



Detroit Board Of Water Commissioners

Customer Service Committee

August 3, 2022



Customer Service July 2022 Highlights

Presented by:
Matthew Phillips – Chief Customer Service Officer
Kimberly Crowell – Customer Service Manager

DWSD Recognition

Good news! DWSD recognized for Contactless Customer Service.

- **E.Republic and Government Technology** is the nation's only smart media and research company focused exclusively on public-sector innovation for state and local government.
- **Government Technology – National Innovation Showcase**
 - The Districts Awards Program recognizes and shares bright ideas across transit, transportation, libraries, fire districts, parks and recreation, airports, ports and more
 - This category recognizes districts that have utilized tech to improve service delivery to citizens – for example, making physical services available online, deploying new citizen engagement solutions, enhancing user experience, et al.
 - <https://www.govtech.com/districts/awards/2022/citizens/contactless-customer-service-detroit-water-and-sewerage-department>

DWSD Recognition

Good news! DWSD recognized for Contactless Customer Service.

- **Overview:** The Detroit Water and Sewerage Department, which serves nearly 700,000 people in the city of Detroit, upgraded its online customer portal to enable city residents to conduct all water department business online.
- **Impact:** Expansion of online services enabled the department to permanently close three physical service centers that were initially shuttered in 2020 and permanently move all call center staff to remote work.
 - Residents now complete 80% of their service requests online, and as a result, call center and back-office productivity at the department exceeds industry standards.
 - In addition, more than 75% of customers who contact the department via phone resolve their issue with one call — that number was less than 50 percent before the upgrades.
 - And remote work has reduced absenteeism for call center employees by 70%.



<https://www.govtech.com/districts/awards/2022/citizens/contactless-customer-service-detroit-water-and-sewerage-department>

June 2022 Performance

- 43,801 calls and responded to 4,354 email inquiries
 - 48,155 total customer touchpoints – **21% Increase prior month**
 - 2,188 contacts per day = 56% increase over plan of 1,400
- 17% of calls were answered within 2 minutes
- Average Speed of Answer:
 - 1:42 (64% SL) on the emergency line
 - 11:16 (10% SL) non-emergency line
- Customer Satisfaction (CSAT) at **73%**, First Call Resolution (FCR) at 59%

July 2022 Performance

- 42,633 calls and responded to 3,890 email inquiries
 - 46,523 total customer touchpoints
 - 2,215 contacts per day = 56% increase over plan of 1,400
- 19% of calls were answered within 2 minutes
- Average Speed of Answer:
 - 2:08 (60% SL) on the emergency line
 - 10:49 (13% SL) non-emergency line
- Customer Satisfaction (CSAT) at **73%**, First Call Resolution (FCR) at 56%

Service Level Impact: Staffing and Call Volume

- 23 FTE Customer Service members short (33%)
 - 7 FTE in last phase of training (90 days until proficient)
 - 16 FTE to be hired and trained (180 days until proficient)
- 3 FTE attended Talent Development Courses
- 8 FTE resigned/terminated/transferred (Past 60 days)
- 5 FTE were promoted
- Summer vacations (Varies) and LOA (5 FTE)
- We are piloting a new recruitment process

CALL CENTER DATA – June 2022

	February	March	April	May	June	July	Key Performance Indicator
Calls Received	36,079	41,804	36,577	36,280	43,801	42,633	29,400/mo or 1400 per day
Average Speed of Answer	1:52	3:24	5:00	2:33	10:08	9:36	2 Minutes
Email Interactions	3,654	4,060	3,679	4,233	4,354	3,890	
Average Speed of Response (Email)	1d 14h	14h	23h	14h	1d3h	2d	24 Hours
Total Interactions	39,733	45,864	40,346	40,513	48,155	46,523	
Service Level	69%	50%	40%	57%	17%	19%	70%/120 seconds
Average Handle Time	8:11	8:05	7:55	7:39	8:02	8:36	8 Minutes
Average Talk Time	6:19	6:19	6:14	6:00	6:22	6:31	7 Minutes
Average Hold Time	4:01	3:49	3:39	3:39	3:51	4:50	3 Minutes
After Call Work	0:41	0:40	0:41	0:41	0:40	0:40	1 Minute
Abandoned Calls	2%	4%	4%	3%	8%	9%	< 5%
Avg. Staffing	47	45	43	40	38	37	79.4
First Call Resolution	63%	64%	59%	62%	59%	56%	71%
Customer Satisfaction	80%	79%	75%	78%	73%	73%	72%

