

# IMPROVING THE LIVES OF DETROITERS

Operations Structure Overview
Timothy Cavitt, Chief Operations Officer



### **Operations Organization Chart**





COQ Timothy Cavitt

Kyra Johnson

M&R Mgr. Kenneth Miller



Restoration & Miss Dig Mgr. Dave Ridgeway



SIRC Mgr. Shirletta Flake



Meter Installation Mgr. Yolanda O'Quinn



Fleet Mgr. Marqaicha Welch



Contractors Martin Craig



Lean Leader Six Sigma (Empty)



Itron Project Mgr. FP&A

Dominique Pantoja Leonor Rodriguez





10 Direct Reports1 Open Positions



# **Meter Operations – Business Lines**



#### **Meter Installation Service Lines**

Install Removal **Exchange Real Estate Rd Testing Investigation** SLA - 8 Hours SLA - 24 Hours **CSLAP- 24% CSLAP - 25% CSLAP - 50% CSLAP- 14% CSLAP- 40%** CSLAP - 0% Customer **Read Water Large Meter Large Meter Large Meter Large Meter Complaints** On **Small Meter Small Meter Small Meter** Billing **Small Meter Read Water Despites** Off/Turn On Meter Meter Meter **Interface Unit Interface Unit Interface Unit** 

### Service Interruption, Restoration & Compliance (SIRC) Service Lines

Restorations SLA - 2 Days CSLAP - 73%



- Satisfied Payment/Agreement
- COVID19 Restart
   Program

Interruptions
SLA - 2 Days
CSLAP - N/A



- Plumbing Repairs
- Nonpayment
- Noncompliance
- Illegal Usage

Reconditions SLA - 2 Days CSLAP - 72%



- Excavations (Minor)
- Shifted Boxes
- Locate/Operate Stop Box

Exceptions
SLA - TBD
CSLAP - N/A



- 254 Never Read
- Decode Mismatch
- Never Read
- No Current Read
- Reversing Meter
- Tamper / Cut Cable
- Zero Usage





# **Maintenance & Repair - Business Lines**



### Maintenance & Repair Service Lines

Major Repairs SLA - 3 Days CSLAP - 100%

Minor Repairs SLA - 4 Days CSLAP - 48% Invest. SLA - 24 HRS CSLAP - 95% Pitot Team SLA - 4 Days CSLAP - TDB Catch Basins SLA - 15 Days CSLAP - 77% Sewer Maint. SLA - 2 Days CSLAP - 86% Fire Hydrant SLA - 3 Days CSLAP - 69%















- Water Main Breaks (WMB)
- Gate Valve Repairs
- Service Leaks

- Service Repair
- Turn off/Vacant (dig up)
- No Water
- Low Pressure

- WMB
- Service Leaks
- Water in the Basement
- Turn off/On

- Flow Testing
- Leak
- Detection

- Catch Basin cleaning
- Preventative Emergency
- Catch Basin Repairs
- Catch Basin Replacement

- Sewer Cleaning
- Preventative Emergency
- Sewer CCTV
- Sewer Condition Assessment

- Major Hydrant Repair
- Minor Hydrant Repair
- Hydrant Replacement



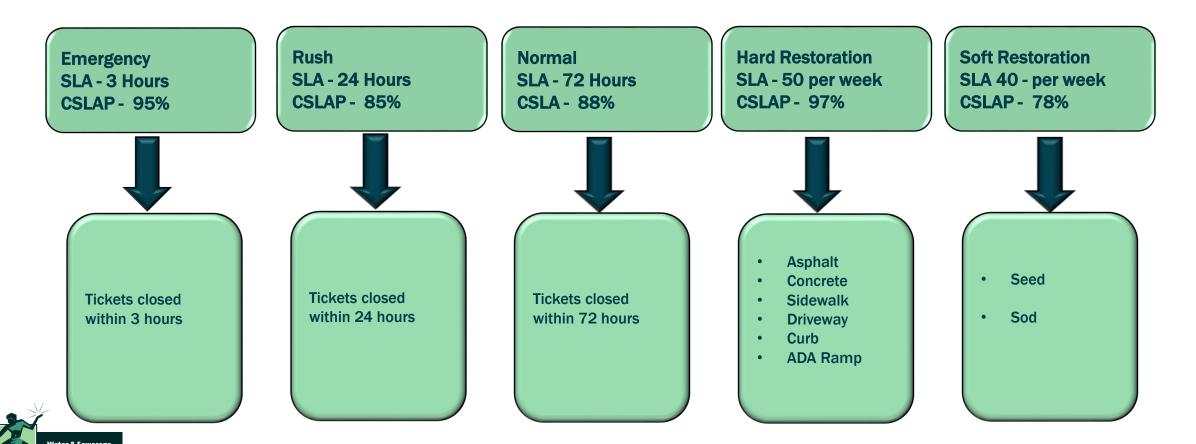


# Restoration & Miss Dig – Business Lines





### **Restoration & Miss Dig**





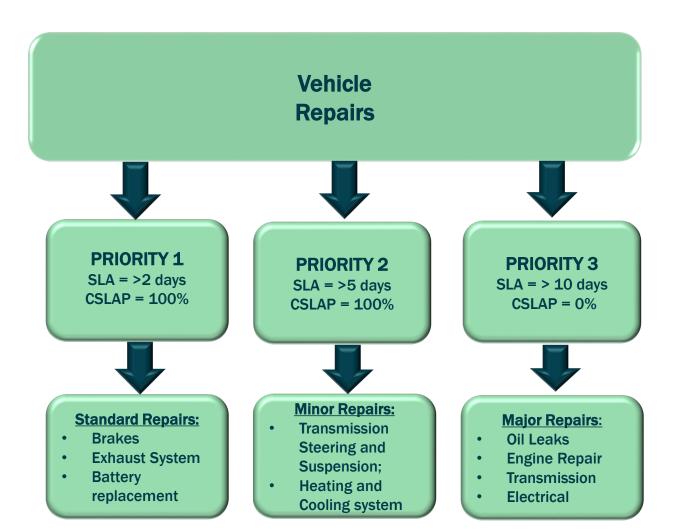
# Fleet - Business Lines

**BUSINESS LINES** 



#### **Fleet**

### **Preventative Maintenance** SLA = 1 DAY **CSLAP = 100%** Oil change Filter change Fluid top off Tire rotation Wiper blades







### **THANK YOU!**

#### **Timothy Cavitt, Chief Operating Officer**

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For more information visit: <a href="https://www.detroitmi.gov/dwsd">www.detroitmi.gov/dwsd</a>

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