



Water & Sewerage
Department

BOWC Meeting

April 7, 2021



**Water & Sewerage
Department**

Customer Service March 2021 Highlights

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

March Highlights

- 82% of calls were answered within 2 minutes
- Average Speed of Answer in 1 minute 5 seconds
- Highest call volume since July 2020
- Tamara Smith selected as Customer Service Supervisor
- Bright Pattern went live March 2nd

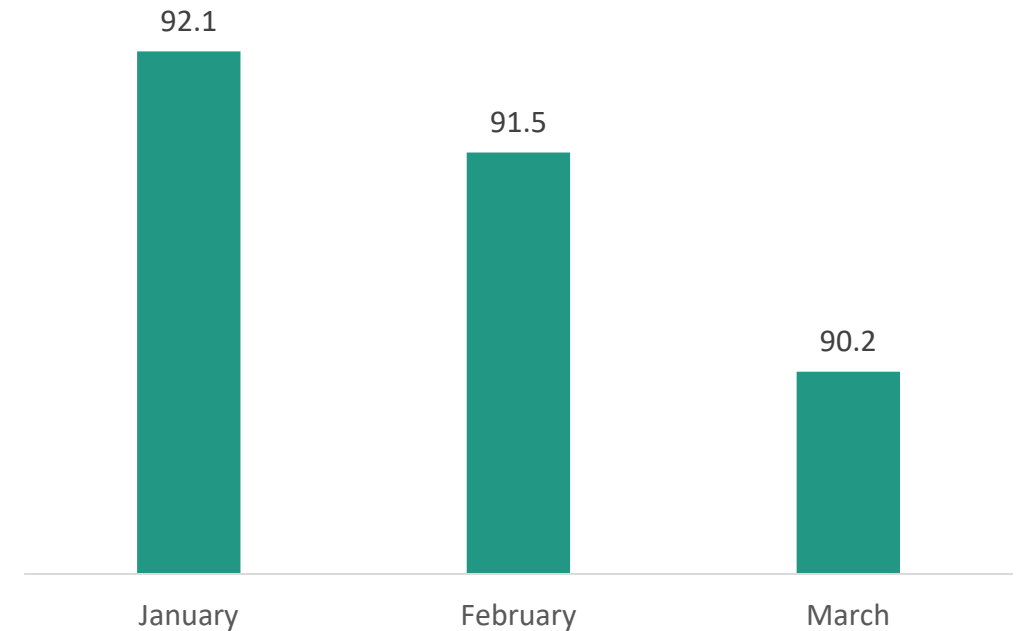
CALL CENTER DATA – March 2021

Customer Service - Call Center Performance Dashboard							
October 2020 – March 31, 2021							
	October	November	December	January	February	March	Key Performance Indicator
Calls Received	36,262	30,144	32,305	32,099	32,849	36,831	
Average Speed of Answer	1:39	1:54	2:06	0:52	0:23	1:05	2 Minutes
Service Level	69%	65%	65%	85%	95%	82%	70%
Average Handle Time	7:15	7:35	7:38	7:31	7:06	7:28	7 Minutes
Average Talk Time	5:40	5:57	5:59	6:01	5:43	6:03	5 Minutes
Average Hold Time	3:28	3:14	3:31	3:03	2:43	3:10	3 Minutes
After Call Work	0:37	0:38	0:38	0:41	0:39	0:40	1 Minute
Abandoned Calls	3%	3%	5%	1%	<1%	<1%	< 5%
Avg. Staffing	37	33	36	42	41	41	45
First Call Resolution	53%	57%	57%	54%	58%	59%	71%*
Customer Satisfaction	80%	82%	82%	80%	83%	83%	72%*

QUALITY

- **90.2 Average**
- **40 Customer Service Specialists (CSS) evaluated**
 - Five evaluations per CSS completed
- **One on one coaching provided for scores below expectations**
 - Five CSSs received an evaluation below expectations
 - One CSS fell below expectations for overall average for the month

Customer Service Quality Averages



CUSTOMER SERVICE KUDOS

We would like to recognize
the following Customer
Service Specialists who
received perfect quality
scores:

Carissa Muckles
Terecia White
Jamilla Dantzler
Christine De'Jarnette
Nicole Baker
Shatara Currie
Jacquella Rambert

TRAINING

- **We conducted a two week “New Hire” Training for seven existing Customer Service Specialists**
 - The seven individuals were selected based on performance, new work assignments, or voluntarily expressed interest to receive a additional training to increase performance
- **100% throughput with an average class score of 92.4%**
- **One on one post-training coaching provided weekly**
- **First “virtual” new hire training...was a success**

NEPTUNE AWARD

This month's Neptune Award is presented to Christine De'Jarnette.

