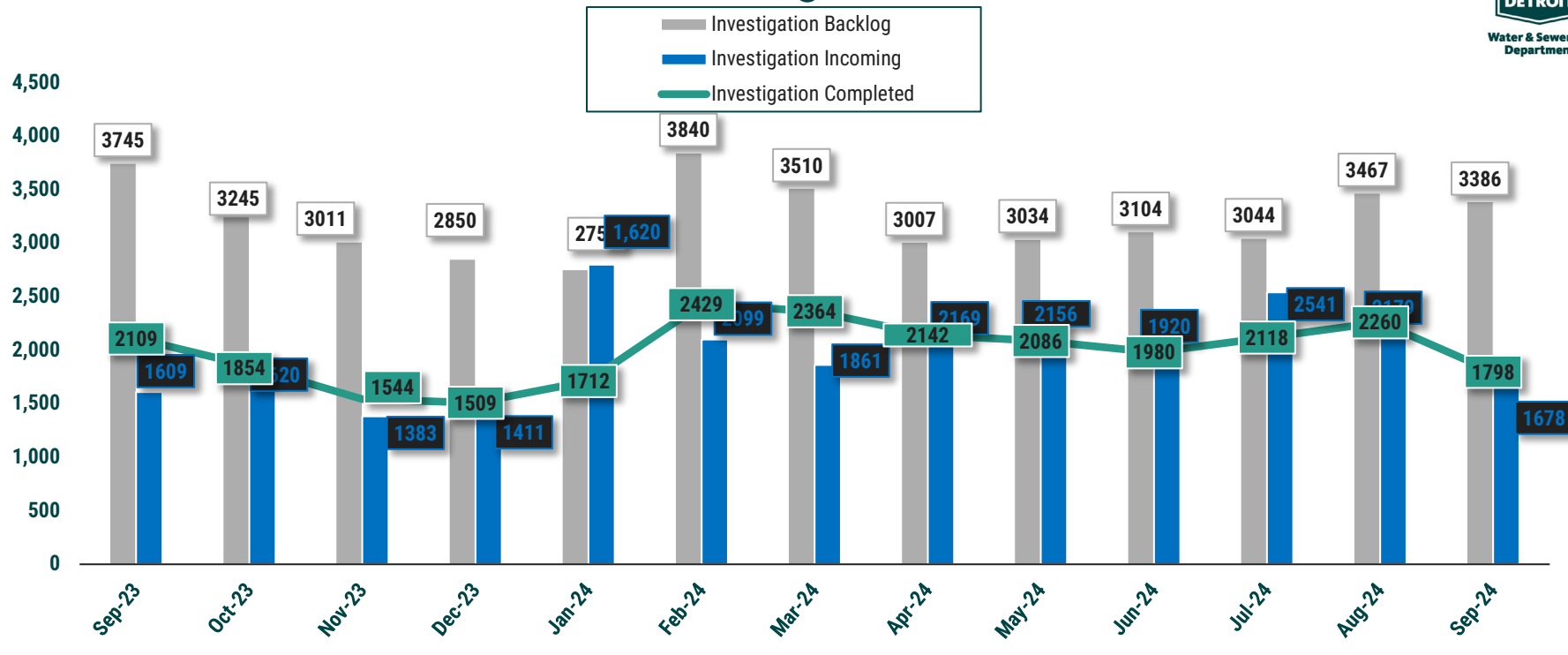




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# **Maintenance and Repair BOWC Presentation**

