



**Water & Sewerage
Department**

DIRECTOR'S REPORT

February 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	26

DIRECTOR'S MESSAGE TO THE BOARD



Each year, the Michigan Department of Environment, Great Lakes and Energy (EGLE), in cooperation with the Michigan Section of the American Water Works Association (M-AWWA), presents the Edward Dunbar Rich Service Award to employees with 25 years of meritorious and faithful service in the waterworks industry in Michigan.

We are very proud of the individuals who are being presented with the service award this year.

Stephen M. Turner	46 years	Marian A. King-Bell	31 years	Stephanie A. Hogue	26 years
Martin P. Craig	42 years	Lamar Stoudemire	31 years	Eugene Martin	26 years
Mildred Morris	42 years	Tory D. Thompkins	31 years	Kenneth Miller, Jr.	26 years
Debra Singleton	39 years	Ronald Vaughn	31 years	Curlisa Watson	26 years
Linda Philson	38 years	Valerie Wilson	31 years	John D. Ambrus	25 years
Jeffrey S. Hitch	37 years	Michael Clinton	30 years	Pei M. Boayue	25 years
Denise Donelson-Williams	36 years	Dwayne Pittman	30 years	Anthony K. Burton Sr.	25 years
Ella Ackerman	35 years	Gloria J. Richards	30 years	Winston L. Flennoy, II	25 years
Ronald Harris	35 years	Radmila Schaefer	30 years	Dworlett C. Garner	25 years
Willie Jackson	35 years	Douglas J. Aitchison	29 years	Andreia Johnson	25 years
Derrick Fuller	34 years	Isaiah Dunlap	29 years	Sharon Mckinnon	25 years
Debra Harper	34 years	Mohamad Farhat	29 years	Silas Moore	25 years
Juanita Sanders	34 years	Mohamad Jaber	29 years	Darryl A. Robinson	25 years
Stephen V. Jeffries	33 years	Parvez S. Jafri	29 years	Gregory Ward, Sr.	25 years
Marilyn Banks	32 years	Tracey Simmons	29 years	Thomas D. Warren	25 years
Gerald Burrell	32 years	Michelle Washington-Williams	29 years		
Keith Lindsay	32 years	Kim Wilson	29 years		
Bryan Martin	32 years	Syed Ali	28 years		
Theresa L. Redden-Flennoy	32 years	Larry Witt	28 years		
Kimberly D. Crowell	31 years	Marilyn King	27 years		
Maurice E. Hansberry	31 years	Maher M. Abbasi	26 years		



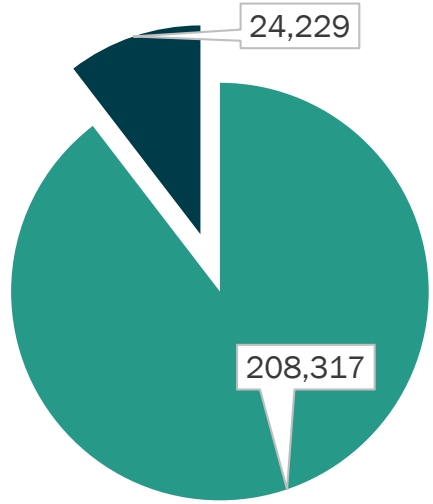
**Water & Sewerage
Department**

Customer Care

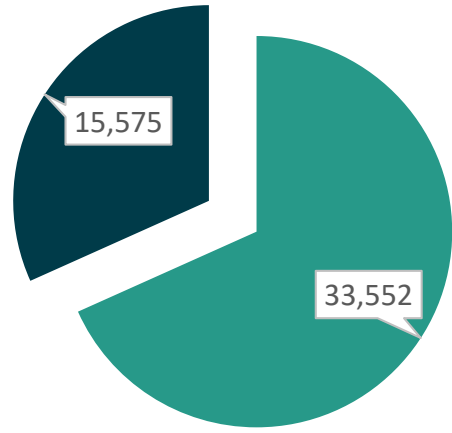
CUSTOMER CARE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



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

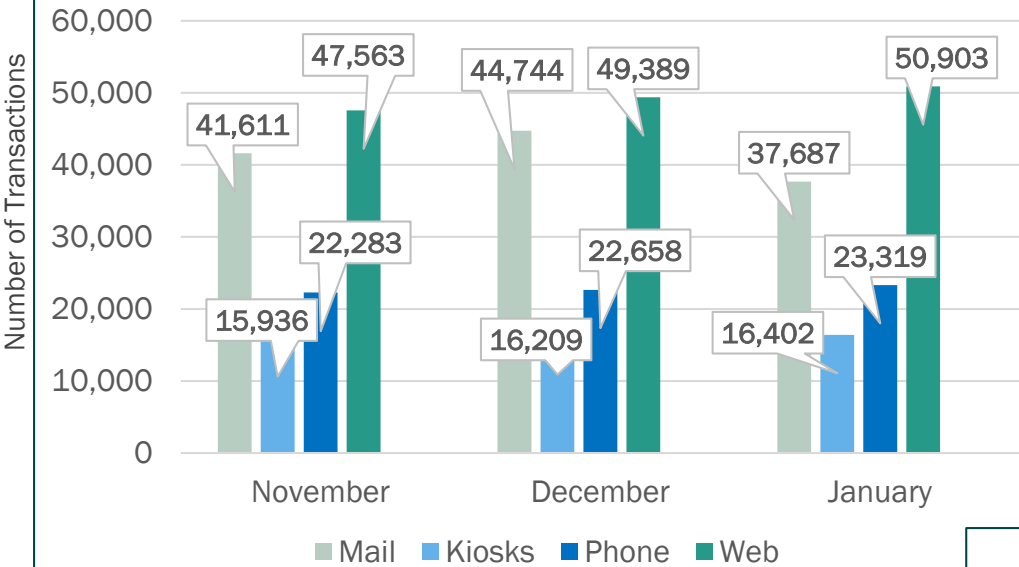
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

