



**Water & Sewerage
Department**

DIRECTOR'S REPORT

March 17, 2021



CONTENTS*

Metrics by Function:

• Director's Message	3
• Customer Care	4
• Field Services	7
• Finance	12
• Legal Services	15
• Investigations	17
• Human Resources	19
• Public Affairs	22
• Information Technology	24

DIRECTOR'S MESSAGE TO THE BOARD



Water & Sewerage
Department



2020 CALENDAR YEAR ACCOMPLISHMENTS

ACTIVE ACCOUNTS



DWSD WAYS TO PAY*



*In-person payments were halted on March 23, 2020, due to the COVID-19 pandemic when the Customer Care Centers were closed for the safety of DWSD employees and customers.

WRAP PROGRAM* WATER RESIDENTIAL ASSISTANCE PROGRAM

* excludes the month of December

3,616
HOUSEHOLDS ASSISTED
SINCE JANUARY 2020

\$9.6 MILLION
AMOUNT COMMITTED TO WRAP
SINCE MARCH 2016



COVID-19 WATER RESTART PLAN

On March 9, Mayor Mike Duggan and Governor Gretchen Whitmer announced the COVID-19 Water Restart Plan to **restore water in occupied homes previously interrupted for non-payment**. Many of these homes needed significant plumbing repairs to provide access to water. DWSD, with our community partner, Wayne Metropolitan Community Action Agency, also accessed state and federal dollars to assist low-income residential households with their water accounts during the pandemic.



1,293
OCCUPIED HOUSES WHERE
WATER SERVICE WAS RESTORED



9,000
DOORS KNOCKED ON TO
INFORM OF THE PROGRAM

\$1.5M
FOR RESTART
TURN-ONS



\$15 MILLION IN BILL CREDITS TO
MORE THAN 10,000 ACCOUNTS

\$6 MILLION IN PRIVATE PLUMBING REPAIRS
TO 700 HOUSEHOLDS

INFRASTRUCTURE EFFORTS

WATER & SEWER REHABILITATION



555
LEAD SERVICE LINES
WERE REPLACED

100% Resident Response Rate
The percentage who agreed to replace the private portion of the line when DWSD was already on the block replacing the water main.

9
MILES
CITY SEWER
REPLACED OR LINED

23
MILES
WATER MAIN
REPLACED

21
SEWER
SEGMENTS
REPAIRED

97
MILES
SEWER CONDITION
ASSESSMENTS

FIRE HYDRANTS

31,860
TOTAL

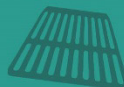
BELOW
2%
NEEDED REPAIRS



CATCH BASINS

30,095

CLEANED AND INSPECTED SINCE
PROGRAM LAUNCHED IN AUGUST 2017



GOAL IS TO CLEAN
AND INSPECT
10,000
ANNUALLY

DWSD STORMWATER DATA

DWSD GREEN STORMWATER INFRASTRUCTURE PROGRAM

1 NEW PROJECT
OAKMAN BOULEVARD
63.1 ACRES
MANAGED
37.3 MILLION GALLONS
MANAGED ANNUALLY



DETROIT STORMWATER HUB

26 PRIVATE
PROJECTS ADDED
214.5 ACRES
MANAGED
156.4 MILLION GALLONS
MANAGED ANNUALLY



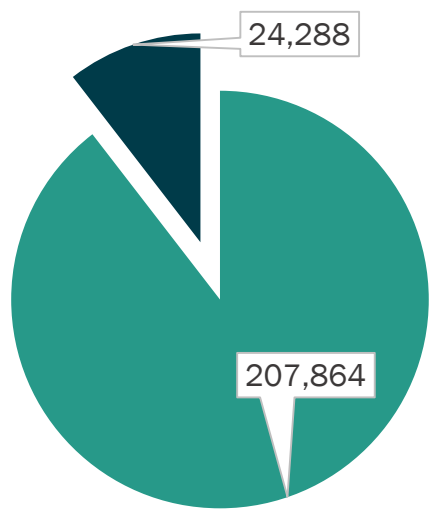
**Water & Sewerage
Department**

Customer Care

CUSTOMER CARE: Number of Active Accounts

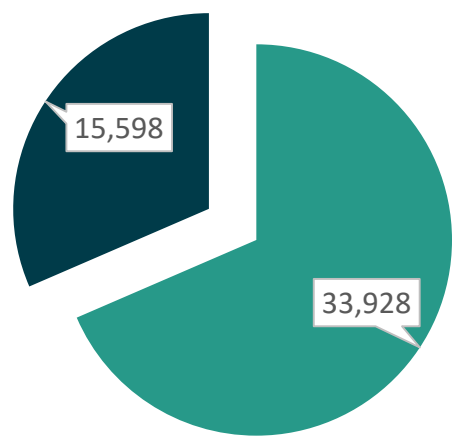


Active Residential Accounts



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

Active Non-Residential Accounts



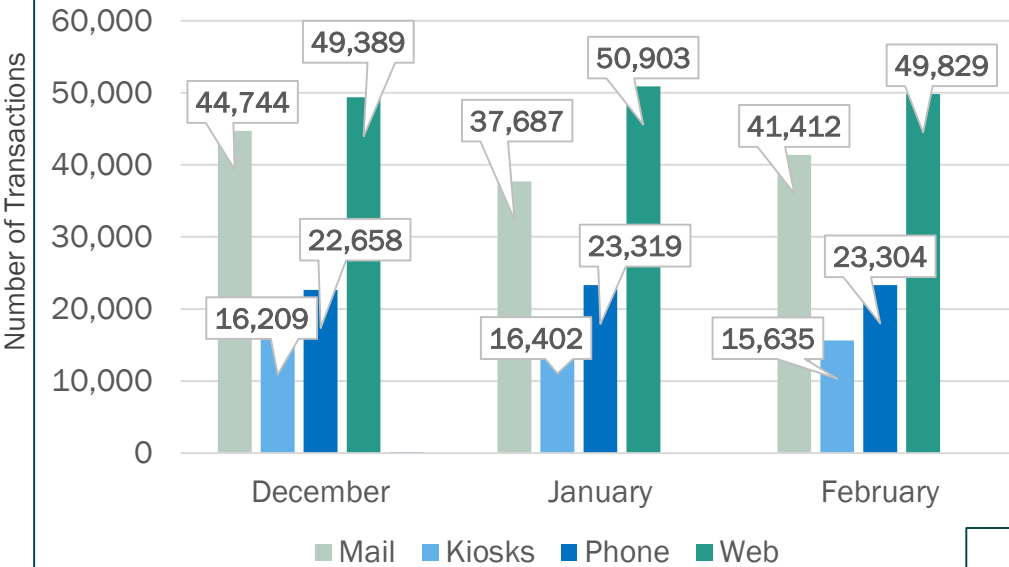
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

