

Director's Report

May 17, 2023



Water & Sewerage
Department



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Director Gary Brown's Message To The Board

- With federal funding, DWSD will kickstart speeding up replacement of lead service lines to 5,000 this year and 10,000 per year starting in 2024 until all the lines are replaced.
- Outside funding is key to not impact the water rates while beating the state-mandated deadline for all Michigan cities with lead service lines.
- Expanding contractor capacity through outreach and supplementing the work by establishing DWSD employee-led lead service line replacement crews.
- Next bid package will be a RFB for \$45 Million to allow for small, medium and large companies to submit proposals.

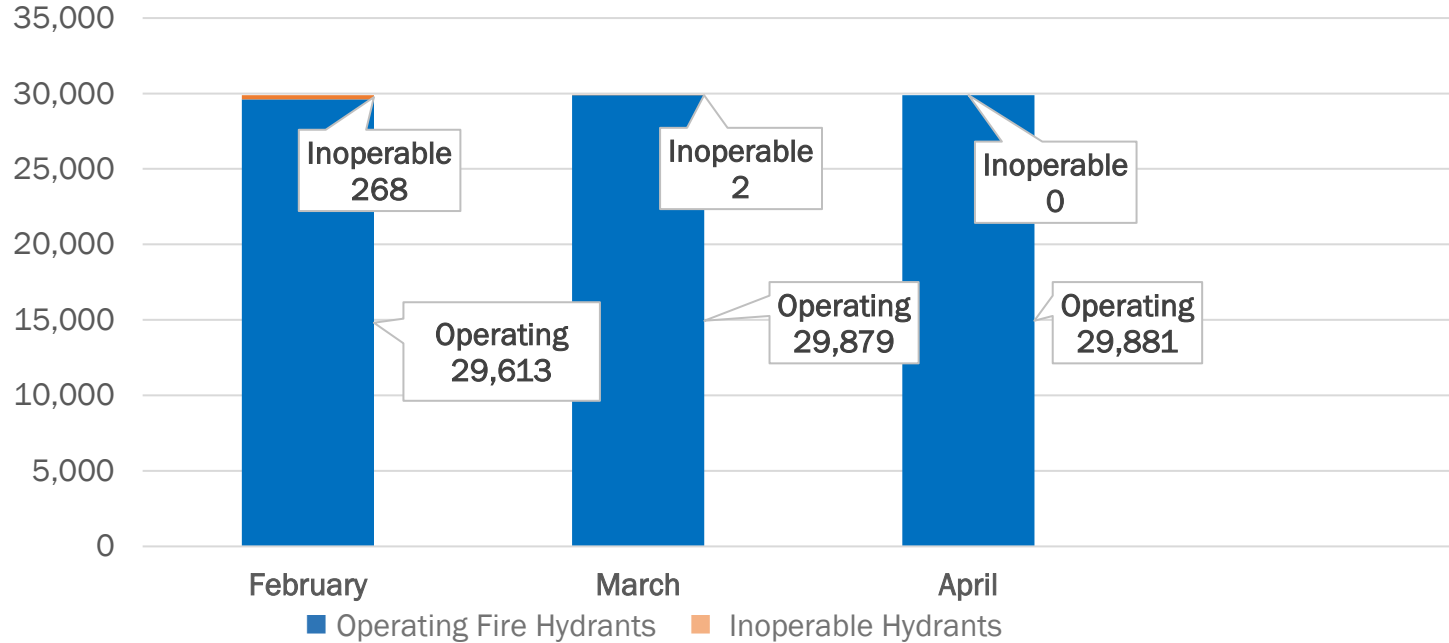


Field Services

Sam Smalley, Chief Operating Officer



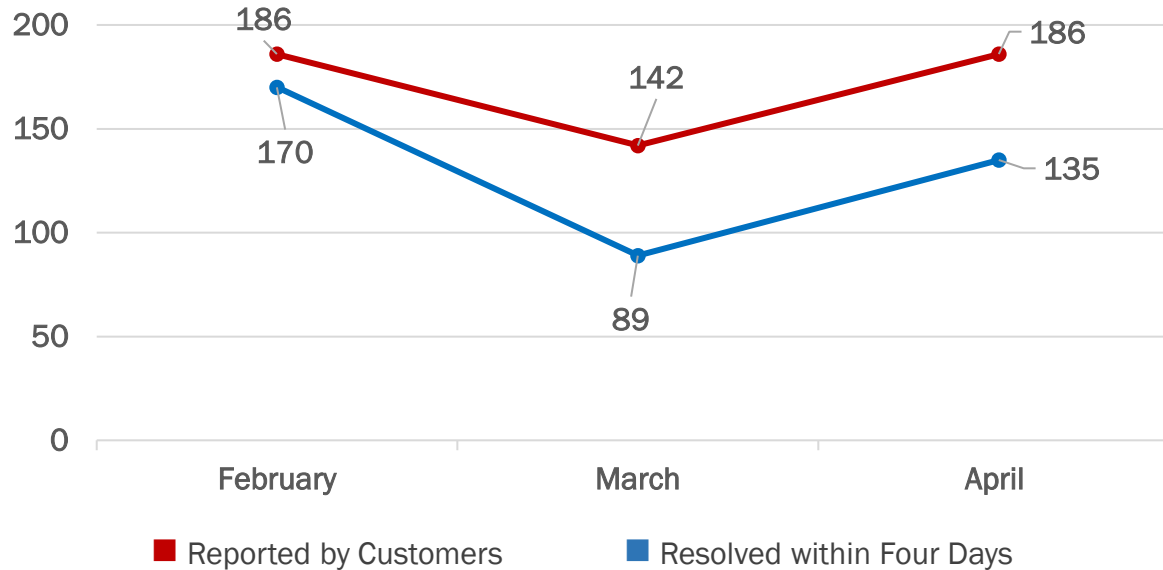
Field Services: Fire Hydrant Maintenance