21% increase



Water & Sewerage
Department

NEPTUNE AWARD

THIS AWARD IS GIVEN TO

*Audrey Wells-Lewis &
Shannon Thomas-Clark*

to express our deep appreciation for the outstanding
service provided to the customers of Detroit Water and
Sewerage Department

Matthew C Phillips

MATTHEW PHILLIPS

Chief Customer Service Officer

Kimberly Crowell

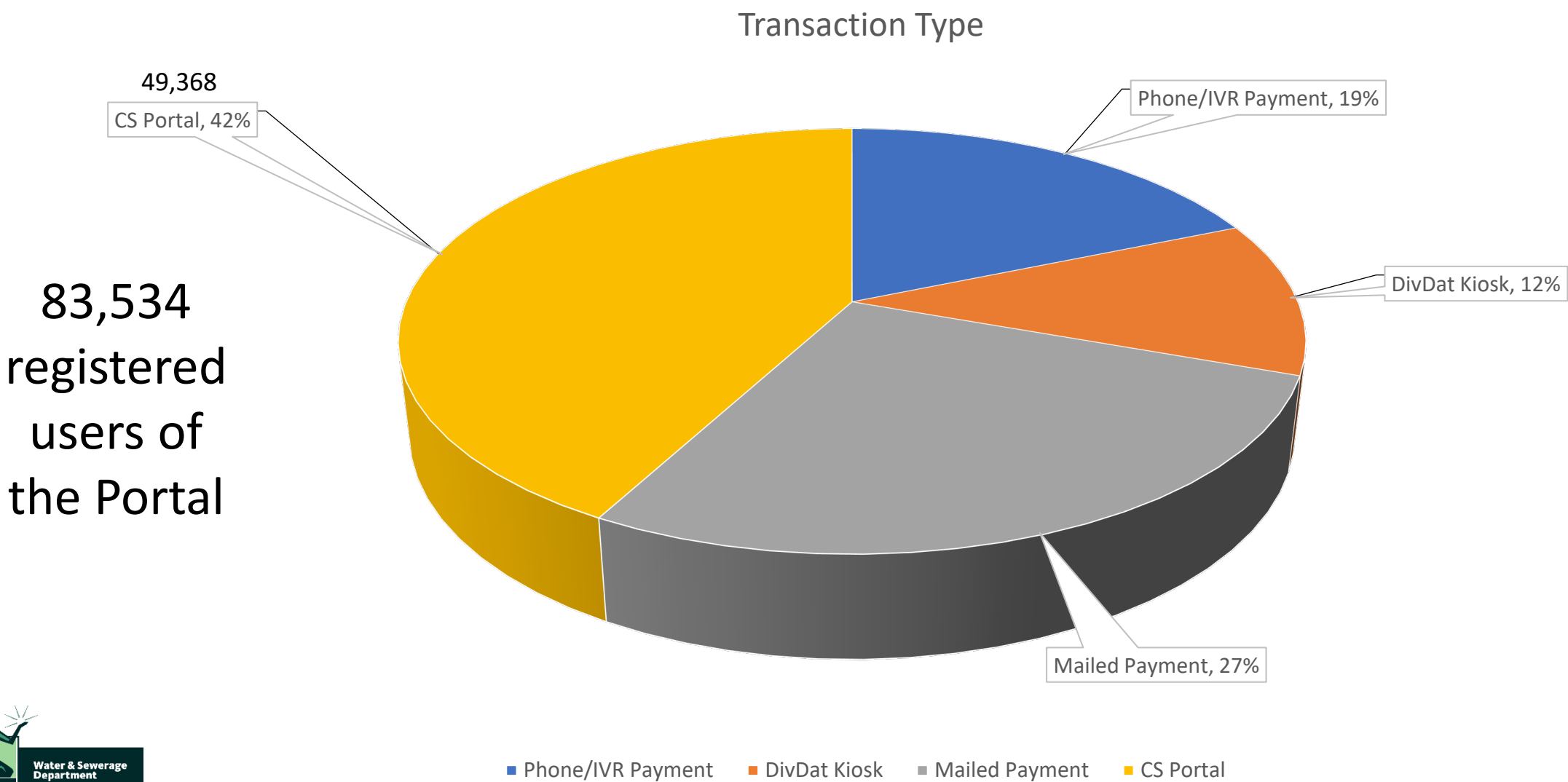
KIMBERLY CROWELL

Customer Service Manager



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Transaction Methods Of Our Customers





**Water & Sewerage
Department**

Planning Calendar: Training and Quality Assurance

Presented by:
Tamara Smith – Customer Service Supervisor, Trainer and Quality
Leader