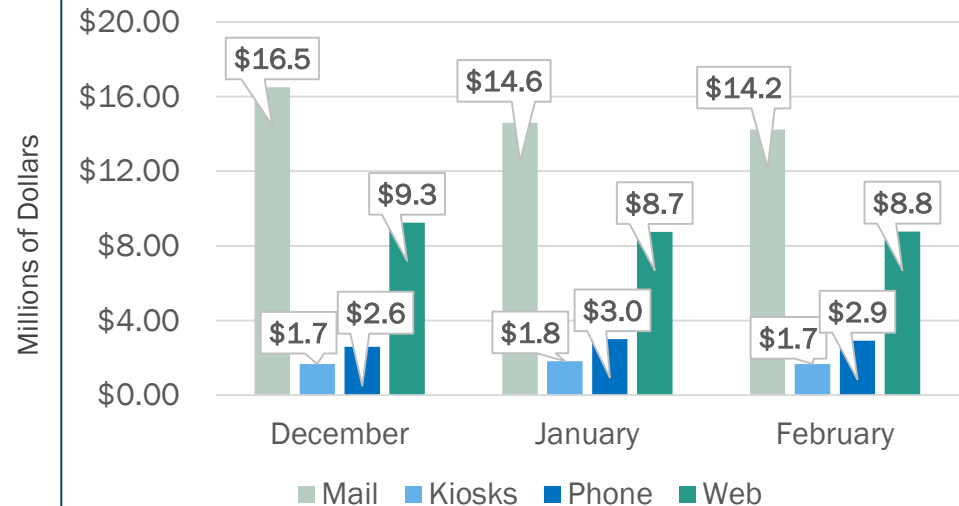
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



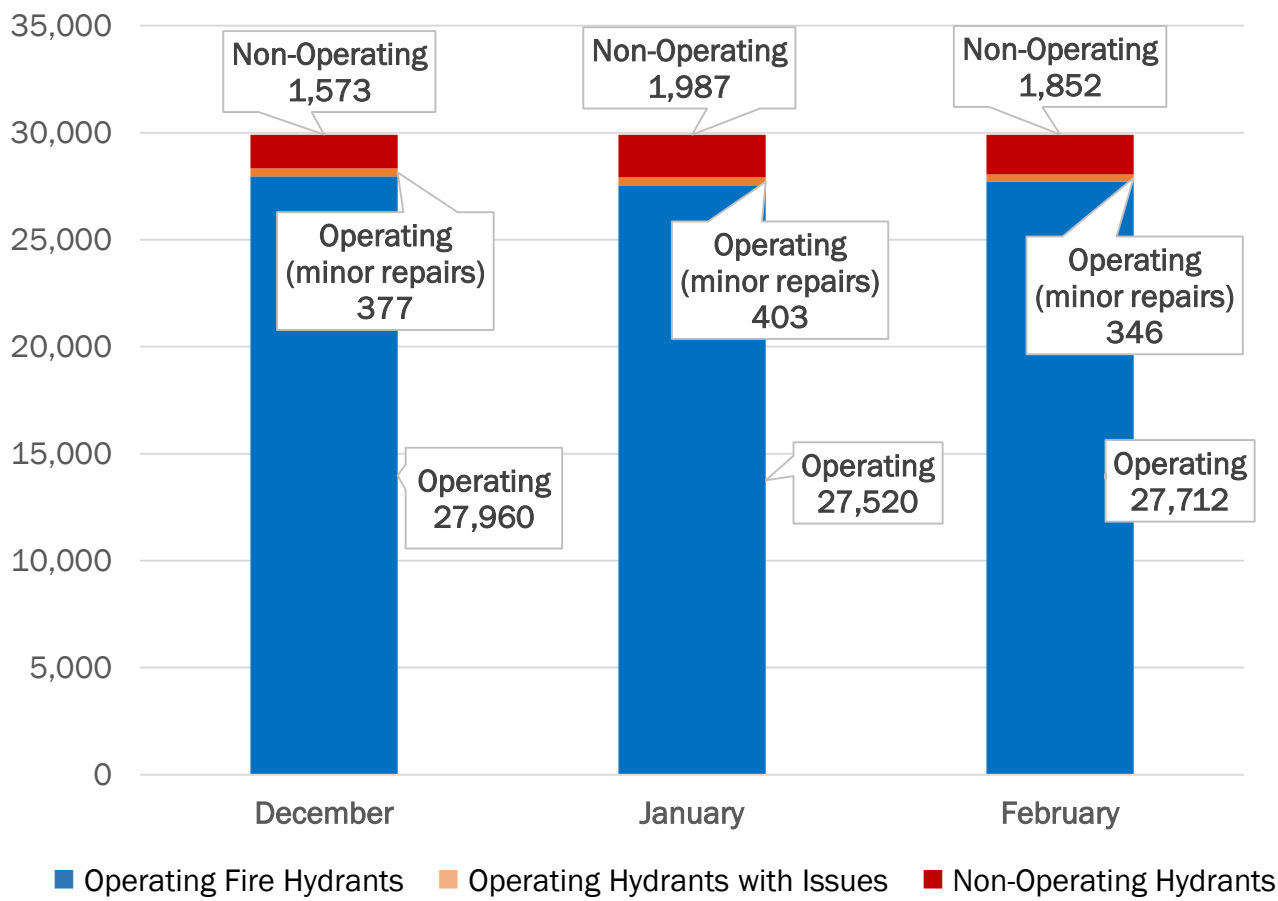
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including contact via email at mydwsd@detroitmi.gov. DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).