- Historically low number of Inoperable Hydrants.
- Special thanks to Anil Gosine, the Hydrant Team, and Major Contracting for their extraordinary work in bringing the number of inoperable hydrants down so fast on the heels of the Detroit Fire Department's semi-annual inspections.

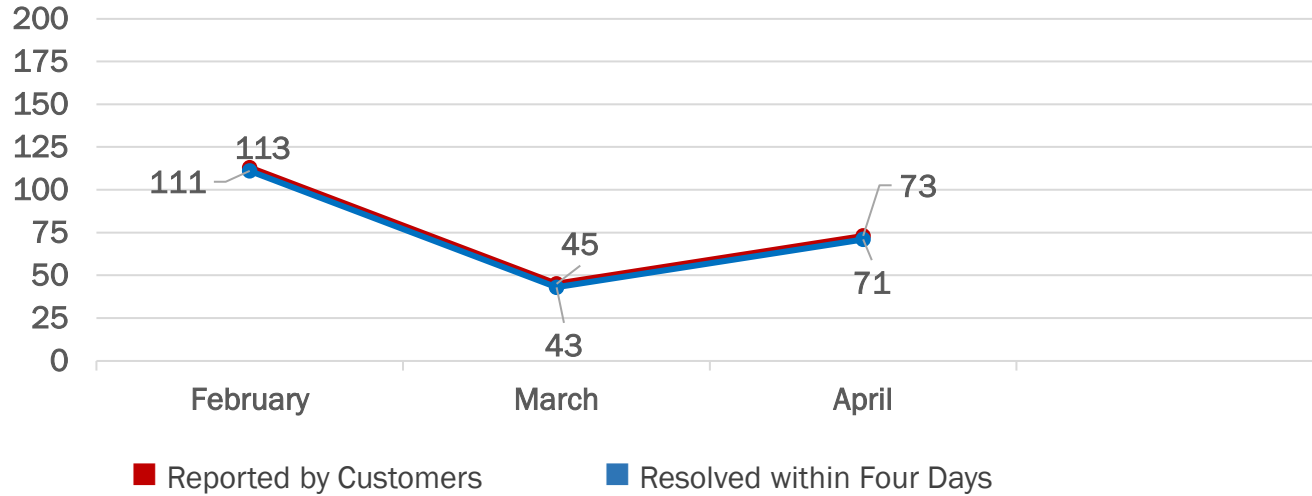


Field Services: Running Water



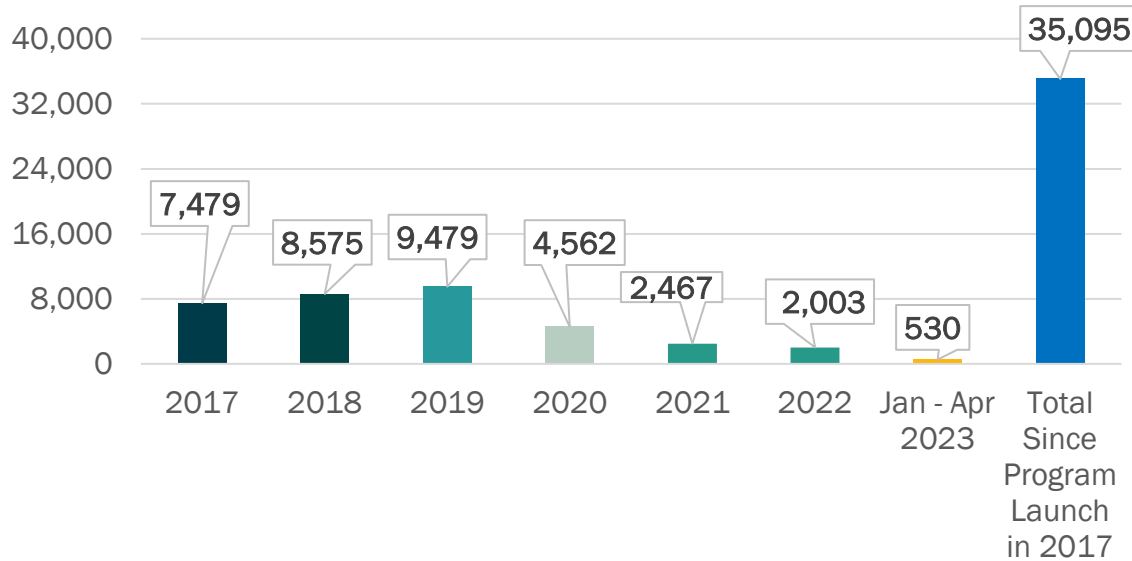
- The MARS team continues to have high productivity in addressing water service line work orders.