New Hire Training




New Hire Training – Nesting Environment



Continuous Training

- **Scheduled weekly training time for all staff members**
 - 30 minutes of dedicated self-paced training time
 - Staff can utilize this time to complete required E-Learning, review the Customer Service Knowledge Base, professional career development training offered through the city as well as the DWSD Training Portal with United Training, and LinkedIn Learning offered by the City of Detroit
- **Virtual classroom training and self-paced training with knowledge checks on new programs and processes including:**
 - CS Portal Updates
 - Emergency Escalations
 - Fix-it/Warning Letter
 - American Water Resources Warranty Program
 - Basement Backup and Prevention Program
 - Drainage
 - Lifeline Plan
- **Refresher training based on trends identified through the Quality Evaluation process**


Lifeline Plan Training Demo




Water & Sewerage
Department

DWSD Lifeline Plan Training

YOU COMPLETED 100%



DWSD Lifeline Plan



Knowledge Check

3/3 answered correctly

TS

ANNOUNCING

Kiandrea Hargrove

COMPLETED THE
ADMINISTRATIVE ASSISTANT
CERTIFICATION PROGRAM (AACP)

VIRTUALLY CELEBRATE WITH US ON
WEDNESDAY, JUNE 29, 2022 AT 1PM

SPRING 2022 VIRTUAL
TDPM COMPLETION CEREMONY





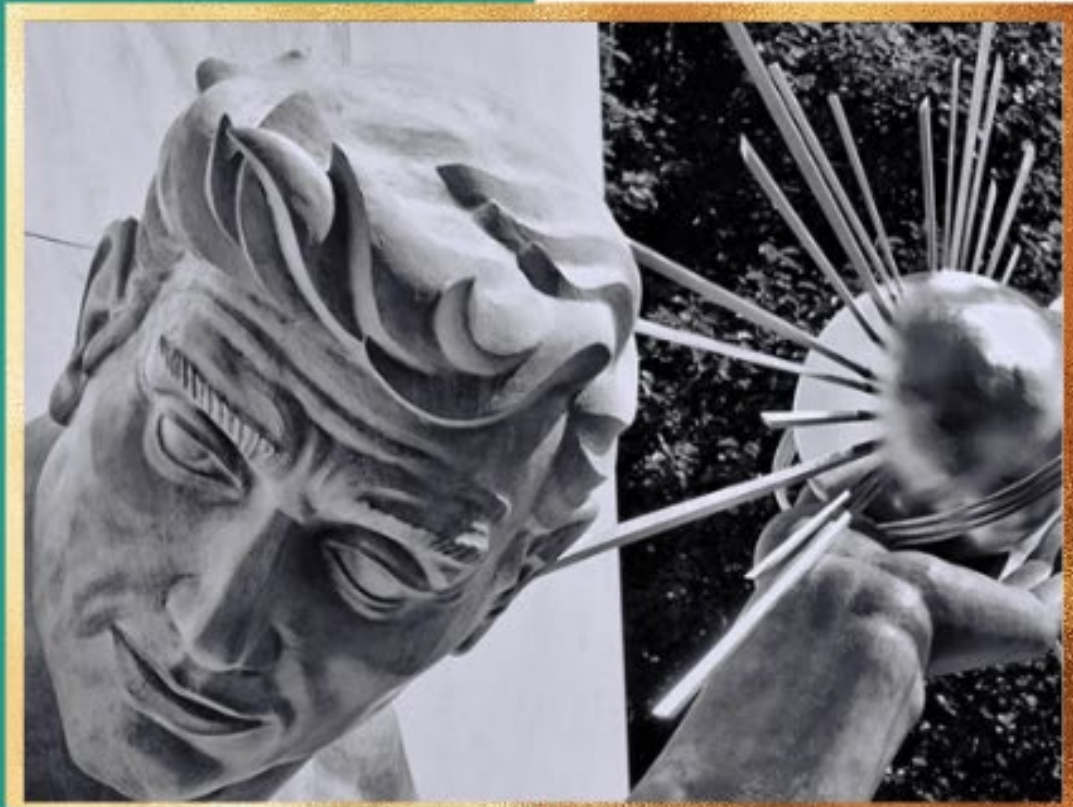
ANNOUNCING

Antoinette Donaldson

COMPLETED THE
ADMINISTRATIVE ASSISTANT
CERTIFICATION PROGRAM (AACP)

VIRTUALLY CELEBRATE WITH US ON
WEDNESDAY, JUNE 29, 2022 AT 1PM

SPRING 2022 VIRTUAL
TDPM COMPLETION CEREMONY



ANNOUNCING
Yolanda Tolbert

COMPLETED THE
ADMINISTRATIVE ASSISTANT
CERTIFICATION PROGRAM (AACP)