**Water & Sewerage
Department**

Field Services

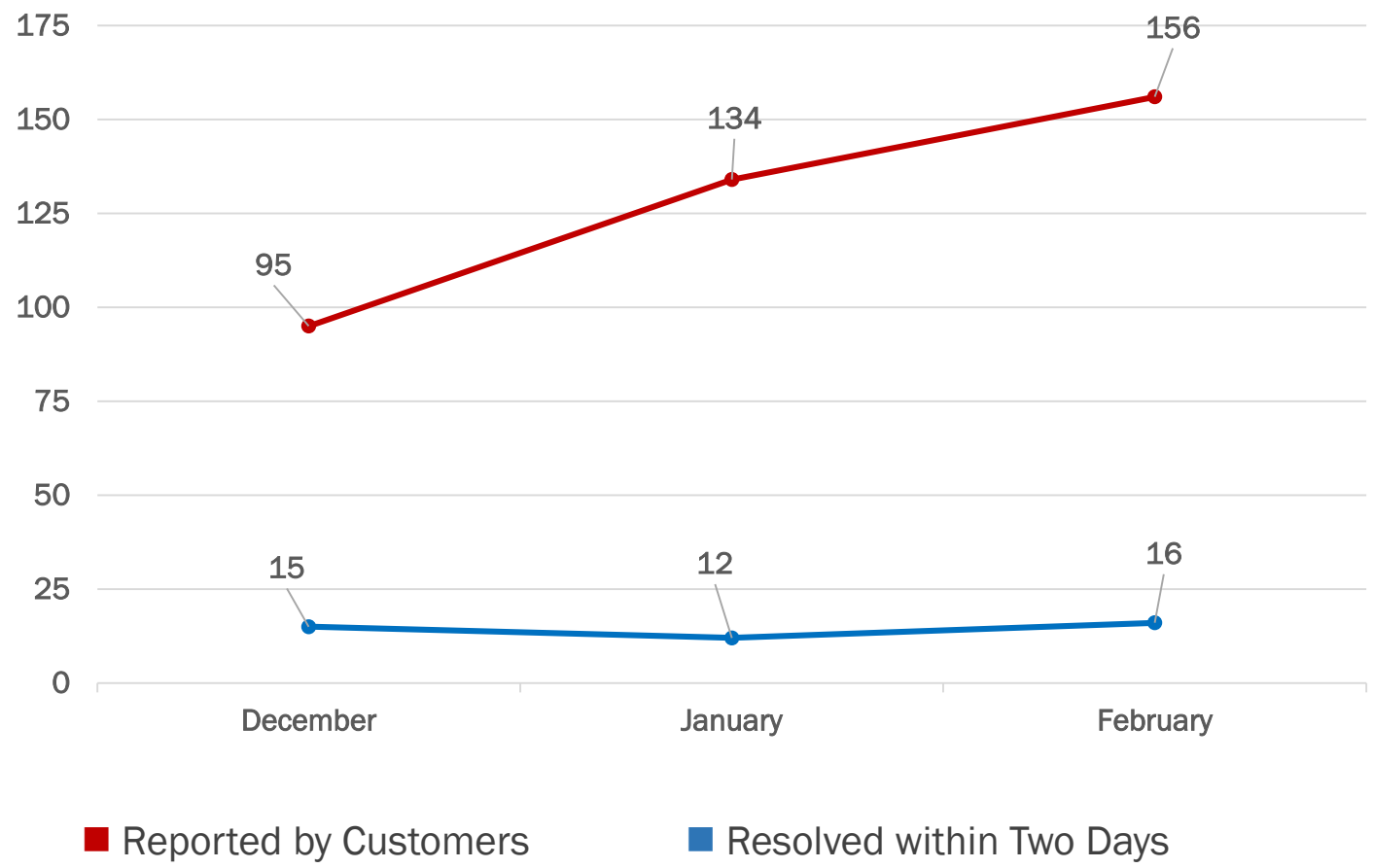
FIELD SERVICES: Fire Hydrant Maintenance



DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season and into December, the number of hydrants needing repair typically increases significantly as the Detroit Fire Department staff do annual hydrant inspections.

