



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

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Tuesday, July 11, 2017

1:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting - rescheduled from July 5, 2017

(A quorum of the Board may be present)

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:30 p.m.

2. ROLL CALL

Present: 2 - Jane Garcia and Mary Blackmon

Excused: 1 - John Henry Davis

Absent: 1 - Pamela Rodgers

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

Commissioner Davis joined the meeting at 1:32 p.m.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that this agenda be approved. The motion carried by an unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of June 7, 2017.

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

5. PUBLIC PARTICIPATION

Donna Stallings, on behalf of the Water Access Volunteer Effort (WAVE) came before the Board to encourage support of its 11th Annual Golf Outing and VIP reception on Tuesday, July 18, 2017 at the Western Golf and Country Club. The proceeds from the benefit help Detroiters in need with their water bills.

6. UNFINISHED BUSINESS

A. Billing and Collection Policy and Procedures[17-0126](#)**Draft Billing and Collection Policies and Procedures****Sponsors:** Pospiech**Attachments:** [DRAFT Billing and Collection Policies and Procedures](#)

Debra N. Pospiech, Esq., Chief General Counsel discussed the proposed policy changes.

B. Customer Service Charter[17-0127](#)**Customer Service Charter****Sponsors:** Pospiech**Attachments:** [CS Charter](#)**C. Ministers Outreach Update**

Director Brown reported over 320 churches are seeking assistance on their drainage bill; all have been contacted and are in some phase of resolution.

D. Drainage Fees 83/17 Shared Cost

This was postponed to a date certain.

E. Wayne County Treasurer's Water Bill Lien-Legal Opinion[17-0128](#)**Wayne County Treasurers' Office Water Bill Lien Process****Sponsors:** Pospiech**Attachments:** [Memo re liens and tax foreclosure 7-11-17](#)**7. NEW BUSINESS****A. Customer Service Update****- Call center wait time**

Dr. Marc Antonie Cooper reported the average customer wait time comparison based on last year using the Department's busiest months of May and June. May 2016 the average wait was 59:24, May 2017 the average hold was 9:40, which is a 83 percent reduction in wait time. There was a slight increase in calls that reduced our abandonment rate by 25 percent. June 2016 the average hold time was 54:30. June

2017 there was a slightly smaller call volume with 32 percent more answered calls. The average hold time was 5:49 with a 89 percent wait time reduction.

- Drainage Program Representatives (# of Detroit reps.)

This was postponed to a date certain.

B. Communication - ACLU

Director Brown reported the ACLU, City Council and Detroit Legislative Delegation have been invited to attend a workshop that will address service interruptions and will provide information to help create an affordable plan for the Detroit Water and Sewerage Department.

[17-0109](#)

Receipt of Communication

Attachments: [American Civil Liberties Union of Michigan--ACLU](#)
[Bolt Analysis](#)

This Communication or Report was received and filed.

8. OTHER MATTERS

There were none.

9. NEXT MEETING

August 2, 2017

10. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 2:11 p.m.