

# Director's Report

November 20, 2024



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board

## DWSD participates in Halloween in the D and wins big!

Since 2018, the City of Detroit celebrates Halloween with trunk-or-treating at police precincts, fire stations and recreation centers on Halloween day. Each year, departments have a chance to compete for bragging rights and a trophy in one of three categories - Best Overall, Best Theme, and Most Volunteers. DWSD's theme this year was the **Teenage Mutant Ninja Turtles**, and we [won the award for 2024 Best Costume/Theme!](#)

Last year, DWSD incorporated executive sponsors to work alongside an employee engagement liaison within the Public Affairs Division to lead the charge in increasing employee volunteer participation and bring more smiles to kids faces. This year, with sponsors **Chief of Staff & Customer Service Officer Matthew Phillips**, **Chief Operating Officer Ericka Meah** and **Deputy Director Sam Smalley** with project lead **Public Affairs Specialist Kierra Smith**, DWSD doubled in volunteer numbers and candy donations. Throughout the night, **52 DWSD volunteers (and family members)** from multiple divisions dressed up in costume, decorated their vehicles, and passed out candy to more than 1,500 children at the Detroit Police Department 12th Precinct. The volunteer team even **created a sewer tunnel out of DWSD cargo vans for kids to run through as they collect their candy!**



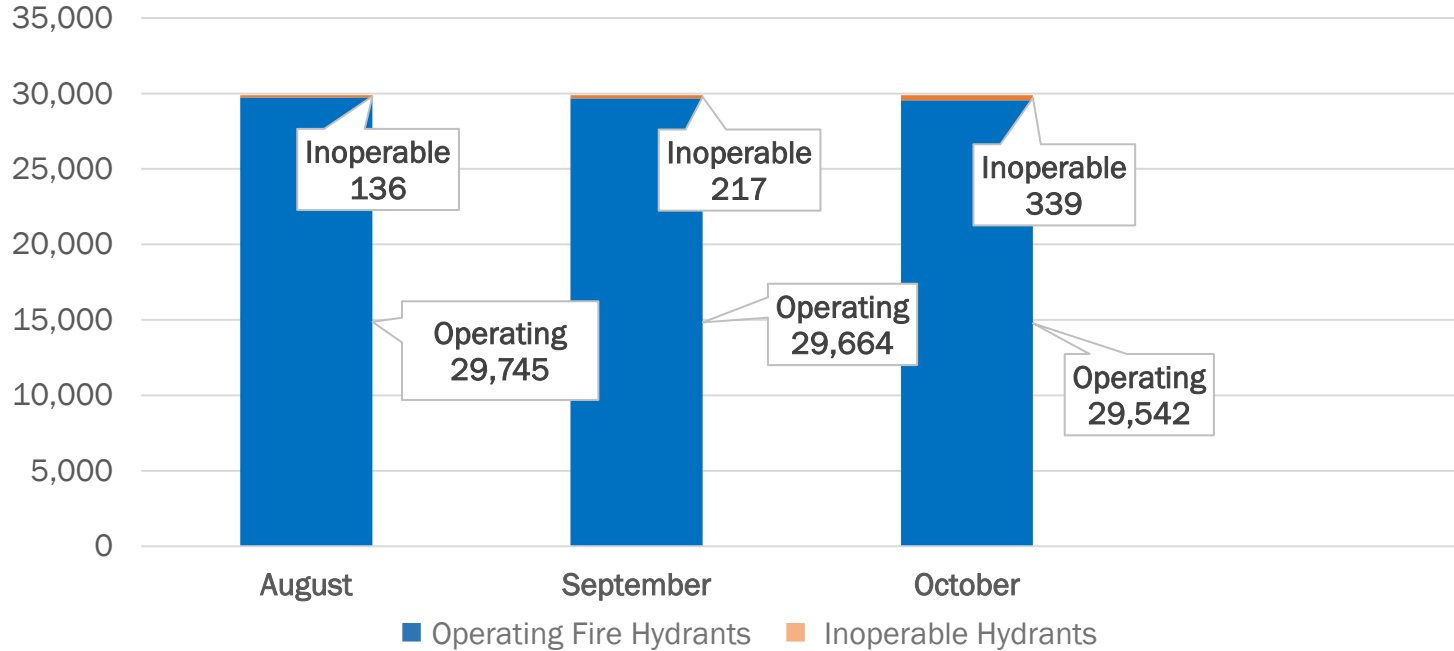
See recap video of [Halloween in the D here.](#)