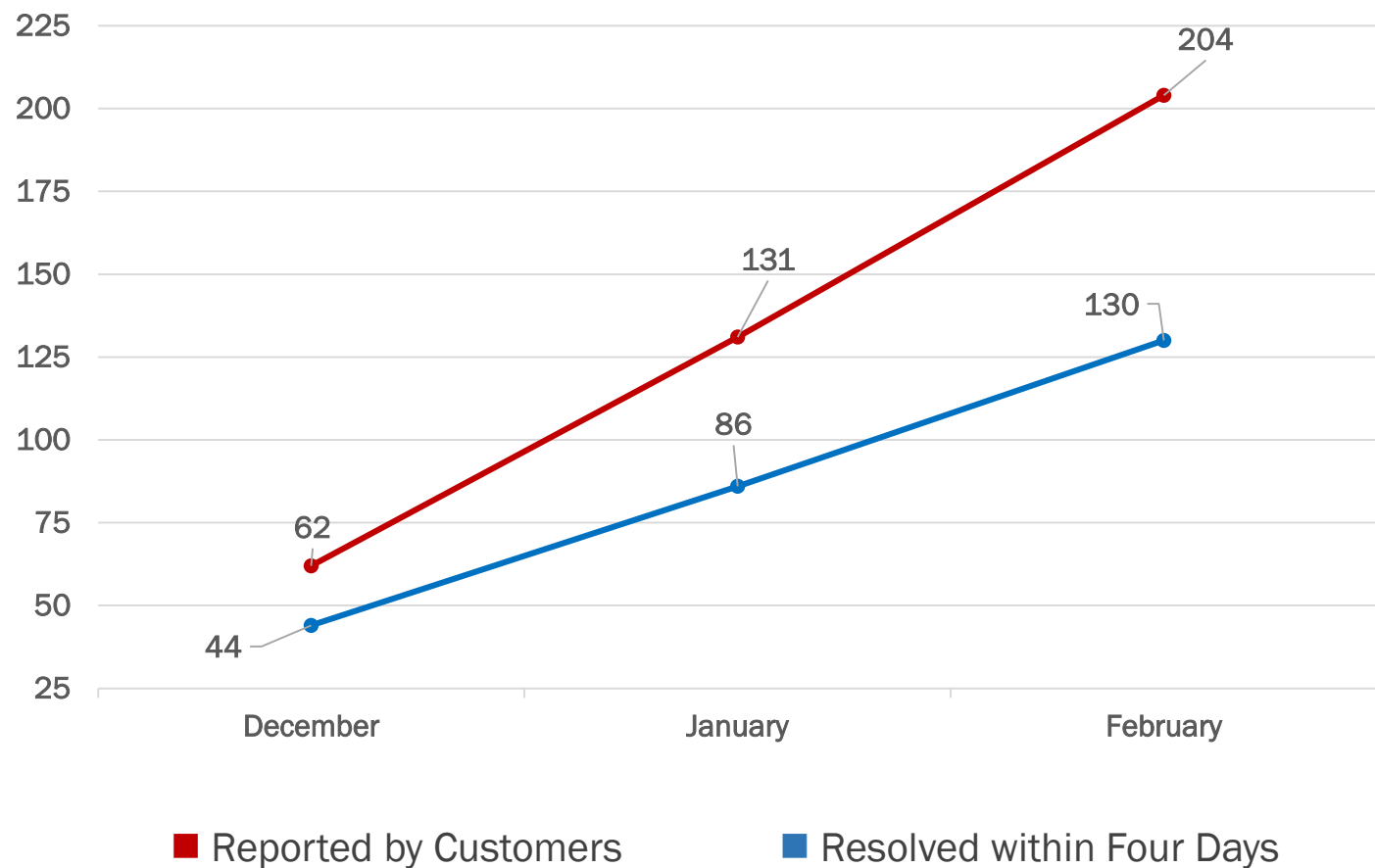


FIELD SERVICES: Running Water



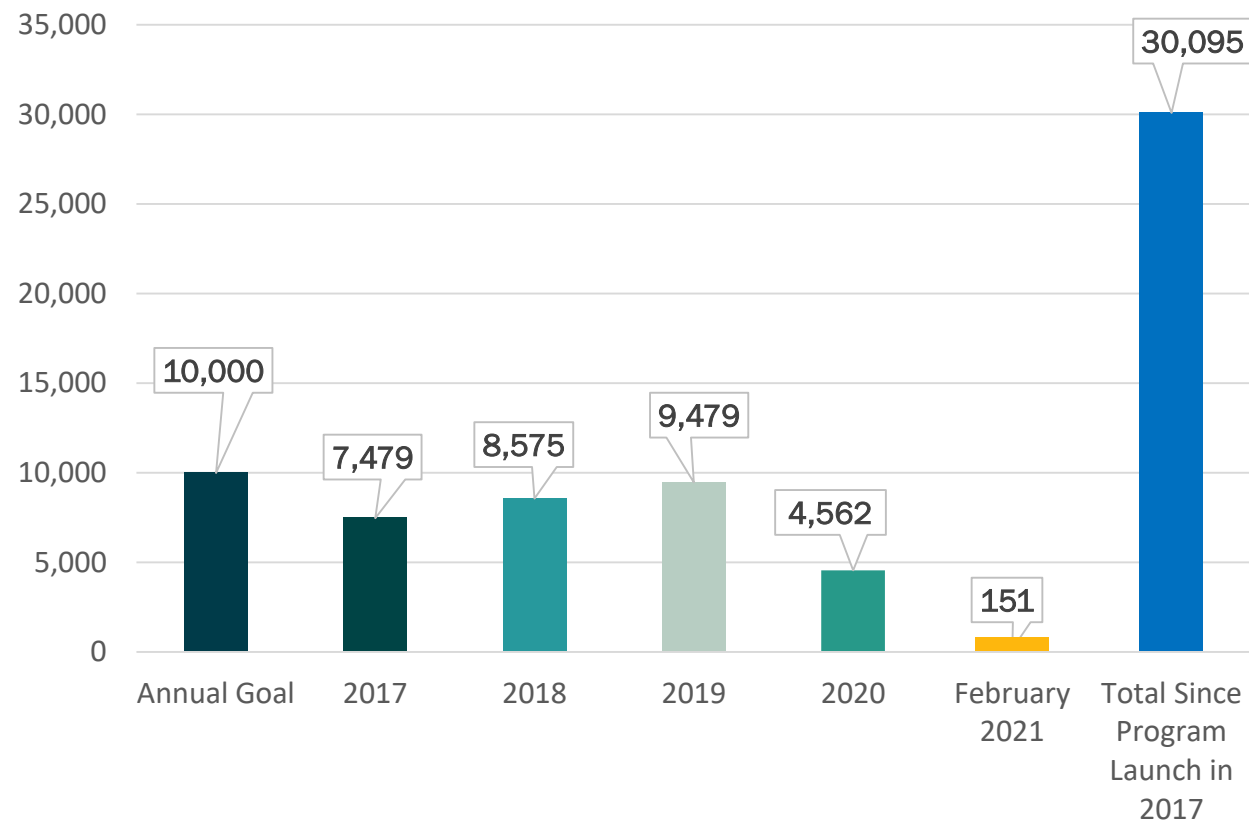
DWSD Operations continues to prioritize work orders based on level of impact, including number of customers affected, with water main repairs, street flooding and water-in-basement complaints taking priority.

