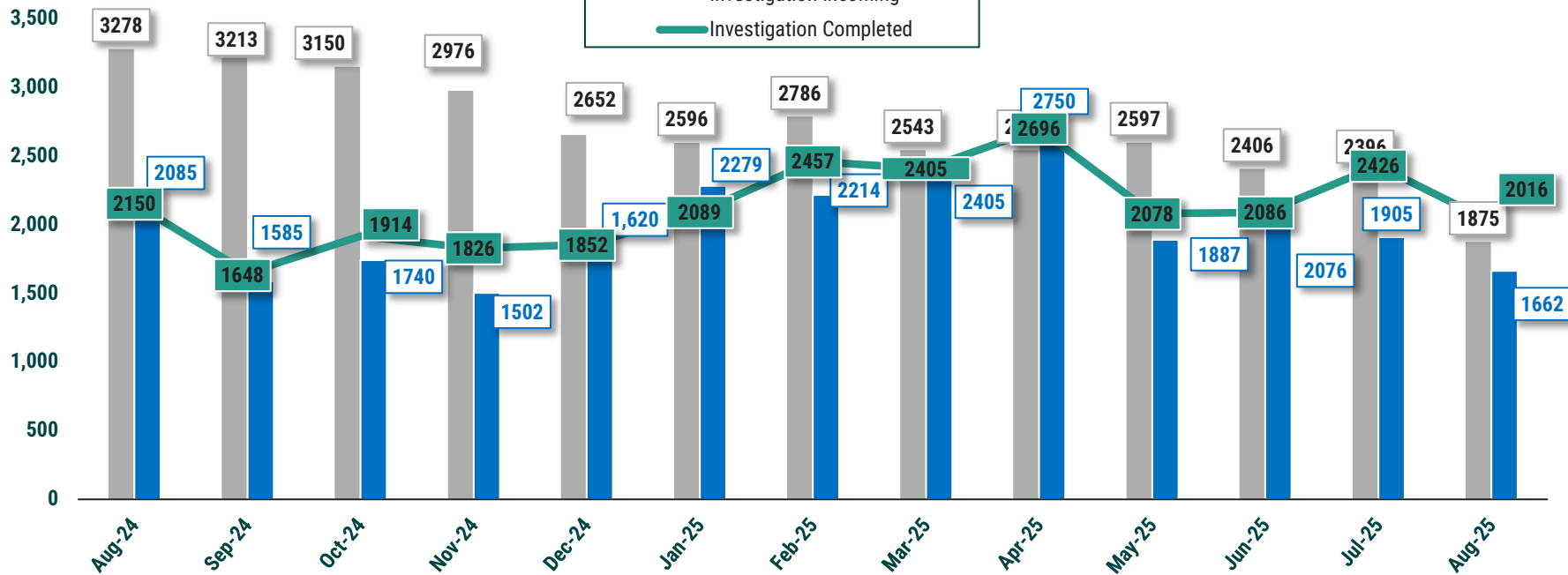
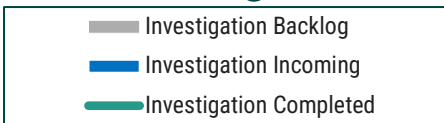




