



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

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Wednesday, March 6, 2019

2:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 3:53 p.m.

2. ROLL CALL

Present: 3 - Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Mary Blackmon

Absent: 1 - Commissioner John Henry Davis

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 6, 2019.

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

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [19-0062](#)**Metrics**

Sponsors: Gabon

Attachments: [Metrics-2.28](#)

This Communication or Report was received and filed

B. Customer Service Update**C. [19-0063](#)****Customer Service Quality Assurance**

Sponsors: Gabon

Attachments: [CSC Quality Assurance](#)

This Communication or Report was received and filed

D. Revised Planning Calendar (17-0127)

This was received and filed.

9. OTHER MATTERS

There was none.

10. NEXT MEETING

April 3, 2019

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 4:33 p.m.