Field Services: Water Main Breaks



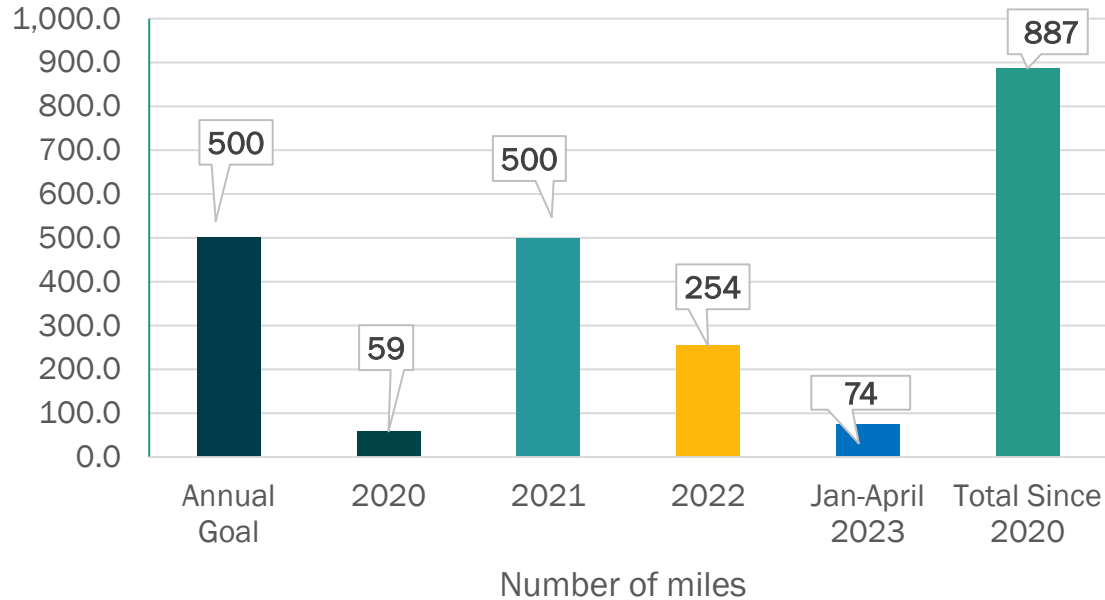
- DWSD continues to have very low number of active breaks We currently stand at 11 active water main breaks as of May 12, 2023.

Field Services: Catch Basin & Inspection Cleaning



- Sixteen (16) of the 40 new Field Services Technicians to be hired under the FY24 budget will be assigned to the Sewer Section, significantly increasing the miles of sewer and number of catch basins cleaned starting in July.

Field Services: Sewer Cleaning



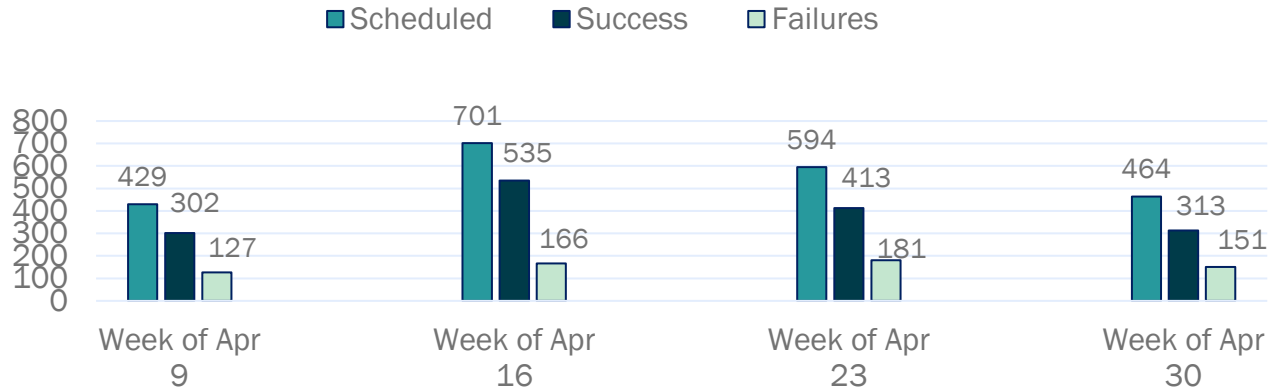
- Our goal is to clean at least 500 miles of DWSD’s 2,400 miles of sewer mains 24-inches and smaller.
- We have the equipment and will populate with additional Field Services Techs starting in July.
- We also have started our preventive maintenance contractor this year.