**Water & Sewerage
Department**

Maintenance and Repair BOWC Presentation

Investigations

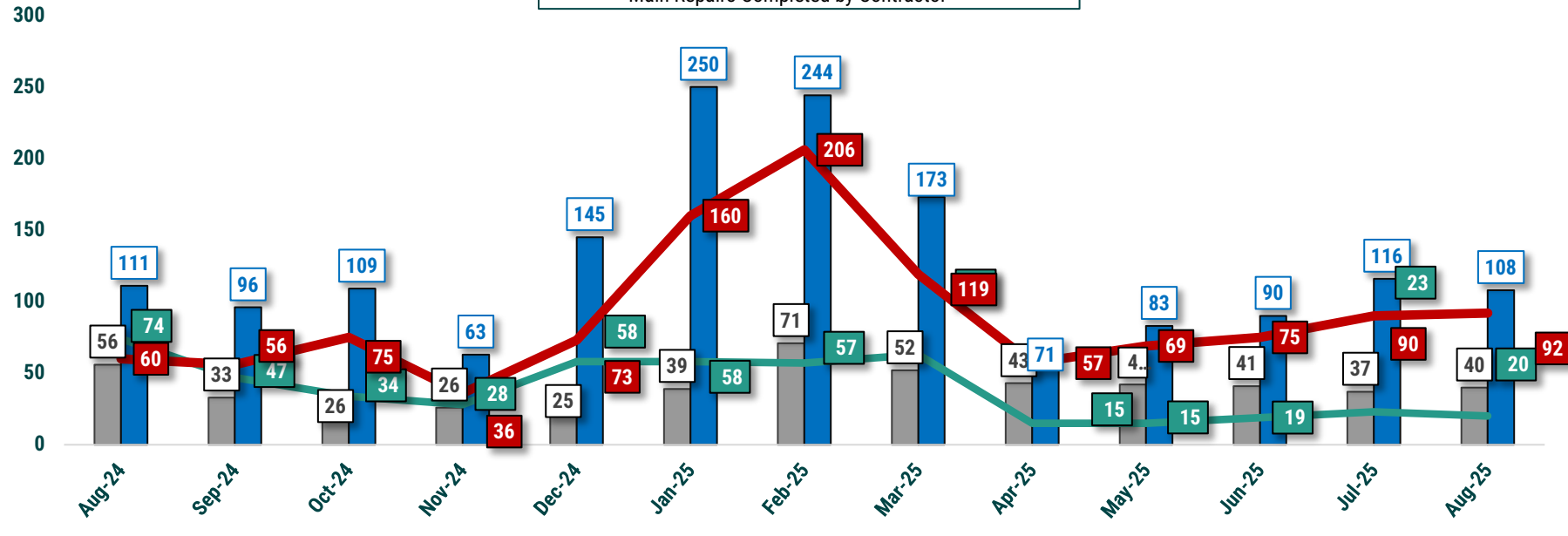


13-Month Rolling Workload and Allocation of Work



Water Main Repairs

