

Director's Report

June 18, 2024



Water & Sewerage
Department



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Director Gary Brown's Message To The Board

On May 18, **more than 40 DWSD employees** volunteered for Motor City Makeover in District 6 in the Core City neighborhood. Employees from all DWSD divisions showed up to help plant flowers, create walkways, and clear out several public areas in the neighborhood, as well as assist senior residents with their yard cleanups. Deputy Director Sam Smalley and Maintenance and Repair Manager Theron Martin used excavators to pick up and dispose of more than 20 tires that were illegally dumped in vacant lots. DWSD had the second most volunteers out of all City departments! Thank you to all employees who spent their spare time helping clean up our city.

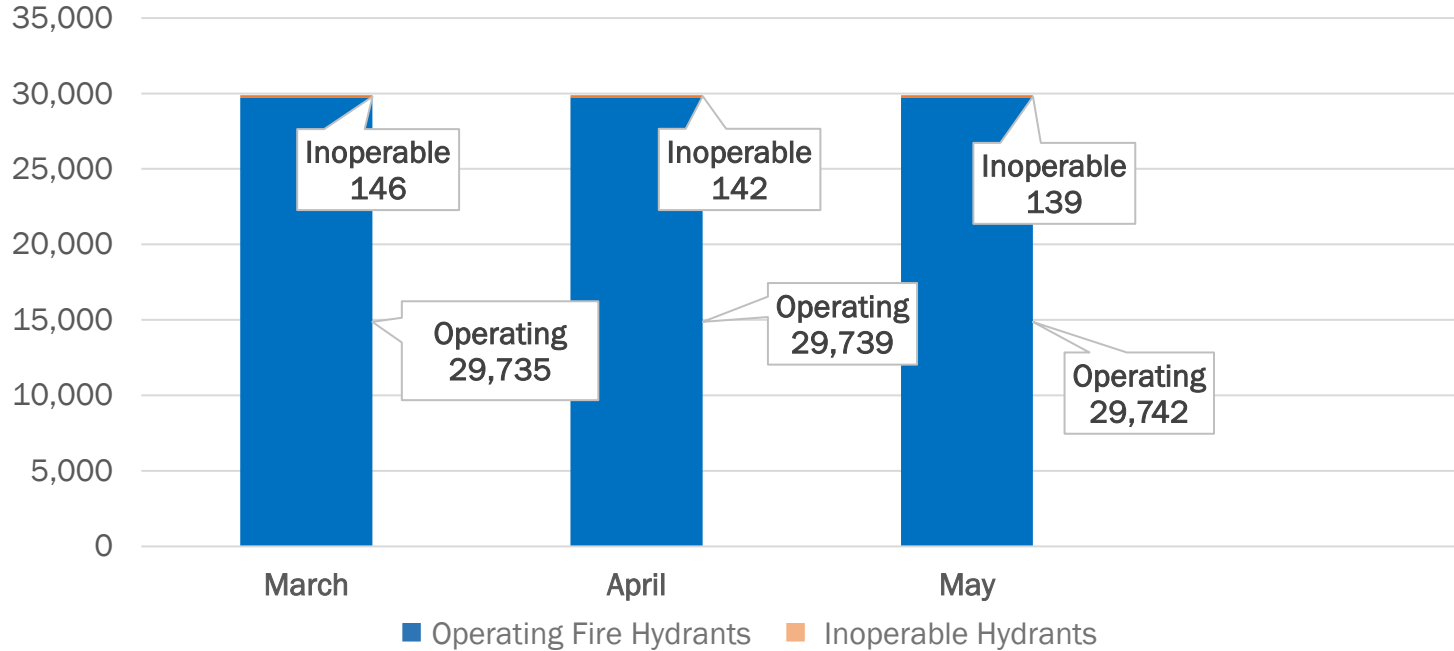


Field Services

Sam Smalley, Deputy Director



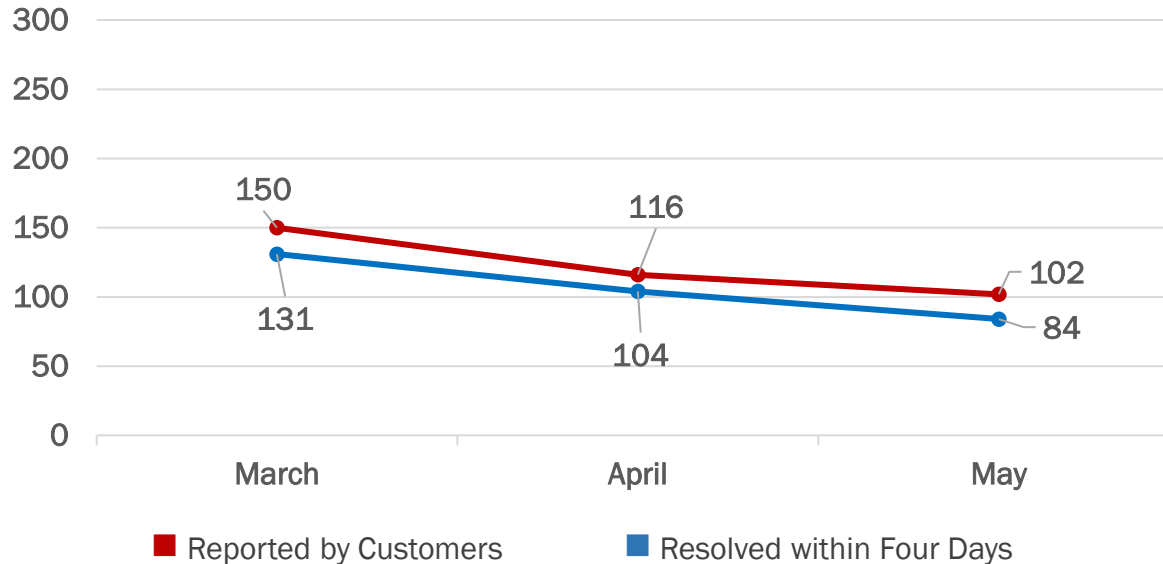
Field Services: Fire Hydrant Maintenance



