



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

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

Tuesday, April 4, 2017

10:30 AM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 10:34 a.m.

2. ROLL CALL

Present: 3 - Mary Blackmon, Jane Garcia and Pamela Rodgers

Excused: 1 - John Henry Davis

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

A motion was made by Commissioner Pamela Rodgers, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by an unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of April 4, 2017.

A motion was made by Commissioner Pamela Rodgers, seconded by Commissioner Jane Garcia that the minutes be approved. The motion carried by an unanimous vote.

5. PUBLIC PARTICIPATION (3 Minutes per speaker)

Commissioner Davis joined in at 10:40 a.m.

Former DWSD Water Plant Operator Russell Bellant came before the committee to address the drainage matter and believes the drainage fee charges should be a shared cost.

[17-0080](#)

Public Comment - Russ Bellant

Attachments: [Map](#)

6. UNFINISHED BUSINESS

A. Billing and Collection Policy and Procedures - Pending

The committee would like to finalize the policy by the next meeting.

B. Customer Service Hotline - Pending

The matter was postponed to a later date.

7. NEW BUSINESS**A. Customer Service Monthly Update****1. Southwest Location**

Director Brown said an update from Tyrone Clifton, Director of Detroit Building Authority, will address the location at the Board's workshop.

2. Hiring Process

Director Brown reported ten positions were filled, of which three were Hispanic. The shutoff season is approaching. The department is augmenting the customer service centers for additional staff.

3. Number of Employees

Director Brown reported the department budgeted for 2016-17 a total of 488. As of 4/1/17 we are at a total of 455 filled.

4. Customer Comment Cards

Marc-Antoine Cooper, Chief Customer Service Officer, reported the customer service centers provide comment cards to customers after services rendered and the department receives daily feedback from all centers.

5. Robert Presnell, Chief Operating Officer, reported the payment kiosk launched last week at 28 locations across the city. There were 730 transactions with 66 percent utilized at our service centers and 34 percent outside our centers. The Q-less software feature will allow customers to make appointments via internet and will notify customer by text messaging or telephone their wait time for service. The portal's internal testing begins next week with a target date of May.

8. NEXT MEETING

May 2, 2017

9. OTHER MATTERS

Chairperson Blackmon would like to discuss how the movement of the drainage deadlines will affect the ability to meet revenue requirements. She suggested review of the 83/17 with regard to the shared drainage cost raised under public comment.

10. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that the meeting be adjourned. The motion carried by an unanimous vote.

There being no further business, the meeting adjourned at 11:45 a.m.