

Meeting Date: September 9, 2013

CSAC members present: John Dutt, Barbra Rice, Ali Ryan, Kim Sneath, Vincent Woods

Others present: Tenzin Choephel

Topic	Discussion	Action/ Decision
Customer service budget reports	<p>John distributed a draft report to CSAC members via email on Thursday, September 5th. John requested CSAC members provide any feedback by Friday, September 20th. Tenzin will be providing editorial reviews.</p> <p>John noted that items in blue font reflect additions to the CSAC online toolkit, most of which he has already added to the website (http://www.portlandonline.com/csac).</p> <p>In addition, items in red font reflect areas where CSAC will need to follow-up for more information. The follow-up assignments include:</p> <ul style="list-style-type: none"> ♦ Bureau of Human Resource’s to see if they want to submit a report in addition to that already provided to OMF (Vincent Woods) ♦ Fire and Police Disability and Retirement regarding the mention of a couple types of customer service surveys (Vincent Woods) ♦ Portland Water Bureau regarding any details they can provide regarding new hire training and customer service training modules mentioned in report (Carrie Popenuk) ♦ Portland Bureau of Transportation regarding Administrative Reviews they mention in their report (Ali Ryan to contact Alissa Mahar at PBOT) ♦ Portland Police Bureau specific follow-up regarding an “external tool” for customer feedback mentioned in their report (John Dutt) ♦ Revenue Bureau's report content (Barbra Rice) <p>John stated that this year is a good opportunity to ask Council about the value of these reports. John suggested that these reports may have run their course, and a number of other attendees agreed. Vincent suggested developing a cover memo with a historical overview, trends and identifying that these efforts have existed in the absence of a citywide approach to customer service. Tenzin suggested setting up a meeting with Mayor Hales’ liaison to ONI (Chad Stover) and possibly others in that office (Gail Shibley, Josh Alpert) to provide assistance with next steps. There may be an expectation that CSAC provide some recommendations on how Council could move forward. John said that the 311/CRM project is moving forward (see update below), and that project would benefit from using CSAC as a touchpoint to bureaus.</p>	<p>Feedback on draft report to John by 9/20/13.</p> <p>Follow-up responsibilities as assigned due by 9/20/13.</p> <p>Tenzin to schedule meeting with John Dutt and Mayor’s Office about CSAC next steps.</p>

CRM/311 update John said that BOEC has renegotiated the project details with the consultant and the expectation is that they will begin their work sometime during the end of the calendar year.

Customer service training John said Brad Taylor, ONI Crime Prevention Program, will be offering mental health training Citywide. Vincent suggested advertising this opportunity with the Bureau of Human Resources.

John has an old list of frontline staff that he is in the process of updating. He hopes this list will be useful in advertising training opportunities and communicating with staff that most frequently interact with the public.

Tenzin shared that the Office of the City Auditor's Safety Committee is offering a mental health training in partnership with the Oregon branch of the National Alliance on Mental Illness. She will ask to see if there are openings available outside of the bureau. The training is scheduled for Monday, September 16th from 2-4pm.

John to contact Gail Baird in BHR regarding this training opportunity.

John to forward list to CSAC members so they can update for their bureau, accordingly.

Tenzin followed up with CSAC via email and no vacancies. She will share feedback and contact details after the training has been conducted.

General updates Barbra said that she would be interested in any guidance on external email communications. The Revenue Bureau is developing a draft policy and examples to share to encourage consistency across staff. Ali said she has developed guidance for Parks related to ParkScan and Dog Off Leash Area responses that may be helpful to Revenue. Ali said she would also be interested in seeing anything that Revenue has developed once it is finalized.

Kim suggested moving the CSAC meetings from Monday at lunch to Tuesday afternoon. Vince said that afternoons before 3pm would be best for him. Tenzin will see what room options exist and will update the recurring appointment accordingly.

Ali to share Parks bureau email communication guidance to Revenue Bureau. Barbra to share with CSAC any final guidance developed.

Tenzin to research alternate meeting date/time/location.

Next meeting The next committee meeting is Tuesday, November 5th from 1:30-2:30pm.

Please note that, per the updated recurring Outlook appointment, CSAC meetings will now be 1:30-2:30pm on the first Tuesday of each odd-numbered month.