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

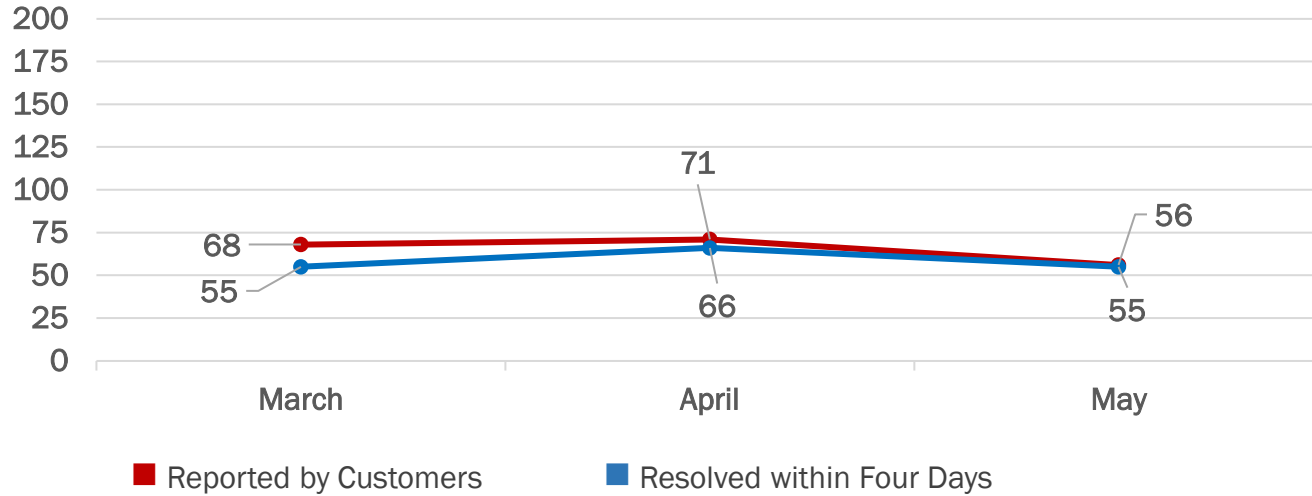


Field Services: Running Water



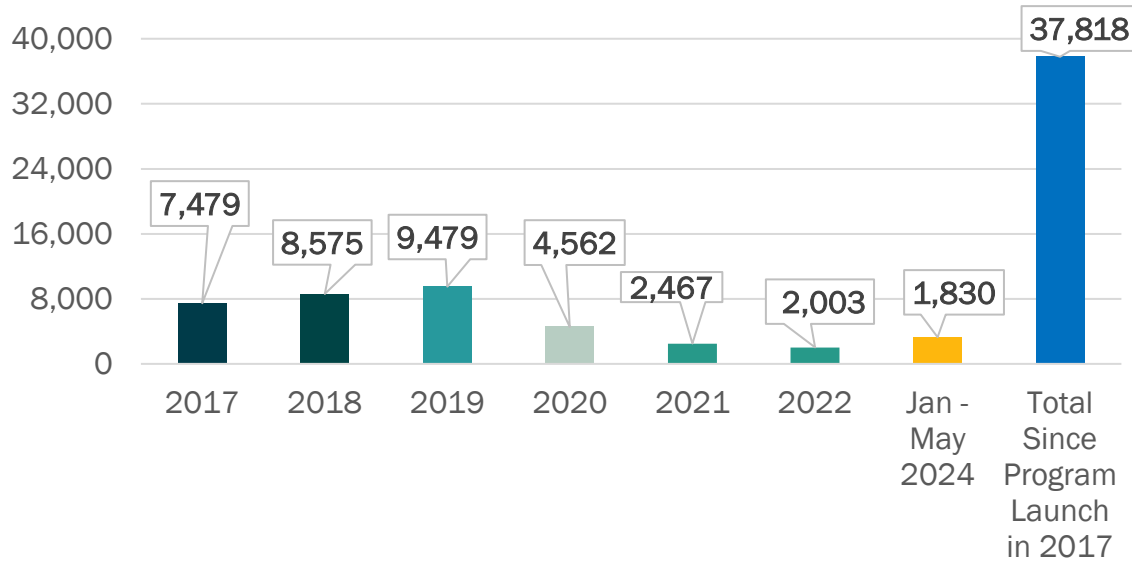
- The number of leaking water services has decreased the past two months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

Field Services: Water Main Breaks



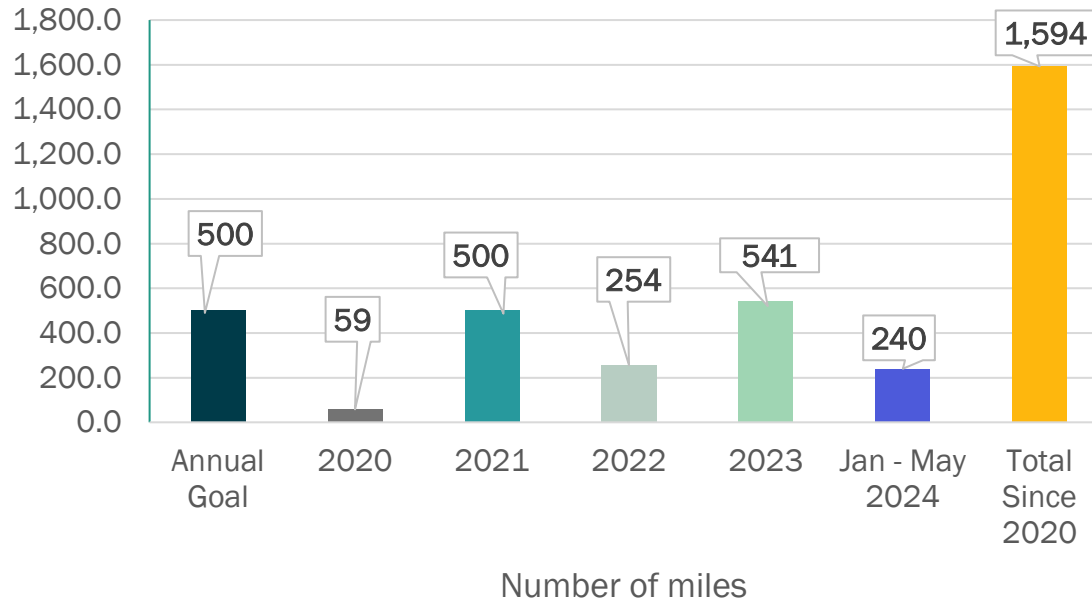
- Water main breaks decreased, as expected, following the winter months.
- Even so, the winter months were historically low compared with previous years due to both Capital Improvement Program interventions and unseasonably warmer weather.

