



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
dwsd.legistar.com

Wednesday, August 3, 2022

2:00 PM

To attend by phone call one of these numbers:
+1 301 715 8592, +1 312 626 6799, +1 267 831 0333
Use Meeting ID: 815 7263 5118
Use Passcode: 482262021

To attend online: <https://cityofdetroit.zoom.us/j/81572635118>
Use Passcode: 482262021

CS Committee Meeting

To attend In Person:
735 Randolph, Detroit, MI 48226, 5th Floor Boardroom

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:00 p.m.

2. ROLL CALL

Present: 4 - Chairperson Mary Blackmon, Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Commissioner John Henry Davis

The Chair called for recess at 2:01 p.m.

The Chair returned from recess at 3:14 p.m.

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of July 14, 2022.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the minutes be approved. The motion carried by a unanimous vote.

5. PUBLIC PARTICIPATION (3 minutes per speaker)

There was none.

6. COMMUNICATIONS

A. [22-0875](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [BOWC Customer Service July 14 2022 Draft](#)

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that this Communication or Report be received and filed. The motion carried by a unanimous vote.

B. [22-0894](#) Receipt of Correspondence

Sponsors: Pospiech

Attachments: [DWSD Water Summit Letter 7-20-2022](#)

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

C. [22-0897](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [Lucinda Darrah 492 Peterboro St. 7-20-22 - BOWC Letter](#)
[Water Service Reconnection 11674 Pinehurst](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner John Henry Davis that this Communication or Report be received and filed. The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

Jennifer Block-Leonard - 10302 Morley Street

8. NEW BUSINESS

A. [22-0891](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service August 3 2022 Draft](#)

This Communication or Report was received and filed.

B. Planning Calendar (17-0127)

Training and Quality Assurance

- Soft skills
- Measures
- Quality scores
- Virtual coaching

9. OTHER MATTERS

There were none.

10. NEXT MEETING

September 7, 2022

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that the meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 4:02 p.m.

How to Make a Request for Public Comment

You may provide your public comment via Zoom link:

<http://cityofdetroit.zoom.us/j/81572635118>

During the public comment section for each committee meeting, raise your hand using the Zoom hand icon on your desktop or mobile device, or if calling into the meeting by phone, press *9 to raise your hand (press *6 to unmute when called upon)

We respectfully request that you maximize your three minutes by sharing all your comments/questions at one time. You will only be called upon once for public comment during the same committee meeting, full board meeting, or hearing.

Once the Chair closes public comment, there will be no other public comments accepted and all the attendees will remain muted for the duration of the meeting.