Christine went above and beyond her duties and truly showed her dedication to the Customer Service Department by taking the initiative to update and adjust over 200 customer accounts while performing her normal duties in under a day.





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Contactless Service Delivery Update

Kimberly Crowell, Customer Service Manager



Background: Our Service Delivery Model

- 1 We are changing the way we think about safety for our employees and our customers in the long term
- 2 We changed how business transactions will be executed
- 3 We are raising our expectations for customer service levels
- 4 We have the opportunity where many stakeholders, including our residents, will be positively impacted by our process changes

Contactless Service: Scope and Status

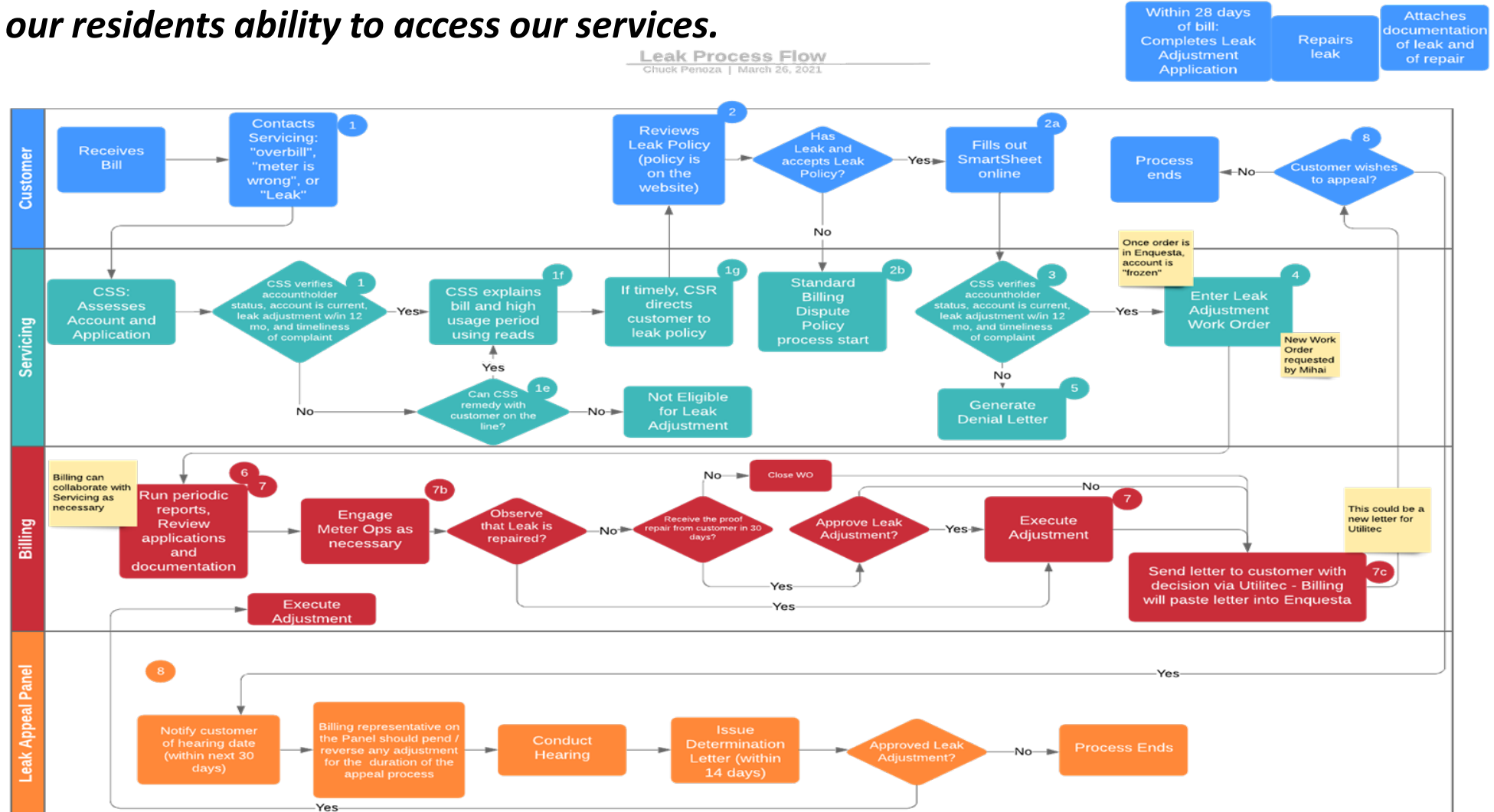
As a result of the COVID-19 pandemic, we adapted, changed the way we do business and how we interact with our customers