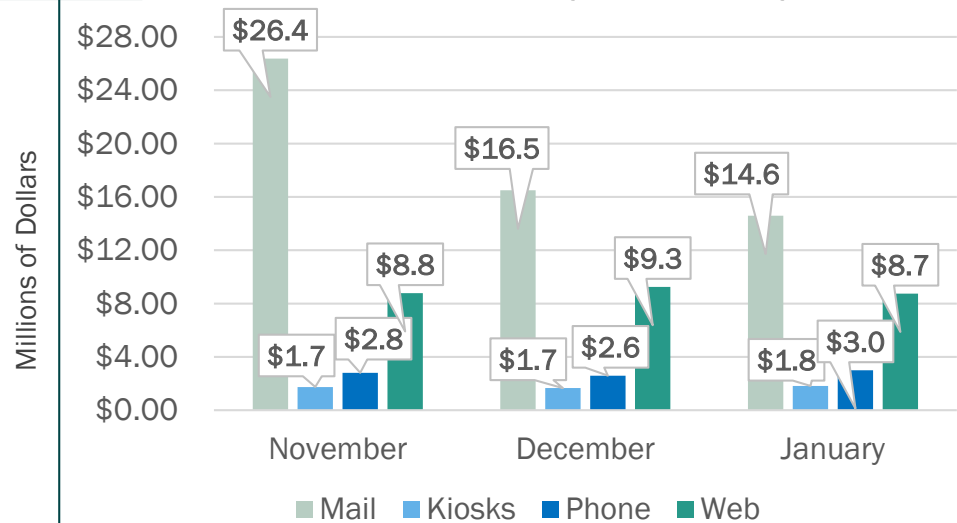
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



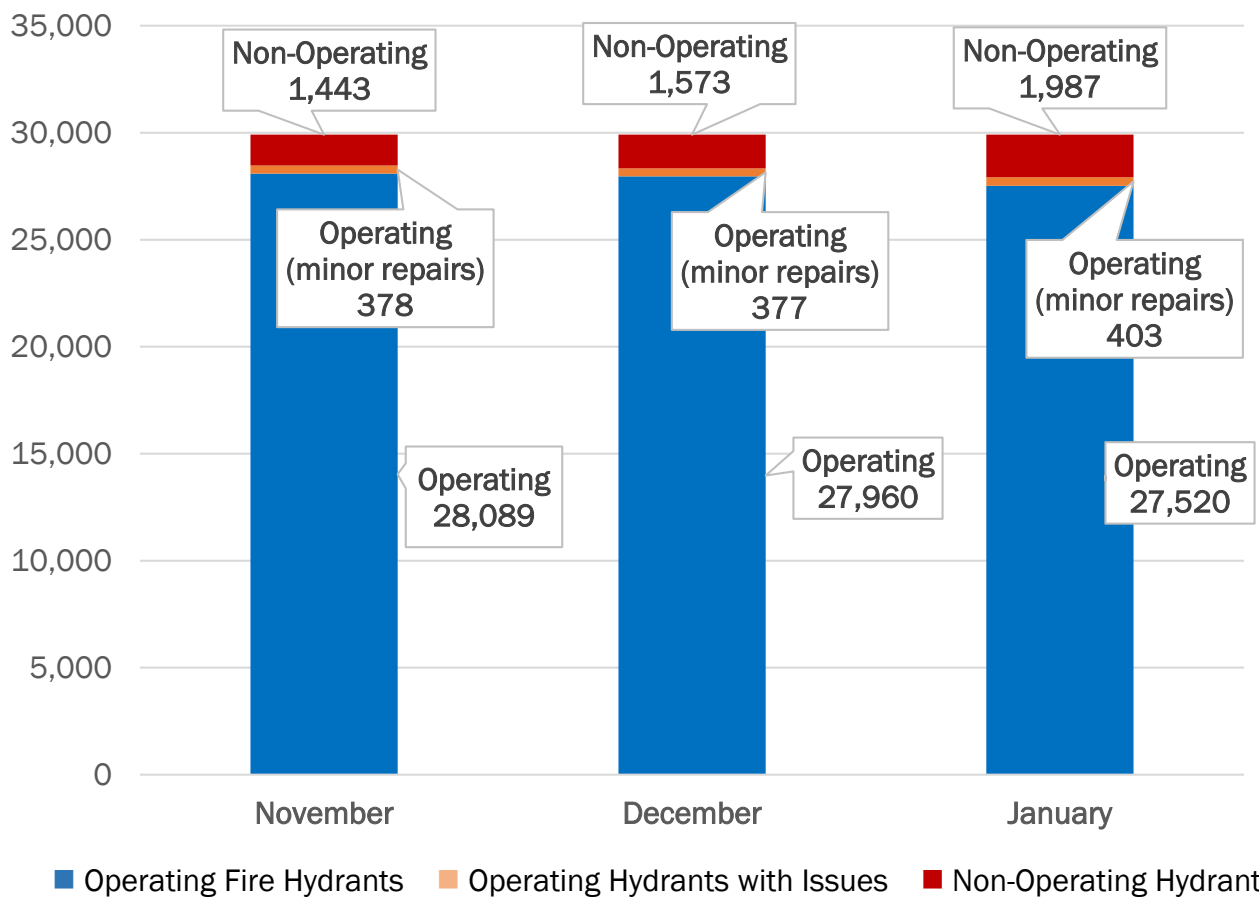
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including contact via email at mydw@detroitmi.gov. DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).