FIELD SERVICES: Water Main Breaks



DWSD Operations continues to prioritize work orders based on level of impact, including number of customers affected, with water main repairs, street flooding and water-in-basement complaints taking priority.

FIELD SERVICES: Catch Basin Inspection & Cleaning



DWSD held a media event on Nov. 10 with Deputy Director & Chief Engineer Palencia Mobley, P.E. and sewer section team leaders to commemorate the 30,000th catch basin cleaned.

During the winter months, the Catch Basin Inspection & Cleaning program is placed on hiatus as equipment can freeze; however Vactor crews are used to assist with cleaning basins when street flooding occurs due to water main breaks.

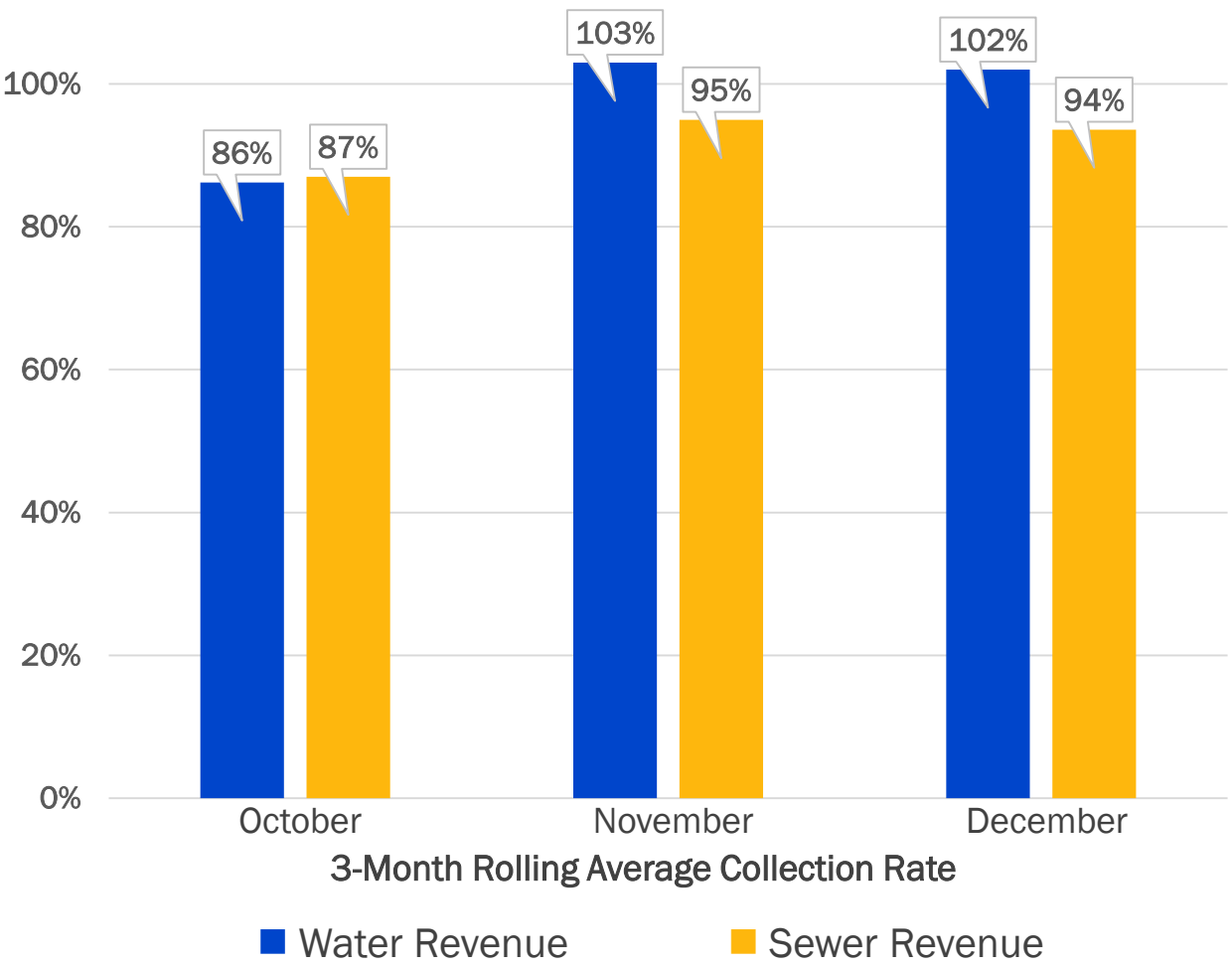
This program launched in 2017. DWSD crews have touched more than 30,000 of the estimated 90,000 catch basins, including tracking them through a mapping app for asset inventory. The 30,000 goal was achieved in the three-year commitment as announced by DWSD and Mayor Duggan in 2017.