VIRTUALLY CELEBRATE WITH US ON
WEDNESDAY, JUNE 29, 2022 AT 1PM

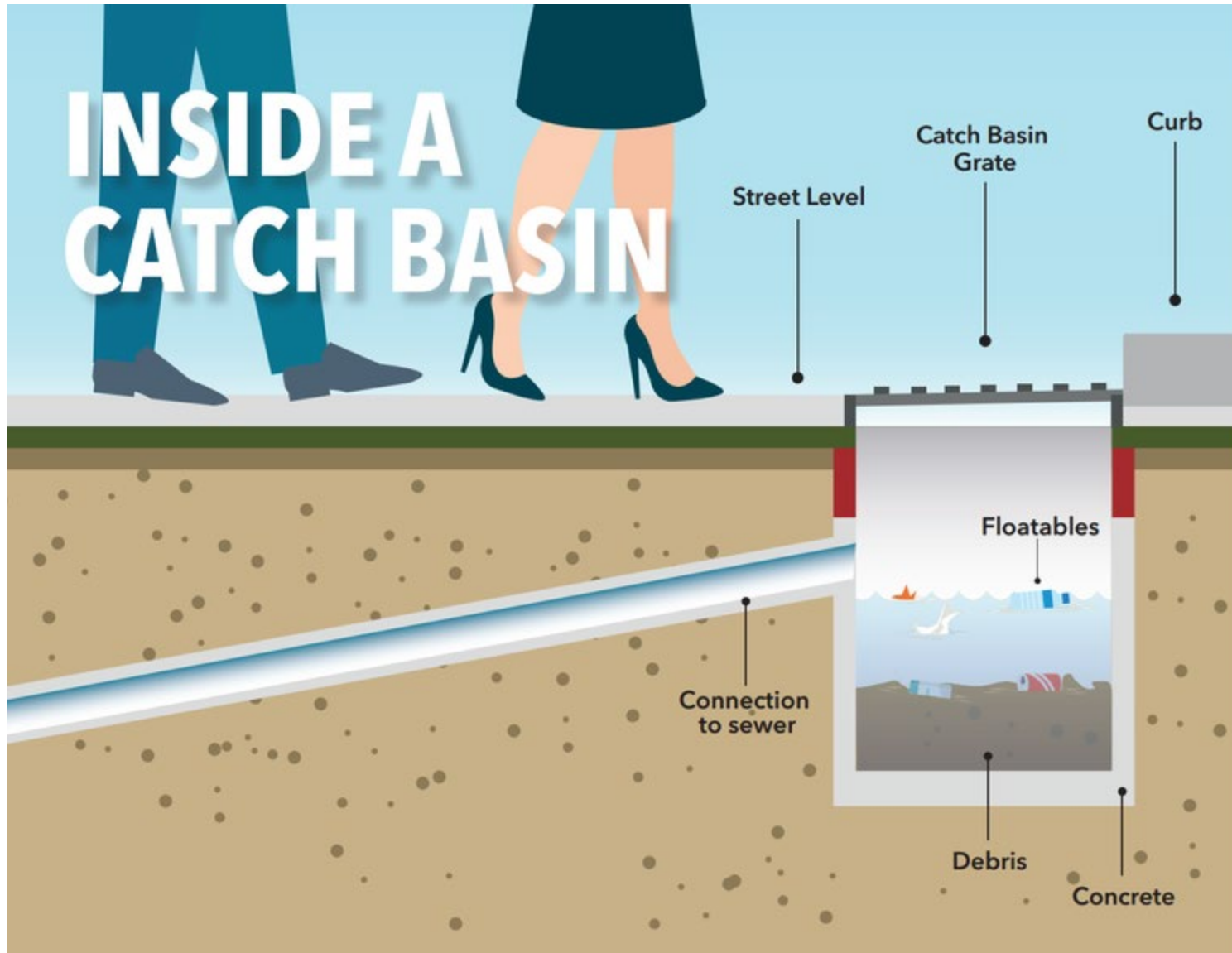
SPRING 2022 VIRTUAL
TDPM COMPLETION CEREMONY



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In The Flow, Did You Know

Catch Basins – How does it work

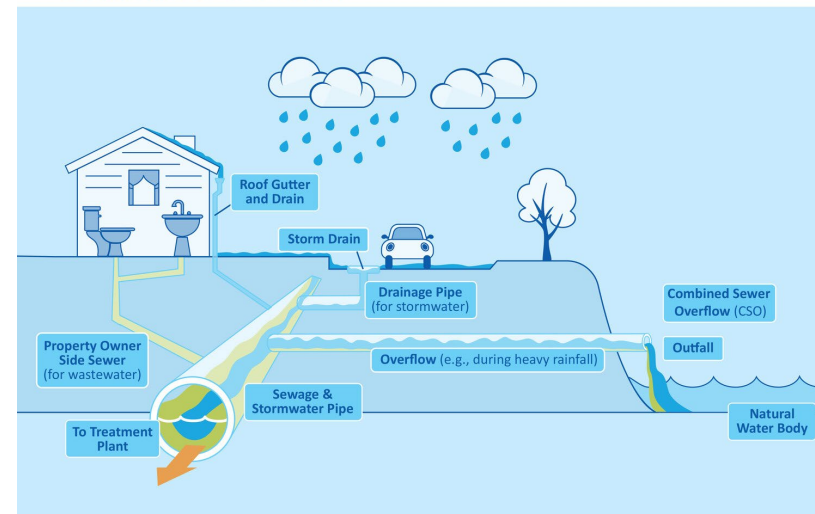


Catch Basins

Catch Basins Move Stormwater from Neighborhoods and Businesses

- Catch basins carry stormwater off city streets and nearby properties into the city's combined sewer system. Detroit has an estimated 95,000 catch basins. This does not include the catch basins on county-owned and state-owned roadways and freeways.
- Catch basin inspection and cleaning is part of a comprehensive effort by DWSD to improve preventative maintenance for the combined sewer system. Clogged or broken catch basins largely cause street flooding which may lead into yards.
- **Blocked catch basins do not cause basement flooding, that is mostly caused by an issue with the private sewer line, such as tree roots clogging the pipe.**

