

## **Marian King-Bell**

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**From:** Gary Brown  
**Sent:** Wednesday, November 20, 2019 2:31 PM  
**To:** Marian King-Bell; Dan Rainey; Debra Pospiech  
**Subject:** Fwd: Dropped calls/Cash drawer closed/Poor Telephone Customer Service

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**From:** JohnHenry Davis <JohnHenry.Davis@detroitmi.gov>  
**Sent:** Thursday, November 7, 2019 10:26:46 AM  
**To:** Mary Blackmon <Mary.Blackmon@detroitmi.gov>; Gary Brown <Gary.Brown@detroitmi.gov>  
**Subject:** Dropped calls/Cash drawer closed/Poor Telephone Customer Service

Chair Blackmon,

I am requesting that DWSD leadership provide as soon as possible, a full and complete report of all technology/software/equipment/service contracts approved by our board since bifurcation that are related to Customer Service, including but not limited to IVR, Payments, Cash management, Call systems and the like.

The report must include the date approved, date implemented, total contract amount(including change orders), vendor, purpose, justification/rationale provided when submitted to the board for approval, DWSD current level of satisfaction with performance, whether or not the product is or soon will be outdated. Please sort in the total contract amount order.