1. Over-the-Counter DivDat cart feature	6. Online Permit Application Request
2. New Account Online Application	7. Online Hearing Request Form
3. Move Out/Vacate Online Request Form	8. Self-Service IVR Payment Plan
4. Refund Request Form within CS Portal	9. Digital FAX Process to support contactless processes
5. Website Overhaul to Support Contactless Transactions	10. Online Leak Adjustment Form



We evolved the process

We dissected every process we had in Customer Service and BEYOND to ensure we not only met but exceeded our residents ability to access our services.



Contactless Service: Overview



Phase I:
Examine the
full set of
Services



Phase II:
Prioritize
"contactless"
processes



Phase III:
Analyze and
map processes



Phase IV:
Design
solutions

Phase V:
Solution
Development

Phase VI:
Public
Rollout

*Also included
some missing
needed processes,
as well as existing
Customer Service
processes known
to drive customer
satisfaction*

*Prioritize the
processes that
are most
pressing for our
customers*

*Analyzed 10
processes in
terms of:*

- Improving
access to our
services*
- Reduce effort*
- Compliance
to DWSD
policy*

Design solutions for:

- Higher service
levels*
- Higher customer
satisfaction*
- Compliance*
- Cost*

*Our solutions
are in the final
development
stages with our
partners*

*Anticipated
User Interface
rollouts
beginning the
end of April*

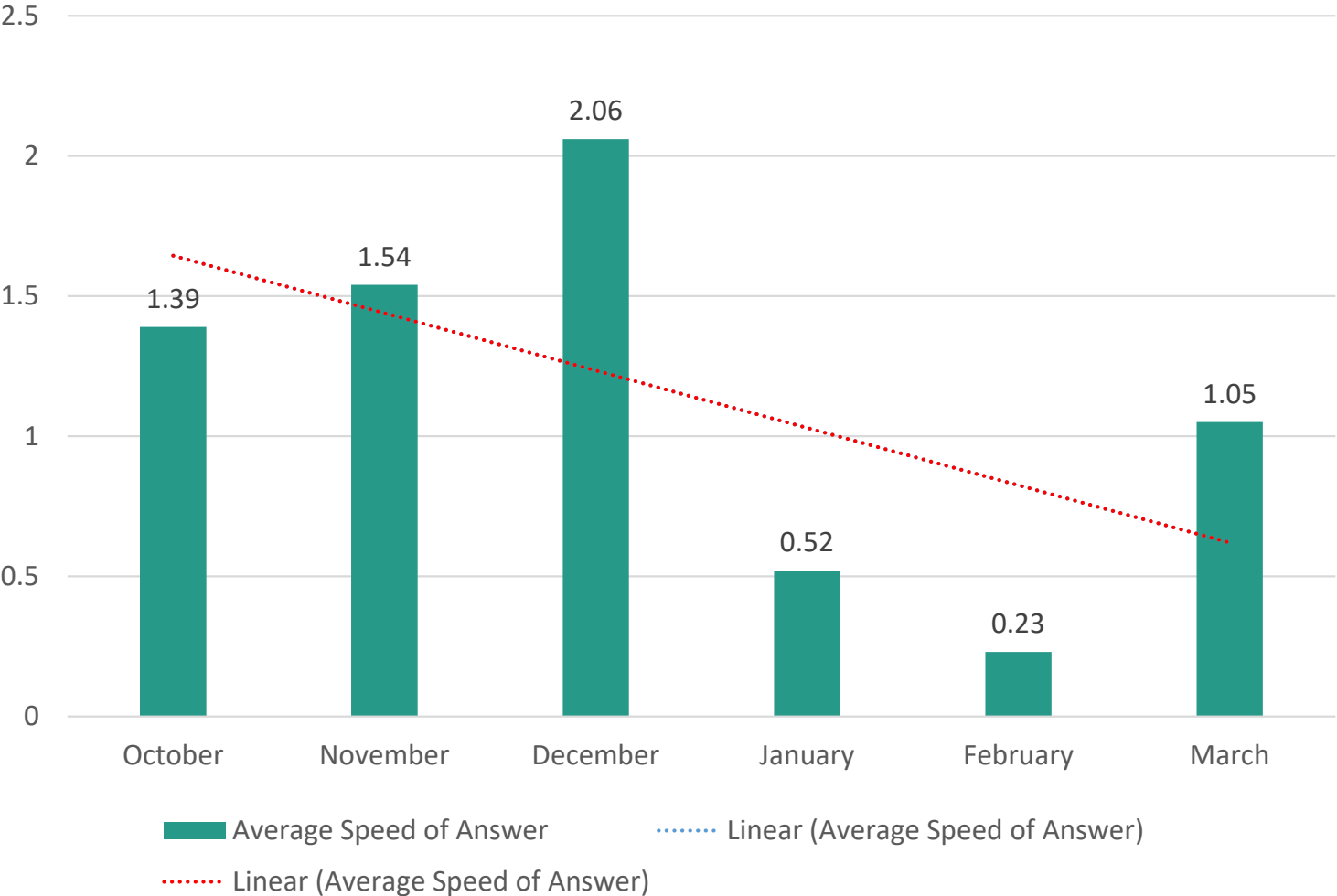


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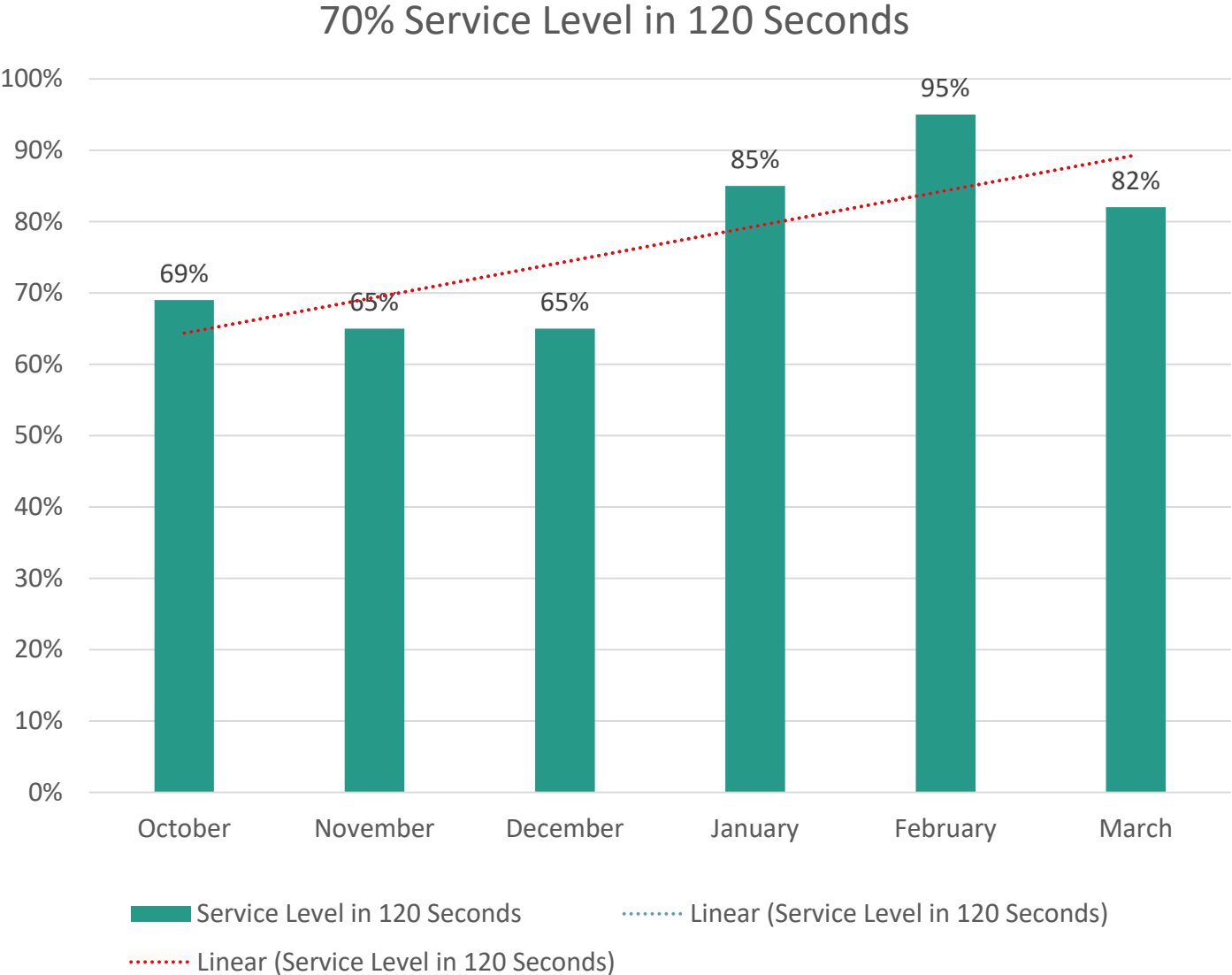
Customer Service Data