# Field Services

Sam Smalley, Deputy Director



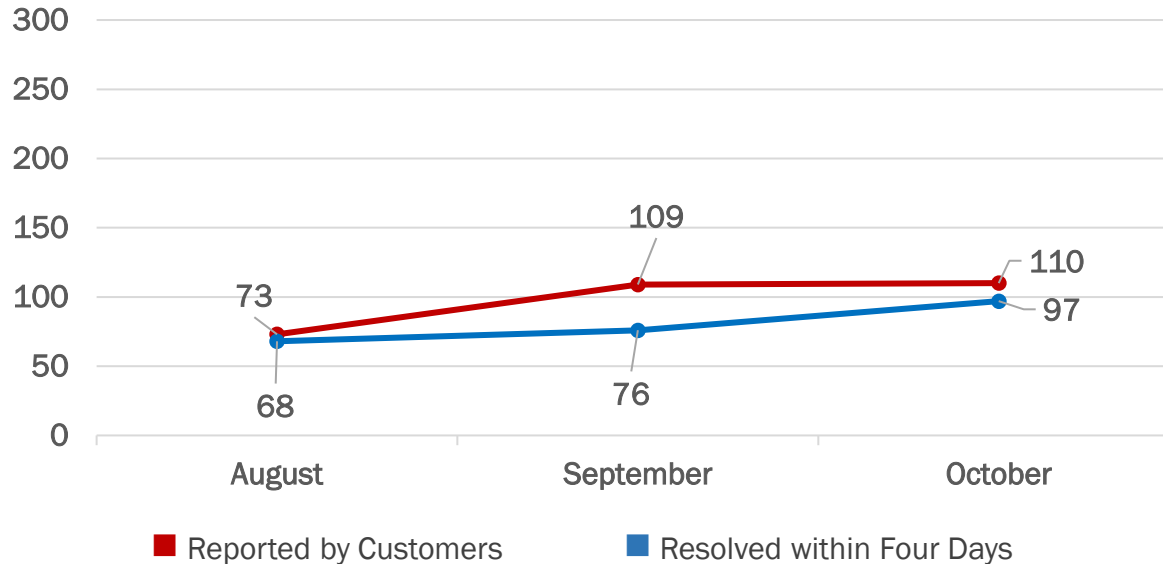
# Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department hydrant inspections began in October.
- We are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