**Water & Sewerage
Department**

Field Services

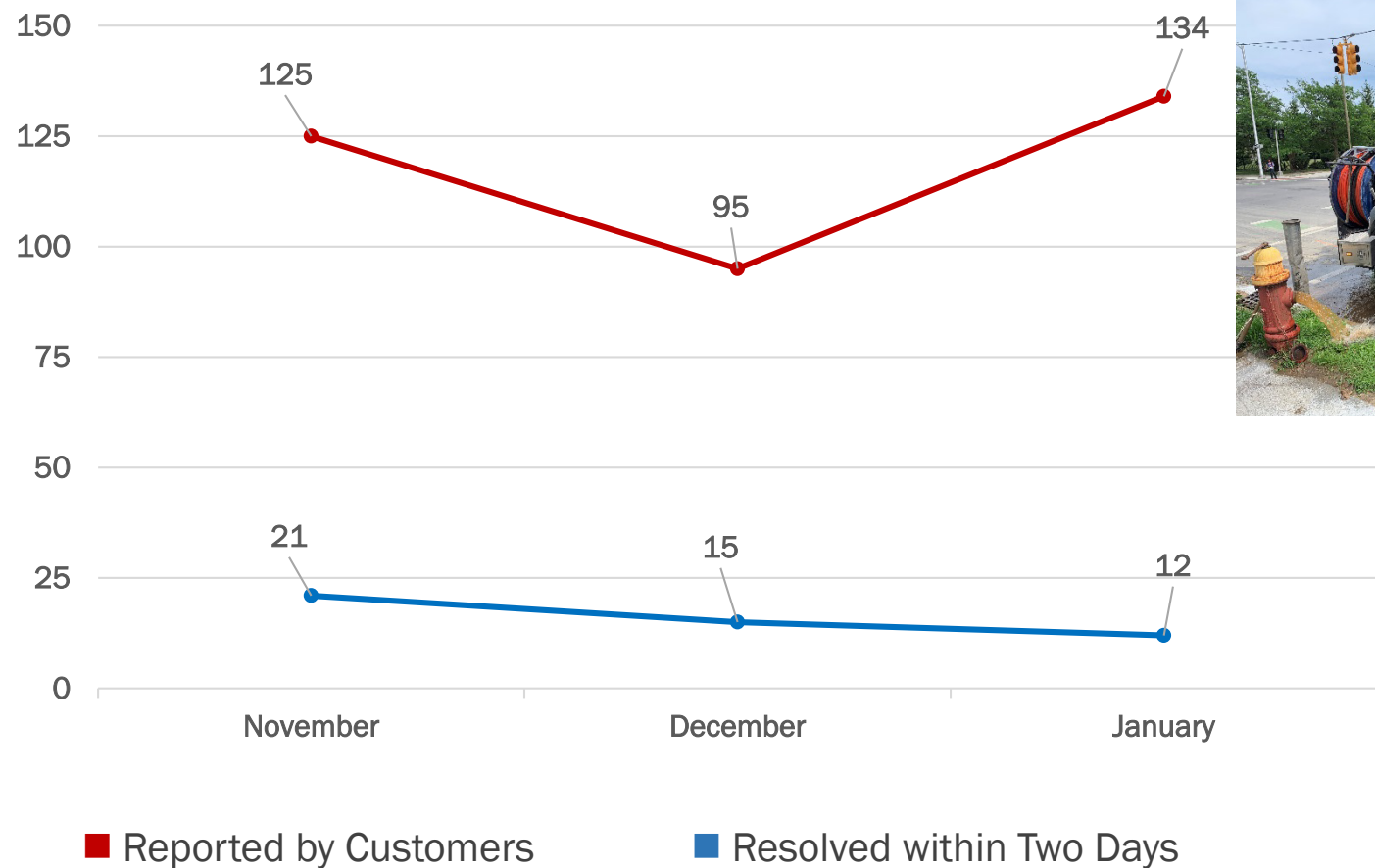
FIELD SERVICES: Fire Hydrant Maintenance