Field Services: Catch Basin & Inspection Cleaning



- This past winter's unseasonably warm weather allowed DWSD crews and our contractor to clean catch basins at an accelerated pace.
- The Sewer Team is addressing the backlog of clogged basins at a rapid pace and is heading toward exceeding the number of cleaned basins the prior two years.

Field Services: Sewer Cleaning



- DWSD exceeded the 500 miles cleaned last year.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2024.

Capital Improvement Program

Anil Gosine, Chief Strategy & Process Improvement Officer

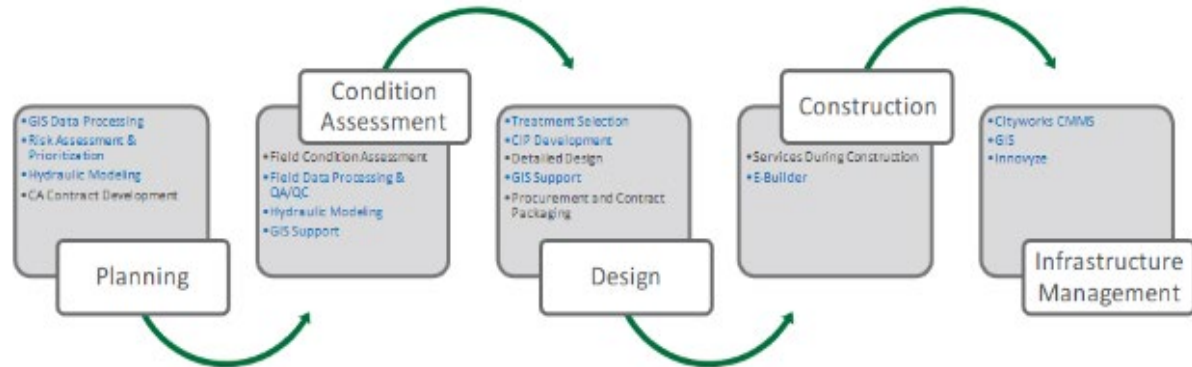
Field Engineering: CIP Metrics



Water & Sewerage Department

FY24 Q2 METRICS	Oct – Dec
Miles of Water Main Replaced	0.71
Number of Lead Service Lines Replaced	1962
Miles of Sewer Collection Pipeline or Replacement	0.41
Miles of sewer system condition assessed	0
Miles of water system condition assessed	0
Hydro-excavations for service lines	0

- Lead Service Line Replacement Program – ratio of hydro-excavated locations to confirmed LSL has been a 76% hit rate for CIP contracts.
- 12,800 locations have been identified through May 2024 for Hydro excavations works by contractors. 3400 hydro-excavations have been completed, but not invoiced during this Jan-Mar period
- CityWorks leveraged to automate data entry of fire flow testing for CIP and O&M activities, ensuring accurate assessment of hydrant flow tests to maintain water quality and optimize distribution system flow.