Meter Operations

Sam Smalley, Chief Operating Officer

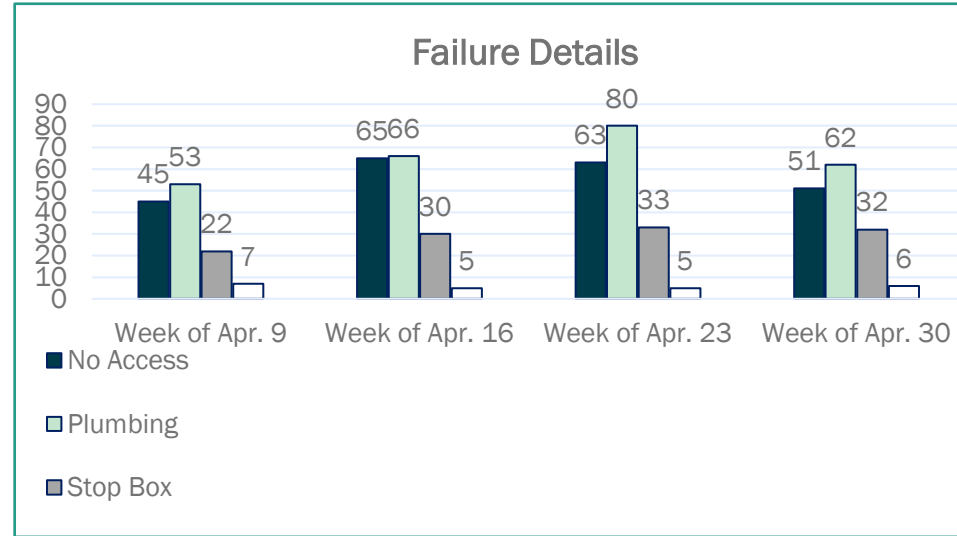
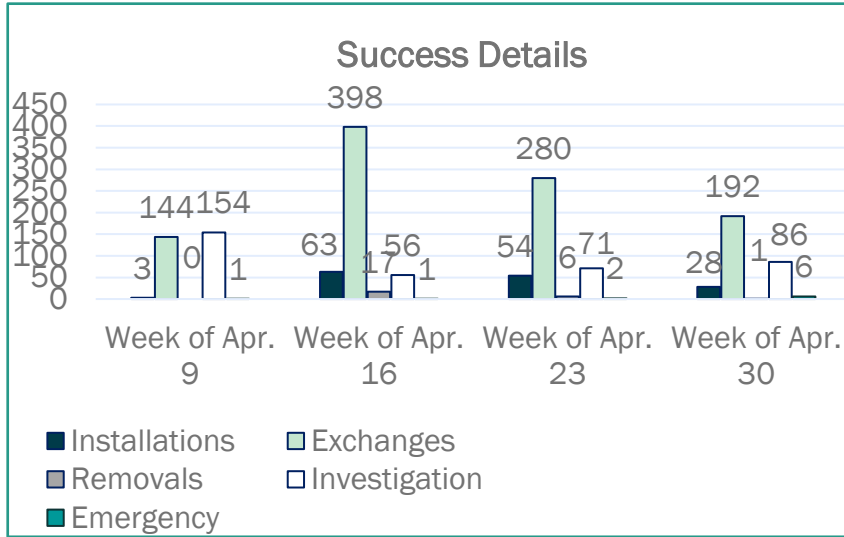


Meter Operations: Scheduled Meter Work



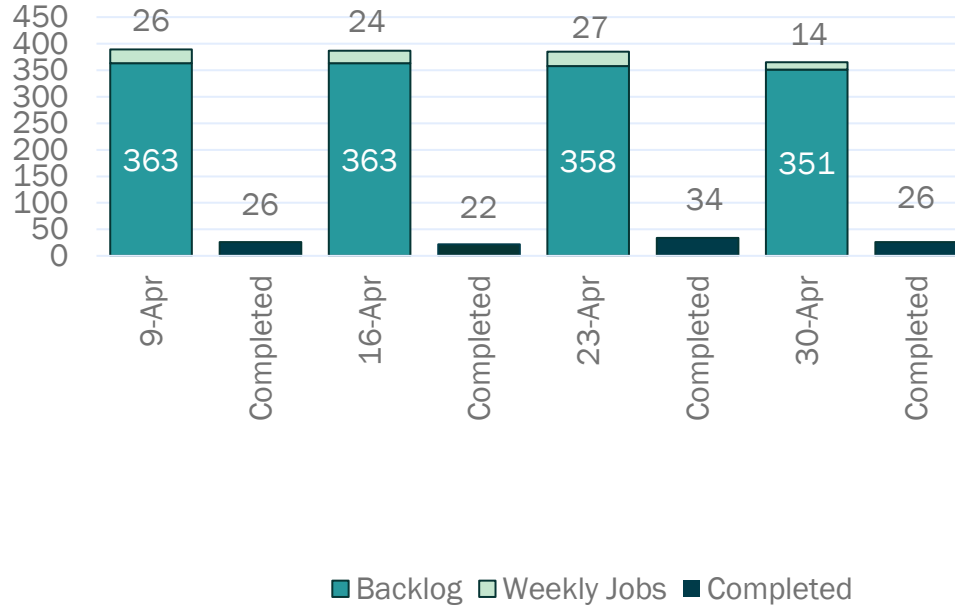
- 67 of 67 templates or straight pipes installed when 5/8-inch meters were commercially unavailable have been replaced with meters.
- We have received several large shipments of small meters and supply chain issues with meters appear to be easing.

Meter Operations: Scheduled Meter Work



- The success rate is trending in the positive direction on meter appointments.
- Plumbing issues are a large source of failure.
- We now have a plumbing contractor scheduling next day appointments for homes with minor plumbing work at the meter assembly location.

Meter Operations: Real Estate Reads



- Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation, emergency repairs and real estate closing reads.

