



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

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

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Friday, September 6, 2019

1:00 PM

5th Floor Board Room, Water Board Building

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## Customer Service Committee Meeting rescheduled from Wednesday, September 4, 2019

### 1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:01 p.m.

### 2. ROLL CALL

**Present:** 3 - Chairperson Mary Blackmon, Commissioner John Henry Davis and Jane Garcia

**Excused:** 1 - Commissioner Jonathan Kinloch

### 3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that this be approved. The motion carried unanimously.**

### 4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of August 7, 2019.

Corrections were duly noted and made.

**A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that this be approved. The motion carried unanimously.**

### 5. PUBLIC PARTICIPATION

There were none.

### 6. COMMUNICATIONS

There were none.

### 7. UNFINISHED BUSINESS

There were none.

**8. NEW BUSINESS**

**A. Employee Service Recognition - Kimberly Crowell, Customer Service Manager**

Recognized for 30 years of service.

**B. [19-00256](#) CS Metrics**

**Sponsors:** Gabon

**Attachments:** [Metrics-8.29 \(1\)](#)

Commissioner Kinloch arrived at 1:14 p.m.

**This Communication or Report was received and filed.**

**C. Proposed Performance Indicators**

**[19-00270](#) Performance Indicators**

**Sponsors:** Customer Service

**Attachments:** [CS Performance Indicator#1](#)  
[CS Performance Indicator#2](#)

**This Communication or Report was received and filed.**

**D. Planning Calender ((17-0127)**

Did not address the matters scheduled for this month.

**9. OTHER MATTERS**

**There were none.**

**10. NEXT MEETING**

October 2, 2019

**11. ADJOURNMENT**

Chairperson Blackmon requested motion to adjourn.

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

**There being no further business, the meeting adjourned at 1:52 p.m.**