Meter Operations

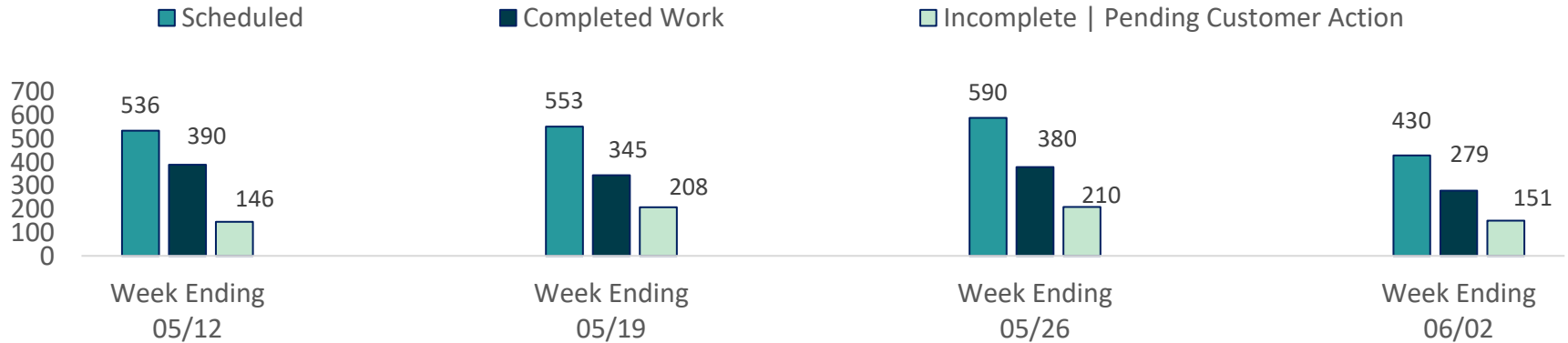
Sam Smalley, Deputy Director



Meter Operations: Scheduled Meter Work



Scheduled Work

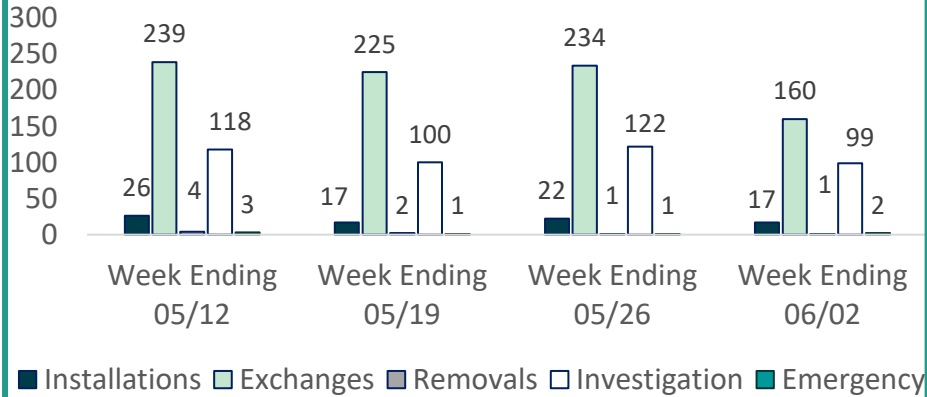


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although Pending Customer Issues exists for some.

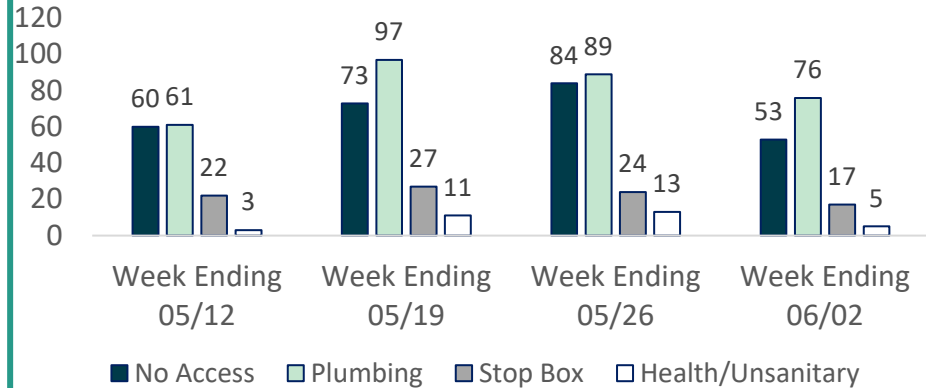
Meter Operations: Scheduled Meter Work



Completed Work

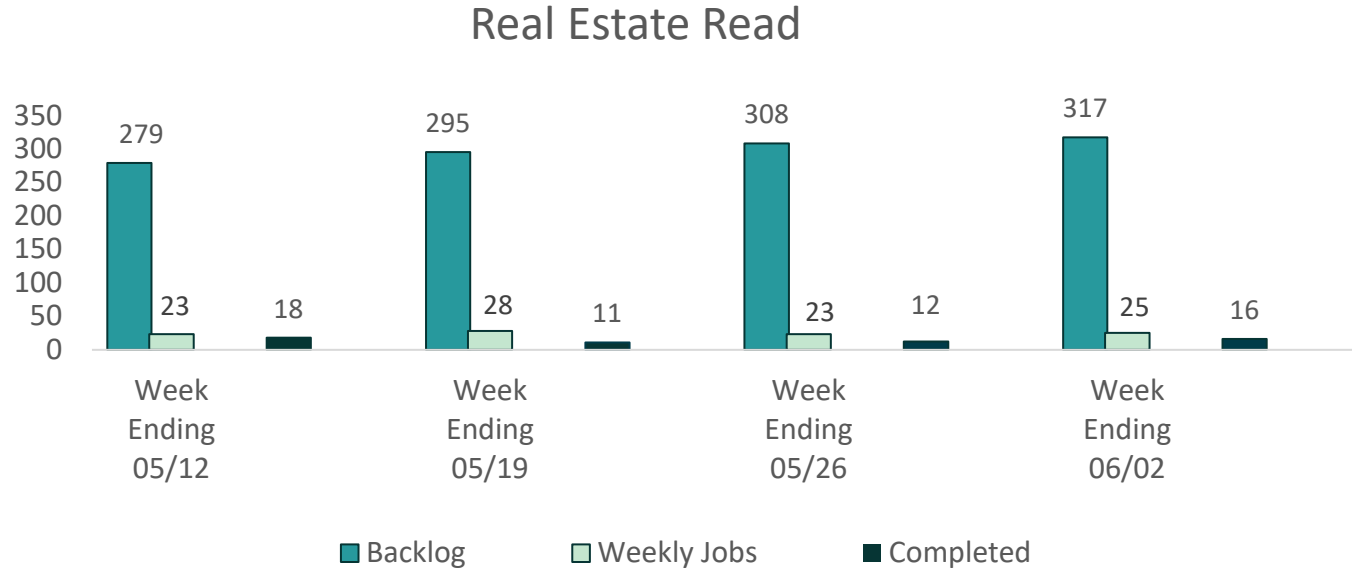


Customer Issues



- Every week we Exchange Over 200 Water Meters.
- An average of over 20 New Service accounts are metered weekly.
- Meter Work Order are a result of Customer request.

Meter Operations: Real Estate Reads



- 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



4,952

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2023

Money Owed to DWSD identified by Investigators

\$11,307,435

Total since July 1, 2023

\$522,466

Back billed

\$1,549,903

Future owed in 12 months

\$9,235,086

Water loss

Revenue Identified Since Investigation Unit Began

\$43.5M

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



0

Cases resolved in May 2024

3

New cases filed by DWSD

0

New cases filed against DWSD

23

Pending cases handled in-house
Collections actions: 12
Defended cases: 11

Damage Claims

487

Number of Pending Damage Claims

26

Number of Damage Claims Reviewed
in May 2024

0

Total Settlements Offered
in April 2024

\$0

Total Settlements Offered
in May 2024

- In the month of April, the OGC collected \$201,000.00 from three long time delinquent commercial customers.
- Also, three long time delinquent commercial customers agreed to payment plan arrangements (PPAs) totaling \$420,000.00.