**Water & Sewerage
Department**

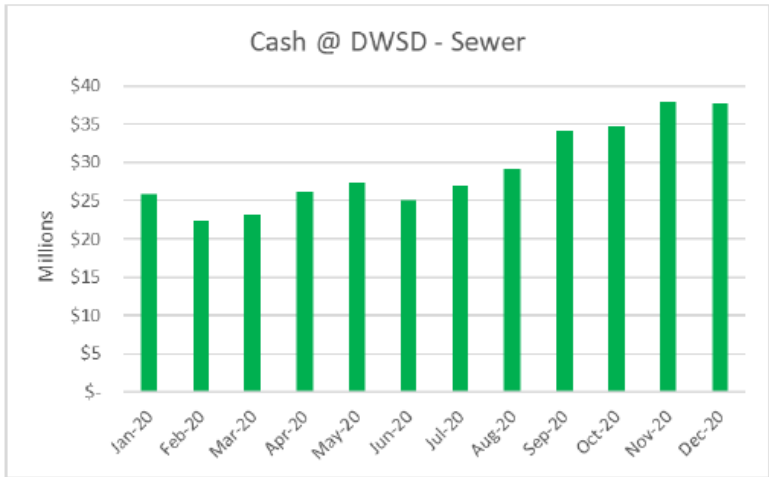
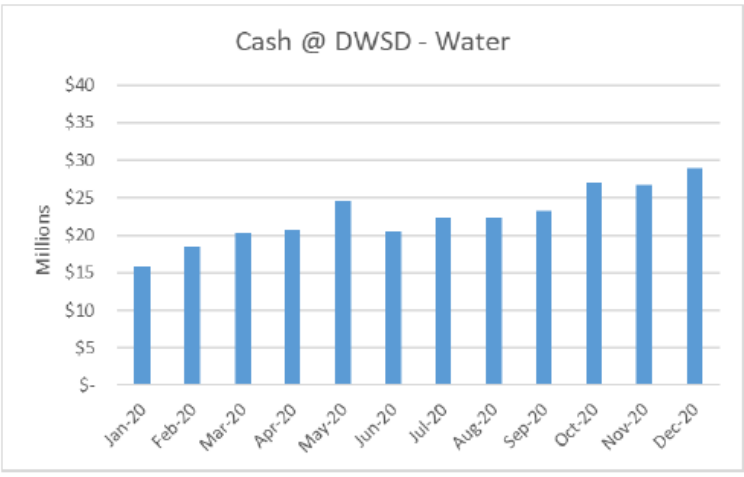
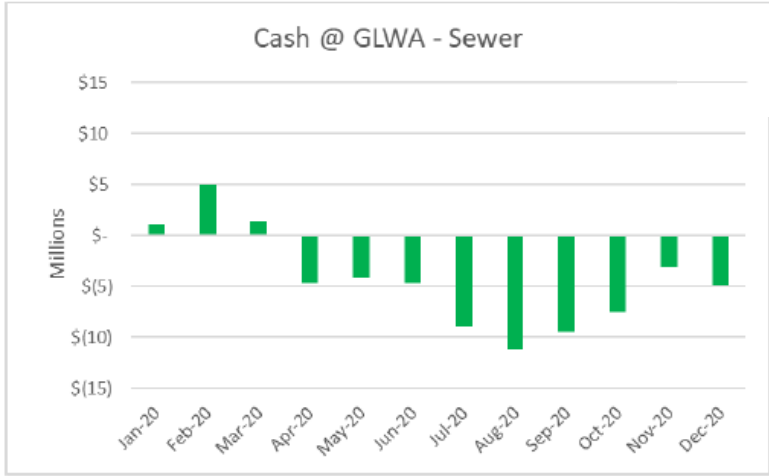
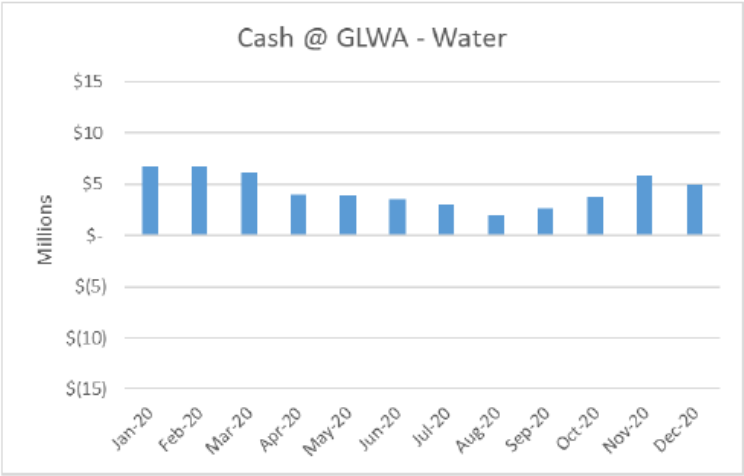
Finance

FINANCE: Bill Collection Rate



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.



Legal Services

LEGAL: Claims, Hearings and Cases



18
Cases handled by
in-house staff

8
Cases handled by
outside counsel

2
Lawsuits dismissed

2
Lawsuits dismissed in
calendar year 2021

47
Property damage claims

3
Damage claims approved

\$409,154
Amount in property
damage claims

\$14,825
Amount of total claims
recommended to be paid

0
Dispute hearings*

0
Number of cases
DWSD prevailed*

0
Number of accounts
given adjustments*

**No hearings were held in
January 2021*

DWSD uses a mix of in-house and contracted legal counsel to handle damage claims, civil action for commercial delinquencies and lawsuits filed against the department.



