



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

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Wednesday, December 4, 2019

1:00 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Commissioner Kinloch called the meeting to order at 1:01 p.m.

2. ROLL CALL

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

3. APPROVAL OF AGENDA

Commissioner Kinloch requested a motion to amend agenda to add an updated copy of Item 19-00342.

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

4. APPROVAL OF MINUTES

Commissioner Kinloch requested approval of the minutes of November 6, 2019.

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

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

A. [19-00326](#) Receipt of Correspondence

Attachments: [WRAP Detroit Update 11-6-19](#)

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [19-00327](#) Customer Service Staffing Review

Attachments: [Customer Service Staffing Review](#)

This Communication or Report was received and filed.

B. [19-00331](#) CS Metrics

Attachments: [Metrics-Nov 2019](#)

This Communication or Report was received and filed.

C. [19-00341](#) Customer Service Technology

Sponsors: Rainey

Attachments: [Customer Service Technology Report ver 2](#)

This Communication or Report was received and filed.

D. [19-00342](#) Service Interruption

Attachments: [Service Interruption Summary As of November 27,31 2019](#)

This Communication or Report was received and filed.

E. Planning Calendar (17-0127)

9. OTHER MATTERS

There were none.

10. NEXT MEETING

Tuesday, January 7, 2020

11. ADJOURNMENT

Commissioner Kinloch requested a motion to adjourn.

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 1:54 p.m.

