



# **Detroit Water and Sewerage Department Meeting Minutes - Final Human Resources/Organizational Development**

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Wednesday, May 7, 2025

2:45 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

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## **HR Committee Meeting will be held virtually**

### **1. CALL TO ORDER**

Chairperson Davis called the meeting to order at 2:45 p.m.

### **2. ROLL CALL**

**Present:** 3 - Commissioner Jane Garcia, Chairperson John Henry Davis and  
Commissioner Mary Blackmon

### **3. APPROVAL OF AGENDA**

Chairperson Davis requested approval of the agenda.

**A motion was made by Commissioner Mary Blackmon, seconded by  
Commissioner Jane Garcia that this be approved. The motion carried by a  
unanimous vote.**

### **4. APPROVAL OF MINUTES**

Chairperson Davis requested approval of the minutes of April 2, 2025.

**A motion was made by Commissioner Mary Blackmon, seconded by  
Commissioner Jane Garcia that this be approved. The motion carried by a  
unanimous vote.**

### **5. PUBLIC PARTICIPATION (3 minutes per speaker)**

Demeeko Williams - Gave kudos to Kim Crowell and Matthew Phillips on a great job revamping DWSD's customer service and its improvement throughout the years. Mr. Williams also appreciates the Easy Pay numbers and happy about promise pay information. Will need improvement on outreach and marketing for customer service agents.

Norrell Hemphill- Has concerns with HR and some of the customer service numbers with no current solution. Comment also regarding the Southwest water main break

being GLWA's responsibility and why DWSD is helping with fifty percent of the cost. DWSD helping with the Southwest water main break financially is affecting its customer service team and hiring new agents. Also asking why are we outsourcing to other vendors to help in collecting funds related to EasyPay as this should be in-house function.

**6. COMMUNICATIONS**

There were none.

**7. UNFINISHED BUSINESS**

There were none.

**8. NEW BUSINESS**

**A. [2025-102](#) Human Resources Metrics**

**Sponsors:** Thornhill

**Attachments:** [Human Resources Metrics 050725 FINAL](#)

This matter was received and filed.

The Chair called for recess at 3:01 p.m.

The Chair returned from recess at 3:02 p.m.

**9. PLANNING CALENDAR (17-0024)**

Exit Interview, Stay Interviews, Analysis & Strategy

**10. OTHER MATTERS**

There were none.

**11. NEXT MEETING**

Wednesday, June 4, 2025

**12. ADJOURNMENT**

Chairperson Davis requested a motion to adjourn.

**A motion was made by Commissioner Mary Blackmon, seconded by Commissioner Jane Garcia that this be adjourned. The motion carried by a unanimous vote.**

There being no further business, the meeting adjourned at 3:13 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