

# Director's Report

August 16, 2023



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board

- This summer, several divisions within the Detroit Water and Sewerage Department (DWSD) benefited from the talents and perspectives of interns through the Grow Detroit's Young Talent (GDYT) program, the Mayoral Fellowship program, the MDOT internship program and other partnerships with schools.
- These interns had a tremendous impact on key tasks within the organization and were able to learn about the water and sewer systems, government and business workplace and culture, and benefit from real-world experience that will stay with them as they develop their careers after schooling.
- DWSD plans to have more teams take advantage of these internship opportunities next year.





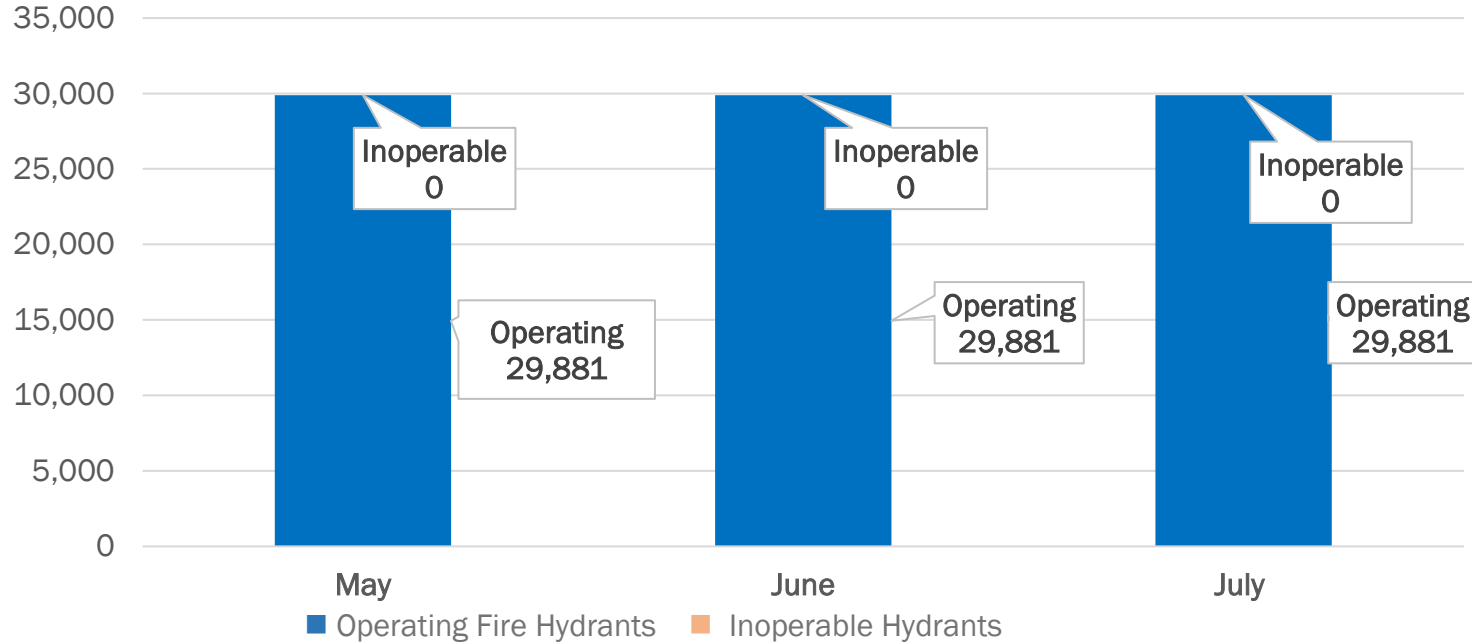
**2023 DWSD INTERNS**

# Field Services

Sam Smalley, Chief Operating Officer



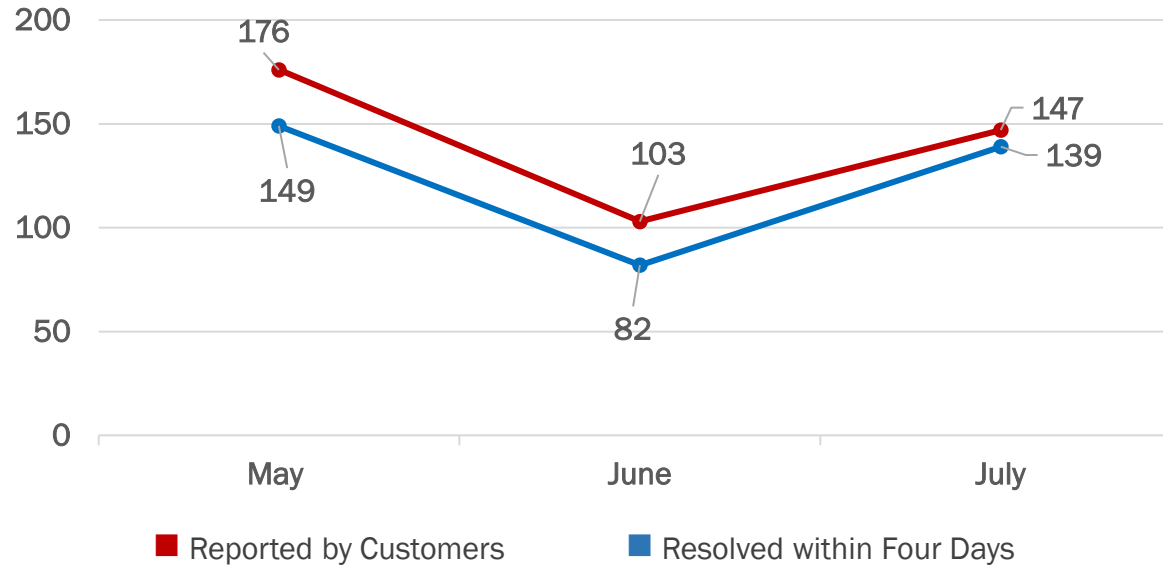
# Field Services: Fire Hydrant Maintenance



- We are keeping the number of inoperable hydrants very low and are revising our budget requests for next fiscal year to ensure this high level of service continues.

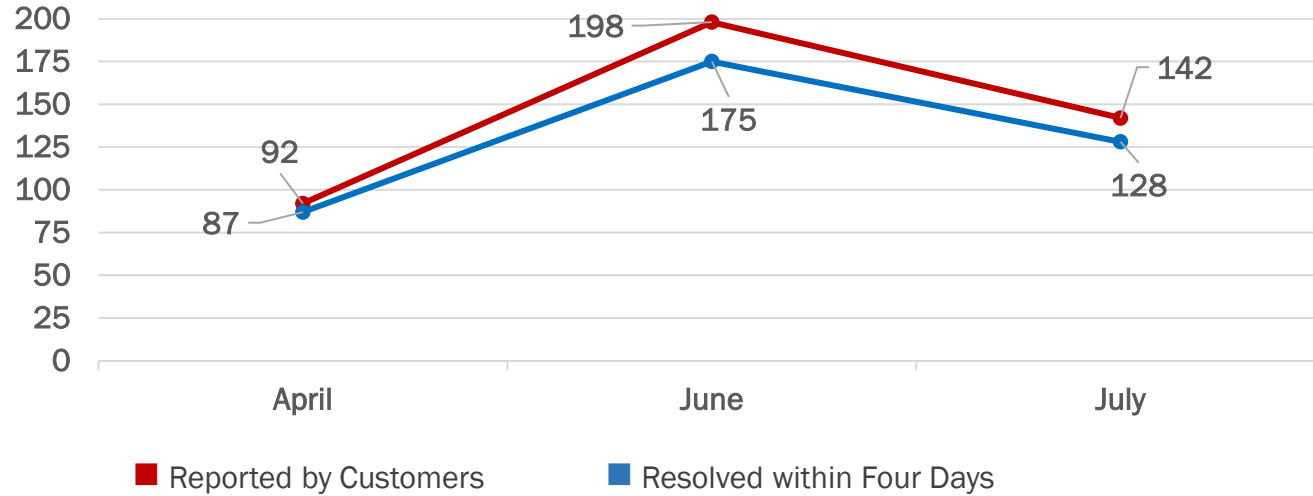


# Field Services: Running Water



- The number of leaking water services is increasing, but the MARS Team is resolving the vast majority within four days.