COMBINED SYSTEM



How To Access Our Services

Online Self-Service Portal

Detroitmi.gov/paymywaterbill

Online Bill Pay

View Account Balance/Usage

Establish an Online Account

Start New Water Service

Stop Service

Leak Adjustment

Deposit Refund

Real Estate Closing*

Billing Dispute*

*Services being added this year

Email

MYDWSD@DETROITMI.GOV

New Water Service

Stop Service

Balance Inquiry

Real Estate Closing

Address/Name Change

Landlord Account Setup

Phone

313-267-8000

Bill Pay

New Water Service

Stop Service

Deposit Refund

Real Estate Closing

Billing Dispute

Balance Inquiry

Payment Assistance

Address/Name Change

Leak Adjustment

Payment Locations

Payment Drop Box

735 Randolph St. –
Bates St. Entrance

All Service Centers Remain
Closed

DIVDAT Kiosks Payments

(50+ stations located
throughout the city)

Dwsdkiosk.com



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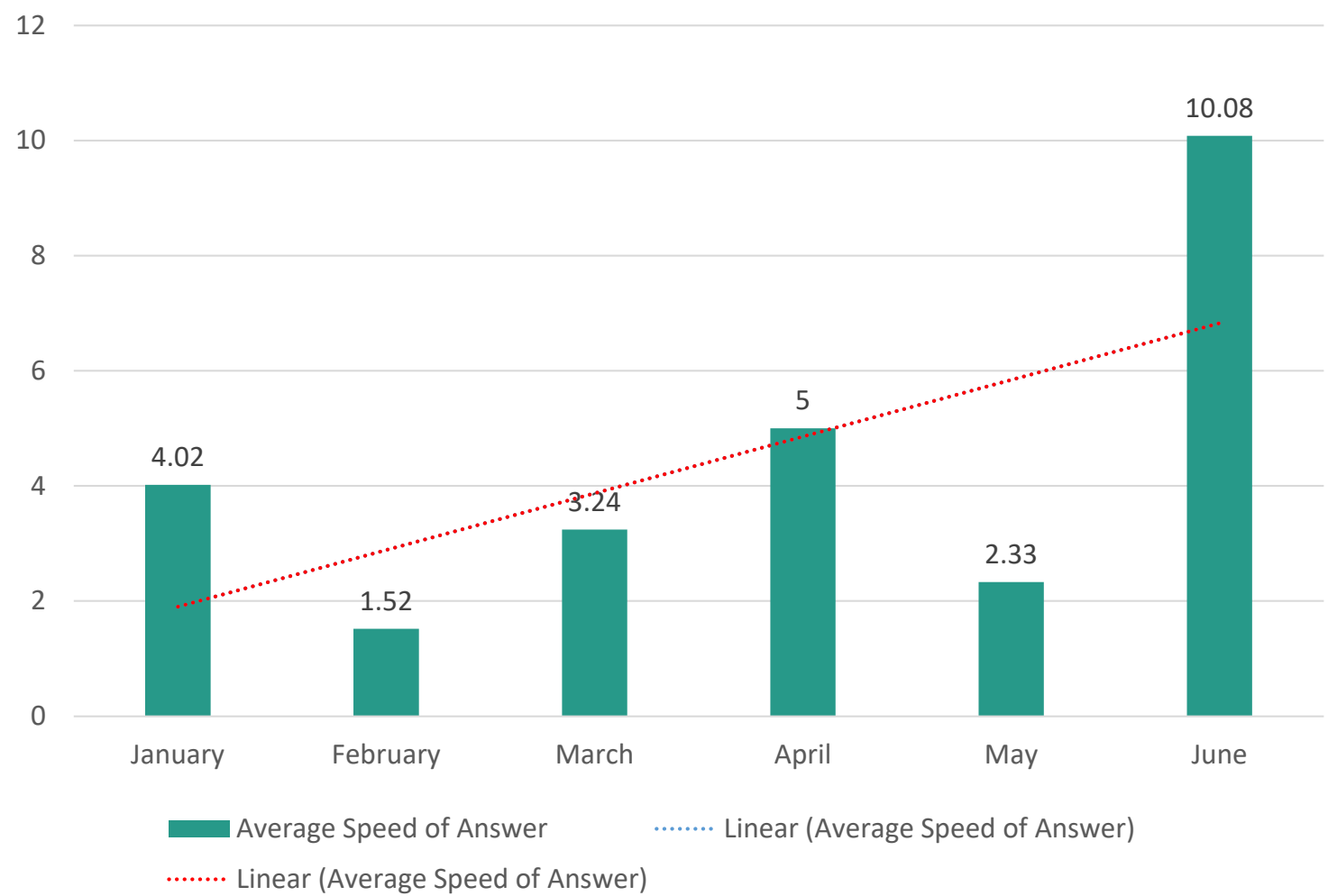
Customer Service Data