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



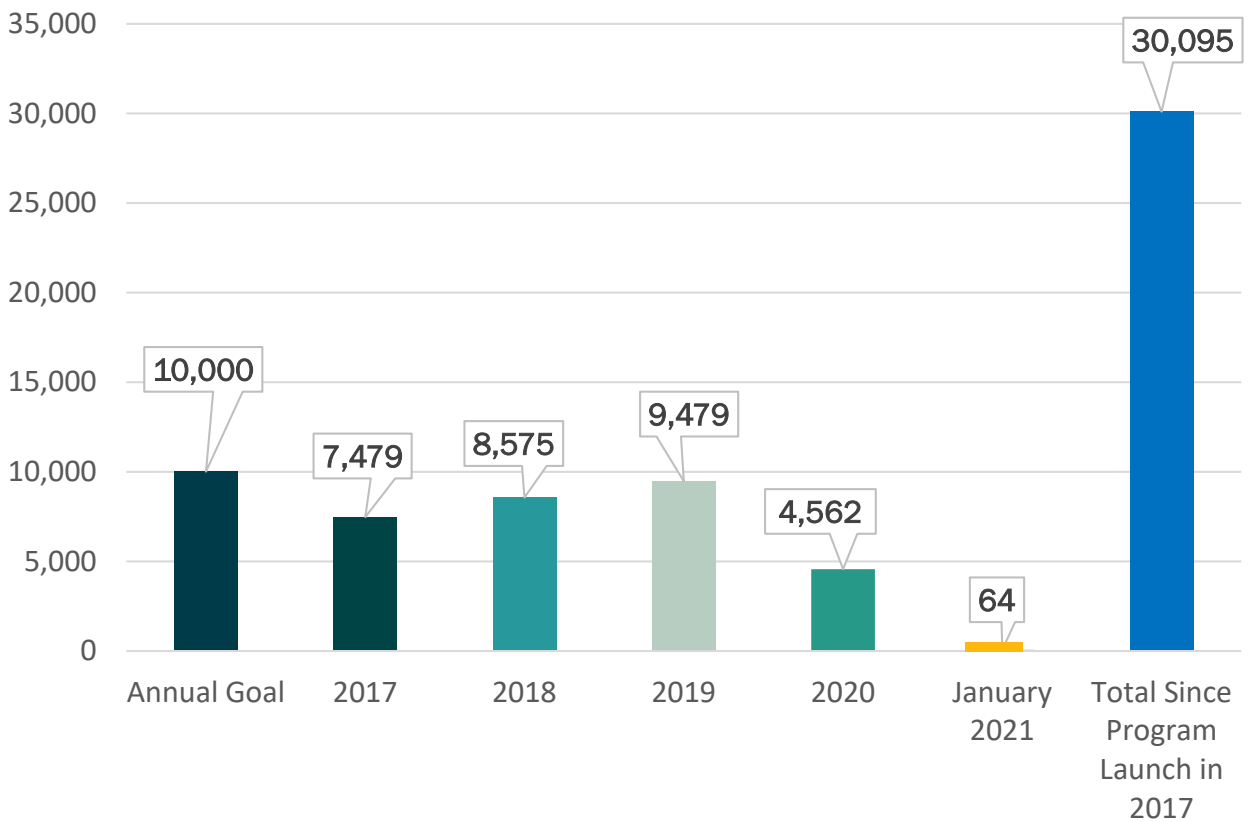
DWSD Operations continues to prioritize work orders based on level of impact, including number of customers affected, with water main repairs, street flooding and water-in-basement complaints taking priority.

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.

