



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

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Tuesday, January 8, 2019

2:30 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting**

### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 3:08 p.m.

### **2. ROLL CALL**

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

### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested approval of the agenda.

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

### **4. APPROVAL OF MINUTES**

Chairperson Blackmon requested approval of the minutes of December 5, 2018

**A motion was made by Jonathan Kinloch, seconded by Jane Garcia that this be approved. The motion carried by an unanimous vote.**

### **5. PUBLIC PARTICIPATION**

There was none.

### **6. COMMUNICATIONS**

There was none.

### **7. UNFINISHED BUSINESS**

New Service Administrative Policy (18-0095)

### **8. NEW BUSINESS**

#### **A. [19-0013](#) Customer Service Metrics**

**Attachments:**     [Metrics-12.31](#)  
[2018 Calendar Year Accomplishments](#)

This Communication or Report was received and filed.

**B.     [19-0014](#)     Planning Calendar Analytics**

**Sponsors:**     Customer Service/Meter Operations

**Attachments:**     [Customer Service Analytics](#)

This Communication or Report was received and filed.

**C.     Revised Planning Calendar for 2nd Half of FY2019 (17-0127)**

The committee will provide feedback at its next meeting.

This Communication or Report was received and filed

**9.     OTHER MATTERS**

Commissioner Garcia stated that she is concerned about customers (elderly) and their ability to pay a parking fee when conducting business at the water department. She asked if there were plans to look into a service center on the southwest side of the city. Director Brown replied the department is looking at its options.

**10.    NEXT MEETING**

February 6, 2019

**11.    ADJOURNMENT**

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

There being no further business, the meeting adjourned at 3:47 p.m.