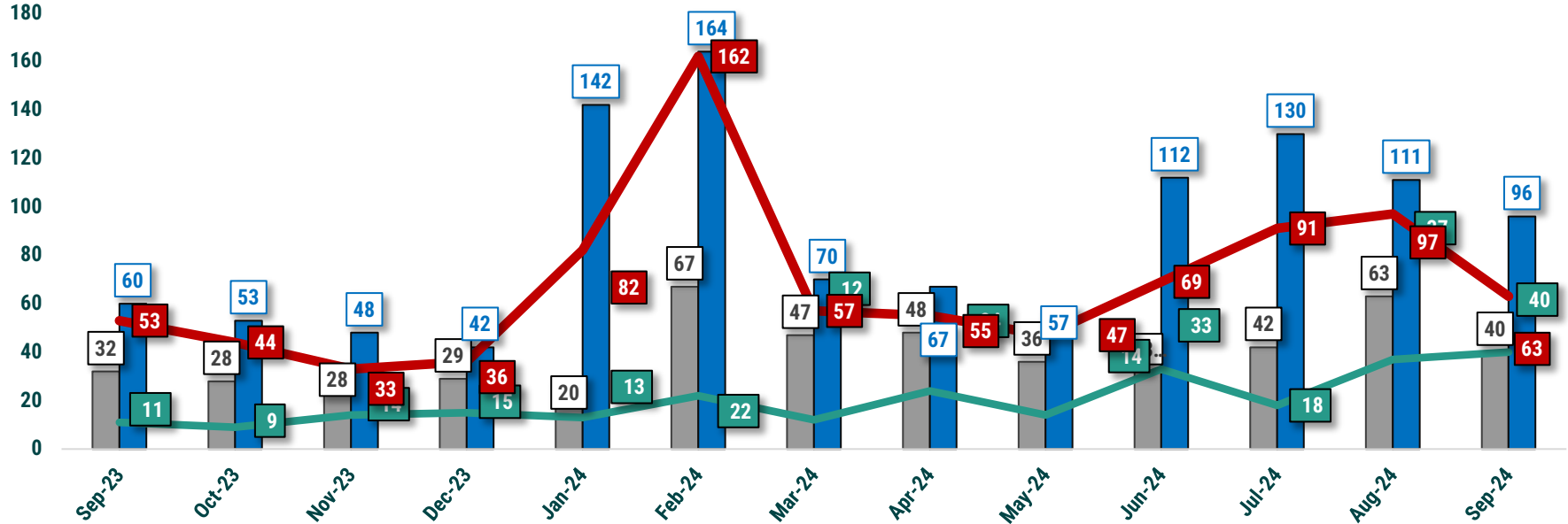
## Investigations



13-Month Rolling Workload and Allocation of Work

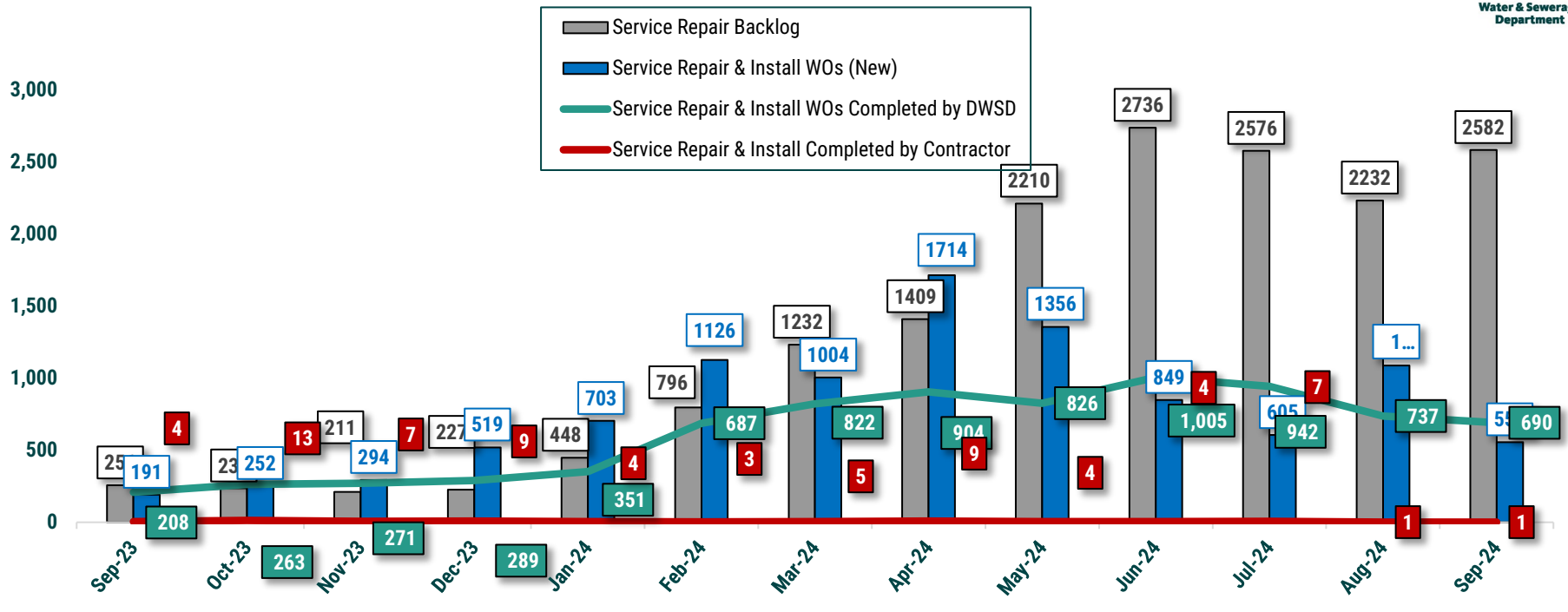
# Water Main Repairs

- Main Repair Backlog
- Main Repair Backlog Water Main Repair New WOs
- Main Repair WOs Completed by DWSD
- Main Repairs Completed by Contractor



