745&amp;a=382048</a> for more information) and asked attendees to provide this information after their review.</p>	<p>CSAC members to provide ratings of assigned bureau reports.</p> <p>Tenzin to contact remaining offices and request reports be submitted within one month.</p>
Customer service training	Nothing to report for this period.	

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General updates    John shared that he been taking family medical leave and, as a result, his work schedule has varied over the last few months and may continue into the future.

Vincent shared that BHR is slated for three position eliminations. He said that the site teams will likely remain the same.

Vincent asked about union representation on CSAC. Given the upcoming 311/CRM project, there are impacts to work that will be of interest to Labor. John said that Debbie Hussey was asked to join CSAC because of her role with one of the unions.

John said that, after this upcoming report to Council, it may be a good opportunity to review CSAC's charge going forward. Others mentioned the possibility of including front line staff on the committee, reviewing policies, providing more resources, or assisting with the transition to the 311/CRM system.

Carrie Popenuk reported that the pay-by-phone interactive voice response (IVR) has made an impact on PWB agents. She estimated that two to four agents were freed up each day because of the decrease in call volume. In addition, PWB has turned on the Workforce Management module and staff show over 95 percent adherence rates, resulting in a significant increase in service level.

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Next meeting        The next committee meeting is scheduled for May 13, 2013, from Noon to 1pm.

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