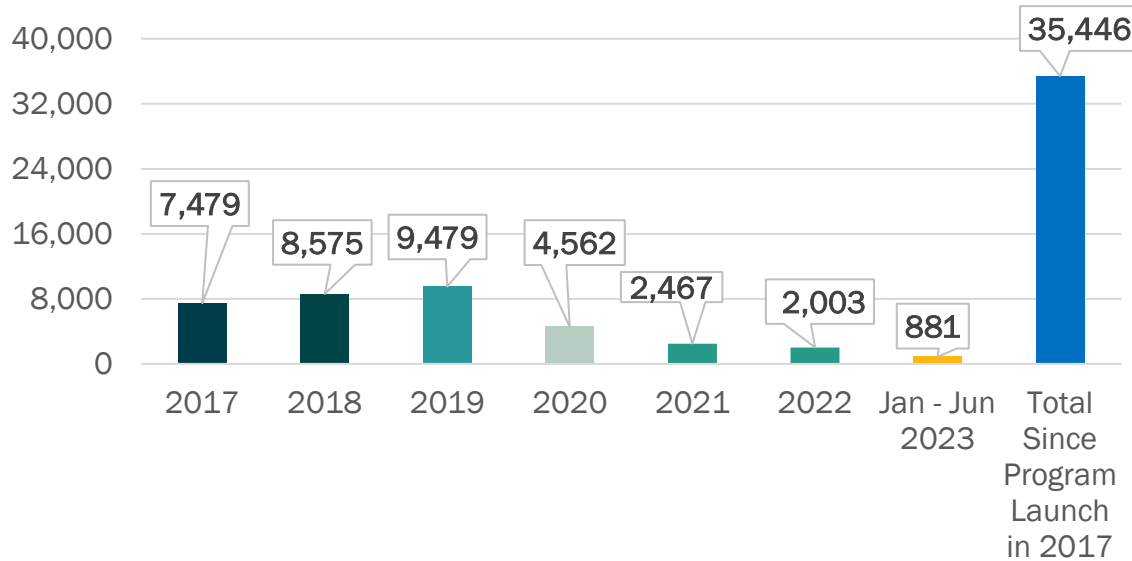
# Field Services: Water Main Breaks



- Large increase in the number of water main breaks with warmer temperatures and increased water consumption across the Great Lakes Water Authority service area.
- Additional contractor capacity and DWSD crews diverted to reducing the number of active water main breaks.

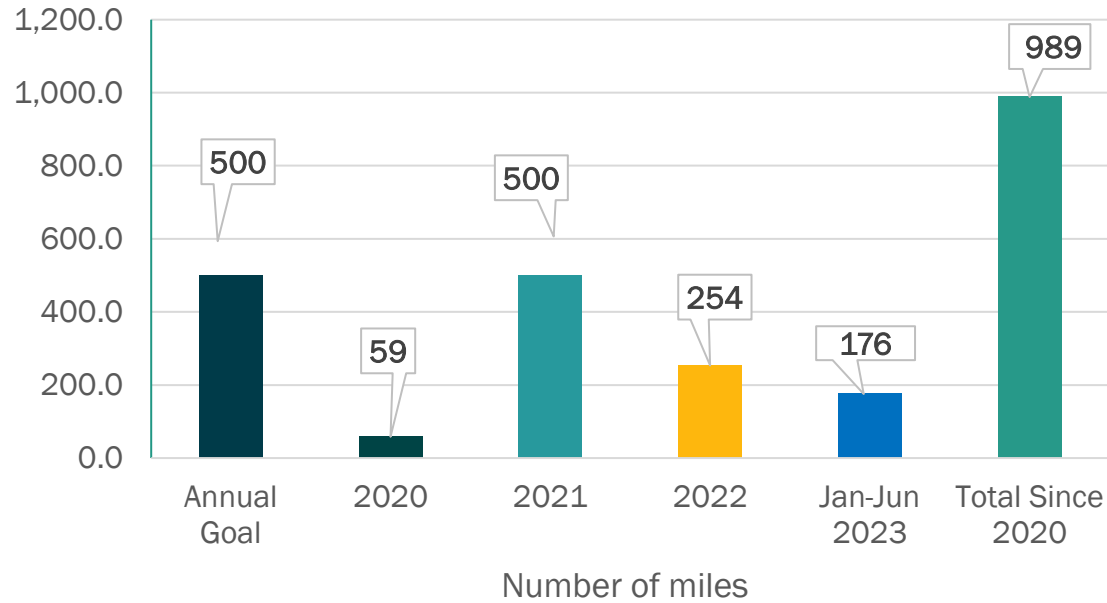


# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Section recently had Vactor training from the local supplier to refresh our more experienced employees, and to give new technicians factory recommendations on how to use and care for this critical piece of equipment.
- The team was also exposed to the best tools commercially available to ensure DWSD has the right equipment for maximum effectiveness.

