

# Detroit Water and Sewerage Department

735 Randolph Street  
Detroit, Michigan 48226  
(313) 224-4704 Office  
[dwsd.legistar.com](http://dwsd.legistar.com)



## Meeting Agenda - Final

Friday, September 6, 2019

1:00 PM

Customer Service Committee Meeting rescheduled from  
Wednesday, September 4, 2019

5th Floor Board Room, Water Board Building

**Customer Service Committee**

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF MINUTES  
*August 7, 2019*
5. PUBLIC PARTICIPATION
6. COMMUNICATIONS  
*None*
7. UNFINISHED BUSINESS  
*None*
8. NEW BUSINESS
- A. Employee Service Recognition - Kimberly Crowell, Customer Service Manager
- B. [19-00256](#) CS Metrics  
*Sponsors:* Gabon  
*Attachments:* [Metrics-8.29 \(1\)](#)
- C. Proposed Performance Indicators
- D. Planning Calender ((17-0127)
9. OTHER MATTERS
10. NEXT MEETING  
*October 2, 2019*
11. ADJOURNMENT