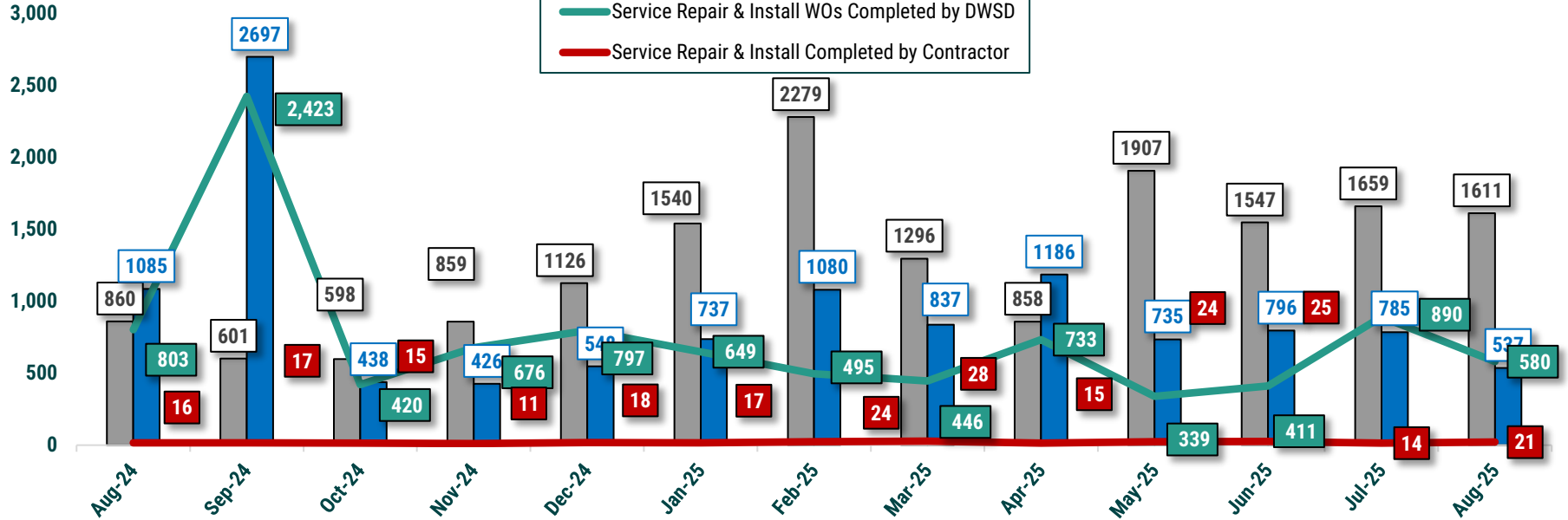
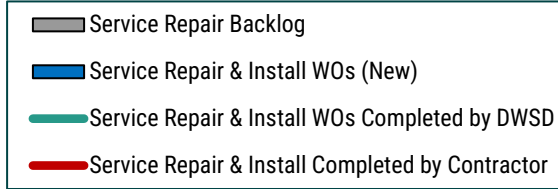
- Main Repair Backlog
- Main Repair Backlog Water Main Repair New WOs
- Main Repair WOs Completed by DWSD
- Main Repairs Completed by Contractor