Public Affairs

Bryan Peckinpough, Public Affairs Director



Public Affairs: Social Media Activity



51

New Facebook Followers

10,345

Total Followers on Facebook

9,835

Engagement on Facebook



0

New X Followers

1,906

Total Followers on X

10

Engagement on X



50

New Instagram Followers

2,323

Total Followers on Instagram

500

Engagement on Instagram

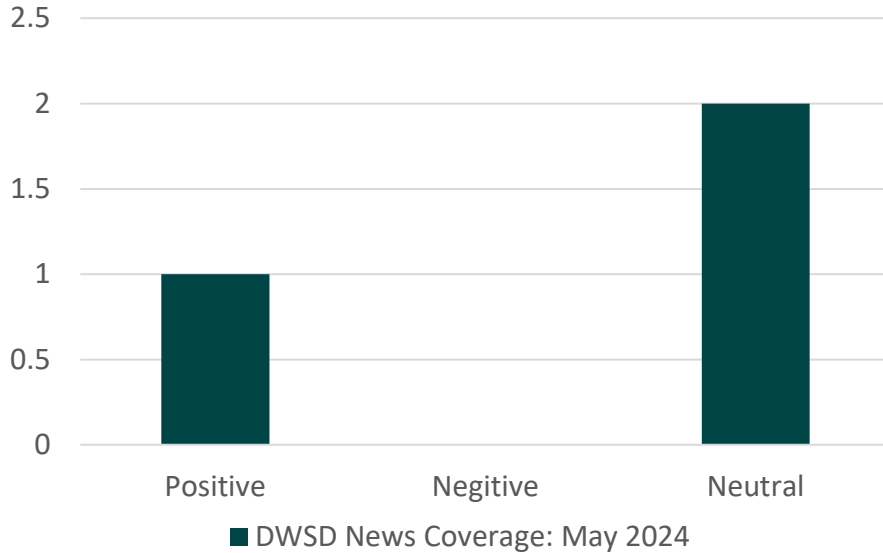


The top performing post for Facebook for the month of May celebrated DWSD Field Services Director of Permitting & Stormwater Management Group Lisa Wallick on being honored by Crain's Detroit Business as a Notable Leader in Sustainability. The post had a total of 18 engagements, 454 impressions and a reach of 436. For Instagram, the top performing post highlights a member of the field service team and DWSD's new grant with EGLE. The post received 57 engagements, 420 impressions and a reach of 391.

Public Affairs: Positive v. Negative News Stories



DWSD News Coverage: May 2024



Sinkhole suddenly swallows car driving on Detroit side street

Driver appears to escape uninjured



A sinkhole opened on a Southwest Detroit road, swallowing a car on May 23, 2024. (WDIV)

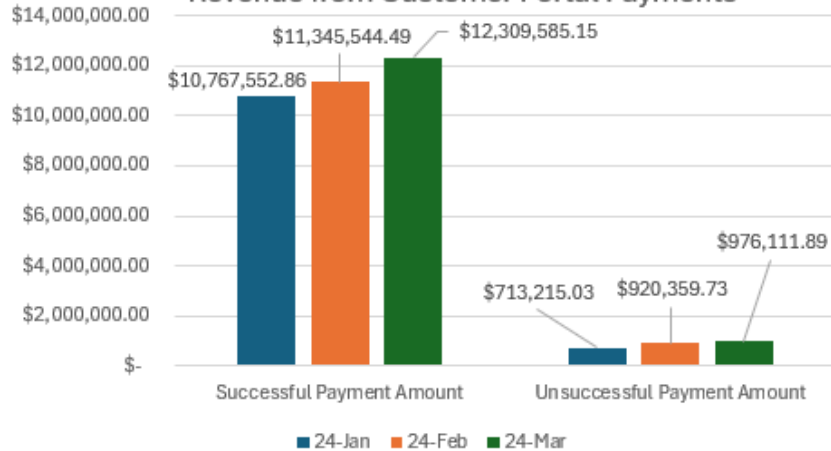
We had all local TV outlets cover DWSD stories in May. Two of the stories covered across media were neutral stories. These were stories that started off negative, but DWSD were able to turn them around by resolving the issue or doing a temporary fix. We also had one positive story from FOX 2 about our lead service line replacements and reaching 5,000 lines replaced.

Information Technology

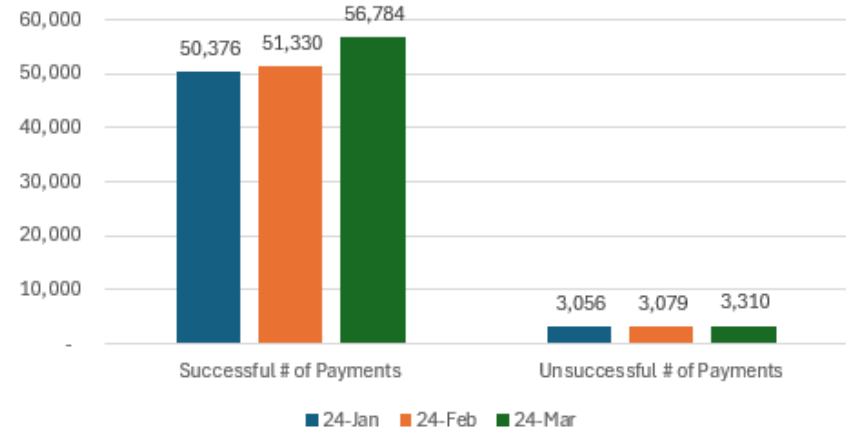
Anil Gosine, Chief Strategy & Process Improvement Officer



Revenue from Customer Portal Payments



of Payments from Customer Portal



What is the Customer Portal?