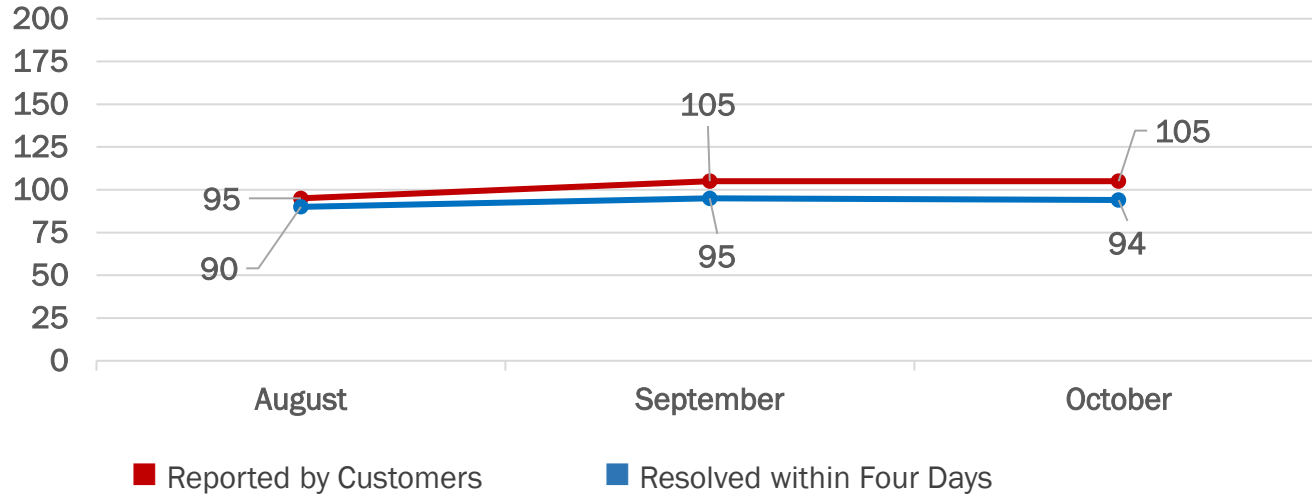


# Field Services: Running Water



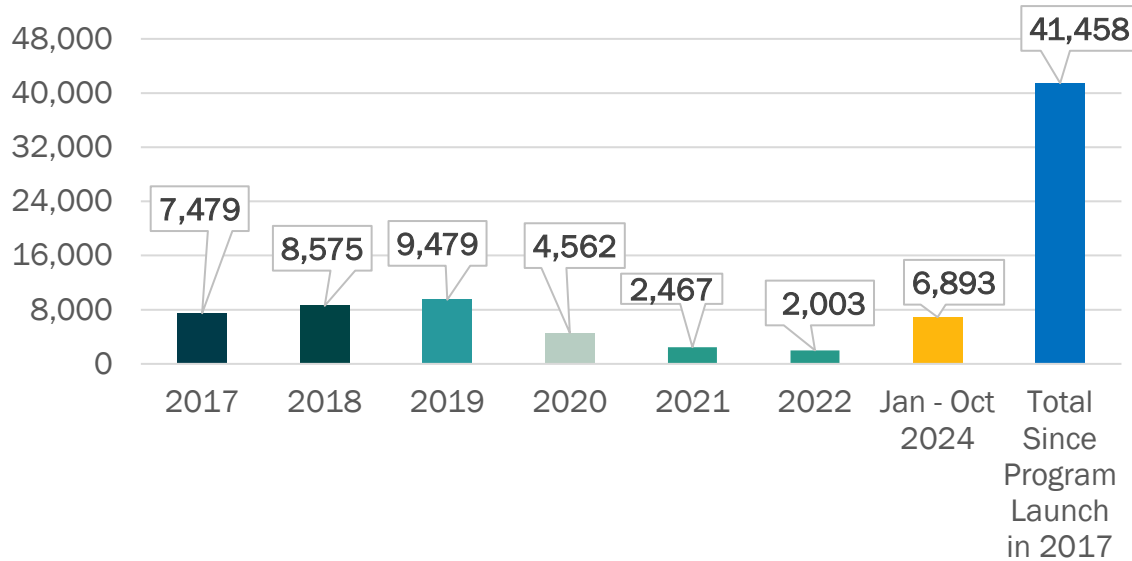
- The number of leaking water services has remained relatively consistent the past three months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



- Water main breaks have remained consistent since mid-summer.
- The winter months were historically low compared with previous years due to both Capital Improvement Program interventions and unseasonably warmer weather.

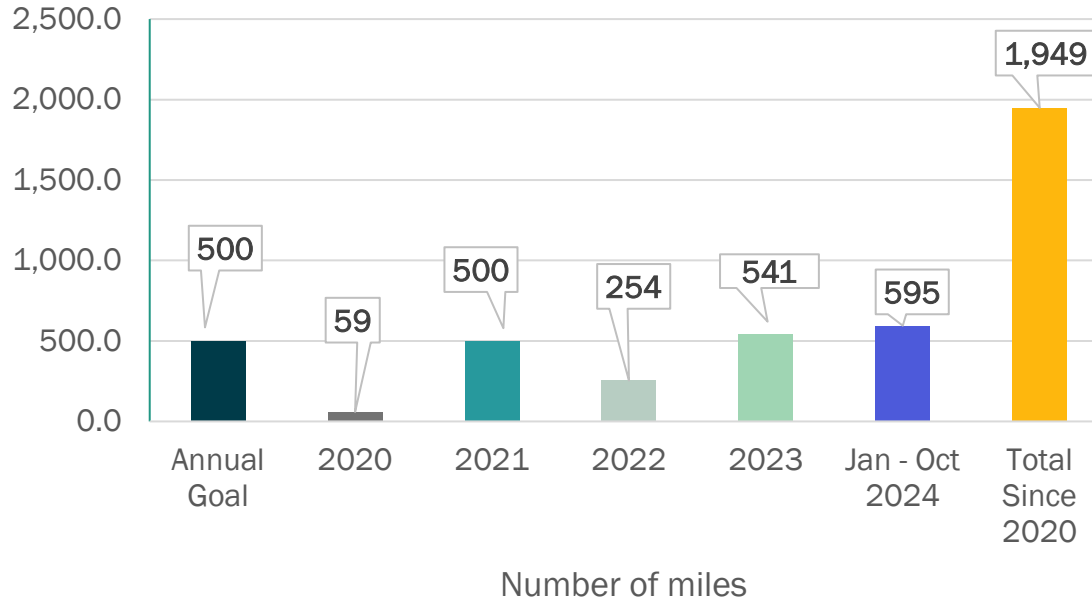
# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins at a rapid pace and is exceeding the number of cleaned basins the prior two years combined.