# Field Services: Sewer Cleaning



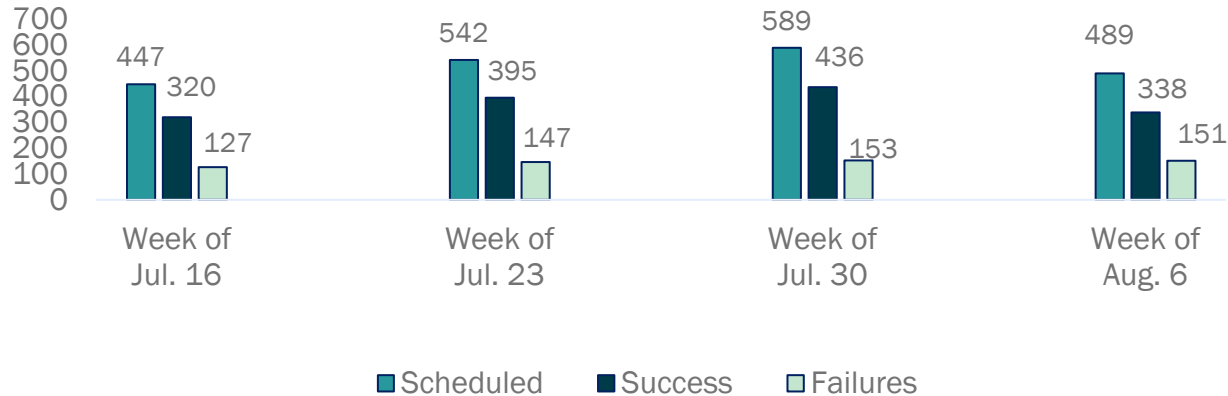
- DWSD is just under the pace needed to reach the goal of 500 miles of City sewer cleaned per year, and with the additional employees arriving in July we expect to meet or exceed this goal.

# Meter Operations

Sam Smalley, Chief Operating Officer



# Meter Operations: Scheduled Meter Work

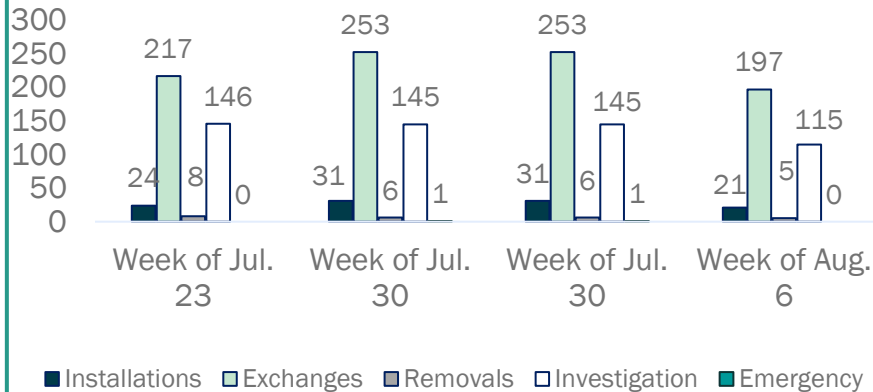


- Refer to the next two charts for specific updates.

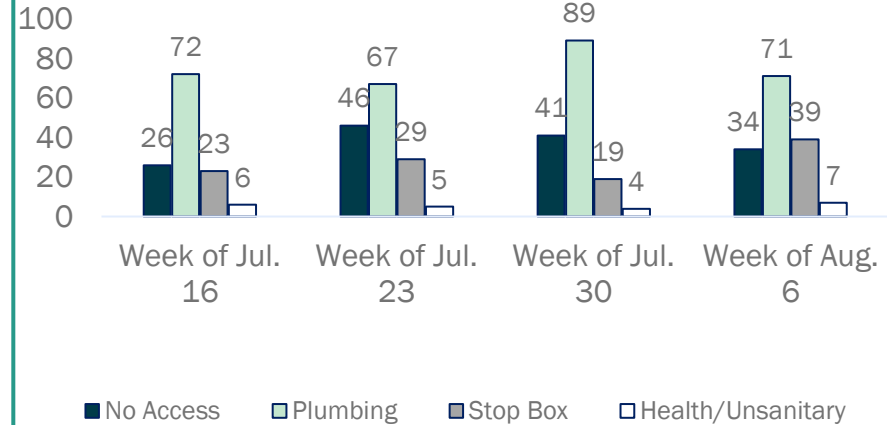
# Meter Operations: Scheduled Meter Work