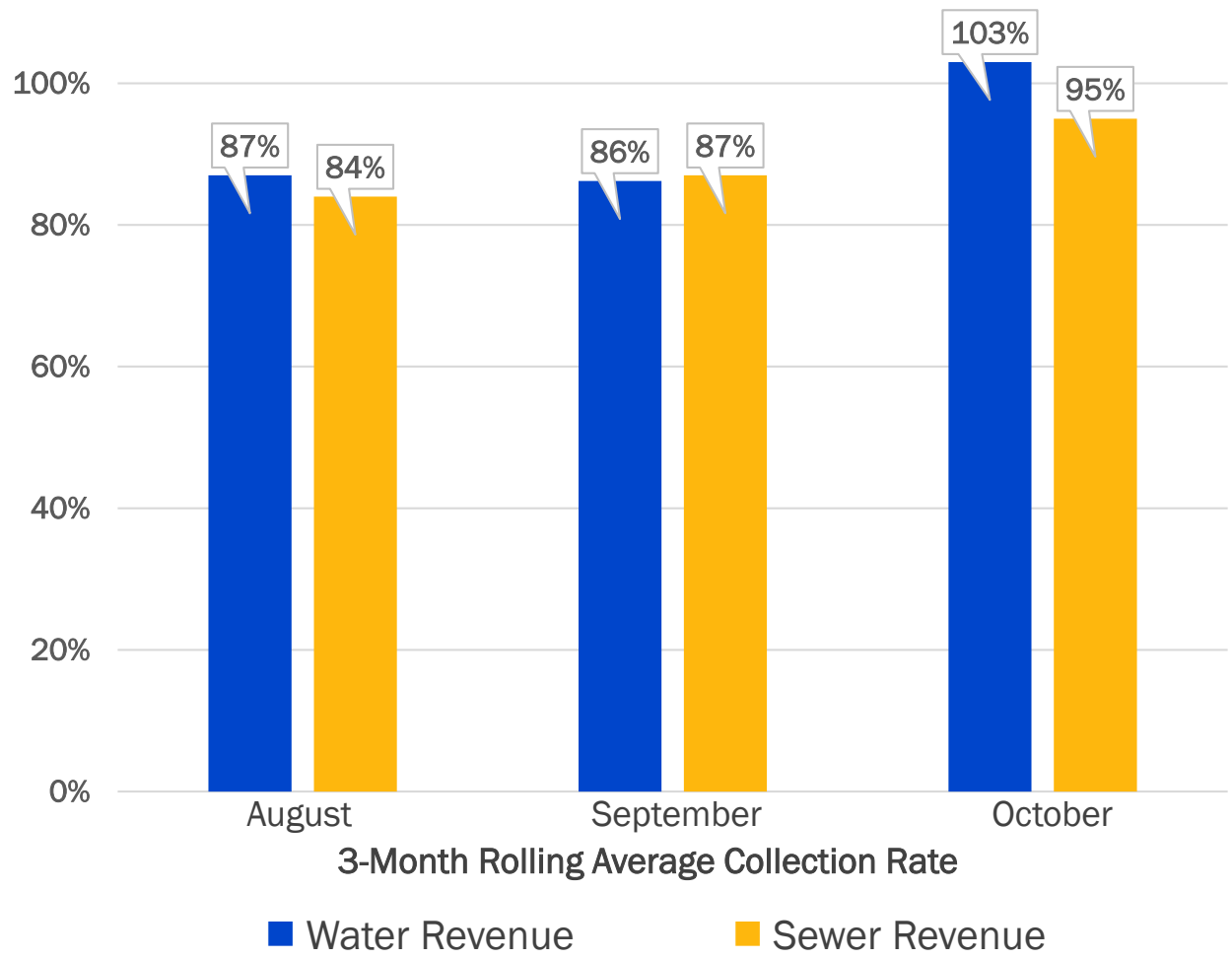
The catch basin inspection and cleaning program launched in 2017. DWSD crews have touched more than 30,000 of the estimated 90,000 catch basins, including tracking them through a mapping app for asset inventory. The 30,000 goal was achieved in the three-year commitment as announced by DWSD and Mayor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