13-Month Rolling Workload and Allocation of Work



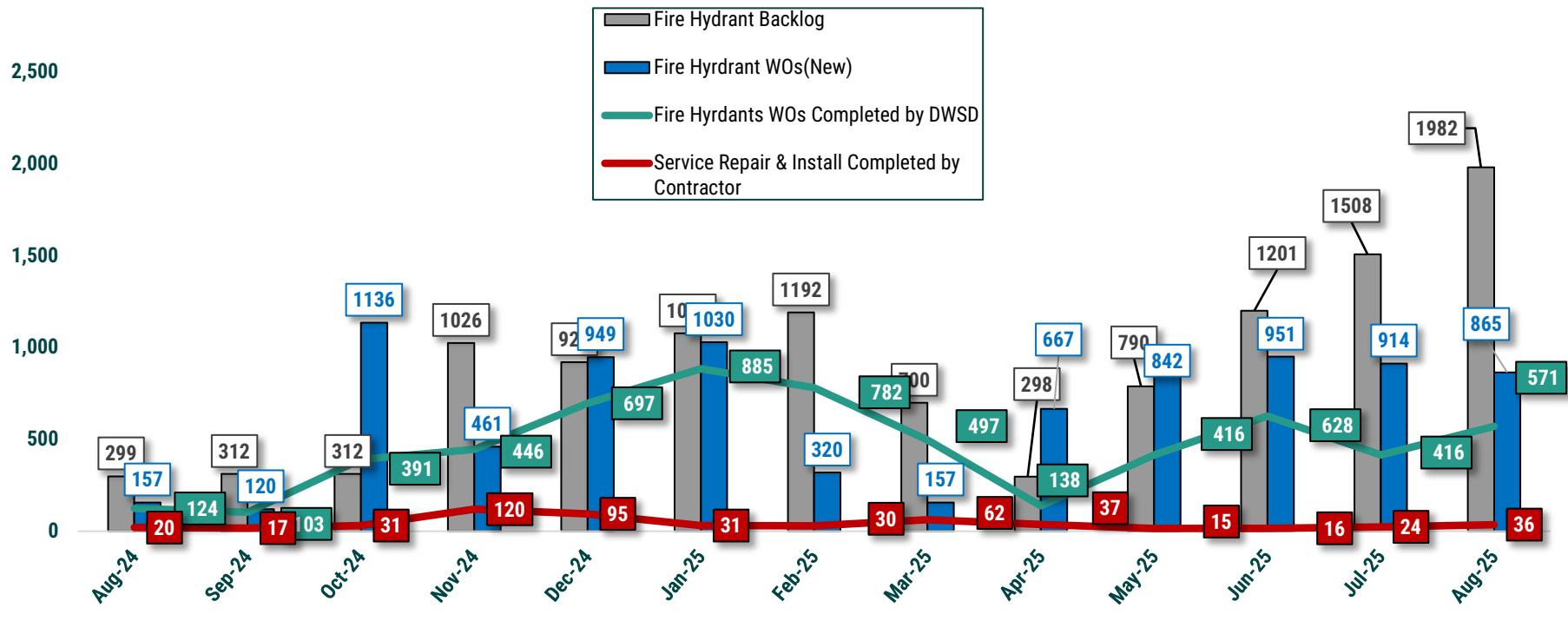
Service Repairs



13-Month Rolling Workload and Allocation of Work



Fire Hydrants



13-Month Rolling Workload and Allocation of Work



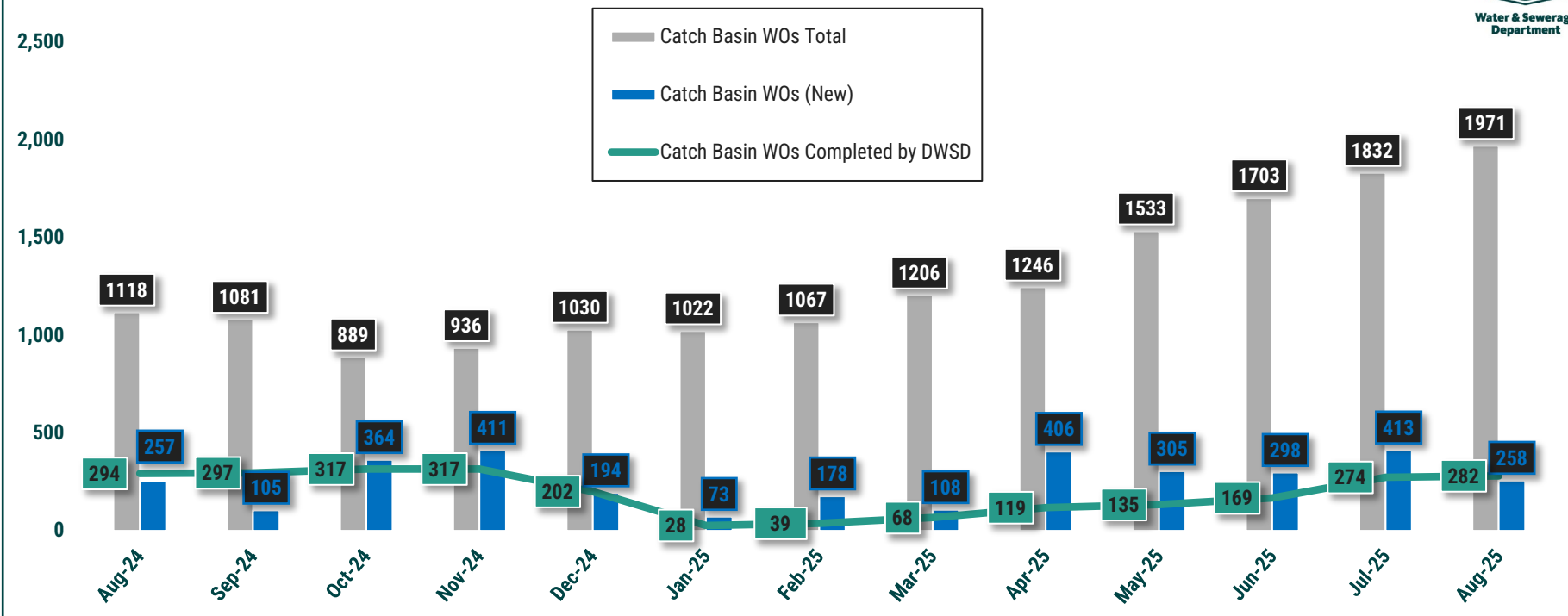