## Success Details



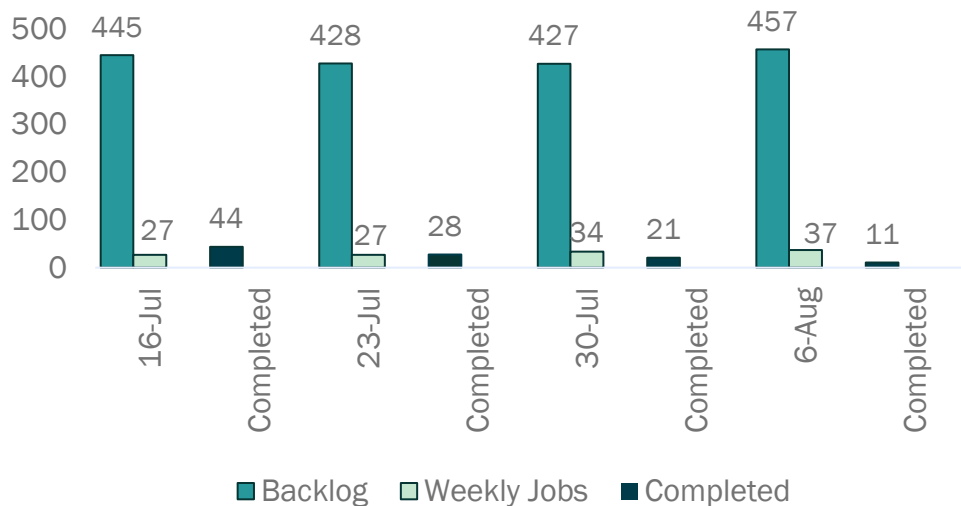
## Failure Details



- The successful appointments are now far outweighing the unsuccessful ones; DWSD is continuing to find ways to further improve the success rate.
- Meter Operations is focused on replacing old non-AMR meters and new installations.
- New MIU/ERT devices are also being installed when cable work is needed at a location.



# Meter Operations: Real Estate Reads



- Backlog of real estate closing reads are primarily from customers not being at the property during the time of the appointment.
- There is a \$40 fee for in-person real estate closing reads requested by customers.

# Investigations

Sam Smalley, Chief Operating Officer

# Investigations: Results



**471**

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

Money Owed to DWSD  
identified by Investigators

**\$186,918**

Total since July 1, 2023

**\$0**

Back billed

**\$0**

Future owed in 12 months

**\$186,918**

Water loss

Revenue Identified Since  
Investigation Unit Began

**\$32.6M**

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 during the residential interruption moratorium.

# Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel

# Legal: Cases and Collections



1

Cases resolved in July 2023

1

New cases filed by DWSD

1

New cases filed against DWSD

22

Pending cases handled in-house  
Collections actions: 12  
Defended cases: 10

## Damage Claims

383

Number of Pending Damage Claims

72

Number of Damage Claims Reviewed in  
June 2023

0

Total Settlements Offered in July 2023

\$0

Total Settlements Offered  
in July 2023

- The OGC filed a new collection case seeking \$100,812.54 in outstanding water, sewer and drainage charges.



# Public Affairs

Bryan Peckinpagh, Public Affairs Director



# Public Affairs: Social Media Activity



14

New Facebook Followers

9,232

Total Followers on Facebook

7,015

Engagement on Facebook



4

New X Followers

1,915

Total Followers on X

88

Engagement on X



23

New Instagram Followers

2,016

Total Followers on Instagram

1,077

Engagement on Instagram

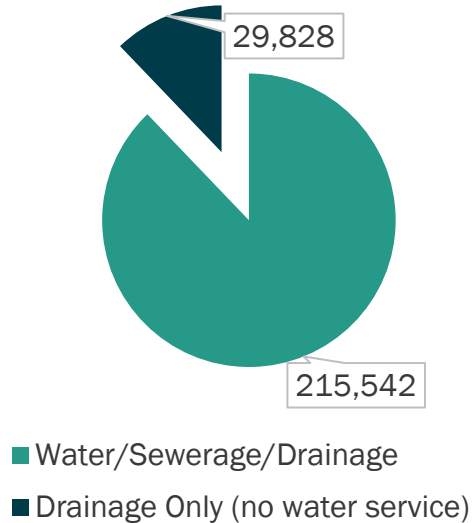


The DWSD Public Affairs team gained **41** new followers on social media in July 2023, bringing the total number of followers to **13,163**. Facebook saw a total of **9,501** impressions and **17** link clicks for the month, while X (formerly Twitter) had **420** impressions. The top performing Facebook post was about the women who work at DWSD, and the top Twitter post was tips about potential flooding prior to severe weather.