TOTAL Contacts

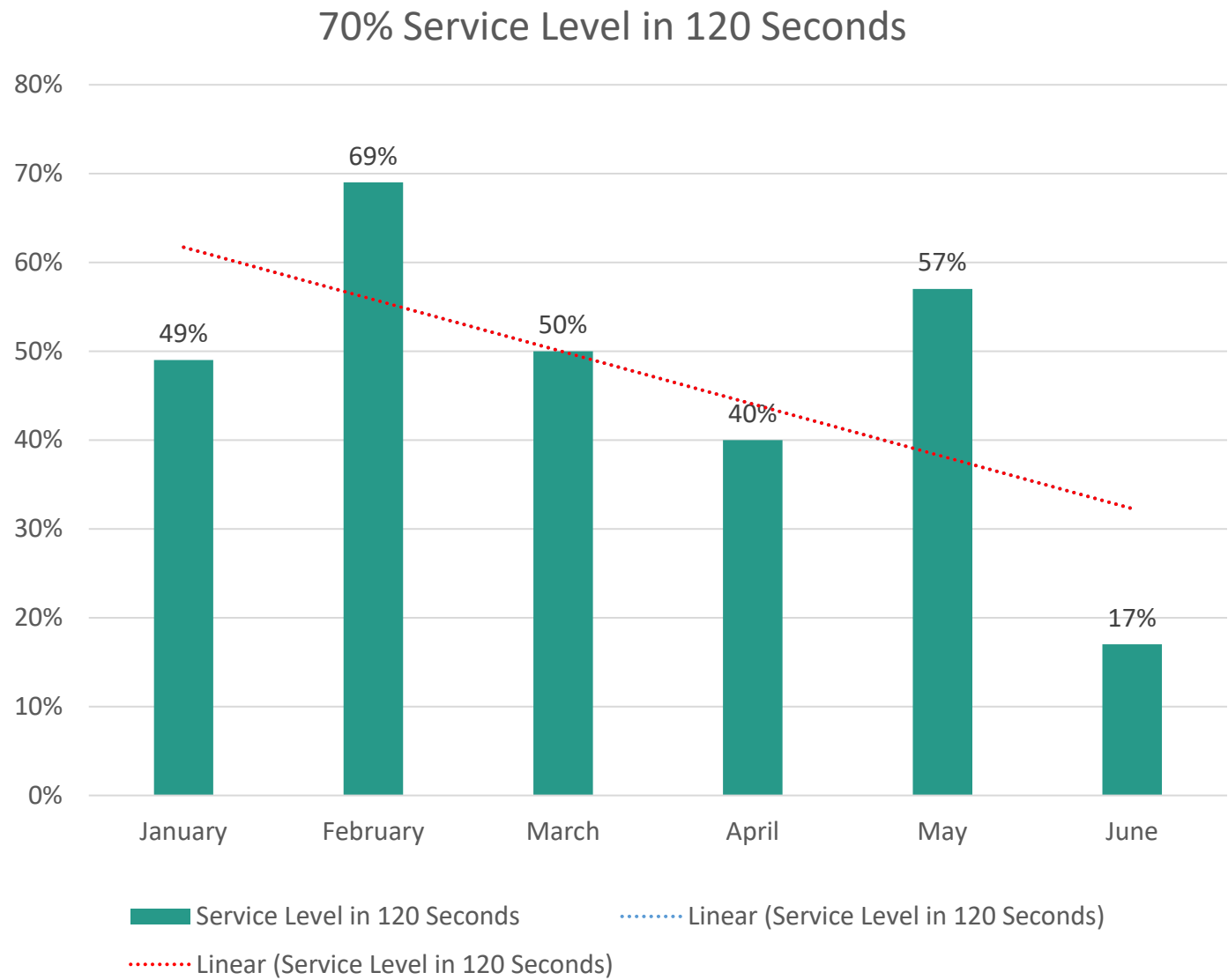


AVERAGE SPEED TO ANSWER