# Field Services: Sewer Cleaning



- DWSD exceeded 500 miles cleaned last year and has already surpassed that threshold as well this year.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2024.

# Meter Operations

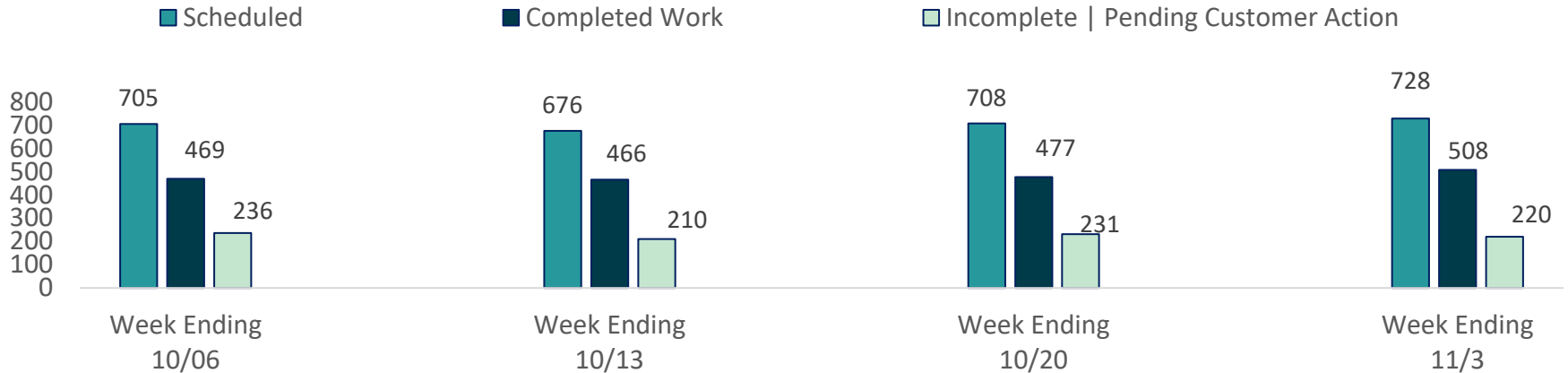
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work



## Scheduled Work

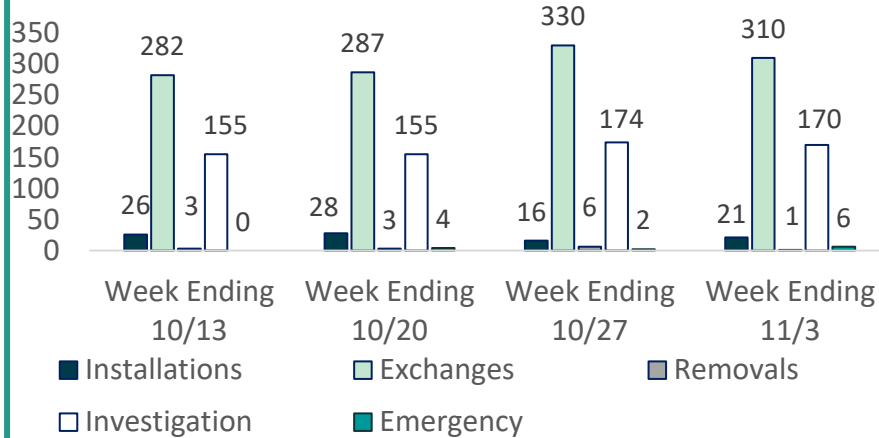


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

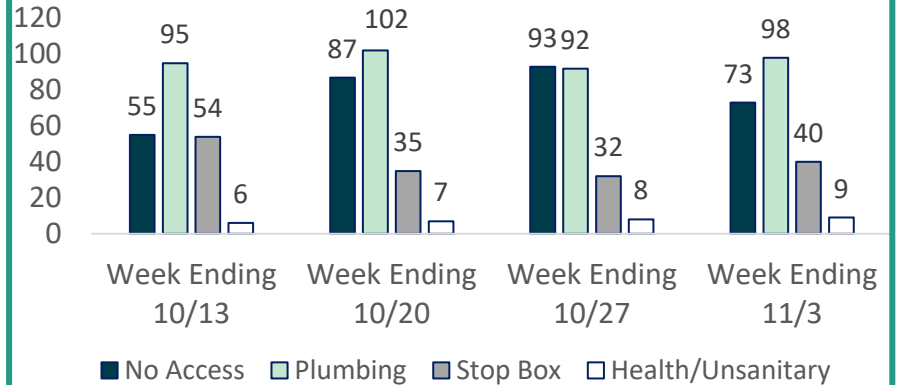
# Meter Operations: Scheduled Meter Work