13-Month Rolling Workload and Allocation of Work

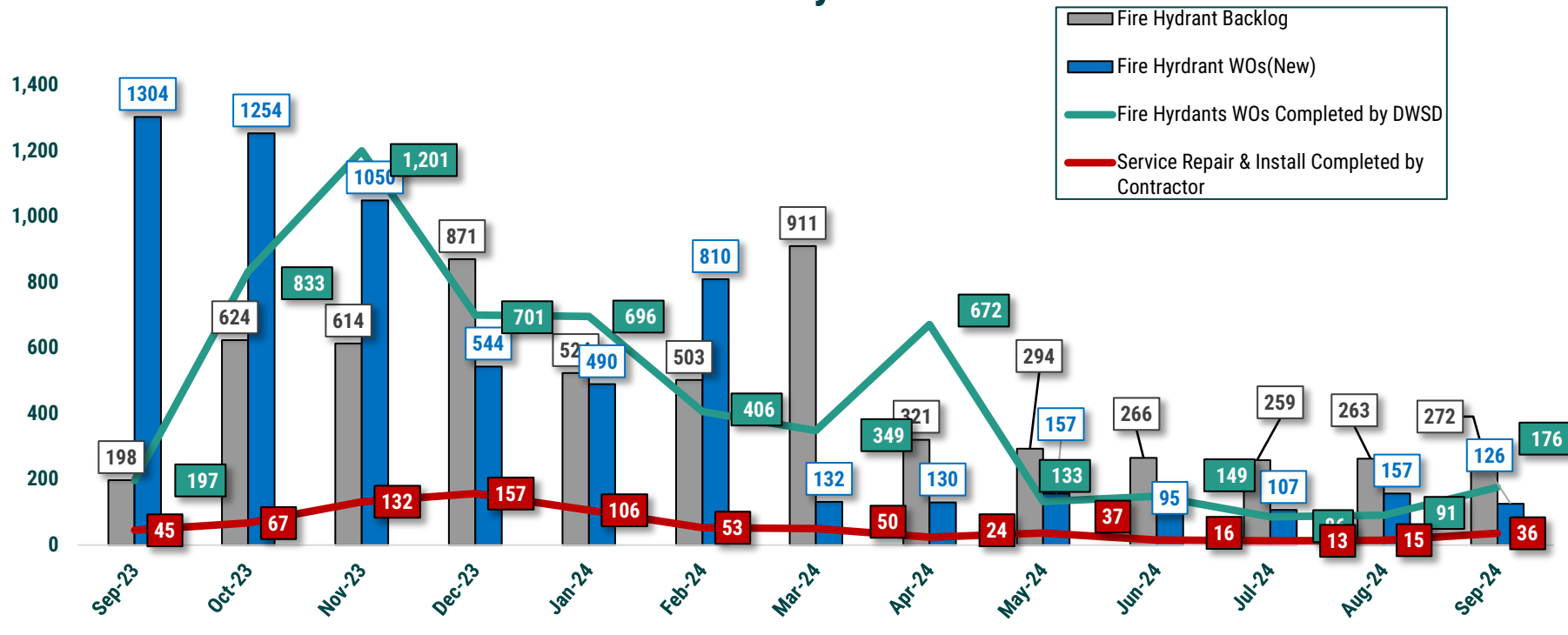
# Service Repairs



13-Month Rolling Workload and Allocation of Work



## Fire Hydrants



13-Month Rolling Workload and Allocation of Work

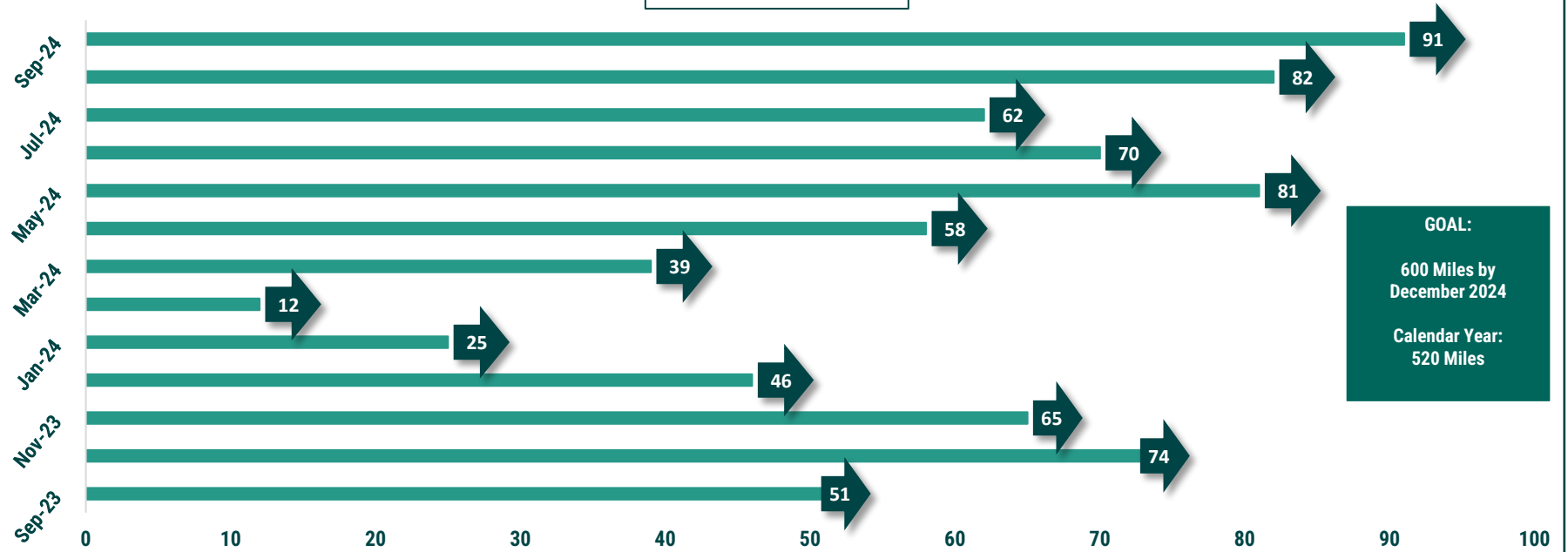


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# Sewer Cleaning

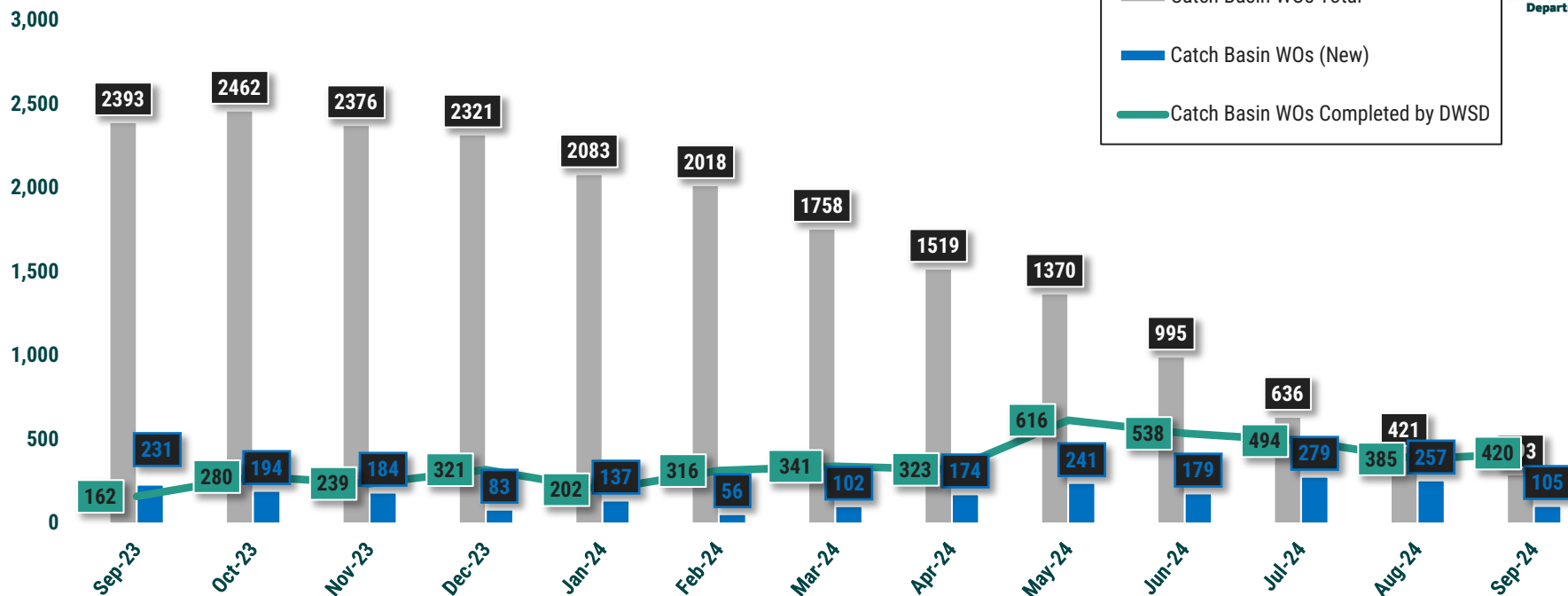
■ Sewer Miles Cleaned



13-Month Rolling Workload and Allocation of Work

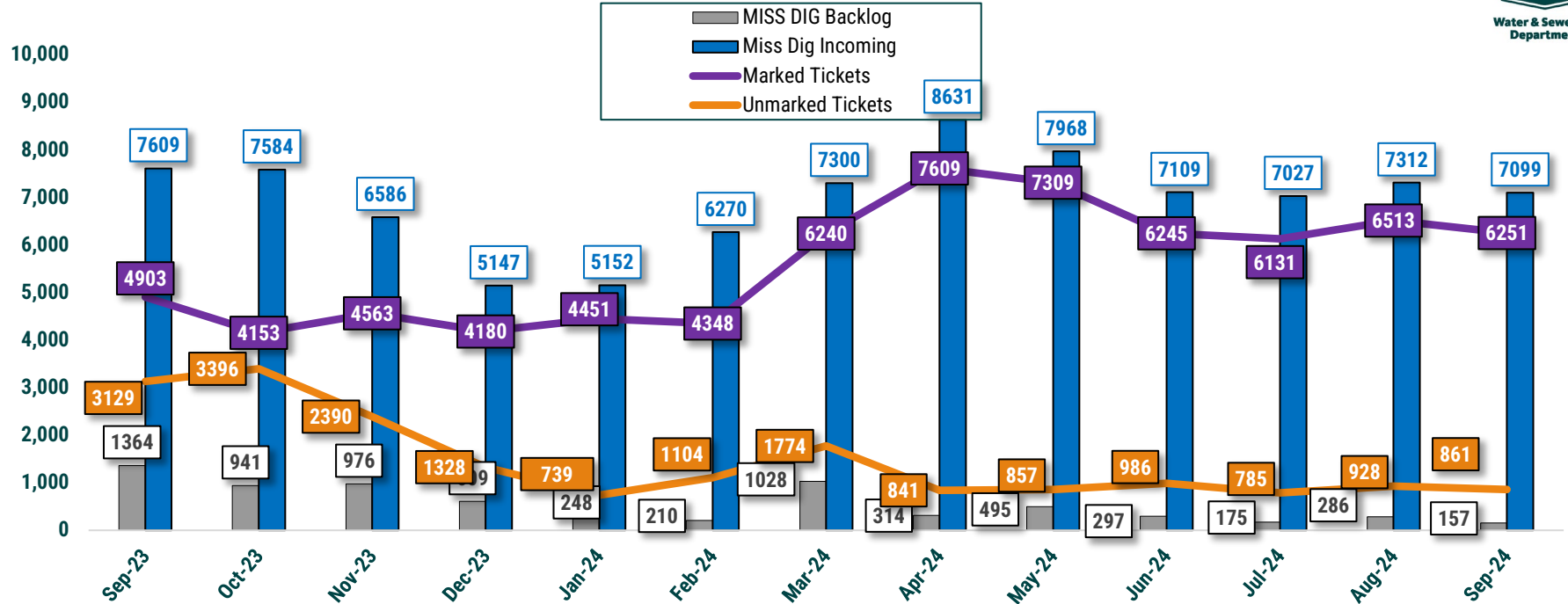


## Catch Basin Cleaning



13-Month Rolling Workload and Allocation of Work

# MISS DIG

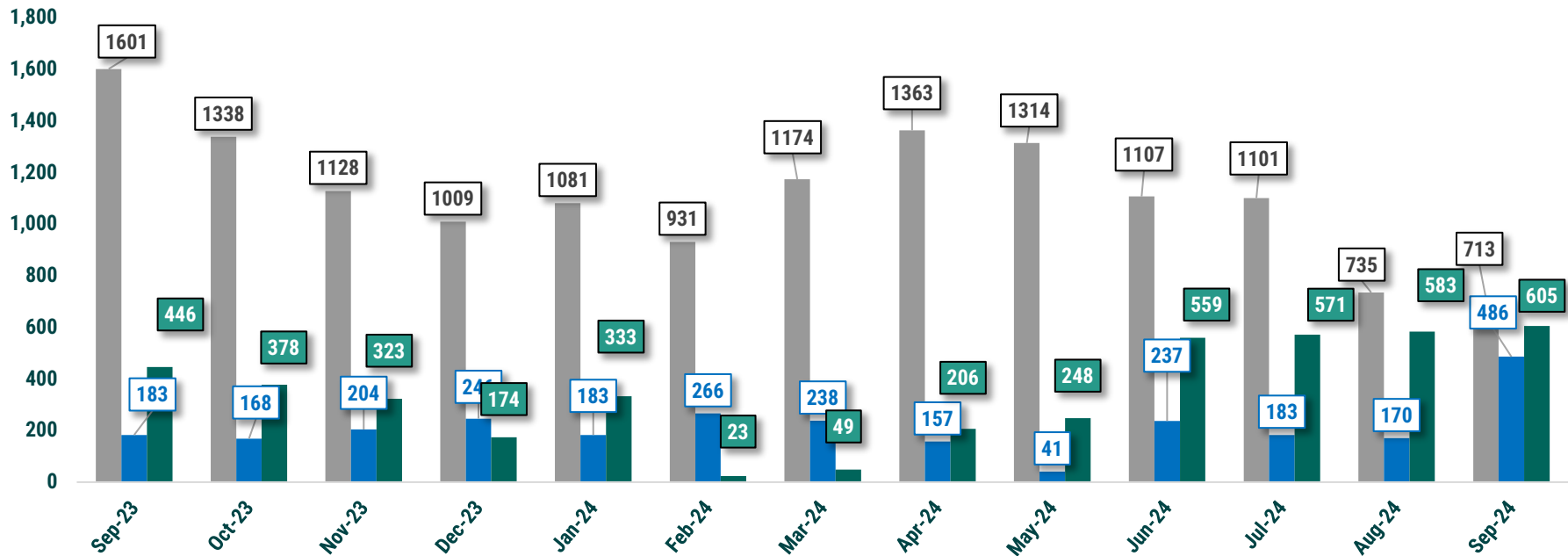


13-Month Rolling Workload and Allocation of Work



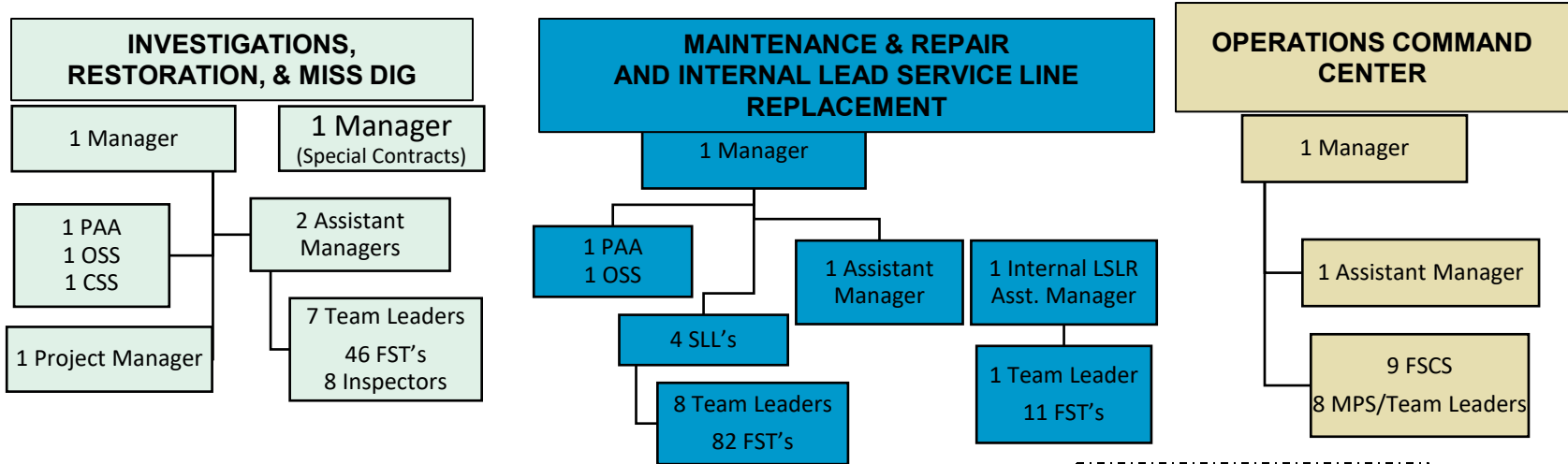
# Hard Surface Restorations

■ Restoration Backlog   ■ Restorations Incoming   ■ Restorations Completed