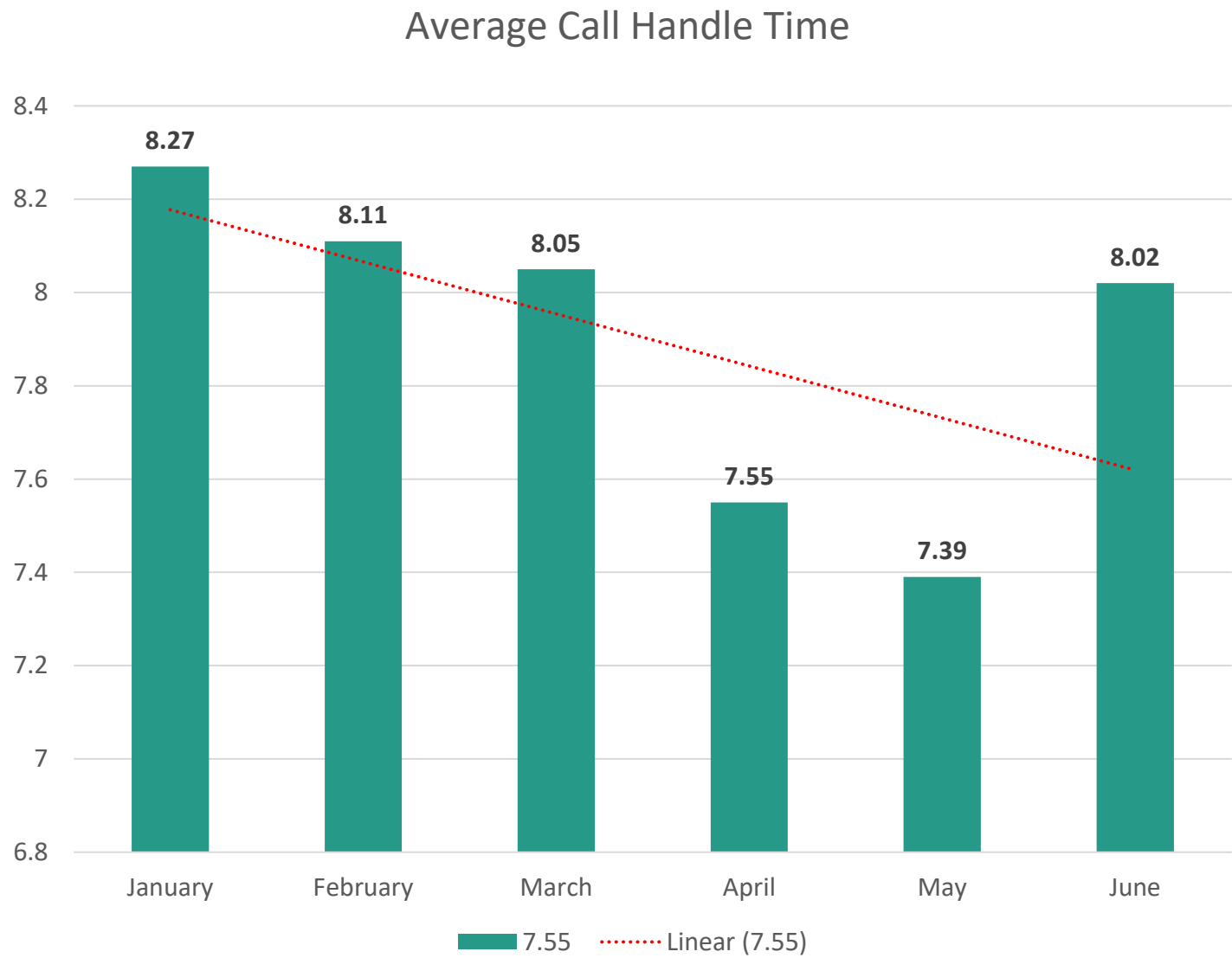
Average Speed to Answer (Less than 2 minutes)



