



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
dwsd.legistar.com

Wednesday, March 1, 2023

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

CS Committee Meeting

To attend In Person:
735 Randolph, Detroit, MI 48226, 5th Floor Boardroom

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:47 p.m.

2. ROLL CALL

Present: 4 - Chairperson Mary Blackmon, Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Commissioner John Henry Davis

The Chair called for recess at 2:48 p.m.

The Chair returned from recess at 3:45 p.m.

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of February 1, 2023.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that the minutes be approved. The motion carried by a unanimous vote.

5. PUBLIC PARTICIPATION (3 minutes per speaker)

a. Cindy Darrah asked if the public could join the Board on its tour. She also mentioned that Council's Budget Hearing was scheduled for March 23 and suggested that the Board hold an additional meeting prior to March 23 to include any additional matters to the budget.

b. Demeeko Williams commended DWSD on the development of the Lifeline Plan. He was thankful that the gallons per person household size allotment was increased to a more reasonable amount.

Commissioner Garcia asked if there was any internal training for cultural encounters and what does the training entail? She then asked what is our racial breakdown (Hispanic, Arabic, etc.), and how well to they perform? She also said that It appears that the bilingual employees don't last. Commissioner Blackmon added that maybe there is a need for an in-house review. Is there any attempt to find out why employees are leaving and is there something the Department can do to retain them.

Commissioner Davis suggested a presentation at the April customer service meeting on Cultural Training.

Commissioner Forte said it sounds like two matters to address: 1). Cultural Training and 2). Retention.

Director Brown added that human resources should pay special attention to exit interviews. He also said that employees have the ability to report issues that they have anonymously, and that the Department is required to address how they handled the concerns and to report to the Board.

6. COMMUNICATIONS

A. [2023-61](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [Michael Shane 15119 Prest - BOWC Response](#)
[Leticia Rangel January 2023- BOWC Response](#)
[S. Dimvoski 14580 Robson - BOWC Response](#)

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that this Communication or Report be received and filed. The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

Resume community meetings
BOWC Retreat - Pending

8. NEW BUSINESS

A. [2023-62](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service March 1 2023 Draft](#)

This Communication or Report was received and filed.

B. Planning Calendar (17-0127)

Training Strategy

- Successes
- Phases 1 - 3
- Outcomes

9. OTHER MATTERS

Commissioner Garcia had concern about the residents on Northlawn Street regarding a water main break. Attorney Pospiech replied that a written response would be provided.

Chairperson Blackmon wished all a Happy Sisters' Month.

10. NEXT MEETING

April 5, 2023

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that the meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 4:15 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.