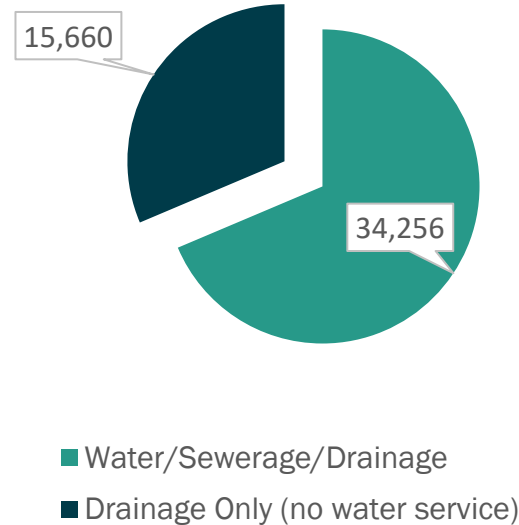
# Customer Service

# Customer Service: Number of Active Accounts

## Active Residential Accounts

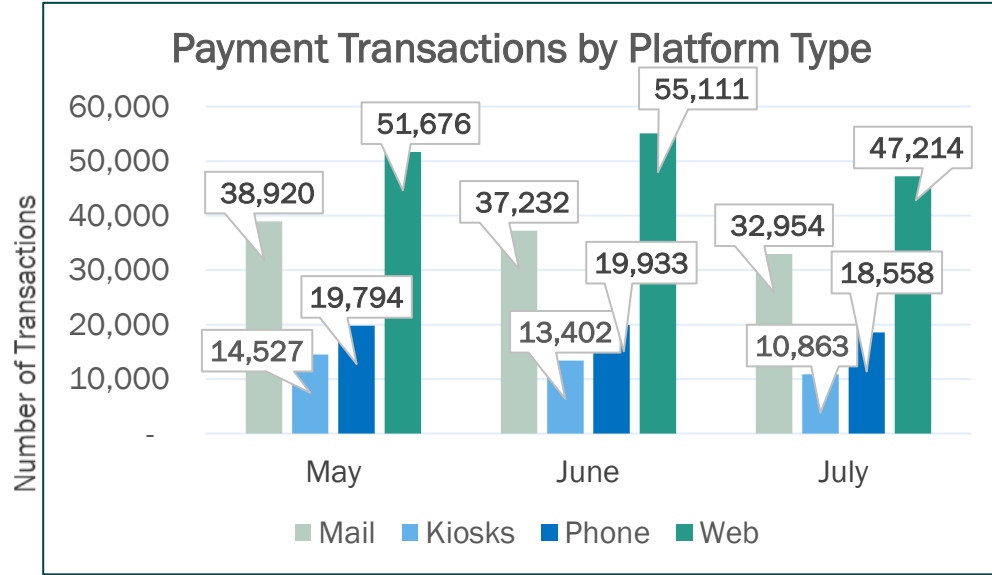


## Active Non-Residential Accounts

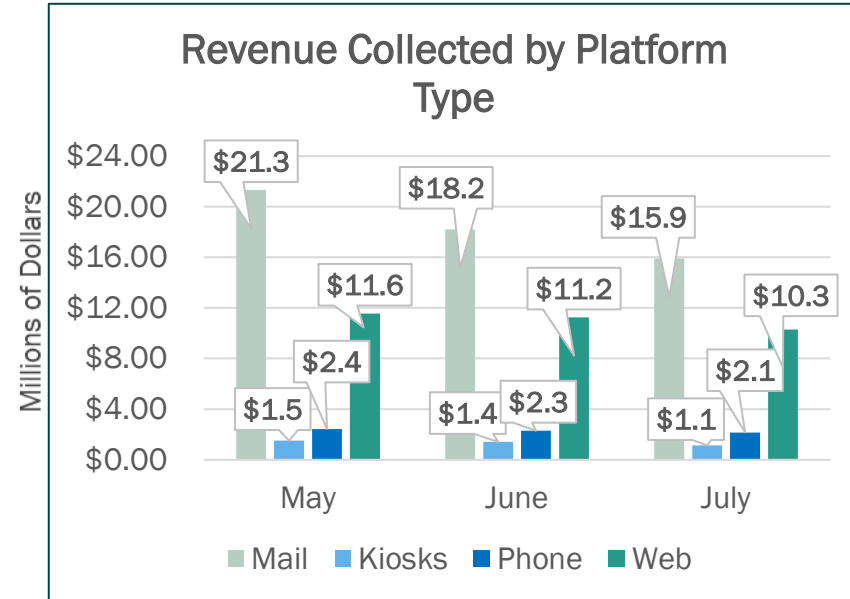


Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

# 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](mailto:mydwds@detroitmi.gov).





# Lifeline Plan – Protected From Shut Off



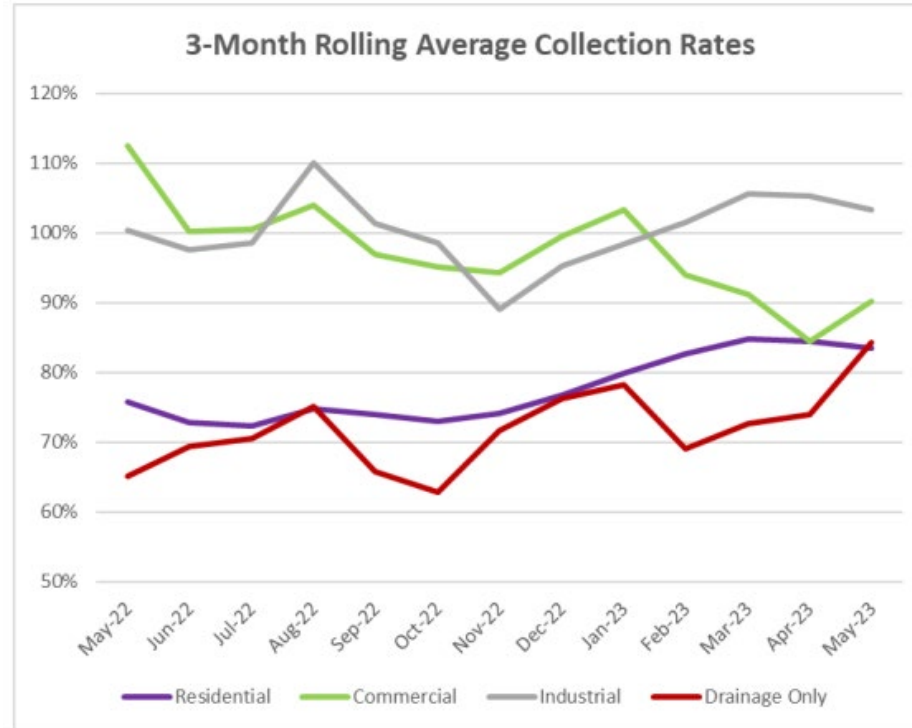
<b>Protected From Shut Off</b>	<b>Total</b>