**Water & Sewerage
Department**

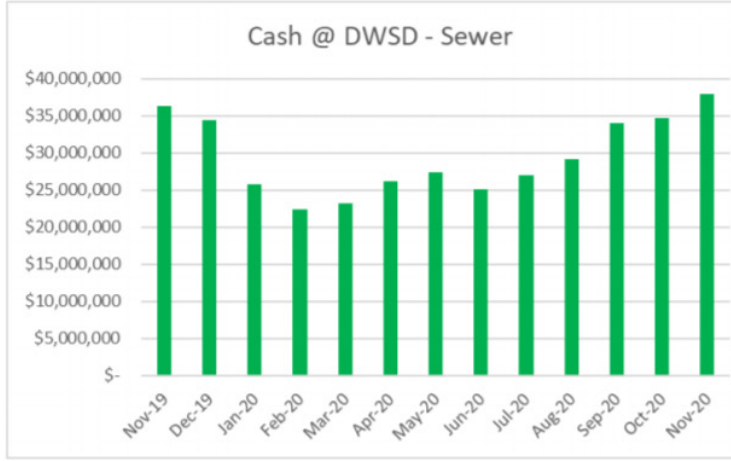
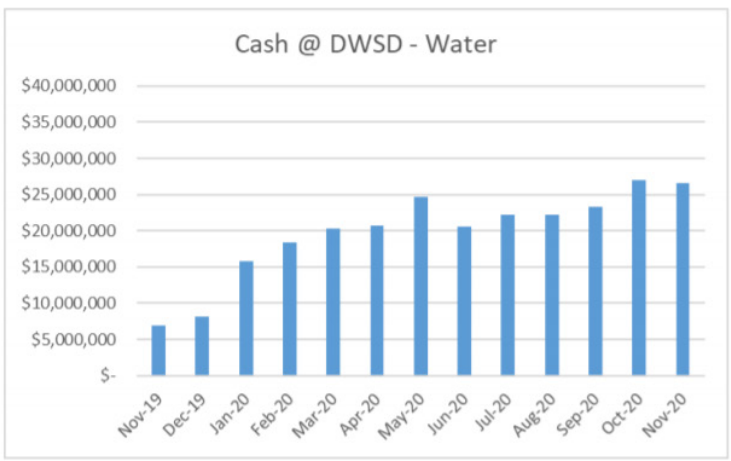
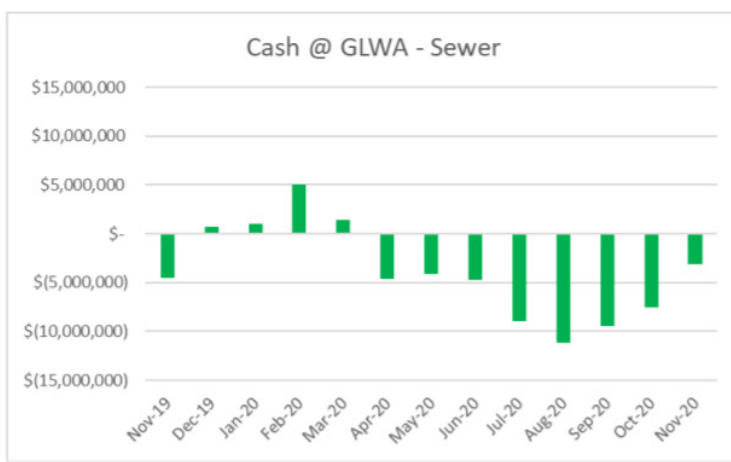
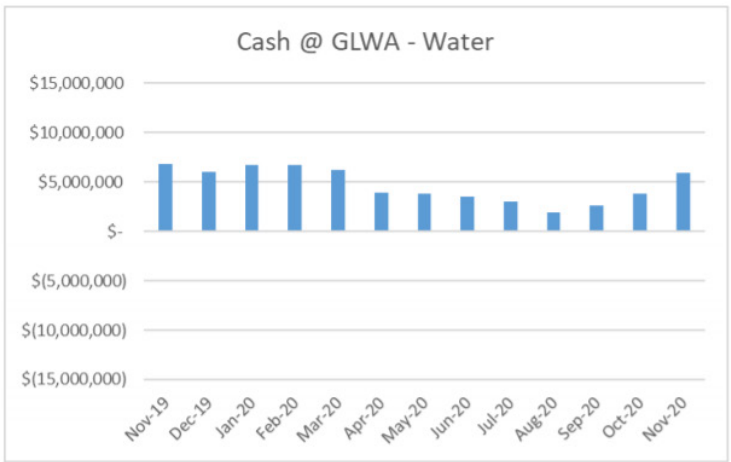
Finance

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.