## Success Details



## Customer Issues

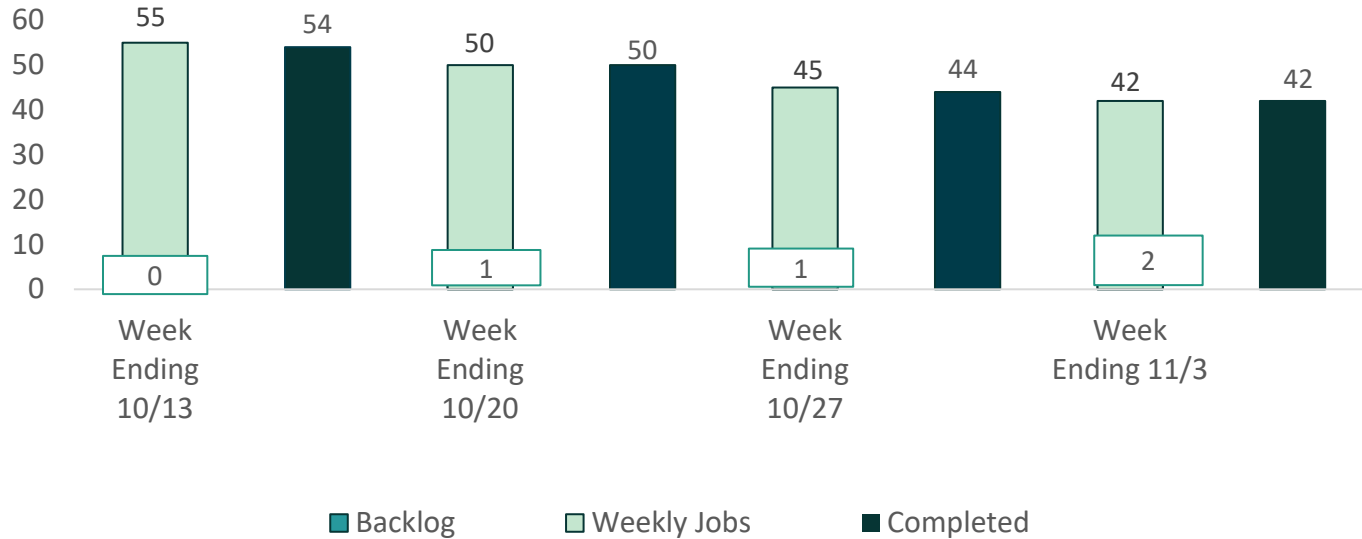


- Every week we install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops goal is to install or replace more than 12,000 meters in 2024.

# Meter Operations: Real Estate Reads



## Real Estate Read



- We are working to increase the number of real estate work orders completed by making this work type a scheduled appointment.
- We have been able to keep the wait for a meter appointment down to an average of 7 days or less.

# Investigations

Sam Smalley, Deputy Director



# Investigations: Results



**506**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2024

Money Owed to DWSD identified by Investigators

**\$4,806,509**

Total since July 1, 2024

**\$1,279,496**

Back billed

**\$2,402,984**

Future owed in 12 months

**\$1,124,029**

Water loss

Revenue Identified Since Investigation Unit Began

**\$49M**

Total since August 14, 2017

- In addition to helping resolve past due balances, the Revenue Protection Unit has helped greatly with a variety of investigations that are especially important.

# Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel





# Legal: Cases and Collections



**3**

Cases resolved in Sept. 2024

**3**

New cases filed by DWSD

**2**

New cases filed against DWSD

**25**

Pending cases handled in-house

Collections actions: 13

Defended cases: 12

Non-defense cases: 0

## Damage Claims

**255**

Number of Pending Damage Claims

**52**

Number of Damage Claims Reviewed  
in October 2024

**0**

Total Settlements Offered  
in October 2024

**\$0**

Total Settlements Offered  
in October 2024

# Public Affairs

Bryan Peckinpough, Public Affairs Director

# Public Affairs: Social Media Activity



25

New Facebook Followers

10,370

Total Followers on Facebook

3,185

Engagement on Facebook



0

New X Followers

1,905

Total Followers on X

10

Engagement on X



61

New Instagram Followers

2,464

Total Followers on Instagram

146

Engagement on Instagram

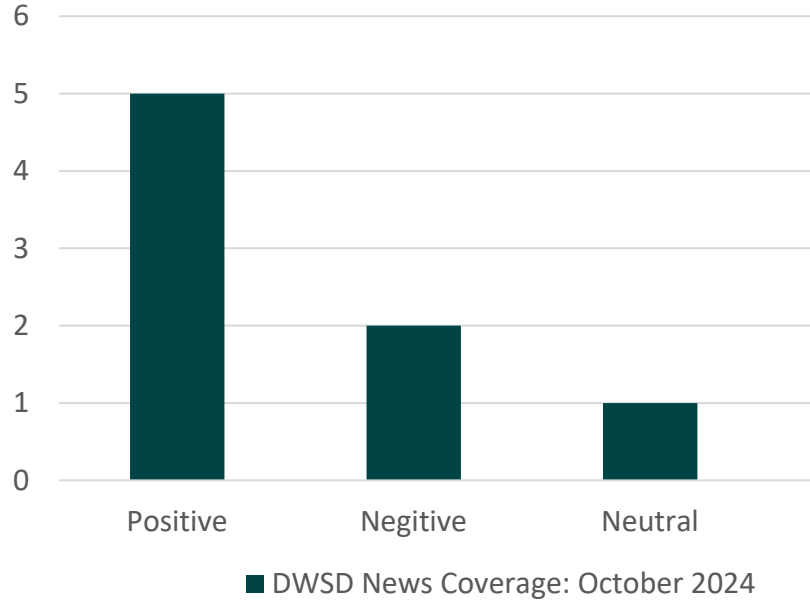


The top performing post for Facebook and Instagram for October 2024 highlighted DWSD's Public Affairs Director, Bryan Peckinpaugh, for receiving the Spirit of Detroit Award. On Facebook, the post had a total of 15 engagements, 337 impressions and a reach of 315. For Instagram, the post received 52 engagements, 293 impressions, and a reach of 278.

# Public Affairs: Positive v. Negative News Stories



## DWSD News Coverage: October 2024



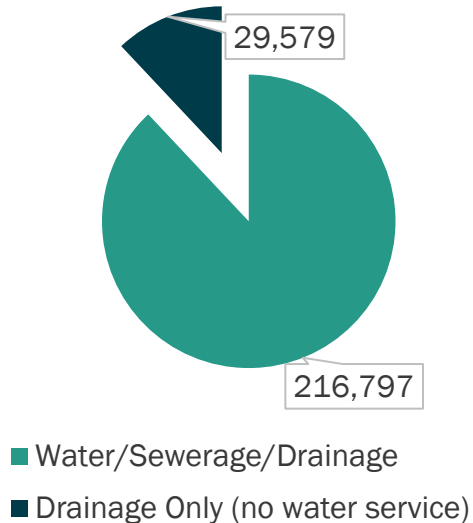
We had a total of eight news stories that mentioned DWSD in the month of October. The positive stories covered Lead Service Lines with our partnership with BlueConduit and the Rockefeller and Kresge foundations, and DWSD receiving a MS4 award from the Water Environment Federation (WEF). The negative and neutral stories covered a variety of topics - including a neutral story about the effects of a Kamala Harris presidency on water affordability, a negative story about basement backups in the Jefferson-Chalmers neighborhood and a negative story that addressed resident's issues with DWSD.

# Customer Service

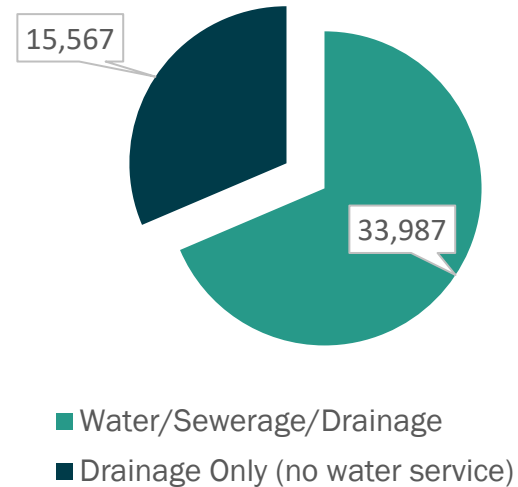
# Customer Service: Number of Active Accounts