Investigations

Sam Smalley, Chief Operating Officer



Investigations: Results



615

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2022

Money Owed to DWSD identified by Investigators

\$4,988,538

Total since July 1, 2022

\$687,554

Back billed

\$1,736,216

Future owed in 12 months

\$2,564,768

Water loss

Revenue Identified Since Investigation Unit Began

\$29.6M

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 during the residential interruption moratorium.

Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel



Legal: Cases and Collections



1

Cases resolved in April 2023

2

New cases filed by DWSD

1

New cases filed against DWSD

22

Pending cases handled in-house
Collections actions: 13
Defended cases: 9

Damage Claims

290

Number of Pending Damage Claims

73

Number of Damage Claims Received in
April 2023

\$228,146.99

Total Amount of Claims

\$0

Total Settlements Offered
in April 2023

- The OGC filed two new collection cases seeking to collect \$574,935.16 in outstanding water, sewer and drainage charges.
- The OGC brought in \$240,453.58 from two long time delinquent commercial customers, bringing the total funds collected in 2023 to \$1,354,483.36.
- The OGC completed the revamping of the Damage Claim process to make it more streamlined and efficient.

Public Affairs

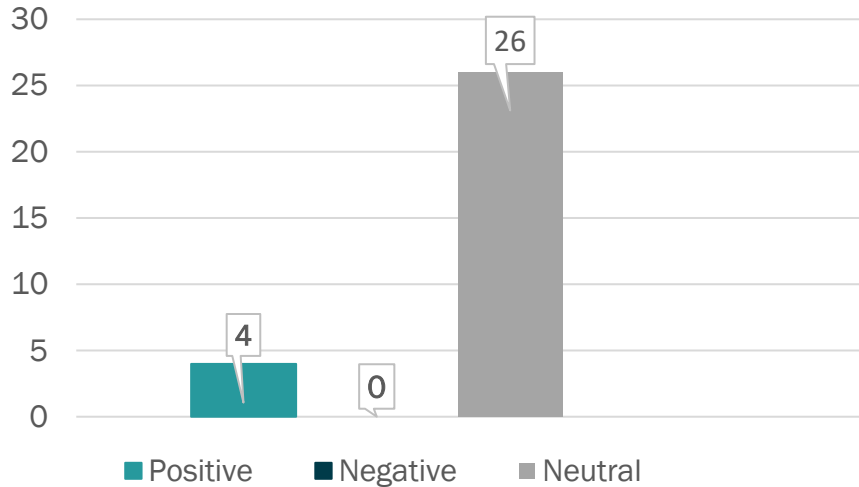
Bryan Peckinpough, Public Affairs Director



Public Affairs: Positive vs Negative News Stories



DWSD News Coverage: April 1 – 3, 2023



In April 2023, there were thirty news stories mentioning DWSD. The four positive stories highlighted the DWSD Lifeline Plan, specifically changes to plan to increase the tier thresholds based on the number of people living in the house. The neutral stories covered the Highland Park debt case against the Great Lakes Water Authority (GLWA) and mentioned DWSD as the previous water supplier.

PLEASE NOTE: For this metric, each story/interview is counted once regardless of how many times it was published/aired.

Public Affairs: Social Media Activity



17

New Facebook Followers

9,143

Total Followers on Facebook

73

Engagement on Facebook



1

New Twitter Followers

1,921

Total Followers on Twitter

45

Engagement on Twitter



43

New Instagram Followers

1,920

Total Followers on Instagram

42

Engagement on Instagram



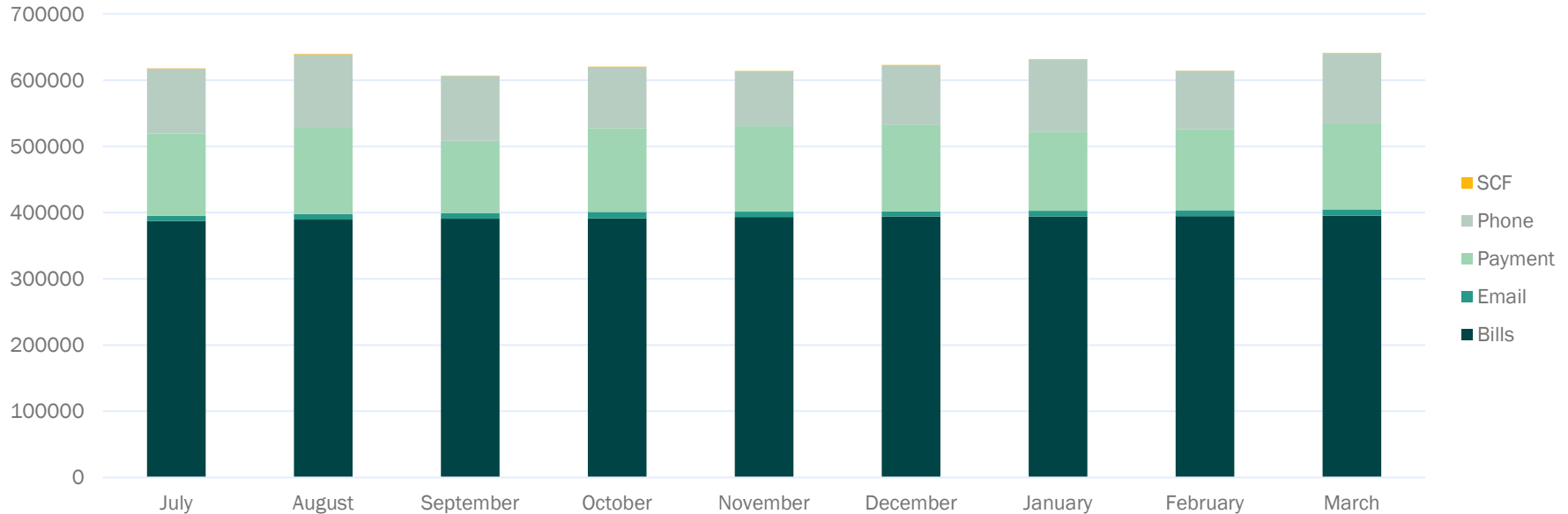
The DWSD Public Affairs team gained **61** new followers on social media in April 2023, bringing the total number of followers to **12,984**. In addition to the metrics above, Facebook saw a total of **5,346** impressions and **89** link clicks for the month. The top performing Facebook post was a “Don Not Flush” graphic detailing the items not to flush in your toilet, and the top Twitter post was an Opportunity Rising video feature PIRM Manager David Ridgeway.