<b>Enrolled in the Lifeline Plan*</b>	<b>22,084</b>
<b>Enter into the 10/30/50 Plan</b>	<b>2,167</b>
<b>Applications for Lifeline Plan Pending Approval</b>	<b>92</b>
<b>Total Number of Households Protected</b>	<b>24,343</b>

\*If recently determined eligible, the household may have not received their first official DWSD Lifeline Plan bill based on the billing cycle.

# Finance

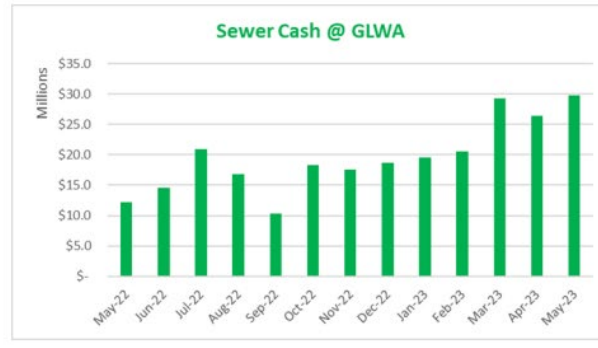
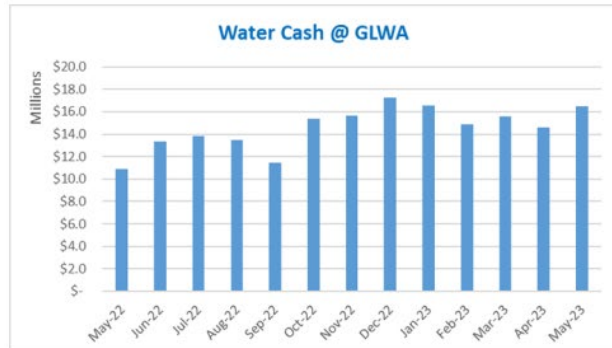
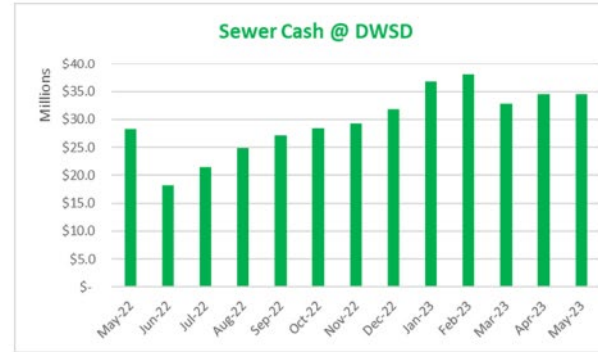
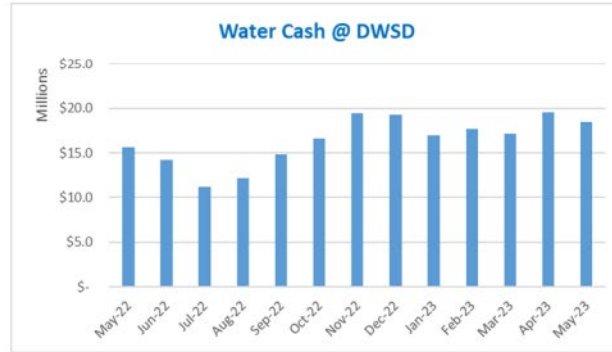