AVERAGE SPEED TO ANSWER

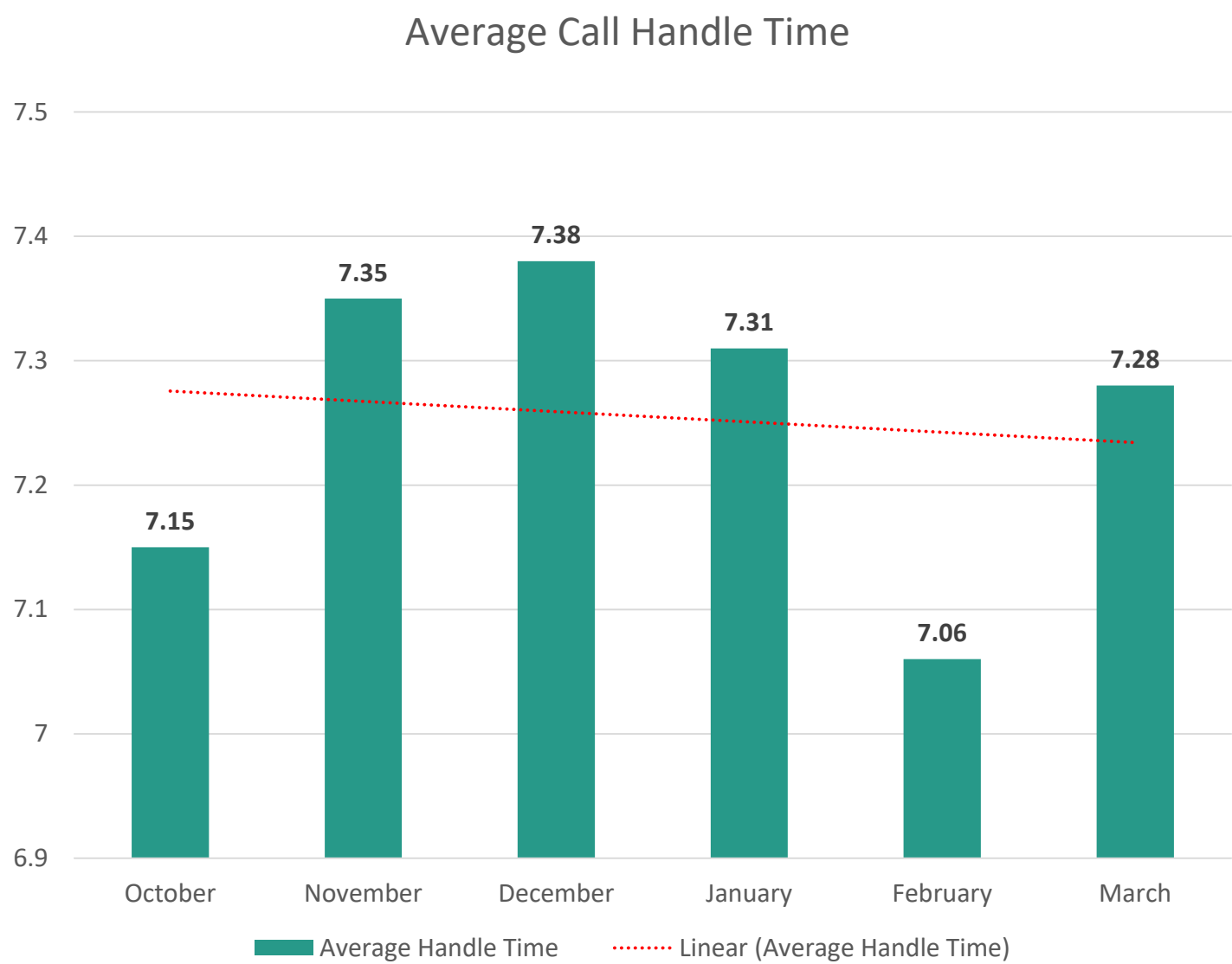
Average Speed to Answer (Less than 2 minutes)