DETROIT
Water & Sewerage
Department

Legal Services

LEGAL: Claims, Hearings and Cases



21
Cases handled by in-house staff

8
Cases handled by outside counsel

1
Lawsuits dismissed

6
Lawsuits dismissed in FY2020

0
Dispute hearings*

0
Number of cases DWSD prevailed*

0
Number of accounts given adjustments*

**No hearings were held in January 2021*

N/A
Property damage claims

N/A
Amount in property damage claims

N/A
Amount of total claims recommended to be paid

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

435

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



Money Owed to DWSD identified by Investigators

\$1,498,127

Total since July 1, 2020

\$221,118

Back billed

\$849,391

Future owed in 12 months

\$427,618

Water loss



Revenue Identified Since Investigation Unit Began

\$14,631,146

Total since August 14, 2017

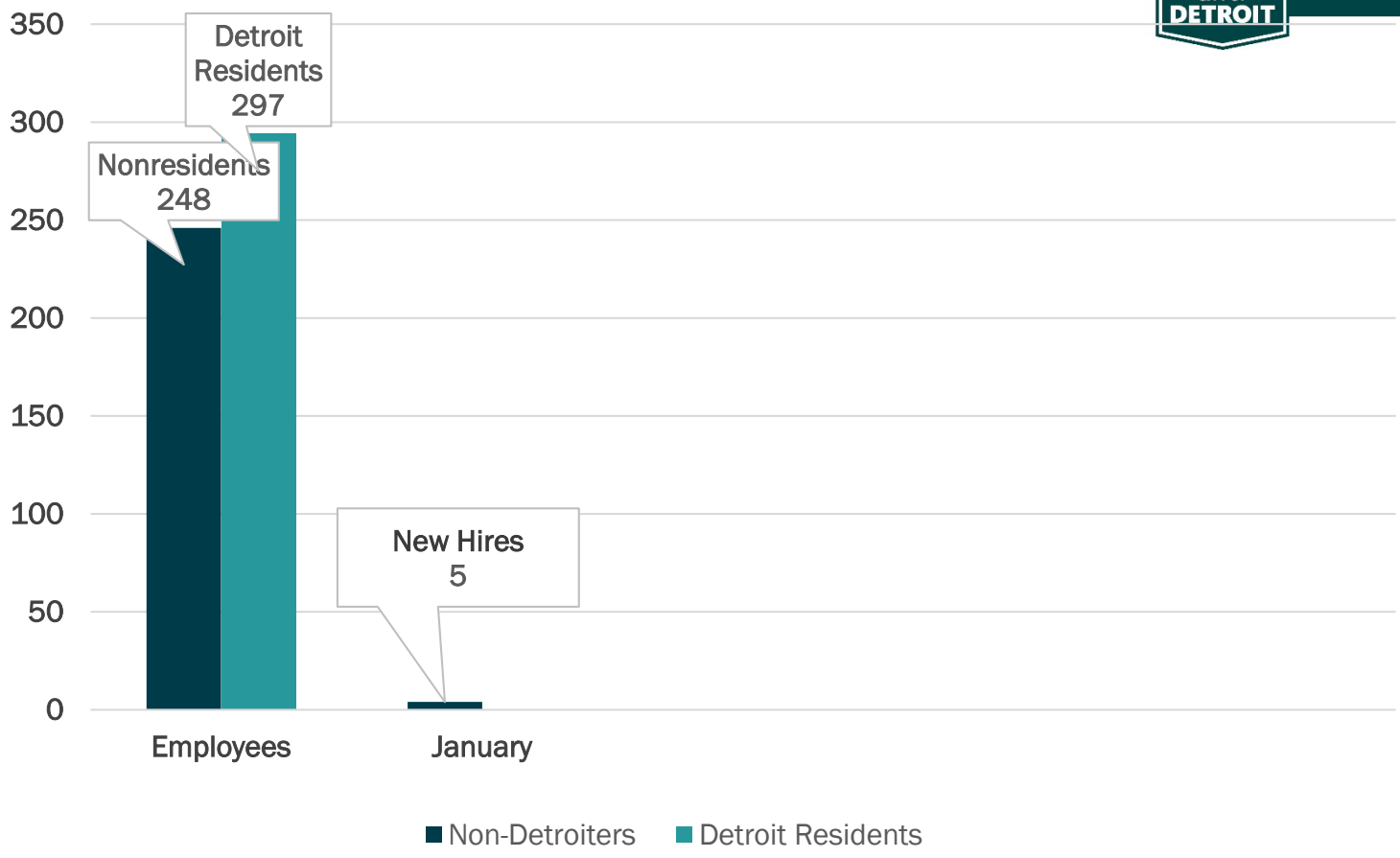
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$14 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



**Water & Sewerage
Department**

Human Resources

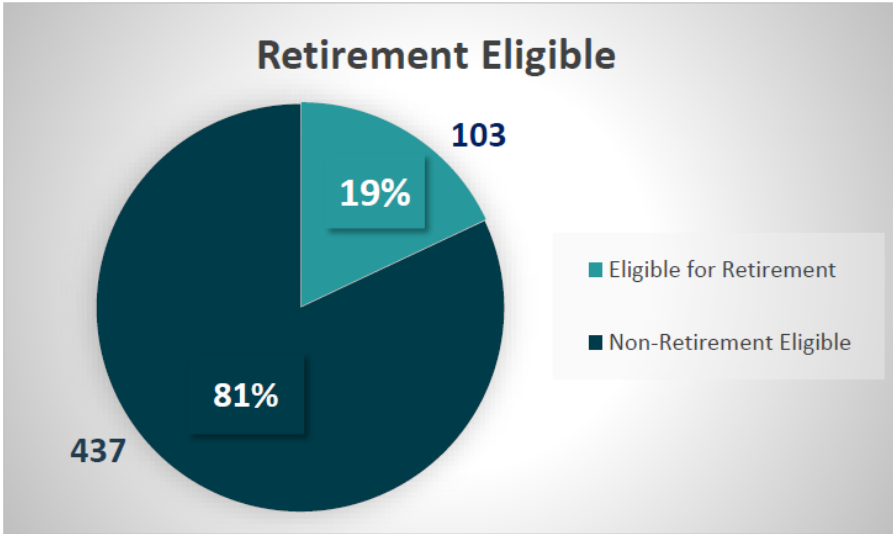
HUMAN RESOURCES: Detroit Residents and Hiring



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 540 employees, there are 103 DWSD employees eligible for retirement.