**Water & Sewerage
Department**

Investigations

INVESTIGATIONS: Results

646

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2020



Money Owed to DWSD
identified by
Investigators

\$1,558,380

Total since July 1, 2020

\$228,334

Back billed

\$878,974

Future owed in 12 months

\$451,072

Water loss



Revenue Identified Since
Investigation Unit Began

\$14,691,399

Total since August 14, 2017

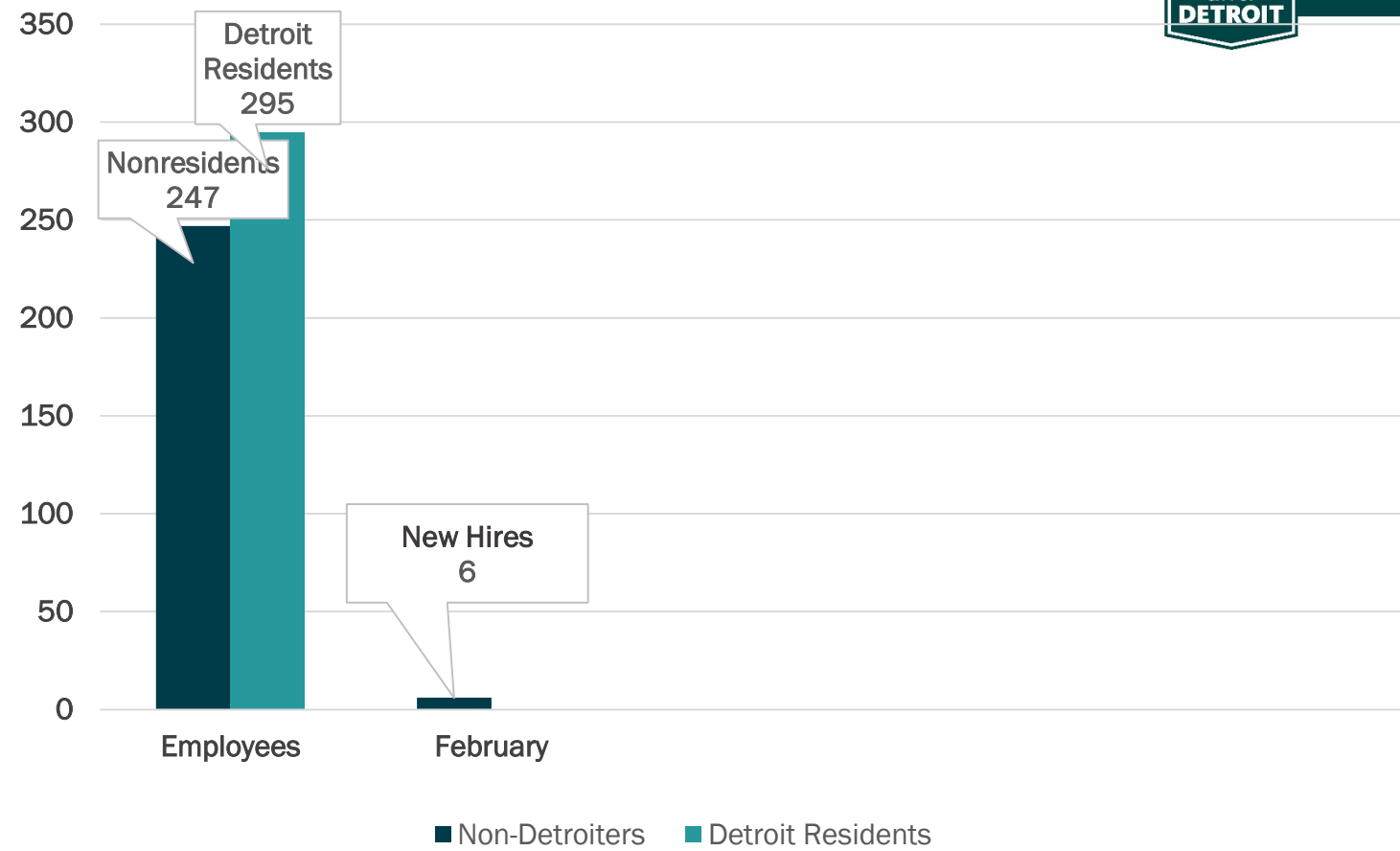
Since August 2017, the unit, in collaboration with customer service/billing, has identified nearly \$15 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city’s water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



**Water & Sewerage
Department**

Human Resources

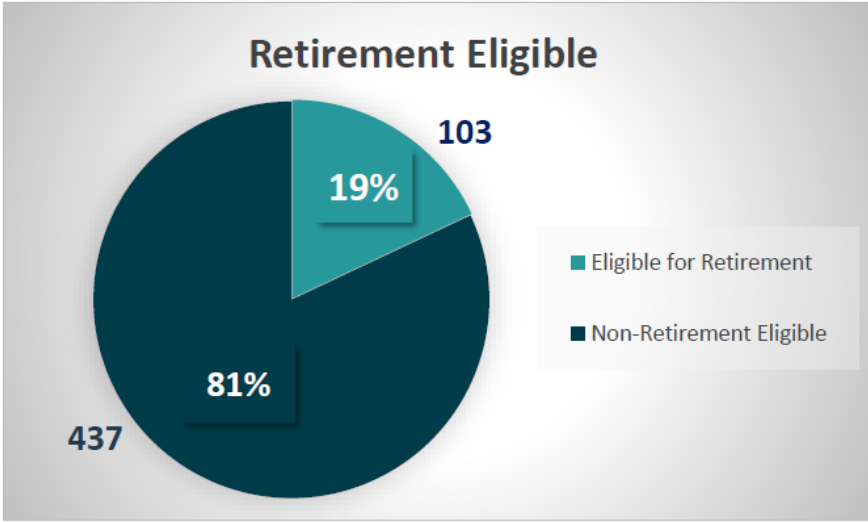
HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-four percent of the DWSD workforce lives in Detroit.*

*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	56
10 YOS/60 years old (Legacy)	47
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
TOTAL	103

LEGACY = HIRED BEFORE 2014
HYBRID = HIRED AFTER JANUARY 1, 2014

With a current population of **542** employees, there are **103** DWSD employees eligible for retirement.



Public Affairs

PUBLIC AFFAIRS: Social Media Activity



30

New Facebook Followers

8,607

Total Followers on Facebook

5,225

Engagement on Facebook



16

New Twitter Followers

1,746

Total Followers on Twitter

696

Engagement on Twitter



9

New Instagram Followers

1,518

Total Followers on Instagram

21

Engagement on Instagram



The DWSD Public Affairs team gained **55** new followers on social media in February 2021, bringing the total number of followers to **11,871**. The top performing Facebook post was DWSD’s Black History Month post on February 24 with 20 likes and 737 total engagement. February 10 was the top performing Twitter post highlighting DWSD’s Customer Affordability Programs with 42 likes and 575 total engagement. The top performing Instagram post was on February 12 with the “Together, We Can Make a Difference” campaign with eight likes.