## Active Residential Accounts



## Active Non-Residential Accounts



Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

# Lifeline Plan – Protected From Shut Off

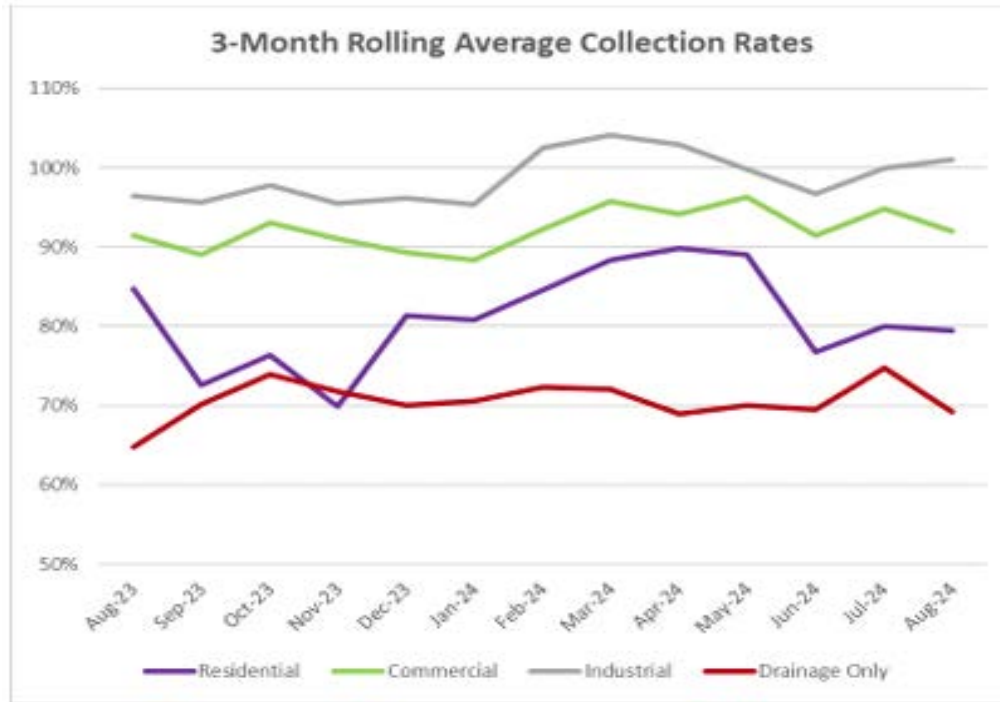


<b>Protected From Shut Off</b>	<b>Total</b>
<b>Receiving Lifeline Plan benefit</b>	<b>24,649</b>
<b>Enrolled in EasyPay Plan</b>	<b>6,105</b>
<b>10/30/50 Plan enrolled accounts</b>	<b>2,161</b>
<b>Applications for Lifeline Plan Pending Approval</b>	<b>5,777</b>
<b>Pending Lifeline Re-certification</b>	<b>4,992</b>
<b>Total Number of Households Protected</b>	<b>44,684</b>