Water & Sewerage
Department

Sewer Cleaning

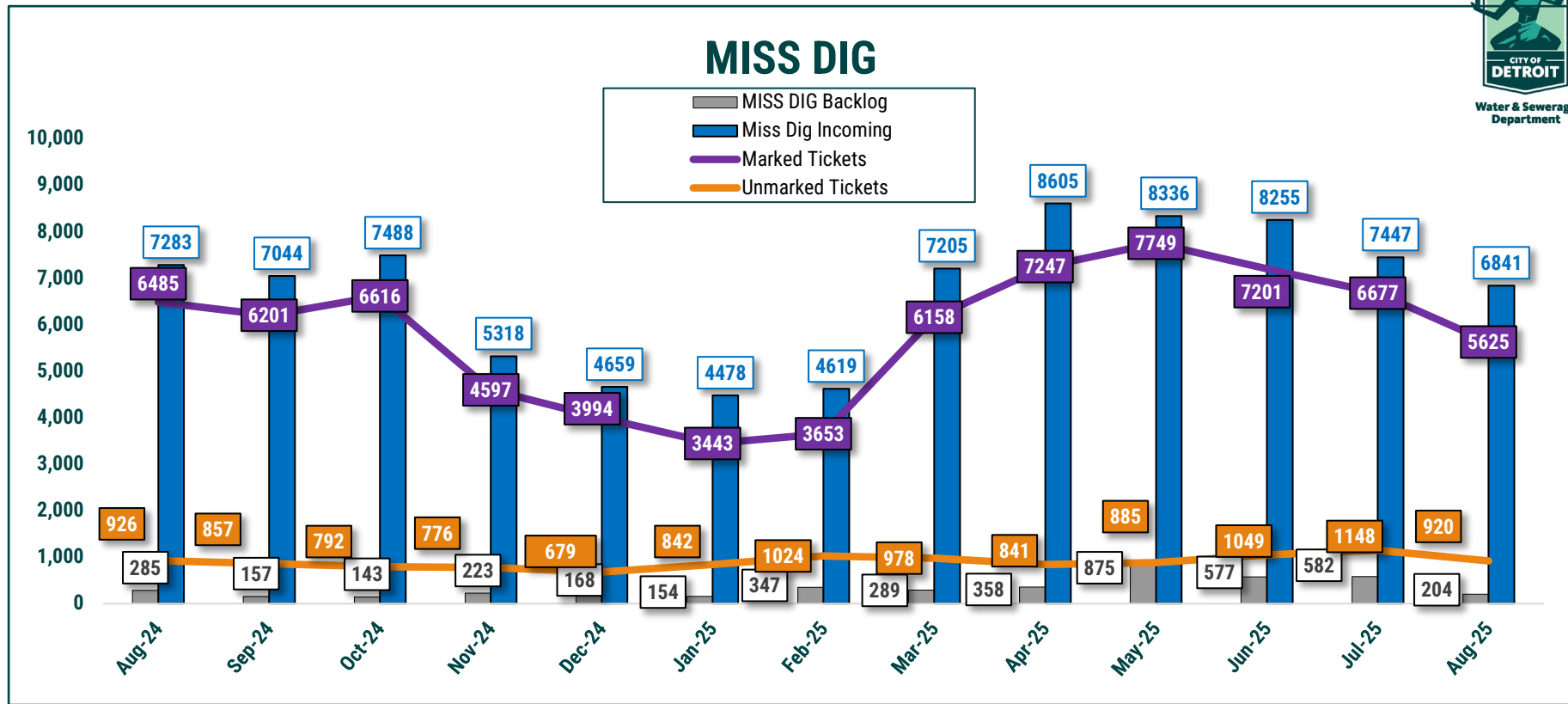


13-Month Rolling Workload and Allocation of Work

Catch Basin Cleaning



13-Month Rolling Workload and Allocation of Work

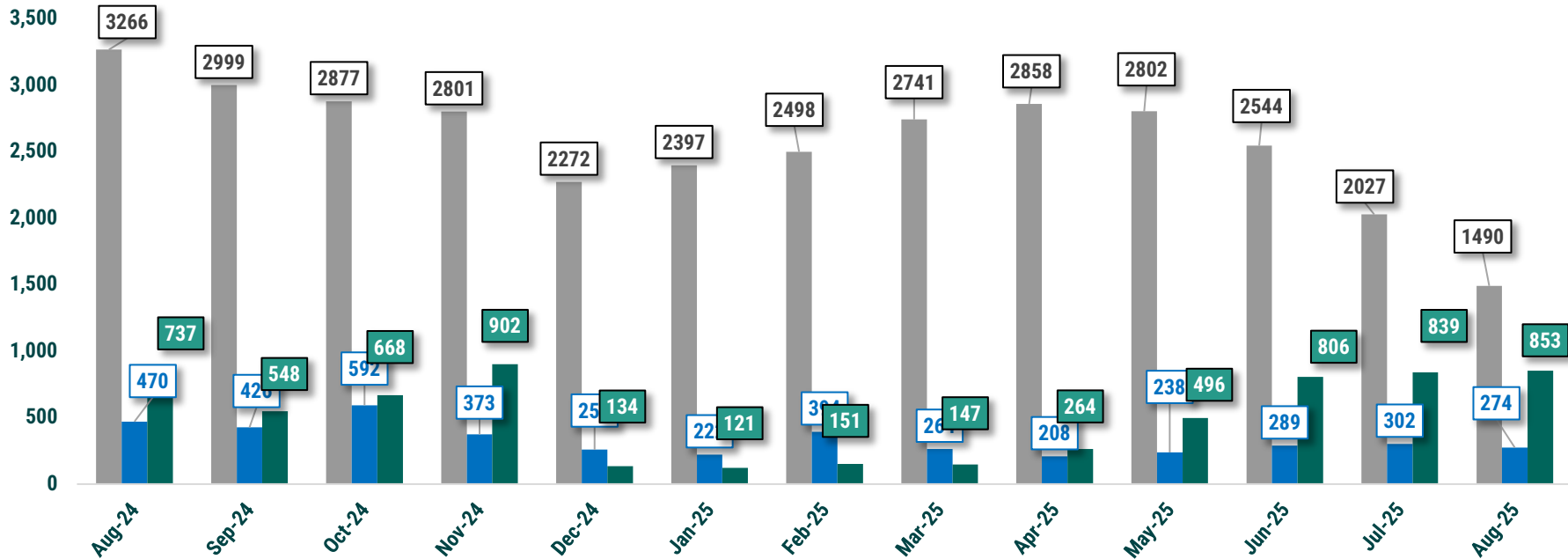


13-Month Rolling Workload and Allocation of Work



Surface Restoration

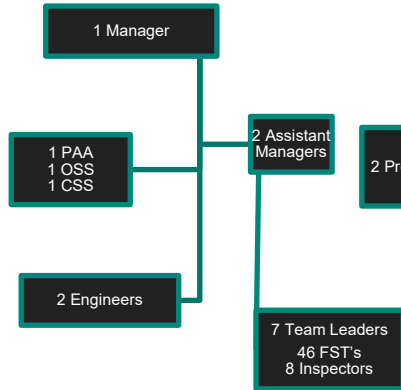
■ Restoration Backlog ■ Restorations Incoming ■ Restorations Completed



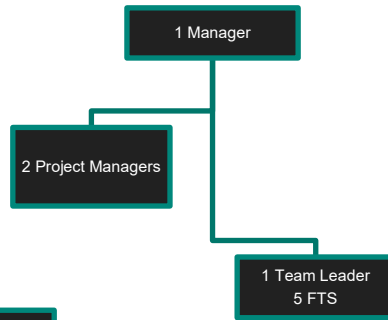
13-Month Rolling Workload and Allocation of Work