- Customers can view and make payments for their water bills
- Customers can enter into Payment Plan Agreements
- Customers can enroll into AutoPay payments
- Customer can activate specific services i.e., Start Services / Meter Issues
- Customer can send emails directly to the Customer Service Reps

Reported Issues from a few Customers

- Unable to link 2 water accounts together on the Portal
- Bill is not readily available upon receiving email
- Unable to setup their Portal account
- AutoPay automatically disabled

Things to know

- Customer Portal has 115,311 active customer accounts
- Successful Payments are completed as Credit Card or Electronic Check
- Unsuccessful Payments include declined by the financial institution, voided, and processing errors
- DWSD is looking into future enhancements to support Customer experience

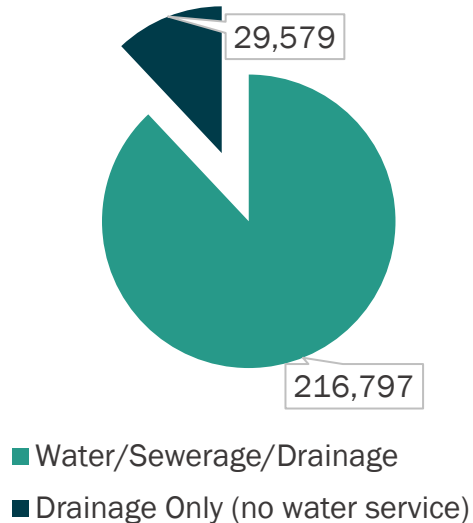
IT Team delivers on Payment Automation that streamlines financial workflows and ensures timely transactions, reduces manual errors and improves security by mitigating the risks associated with manual payments.

Customer Service

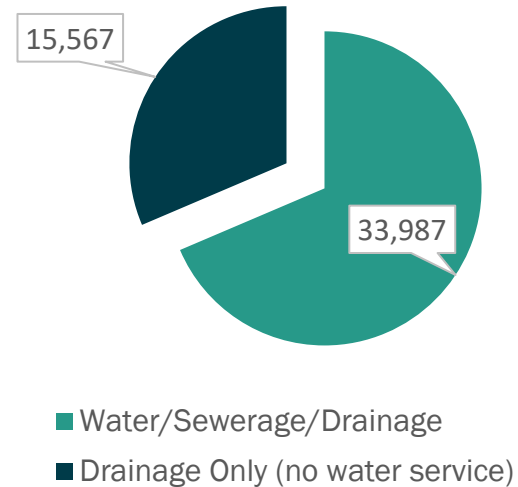


Customer Service: Number of Active Accounts

Active Residential Accounts

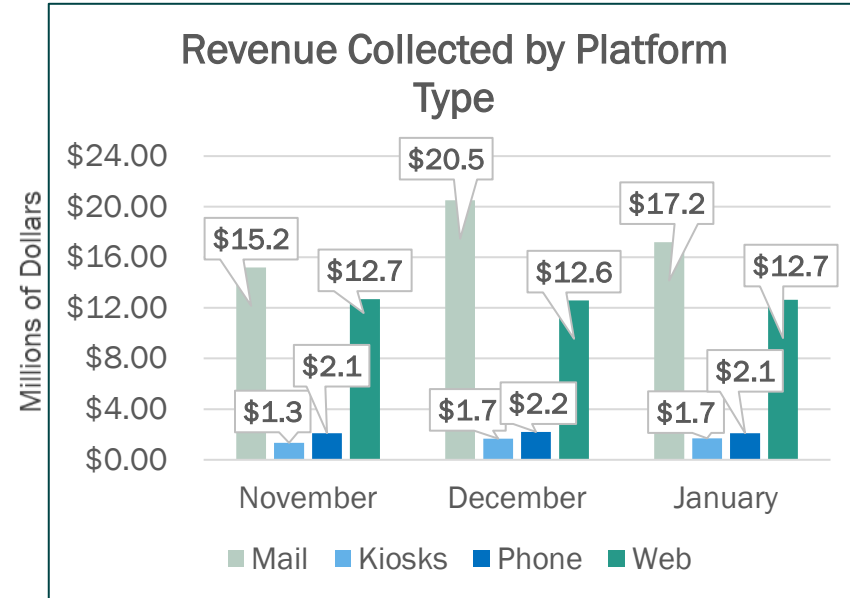
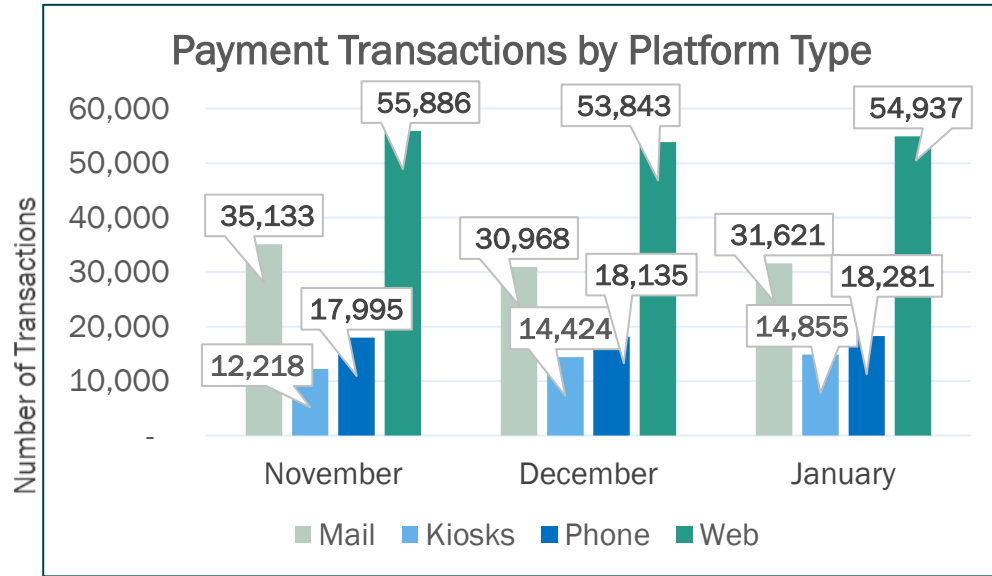