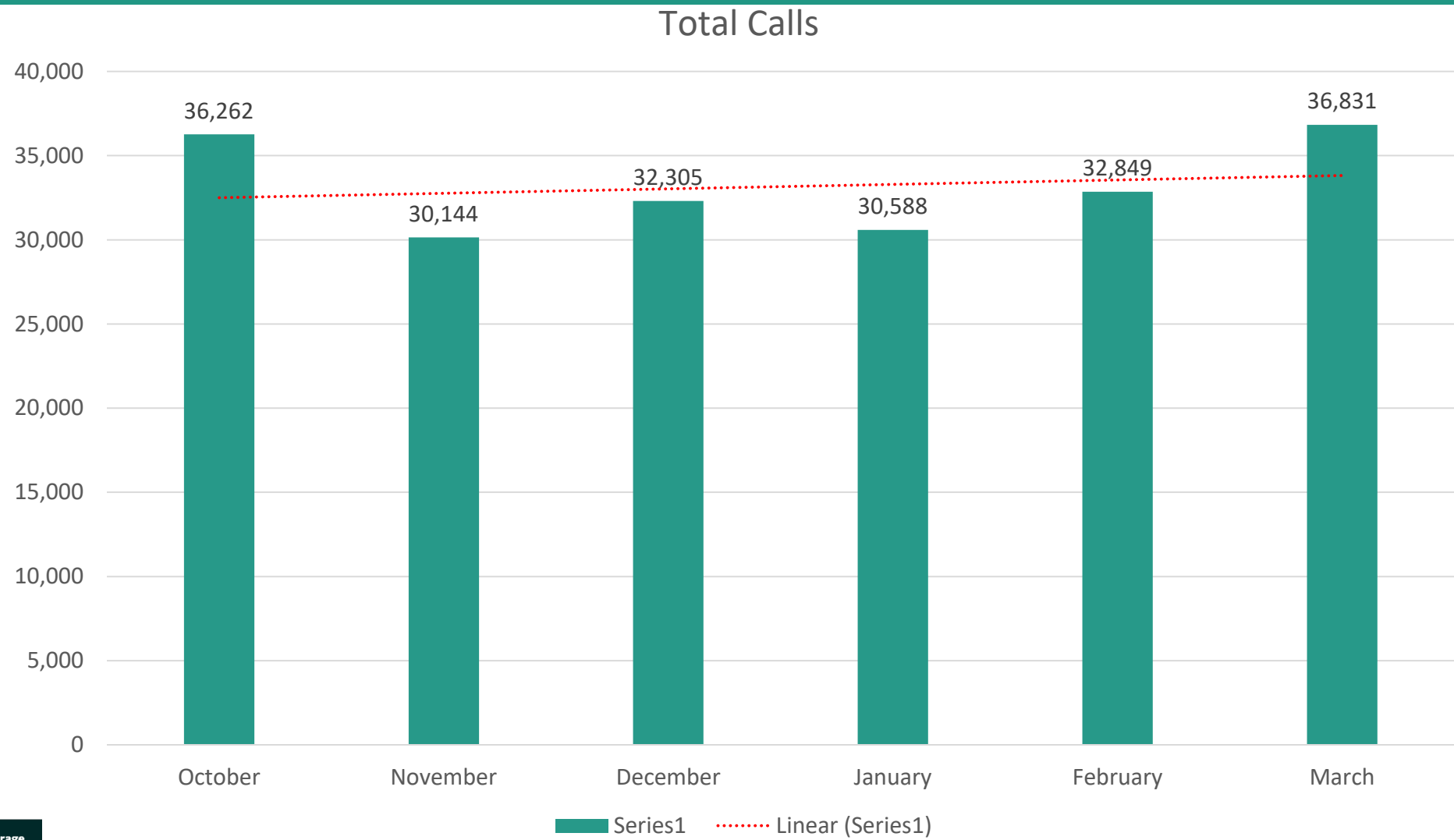
SERVICE LEVEL



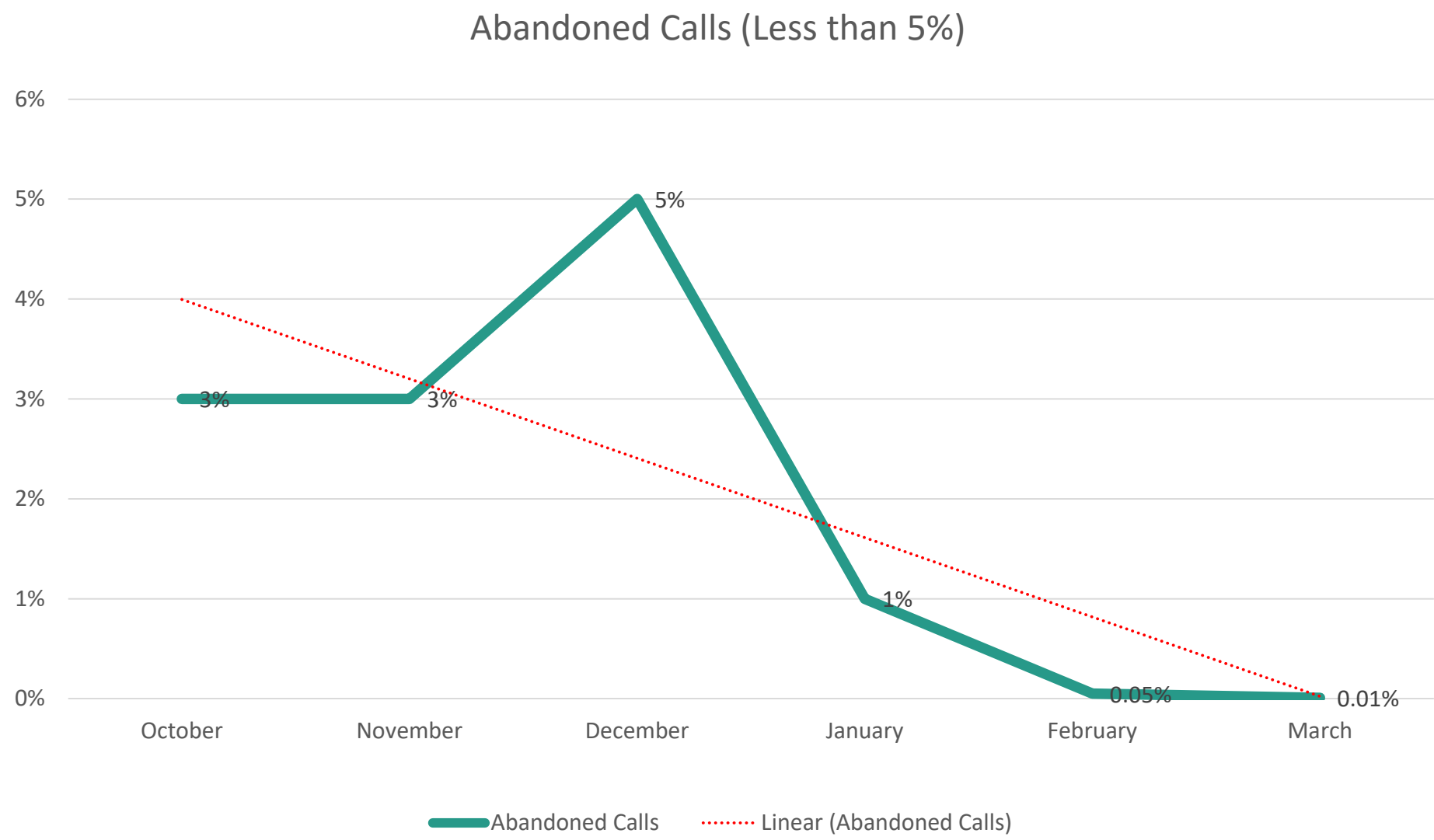
AVERAGE CALL HANDLE TIME



TOTAL CALLS



ABANDONED CALLS





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THANK YOU!

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

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