



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS**

**Customer and Community Service  
Committee Meeting  
Thursday, February 9, 2006  
10:00 a.m.**

**Meeting Minutes**

**Board Members in Attendance**

**Alexander McPhail  
Howard Gibbs  
David J. Bardin  
Brenda Richardson**

**WASA Staff in Attendance**

**Jerry N. Johnson, GM  
Charles Kiely, AGM  
Michelle Quander- Collins, Public  
Affairs Director  
Johnnie Hemphill, Chief of Staff  
Olu Adebo, Acting CFO  
Eva Liggins, Acting Director, Customer  
Service  
Linda R. Manley, Board Secretary**

Mr. McPhail called the meeting to order at approximately 10:15 a.m.

**CUSTOMER SERVICE REPORT**

The report was done by exception. The committee had no comments regarding the report. Mr. Johnson reported that the AMR contract has been signed and the project will resume sometime in March.

**Home and Garden Show**

Mr. Johnson reported that DCWASA has a booth at the Home and Garden show being held at the D.C. Convention Center. Mr. Johnson reported that DCWASA would be conducting a Water Taste Test during the show. The taste test will compare bottled water to ordinary tap water to determine preference. Michelle Quander-Collins presented an example booklet of the display that WASA will be displaying at the Home and Garden show.

Mr. Johnson mentioned that we did an actual little in-house taste test last week with some of our employees. Two questions were asked: (1) Which of the two water samples taste the best? (2) Do you feel they taste the same?

Ms. Richardson asked how did the taste test go with the staff? Ms. Quander- Collins replied that there were nineteen (19) participants. The results were ranked as follows:

1. Poland Springs
2. Deer Park
3. DCWASA

Five employees felt that there was no difference between tap water and bottled water.

### **CUSTOMER SURVEY RESULTS**

The survey of DC-WASA's customers is complete and the Gallup Organization was present at the meeting to discuss its findings. Mr. Johnson began the discussion by reminding everyone that there has never been a Customer Survey done in Washington D.C. for the Water System. The purpose of the survey was to collect baseline data so we can start benchmarking our performance.

Mr. Johnson stated that as we are talking about the survey results we need to remain focused on the fact that this survey is looking at WASA overall not just the call center here at 810 First Street. The objective is also to help improve on the results so we can achieve a World Class Status.

The Gallup organization presented a power-point presentation of sixty (60) slides of their findings to the committee. There was a detailed discussion of the overall and many of the specific findings and recommendations, made by Gallop. The committee asked staff for additional analysis and made suggestions for how to prepare a concise presentation to the full board. Given the amount of work remaining to analyze the results, the Committee agreed to present the Customer Survey results to the full Board at the April 2006 Board of Directors' Meeting.

In order to move the results analysis ahead, and to prepare a summary for presentation to the full Board. The Committee decided to form an ad-hoc subcommittee to work with staff on the survey recommendations. Mr. McPhail said that he would contact staff and other Board members to arrange a meeting of the ad-hoc committee during the week of February 13. The ad-hoc committee (Board members Alexander McPhail, David J. Bardin and proposed Board member Kenneth Davis) met with staff on February 17, 2006 for about an hour. Its next meeting will be as part of the regularly scheduled March 2006 Community and Customer Service Committee meeting.

### **ADJOURNMENT**

The meeting was adjourned at 1:00 p.m.