Field Services Organization Chart

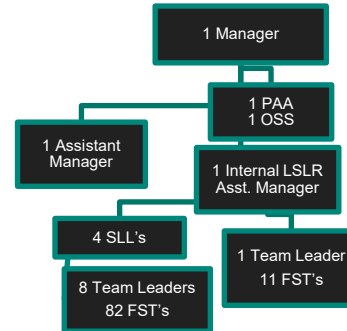
INVESTIGATIONS, RESTORATION, & MISS DIG



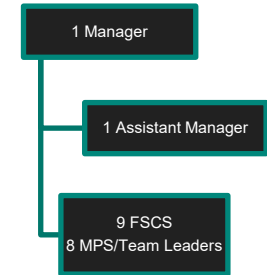
Special Projects



MAINTENANCE & REPAIR AND INTERNAL LEAD SERVICE LINE REPLACEMENT



OPERATIONS COMMAND CENTER



Positions Filled/Vacant

4 Manager (4 filled 0 Vacant)
 3 PAA (3 filled 0 vacant)
 10 EMT (10 filled 0 Vacant)
 21 Team Leads (19 filled 2 Vacant)
 10 Inspectors (9 filled 1 Vacant)
 9 FSCS/9 MPS/Team Leader (18 filled)
 1 CSS(1 filled)
 2 OSS (2 filled)
 2 Engineers (2 filled)
 168 FST's (159 filled/9 vacant)
Total = (225/12 vacant)

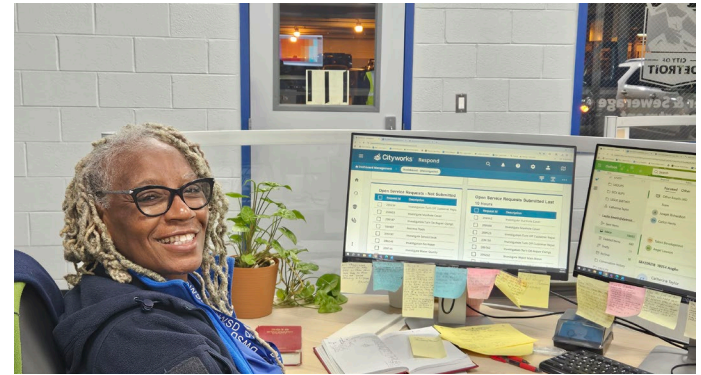
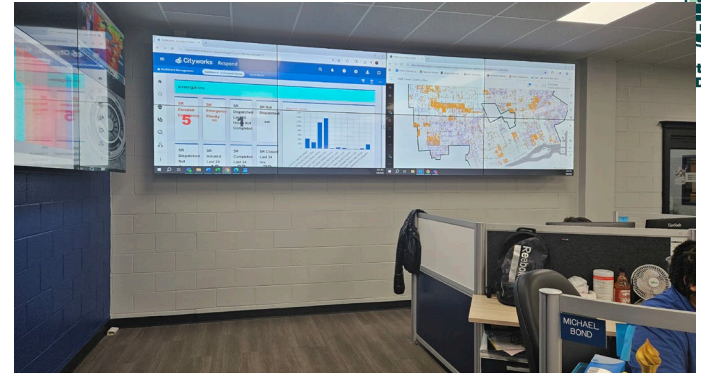
Operations Center Update

Central Dispatch

Centralizing planners and dispatchers improved communication and coordination among team leaders and technicians.

The new setup enabled quicker response times during emergencies through better coordination.

Plan to add sensors, advanced metering and software, so that the operations centers can perform real-time data analysis to monitor the performance of all system components



Operations Center Update



Prioritization of Work Activities

Work order prioritizations are now automatically set based on risk model LOF/COF including the following criteria:

- Service Level Agreement (SLA) date.
- Identification in High Priority polygon
- A lower prioritization may increase in priority if past SLA date.
- Manual adjustments may be done by Staff due to mitigating circumstances.



Fire Hydrant Update

- 29,881 Fire Hydrants Inspected by DFD Between October and February
- Current: Out of Service Hydrants > 1% (124/29,881)



Continuous Development of Staff



TRAINING

S License Certification

- 18 - Currently Certified
- 5 - Newly Certified

Michigan Public Service Institute

- 16 - Currently Certified

Commercial Driver's License (CDL)

- 67 – Currently Certified

NASSCO Certified

- 14 - Currently Certified

SAFETY

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



Contractor Resources



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



Highlights

140,211 City Work orders addressed (see-click fix)

- **23,572 service requests completed**
- **116,639 work orders completed**



600 miles of sewer cleaned (with contractor assistance)

23 people received S-License or upgraded their current licensing

Hard surface sites completed in 45 days



Thank You

David Ridgeway

Detroit Water & Sewerage Department

Email: David.ridgeway@detroitmi.gov

Phone: (313) 267-8000

For more information visit: www.detroitmi.gov/dwsd

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