



# Customer Advisory Board

Financial Management Service - San Francisco Financial Center - P.O. Box 24700 - Oakland, CA 94623

## CHARTER

February 2007

### **BACKGROUND:**

The San Francisco Financial Center (SFC) established a Customer Advisory Board (CAB) to provide our customers a forum where ideas, concerns, and suggestions can be shared and discussed; and to have input into program planning and product development. The benefit to all is in strengthening relationships and ensuring ongoing communications.

### **BOARD ROLE DEFINED:**

The CAB provides specific opportunities for customers to identify needs as well as provide input on the efficiency and effectiveness of Financial Management Service (FMS) products and services. The Board functions in an advisory capacity only. The Board will serve as a mechanism to:

- Provide ongoing customer feedback on services, regulations, policies, and procedures
- Evaluate current products and services
- Identify new or alternate services and products
- Determine areas, products, or services that may need to be changed and/or improved
- Provide an opportunity for customers to share agency updates
- Serve as a forum to identify and resolve customer issues
- Determine customer priorities and needs

### **SAN FRANCISCO FINANCIAL CENTER DIRECTOR ROLE:**

Recommendations developed by the Board will be submitted to the SFC Director who will determine appropriate response and/or action. If the recommendation involves FMS policies and/or procedures that cannot be resolved by SFC, it will be elevated to FMS headquarters for consideration.

## **BOARD CHAIR AND VICE CHAIR:**

The Board shall have two officers duly elected by the CAB body. The agency representatives will elect a Chair and Vice Chair by open nominations. The nominees will be selected by a simple majority vote. The elected officers will fill the roles of the Chair and Vice Chair. The Chair serves as the official spokesperson for the Board, chairs the Board meetings, and facilitates discussions on agenda items. The Chair has at his/her discretion, the authority to appoint or designate a representative to perform any and/or all of these functions. The Vice Chair will assist and provide support to the Chair with performing his/her responsibilities. The CAB Chair will serve for a one year term. The CAB Vice Chair, unless elevation is declined, will automatically fill the Chair position at the end of the previous Chair's term, retirement or resignation. If the Vice Chair chooses not to move to the Chair position, a vote for the Chair will be required. The Vice Chair will have the option to continue in their current role of Vice Chair until the term expires.

## **BOARD MEMBERSHIP:**

Each customer of the SFC will be entitled to one board member and one alternate. These selections will be designated by the Agency Location Code (ALC) head on the designation form. Both the member and alternate may attend the meetings; however, there is only one vote allowed per ALC on recommendations that require a vote.

## **SAN FRANCISCO FINANCIAL CENTER STAFF SUPPORT:**

The SFC Products and Initiatives Branch will provide administrative support for the Board. The SFC staff, in coordination with the Chair, will coordinate planning and conducting the meeting, and preparing the executive summary. The SFC staff will also track the status and resolutions of Board recommendations.

## **ADVISORY BOARD MEETINGS:**

The Customer Advisory Board will generally meet for two days on a semi-annual basis. This will allow time for committees and/or sub-committees to meet. Travel costs to attend the Board meetings will be the responsibility of the Board member's agency. All costs associated with CAB meetings, including conference/meeting facilities and technical equipment will be covered by the agency that volunteers to host the next meeting. The Board may alter the meeting frequency to meet the needs of Board members and SFC.

## **BOARD STRUCTURE:**

To manage the size of the Board and to provide maximum participation and input by agencies of all sizes, special committees may be established as the need arises.

## **TERMS OF MEMBERSHIP:**

Membership on the Board will remain in effect until such time as the member agency head deems otherwise. Changes in members and/or alternates should be submitted in writing to the SFC Products and Initiatives Branch.