13-Month Rolling Workload and Allocation of Work

# Field Services Organization Chart



**Positions Filled/Vacant**

- 4 Manager (4 filled 0 Vacant)
- 3 PAA (3 filled 0 vacant)
- 10 EMT ( 9 filled 1 Vacant)
- 19 Team Leads (18 filled 1 Vacant )
- 8 Inspectors (8 filled 0 Vacant)
- 9 FSCS/9 MPS/Team Leader (17 filled, 1 vacant)
- 2 OSS (2 filled)
- 162 FST's (155 filled/7 vacant)
- Total = (226/10 vacant)**





# **DWSD Operation Center**

**Presented by:  
Catherina Taylor,  
Operation Center Manager**

# Current Operation

- Decentralized location of staff causes issues with
  - Communication and coordination
  - Effectively responding to emergency issues
- When dispatching of priority work is assigned there is not a consistent follow through from crews and team leaders on job status
- Teams are still using external communication methods outside of Cityworks to communicate status of jobs
- Not using all available technology, tools and not consistently being trained

# Newly Improved DWSD Operation Center

- Centralization of MP and FSCS provides environment for collaboration and increased productivity
- Quality control of work
  - Review of the CW data fields done by crews to ensure accurate information for a one and done approach
  - Running daily and monthly reports that measure productivity and performance
- Adoption of technology
  - Defining the requirements for integration of CW, e-Builder and enQuesta for M&R activity





# Fire Hydrant Update

- 29,881 Fire Hydrants Inspected by DFD Between October and February
- Current: Out of Service Hydrants > 1% (136/29,881)



