

Referral
7/23/19.

**NEIGHBORHOOD
AND COMMUNITY
SERVICES STANDING
COMMITTEE**



Brenda Jones, President
Detroit City Council
2 Woodward Ave # 1340
Detroit, MI 48226

July 5, 2019

Dear Madam President,

It is our understanding that the City Council is responsible for establishing policies for the effective and efficient delivery of municipal services to the City of Detroit. Therefore, we are writing to inform you of our ongoing disappointing experiences with the civic departments of Detroit. We have encountered at least six departments where the communication and access has been challenging and unproductive. It is beyond our understanding why so many departments are operating in this deficient state and we consequently find ourselves obliged to write this letter.

It has been our discouraging experience that multiple phone call attempts and email correspondence is necessary to obtain information and service. Some emails and phone calls have never received responses and others have resulted in failed promises. One instance required our team to literally show up at the office to get results. In some cases, there have been changes in staff, positions, and assignments that were not updated on the public website causing us to waste time sending requests to abandoned telephone numbers and email addresses. Such action continues to diminish trust and tarnish the reputation of the City in the eyes of its constituents.

New Beginnings Community Development Corporation (NBCDC) was established in response to the growing social and economic distress in our community and our city. Our vision involves providing transformative community services with an objective to combat the effects of poverty and deprivation in the Detroit Metropolitan area. It is our firm belief that an organized entity located within the community and supported by the municipal staff, models the most effective and suitable way to provide services to those who make up the community. It is our sincere desire to accomplish such model in this great city and for this great community with your help and support.

We hope that the Council will take this matter under serious consideration and confer with the Mayor's Office to seek a general resolution.

Sincerely,

Lisa M. Williams

Lisa Williams, Director
NBCDC