Active Non-Residential Accounts



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

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

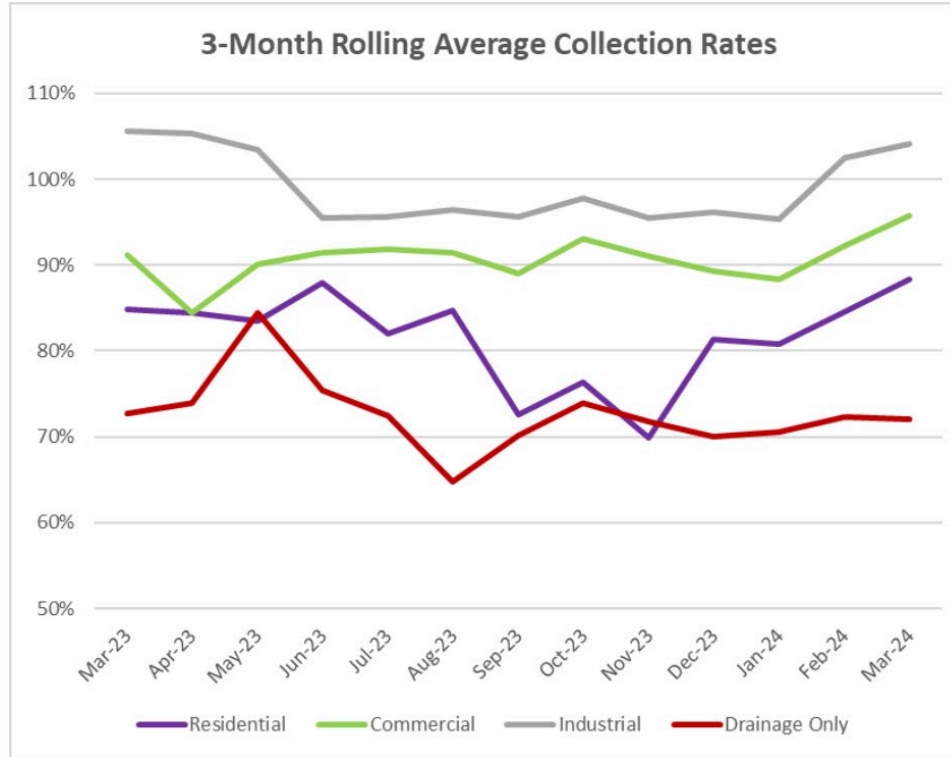


Protected From Shut Off	Total
Receiving Lifeline Plan benefit	24,227
Entered into the 10/30/50 Plan	3,712
Applications for Lifeline Plan Pending Approval	2,159
Total Number of Households Protected	30,098

Finance



Finance: Collection Rates

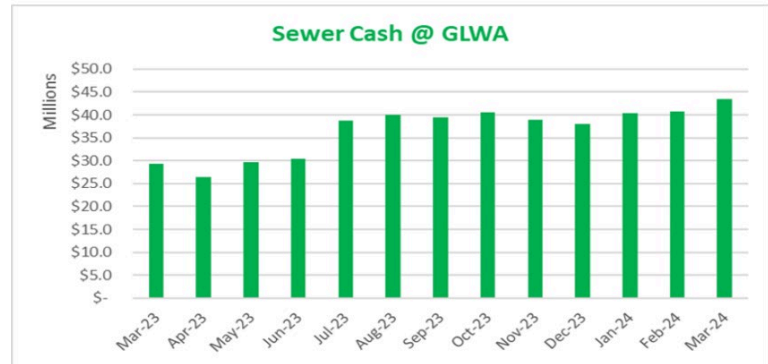
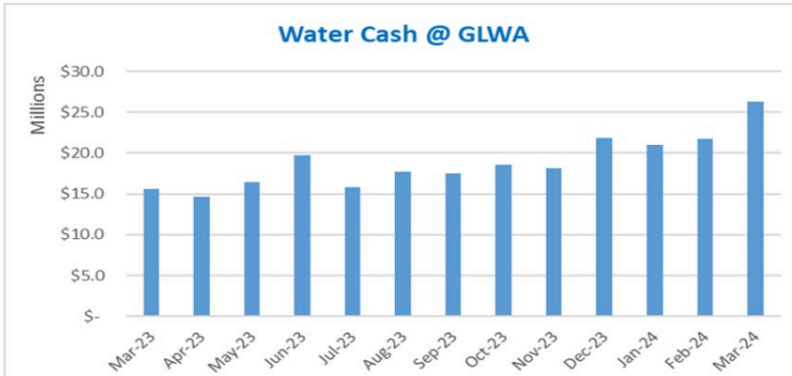
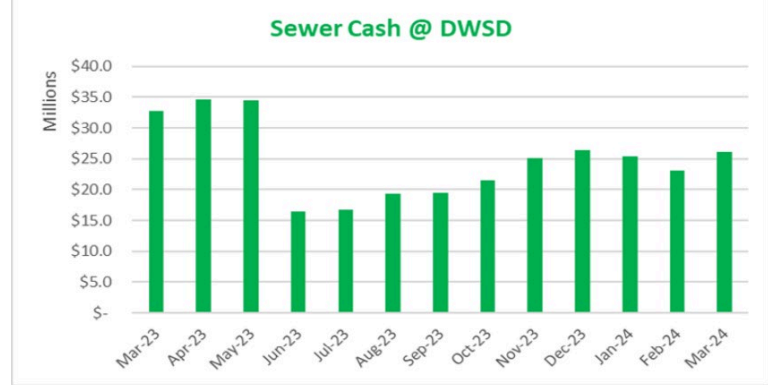
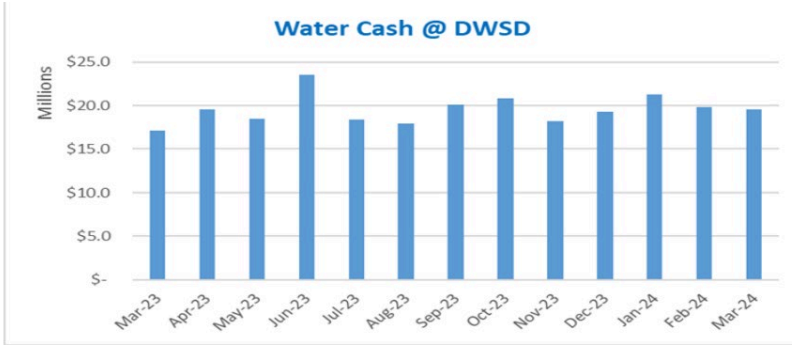


- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

Finance: Cash Balance



Water & Sewerage Department

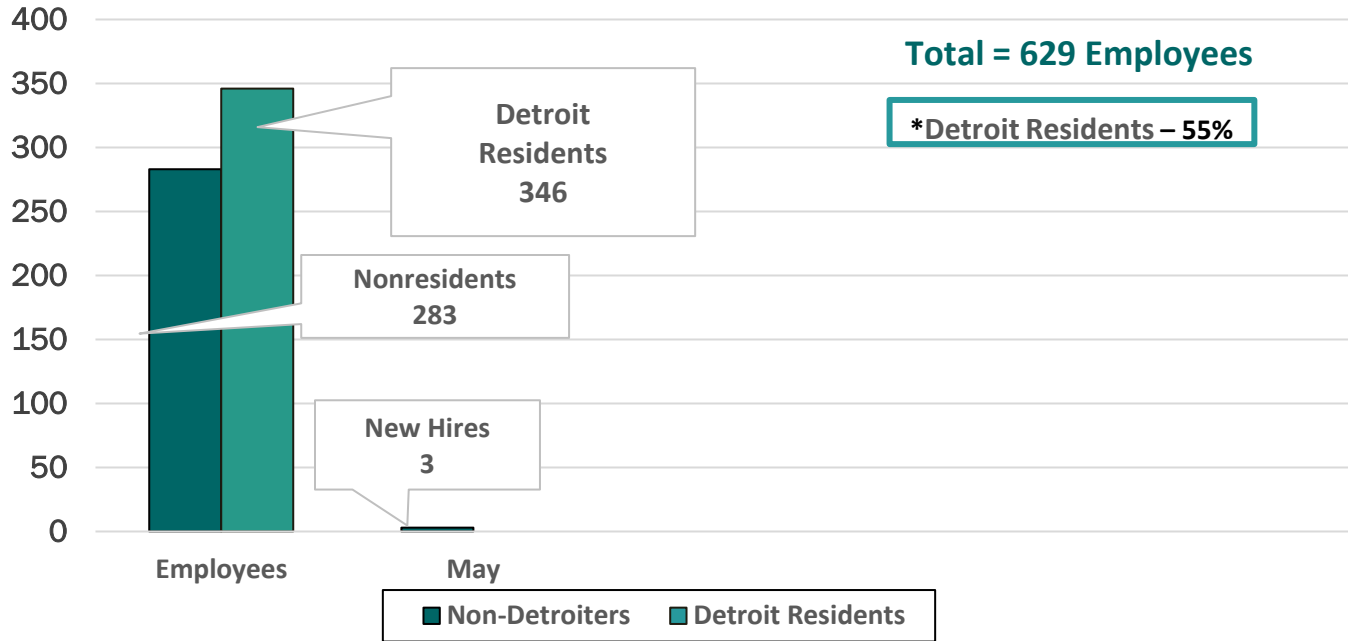


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Human Resources



Human Resources: Detroit Residents and Hiring

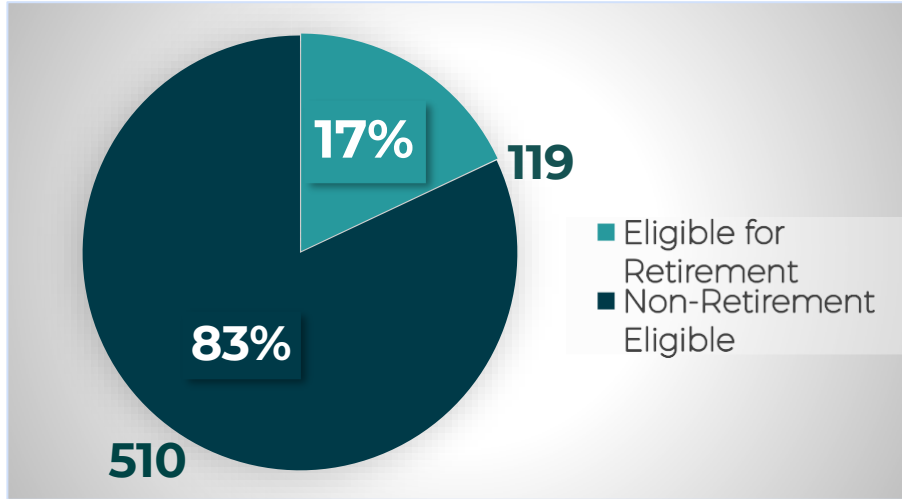


*DWSD and the City of Detroit does not require residency for employment.

Human Resources: Retirement Eligible



With a current population of 629 employees, there are 119 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)	51
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
TOTAL	119

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Eighteen percent (18%) 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)
04/24/2024	School Event	Lincoln High School Warren, MI	6	N/A
04/30/2024	School Event	Detroit At Work Detroit, MI	100	N/A
05/01/2024	Job Fair	Detroit At Work Double Tree Suites	150	N/A
05/07/2024	Construction Science Expo	Durfee Innovation Society Detroit, MI	800	N/A
05/09/2024	Build Detroit: Youth Skilled Trades Competition	Eastern Market Shed 9	200	N/A
05/29/2024	Job Fair	Durfee Innovation Society Detroit, MI	150	N/A
05/31/2024	Michigan Department of Corrections	Goodwill Industries Detroit, MI	75	N/A