



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

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Detroit, Michigan 48226
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Wednesday, September 1, 2021

2:00 PM

To attend by phone call one of these numbers:
+1 301 715 8592, +1 312 626 6799, +1 267 831 0333
Use Meeting ID: 815 7263 5118
Use Passcode: 482262021

To attend online: <https://cityofdetroit.zoom.us/j/81572635118>
Use Passcode: 482262021

CS Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:01 p.m.

2. ROLL CALL

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

The Chair called for recess at 2:02 p.m.

The Chair returned from recess at 2:52 p.m.

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the amended agenda.

Item 21-0603-Communication to Christine Fah was added.

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

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of August 4, 2021.

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

5. PUBLIC PARTICIPATION (3 minutes per speaker)

There was none.

6. COMMUNICATIONS**A. [21-0597](#) Receipt of Correspondence**

Sponsors: Pospiech

Attachments: [Response to Cindy Darrah Concerns](#)

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

7. UNFINISHED BUSINESS

Lisa Lynn - Flood incident
Flooding - Oakland/Macomb Interceptor Drain (OMID)

8. NEW BUSINESS**A. [21-0596](#) Customer Service Presentation**

Sponsors: Phillips

Attachments: [BOWC September 1 2021 - Customer Service Draft](#)

This Communication or Report was received and filed.

B. Planning Calendar (17-0127)

Call Center Metric Analysis
- Review current metrics
- Best Practice benchmarks
- Goals and service levels

9. OTHER MATTERS

There were none.

10. NEXT MEETING

October 6, 2021

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 3:23 p.m.

Due to the COVID-19 pandemic and Detroit Health Department emergency orders, the Detroit Board of Water Commissioners is currently hosting its meetings virtually via Zoom.

You may provide your public comment via Zoom link:

<http://cityofdetroit.zoom.us/j/81572635118>

During the public comment section for each committee meeting, raise your hand using the Zoom hand icon on your desktop or mobile device, or if calling into the meeting by phone, press *9 to raise your hand (press *6 to unmute when called upon)

We respectfully request that you maximize your three minutes by sharing all your comments/questions at one time. You will only be called upon once for public comment during the same committee meeting, full board meeting, or hearing.

Once the Chair closes public comment, there will be no other comments accepted from the public, and all the attendees will remain muted for the duration of the meeting.