Information Technology

TECHNOLOGY: Top Ten Projects Scorecard



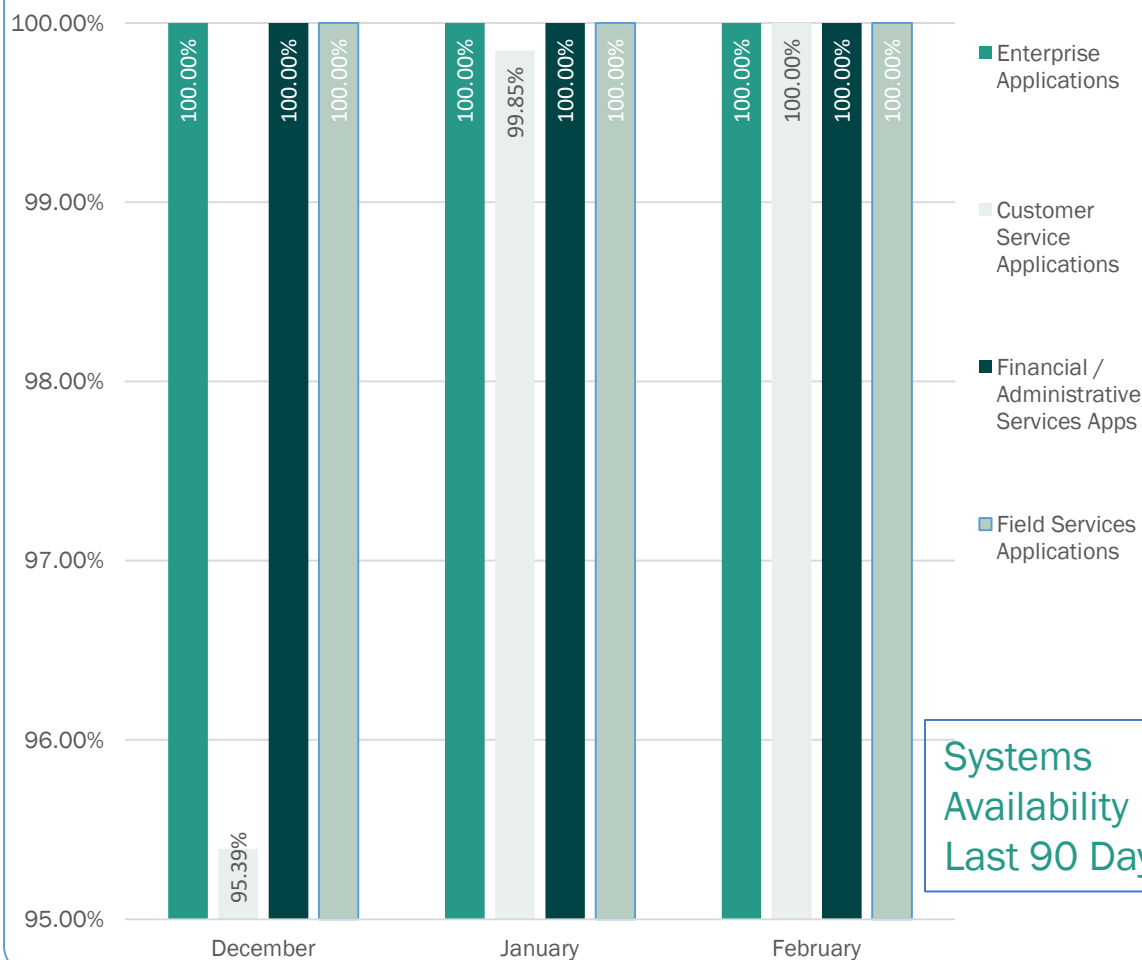
Water & Sewerage
Department

Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	E Taiariol	\$ 1,400,000	5/1/2022	Project now in Phase 2, systems are being configured.	Active Design
2	Operations (M&R, MTR OPS,Fleet)-1:CityWorks	C Penozza	\$ 970,000	6/30/2021	Facilities Maintenance is Live as of 3/1/21. Continuing improvements in Process	Active Implementation
3	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$ 800,000	4/1/2021	BrightPattern is now Live. Phase 2 begins 3/9 and starts on Work Force Management.	Active Implementation
4	Administrative and Compliance-1:GLWA Separation - Network (Not WiFi)	R Burke	\$ 1,000,000	3/31/2021	Network is Operational. Waiting on Backup Internet Circuit to be installed.	Active Implementation
5	Administrative and Compliance-2:GLWA Separation - Computers / Active Directory	R Burke	\$ 300,000	5/31/2021	Project 80% Complete. Deployment to department computers has begun. Est. Completion 6/15	Active Implementation
6	Customer Service-7:enQuestaLink (ServiceLink Replacement)	C Penozza	\$ 500,000	6/30/2021	Kickoff & SOW reviewed on 3/6	Active Design
7	Engineering-1:eBuilder	C Penozza	\$ 300,000	5/01/2021	Current processes are working but Meeting with Stakeholders to plan future improvements	Active Design
8	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,434,657	TBD	Pre-Procurement Phase. Met with City of Detroit and preparing for BOWC	Pre-Procurement
9	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	6/30/2021	System is up and running. Procurement Training Complete. Finance training starting 3/10	Active Implementation
10	Operations (M&R, MTR OPS,Fleet)-3:GPS/AVL For Vehicles	C Penozza	\$ 90,000	3/31/2021	Vehicle Installation is on-going.	Active Implementation



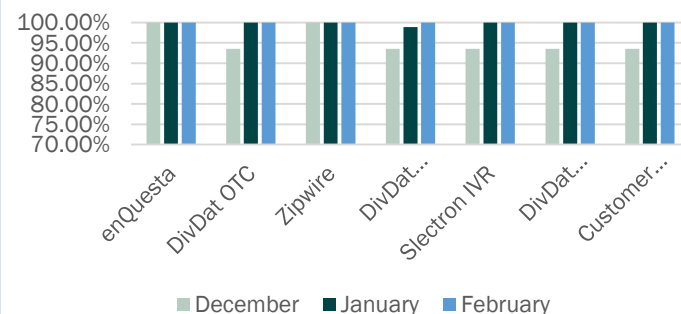
**Water & Sewerage
Department**

TECHNOLOGY: Application Availability



**Systems
Availability
Last 90 Days**

Customer Service Application Availability



**100%
SYSTEMS
AVAILABILITY**

99.9% = TARGET

February 2021 Cherwell Stats	Totals
Total Tickets	594
New Tickets Received	437
Total Tickets Resolved	428
Average Time to Resolve in Days	6
Total Tickets Resolved within SLA	382
Total Tickets Resolved not in SLA	113