Information Technology

Paul Fulton, Director of Applications



Information Technology: Facilitated Customer Contacts



This represents:

- Number of contacts between a customer and DWSD that is supported, initiated or received by an IT managed system.
- The higher percentage of transactions handled by automated systems reduces the overall spend required to handle the volume of customer contacts.

Background

- IT reviewed the configuration of the phone system and identified an area that can consolidate or eliminate multiple systems that perform similar functions.

Goal

- Reduce complexity and cost in automated systems by streamlining IVR Call flow and functionality.

Improvement

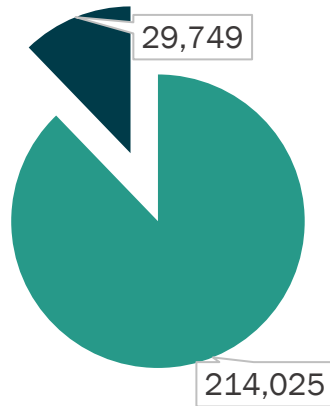
- Eliminated the need for two IVR phone systems through consolidating IVR Payments into the BrightPattern solution. This resulted in eliminating one contract.
- Investment ~\$120k with an annual savings of approximately \$150k - \$200k. Investment is paid back within nine months.

Customer Service

Customer Service: Number of Active Accounts

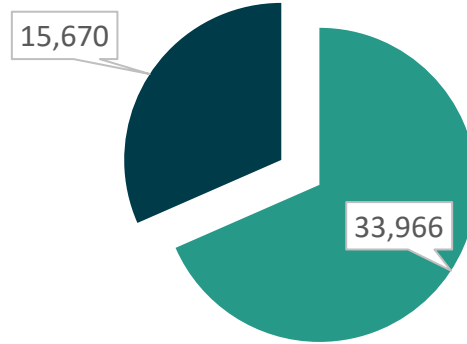


Active Residential Accounts



- Water/Sewerage/Drainage
- Drainage Only (no water service)

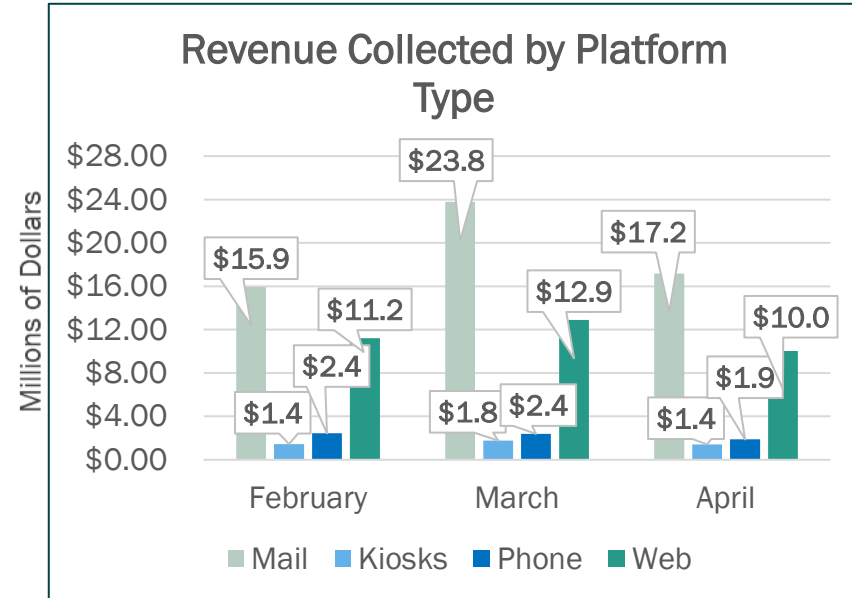
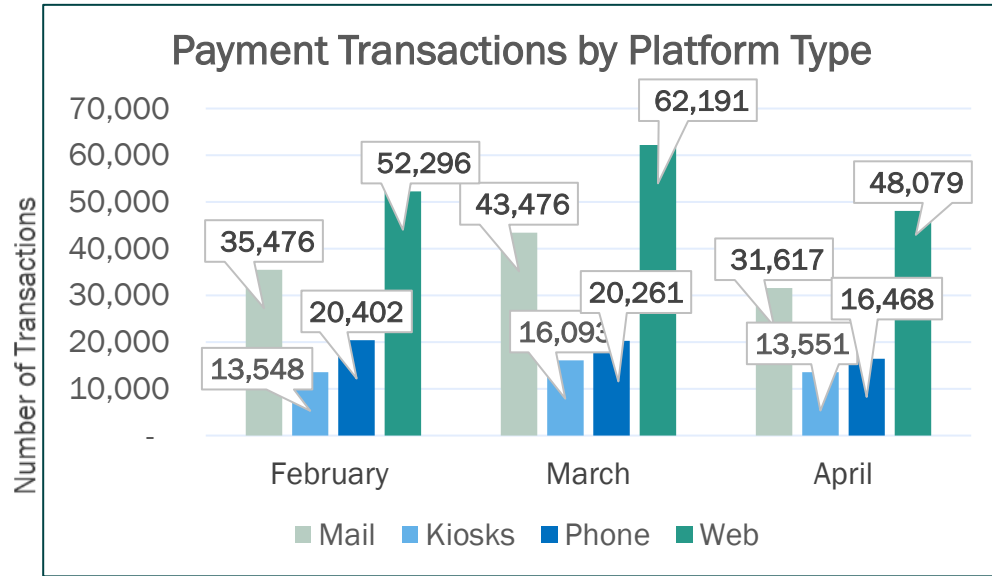
Active Non-Residential Accounts