# Finance

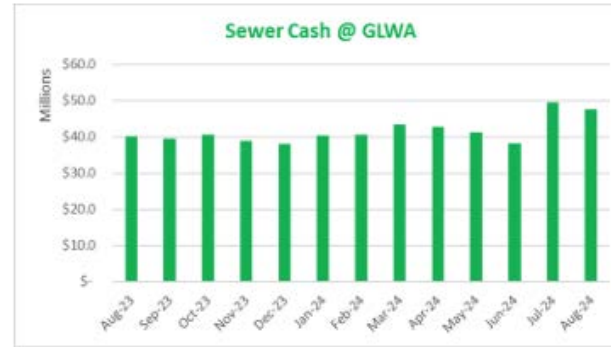


# Finance: Collection Rates



- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

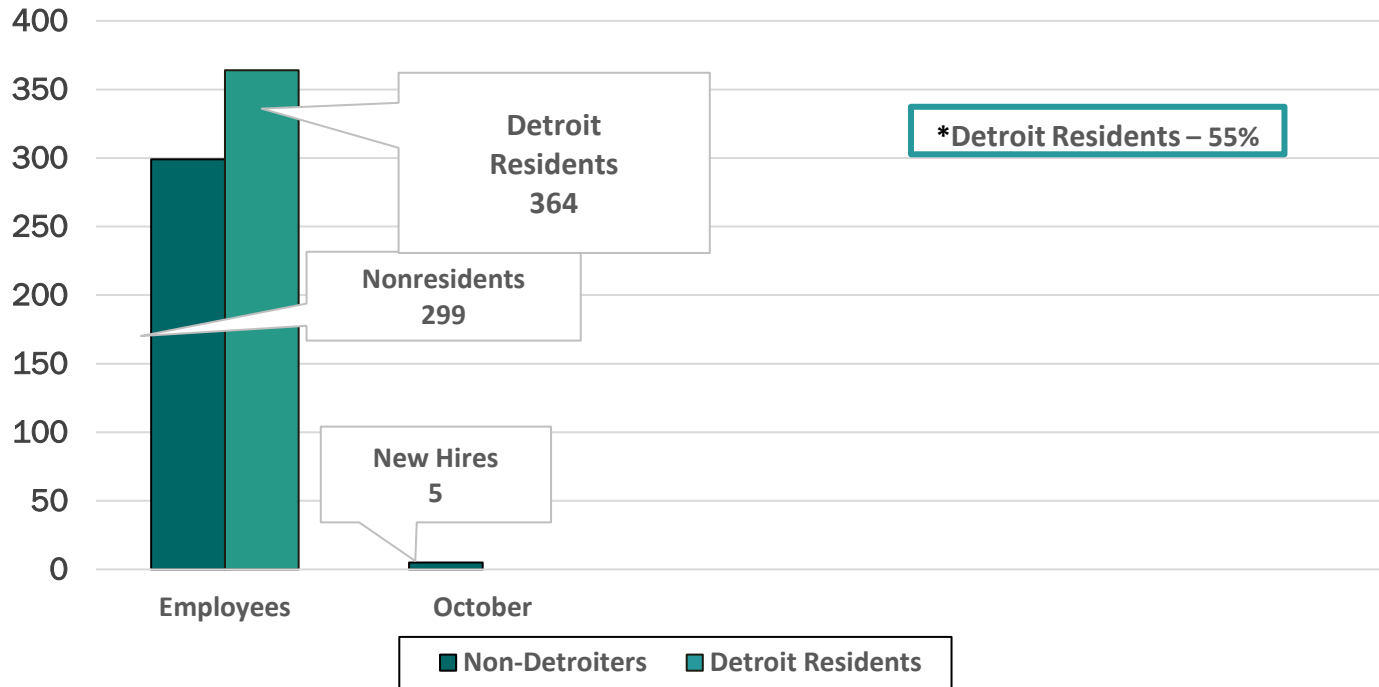
# Finance: Cash Balance



- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

# Human Resources

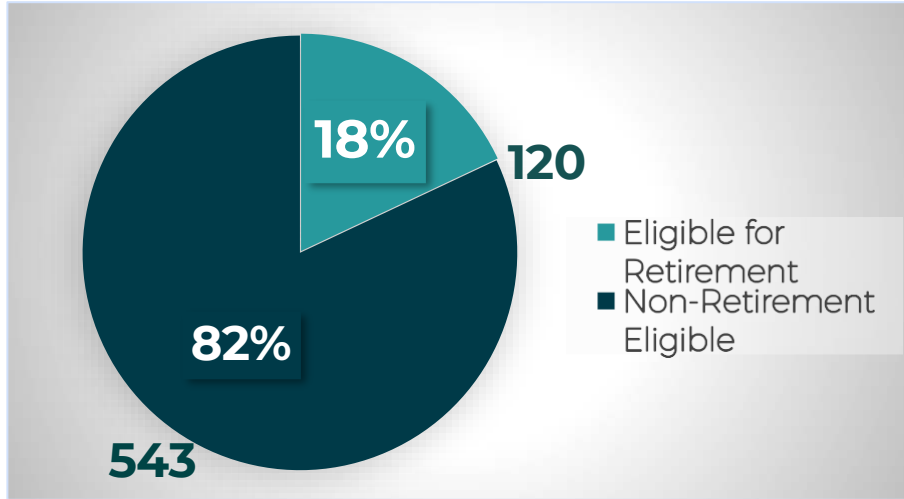
# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible



With a current population of 663 employees, there are 120 DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	46
25 YOS/55 years old (Legacy)	22
10 YOS/60 years old (Legacy)	52
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>120</b>

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Seventeen percent (17%) of DWSD’s workforce is retirement eligible
- Succession plans have been developed for retirement eligible employees and those employees who have a skill that is critical to the business.

# Human Resources: Recruitment Efforts



Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
09/26/2024	Career Fair	Wayne State University Student Center Ballroom	100	6 Interviewed/1 Hired
10/02/2024	Hiring Fair	CSF 6425 Huber St	19	FSTs (Meter and M&R) 19 Interviewed/11 Hired /8 Waitlisted
10/17/2024	Professional Career Fair	Community Center at AB Ford 100 Lenox	5	N/A