# Finance: Collection Rates



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

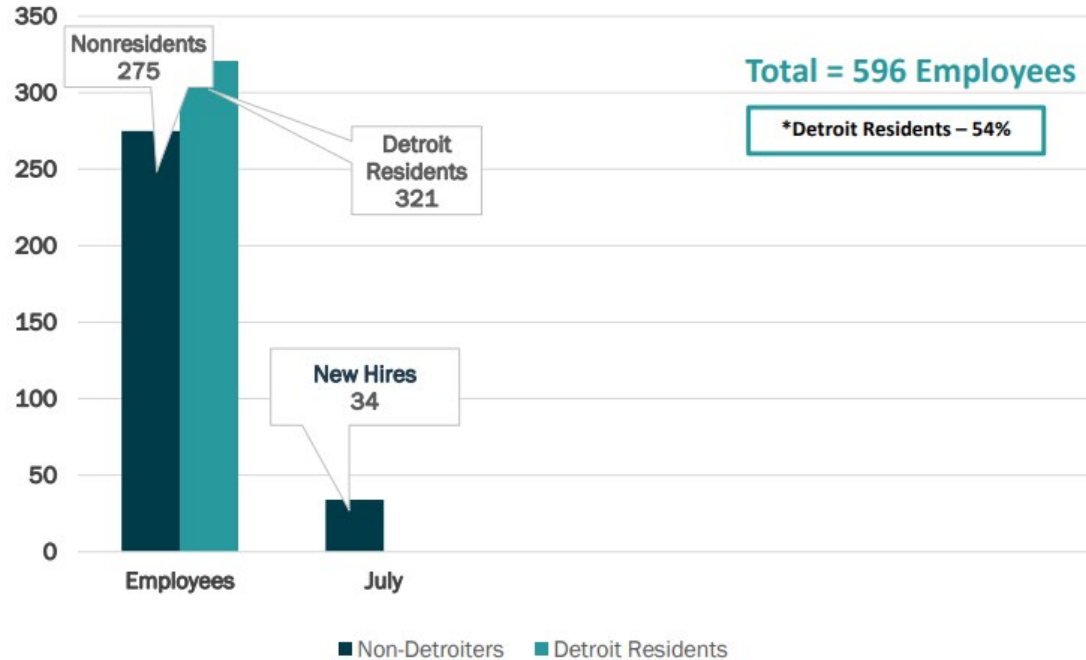
# Finance: Cash Balance



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

# Human Resources

# Human Resources: Detroit Residents and Hiring



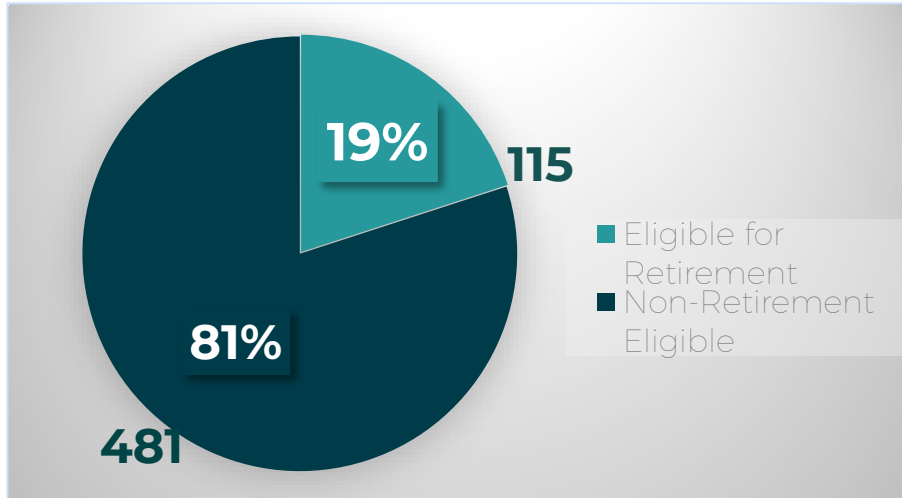
- DWSD hired 23 new employees during the month of June 2023 following the Career Fair at Triumph Church on June 8.



# Human Resources: Retirement Eligible



With a current population of **596** employees, there are **115** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	40
25 YOS/55 years old (Legacy)	22
10 YOS/60 years old (Legacy)	53
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
TOTAL	115

**LEGACY** = HIRED BEFORE 2014

**HYBRID** = HIRED AFTER JANUARY 1, 2014

- Nineteen percent (19%) 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)
07/19/2023	Career Fair	Detroit At Work 14117 E 7 Mile Rd Detroit	58	
07/19/2023	Career Fair	Durfee Innovation Center 2470 Collingwood St Detroit	56	

- We will host a hiring fair in August or September in Southwest Detroit to provide employment opportunities to the community (date and location TBD).