- Water/Sewerage/Drainage
- Drainage Only (no water service)

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

Customer Service: Transactions



The DWSD payment platforms are performing beyond expectations, including the Customer Self-Service Portal at <https://csportal.detroitmi.gov>. Customer Service staff are efficiently providing assistance through 313-267-8000 and mydwds@detroitmi.gov.

Lifeline Plan – Protected From Shut Off



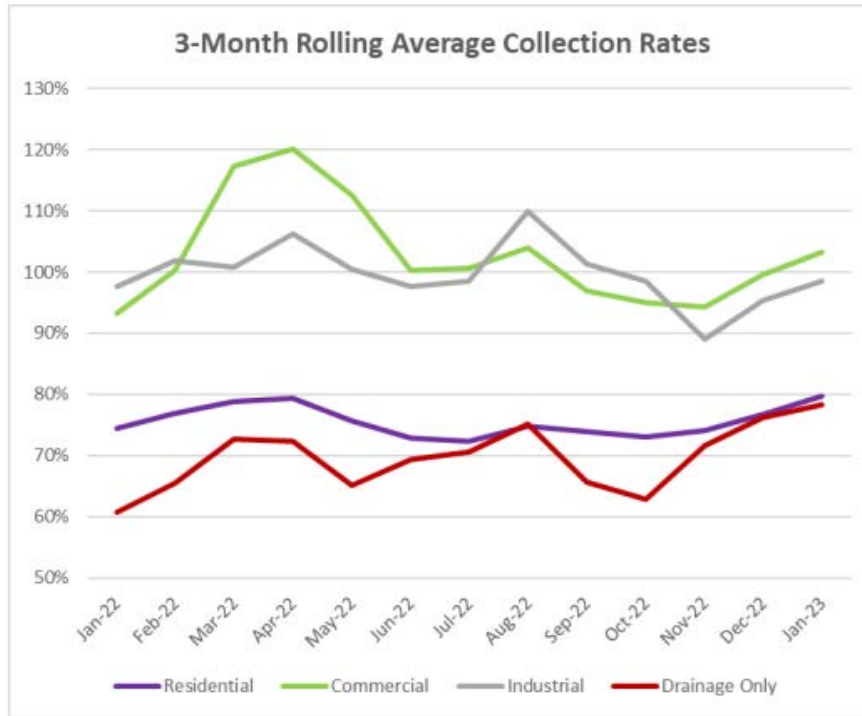
Protected From Shut Off	Total
Enrolled in the Lifeline Plan*	17,310
Enter into the 10/30/50 Plan	3,044
Applications for Lifeline Plan Pending Approval	1,675
Total Number of Households Protected	22,029

*If recently determined eligible, the household may have not received their first official DWSD Lifeline Plan bill based on the billing cycle.

Finance



Finance: Collection Rates

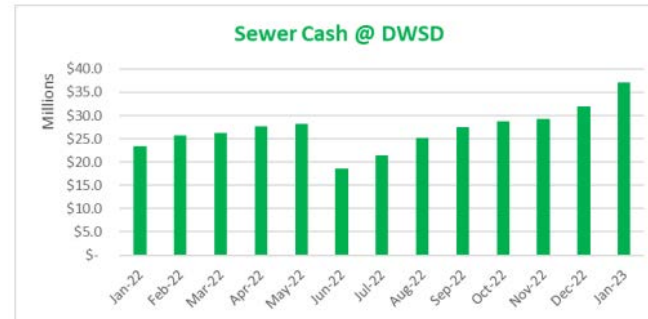
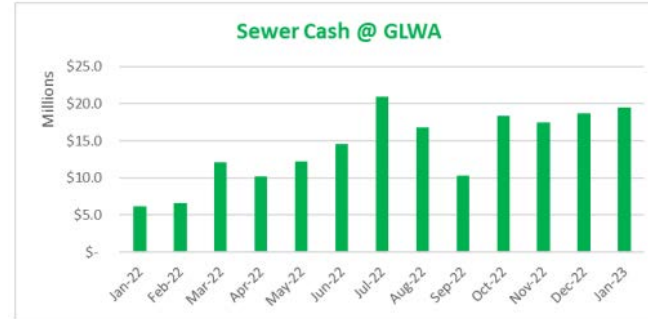


- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

Finance: Cash Balance



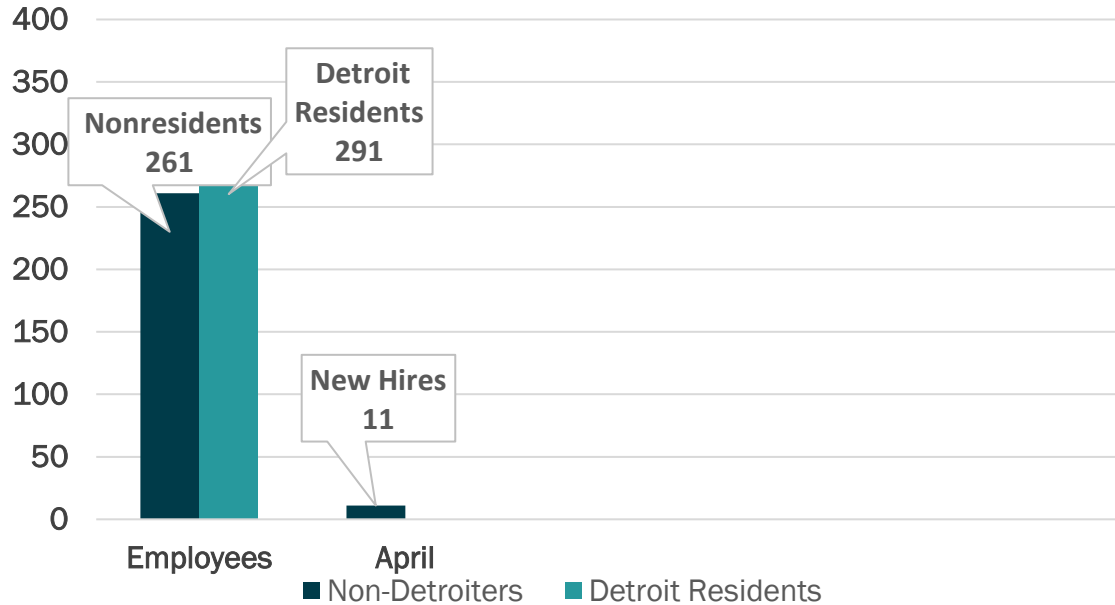
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Human Resources

Human Resources: Detroit Residents and Hiring



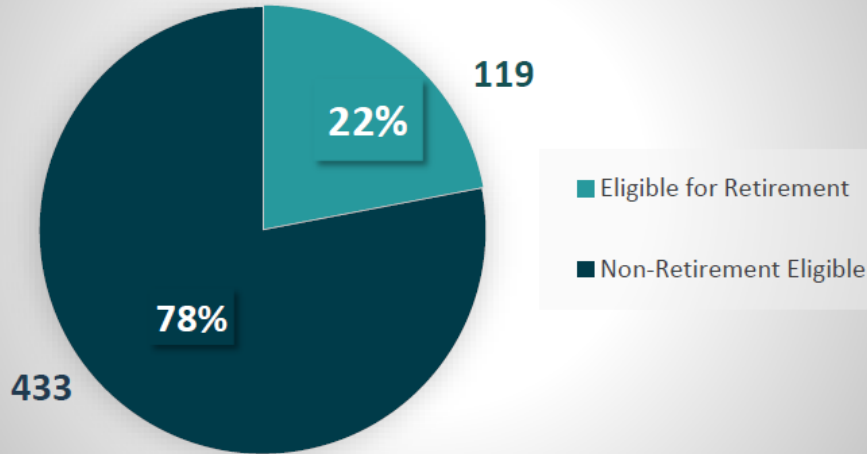
Total = 552 Employees
***Detroit Residents – 53%**

- DWSD hired 11 new employees

Human Resources: Retirement Eligible



Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	43
25 YOS/55 years old (Legacy)	23
10 YOS/60 years old (Legacy)	52
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	1
TOTAL	119

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Twenty two percent (22%) 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)
04/01/2023	Returning Citizens Job Fair	Union Carpenters & Millwrights Skilled Training Center 11687 American St. Detroit	32	
04/19/2023	Detroit At Work March Job Fair – <i>Every last Wednesday of the month</i>	14117 E. 7 Mile Road Detroit	49	
04/26/2023	Detroit At Work March- Workforce Wednesday Job Fair	Durfee Innovation Society Auditorium 2470 Collingwood St. Detroit	28	
04/28/2023	Wayne County Returning Citizens Job Fair	Goodwill Industries 3111 Grand River Ave. Detroit, MI 48208	24	

During the month of April, Human Resources:

- Participated in four job fairs including two Returning Citizens recruitment events.
- The candidates seen will be used as a pipeline for our upcoming 45 Field Services Technician positions in the FY24 budget.