# Continuous Development of Staff

## TRAINING

### **S License Certification- 21 people certified**

- 15 - Currently Certified
- 6 - Newly Certified

### **Michigan Public Service Institute**

- 16 - Currently Certified

### **Backhoe Operator/ Mini Excavation Training Currently in-House**

- 21 - Certified

### **Commercial Driver's License (CDL)**

- 25 – Currently Certified
- 10 - Newly Certified

### **NASSCO Certified**

- 14 - Currently Certified

## SAFETY

- MISS DIG 811 Safe Excavation Practices
- MISS DIG 811 Field Basic Training
- Trench and Shoring
- Confine Space Training
- Defensive Drivers Training

# Contractor Resources

- Homrich – Vacant Property Floodings
- Lakeshore Global - Leak Repairs, Sewer Cleaning, Hard and Soft Restoration
- WCI - Soft Surface Restoration
- Major Cement - Hard Surface Restoration
- Major Contracting – Leak Repairs, Sewer Repairs, Hard and Soft Restoration
- Detroit Grounds Crew – Tree Trimming Services
- Dukes – Catch Basin Cleaning
- Rolls Mechanical – Lead Service Line Plumbing Services



# Highlights

- **147,102 City Work orders addressed (see-click fix)**
  - **24,269 service requests completed**
  - **122,833 work orders completed**
- 600 miles of sewer cleaned (with contractor assistance)
- 21 people received S-License or upgraded current licensing
- 35 employees trained in-house and received their CDLs with N Endorsement
- Hard surface sites completed in 45 days



# Thank You

Catherina Taylor, and David Ridgeway

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For more information visit: [www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

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