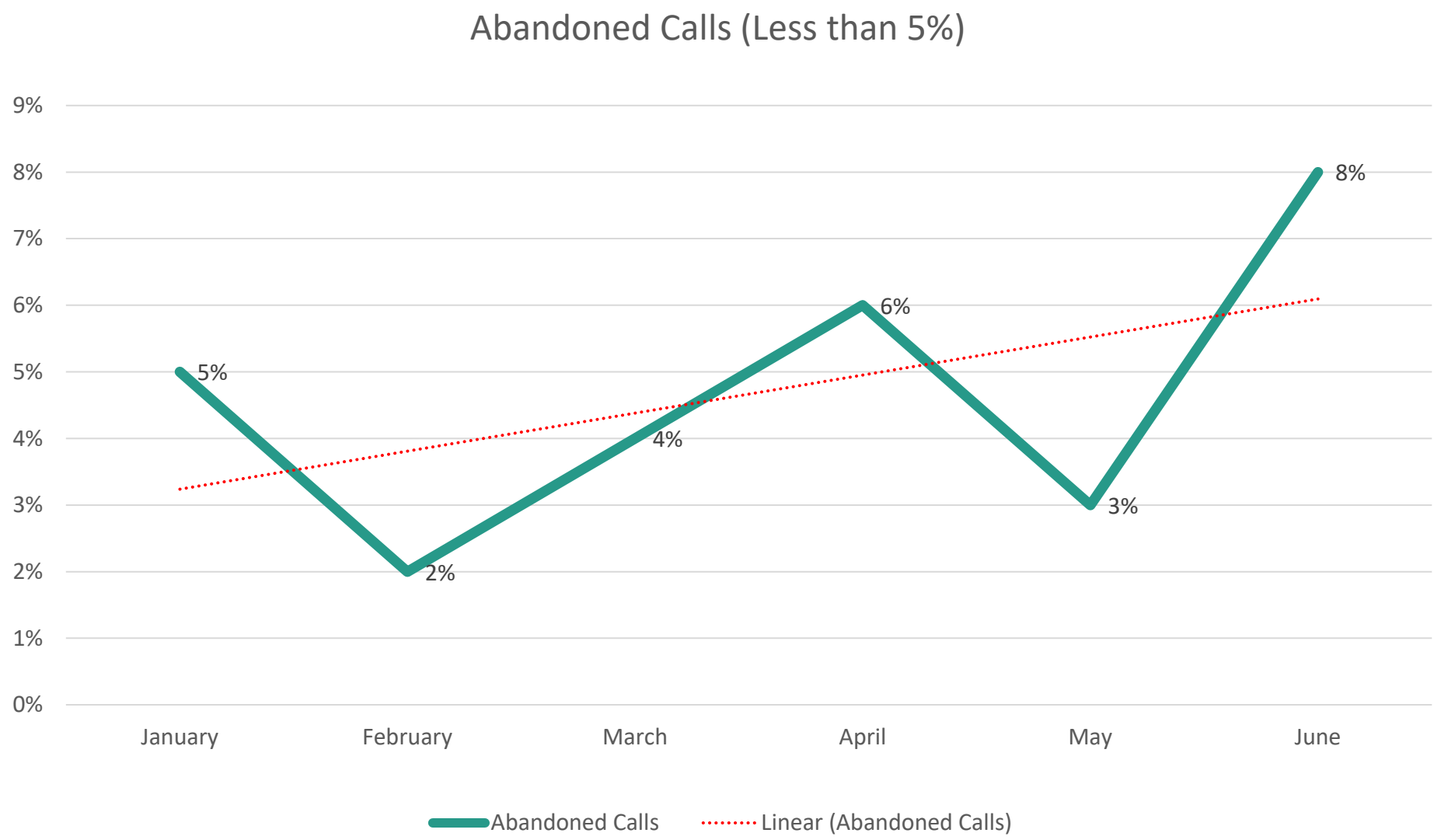
SERVICE LEVEL



AVERAGE CALL HANDLE TIME



ABANDONED CALLS





**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

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Phone: 313.964-9020

For more information visit: www.detroitmi.gov/dwsd

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@detroitwatersewerage