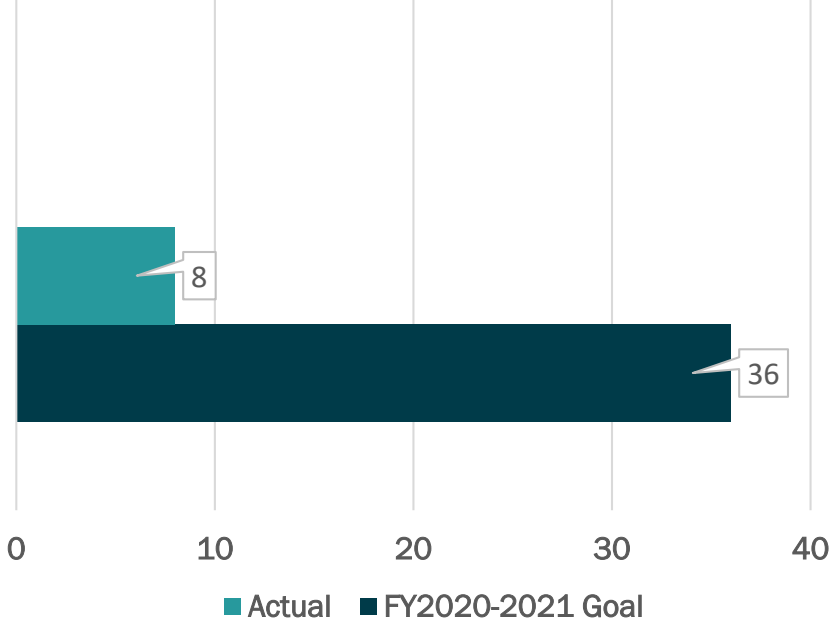
DETROIT
Water & Sewerage
Department

Public Affairs

PUBLIC AFFAIRS: Good News



DWSD Good News Media Stories: FY2020-2021



Detroit Water And Sewerage Reports Total Water Sampling Remains Under Action Level



By Tim Lawlis January 28, 2021 at 5:29 pm Filed Under: Detroit Water and Sewerage Department, DWSD, The Lead and Copper Rule Action Level, Water Sampling

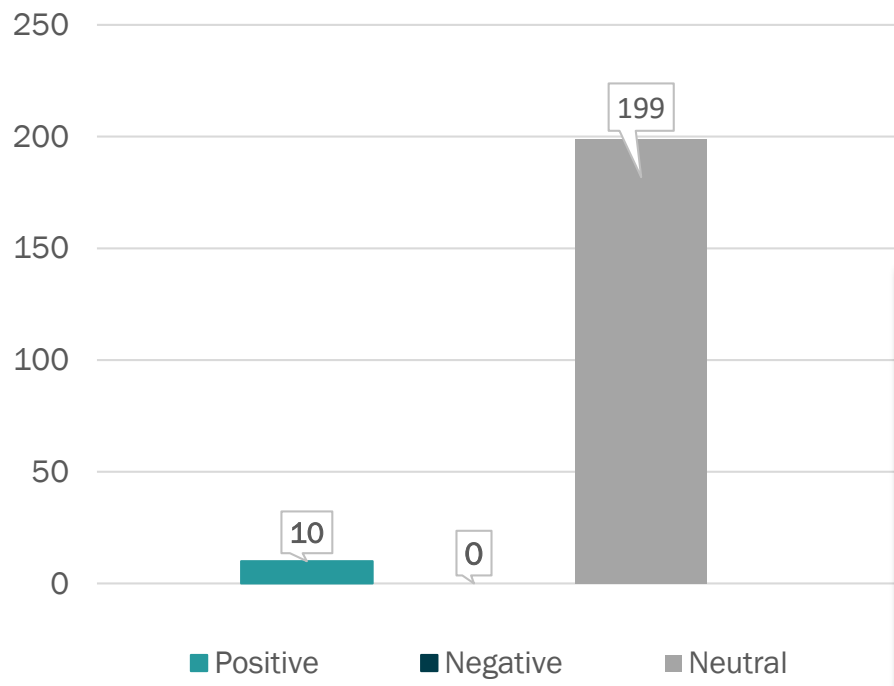


This month, the team garnered **2** positive pitched news stories. The first story was highlighting the partnership between DWSD and the Charles H. Wright Museum’s green stormwater project. The second story was regarding DWSD’s lead and copper results. For the second year, DWSD’s total water sampling was under the action level.

PLEASE NOTE: For this metric, news stories are only counted once per topic, not by the number of media outlets picking up the story.

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: January 1 – January 31, 2020



A look at the evidence collected against Gov. Snyder in the Flint water crisis

There is email evidence of Snyder allegedly being warned about danger

In January, the DWSD Public Affairs team saw a total of **209** media stories. The majority of the neutral stories were focused on former Governor Rick Snyder and the charges that were filed against him of willful neglect of duty in connection with the Flint Water Crisis. DWSD was mentioned as Flint’s original water provider. The other neutral story was regarding Anthony Adams announcing his run for mayor. Adams was once the interim DWSD Director.

PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



20
New Facebook Followers

8,596
Total Followers on Facebook

18,788
Engagement on Facebook



12
New Twitter Followers

1,734
Total Followers on Twitter

75
Engagement on Twitter



8
New Instagram Followers

1,509
Total Followers on Instagram

43
Engagement on Instagram



The DWSD Public Affairs team gained **40** new followers on social media in January 2021, bringing the total number of followers to **11,839**. In addition to the metrics above, Facebook saw a total of 1.9K impressions and 11,583 link clicks for the month. The top performing Facebook post was on January 11 when DWSD highlighted the great work that DWSD can continue if customers pay their water bill. The post had 1,216 total engagements and 10 reactions. January 27 was the top performing Twitter post about DWSD's water quality results. The top performing Instagram post was on January 18 celebrating the life and legacy of Dr. Martin Luther King, Jr.



**Water & Sewerage
Department**

Information Technology

TECHNOLOGY: Top Ten Projects Scorecard

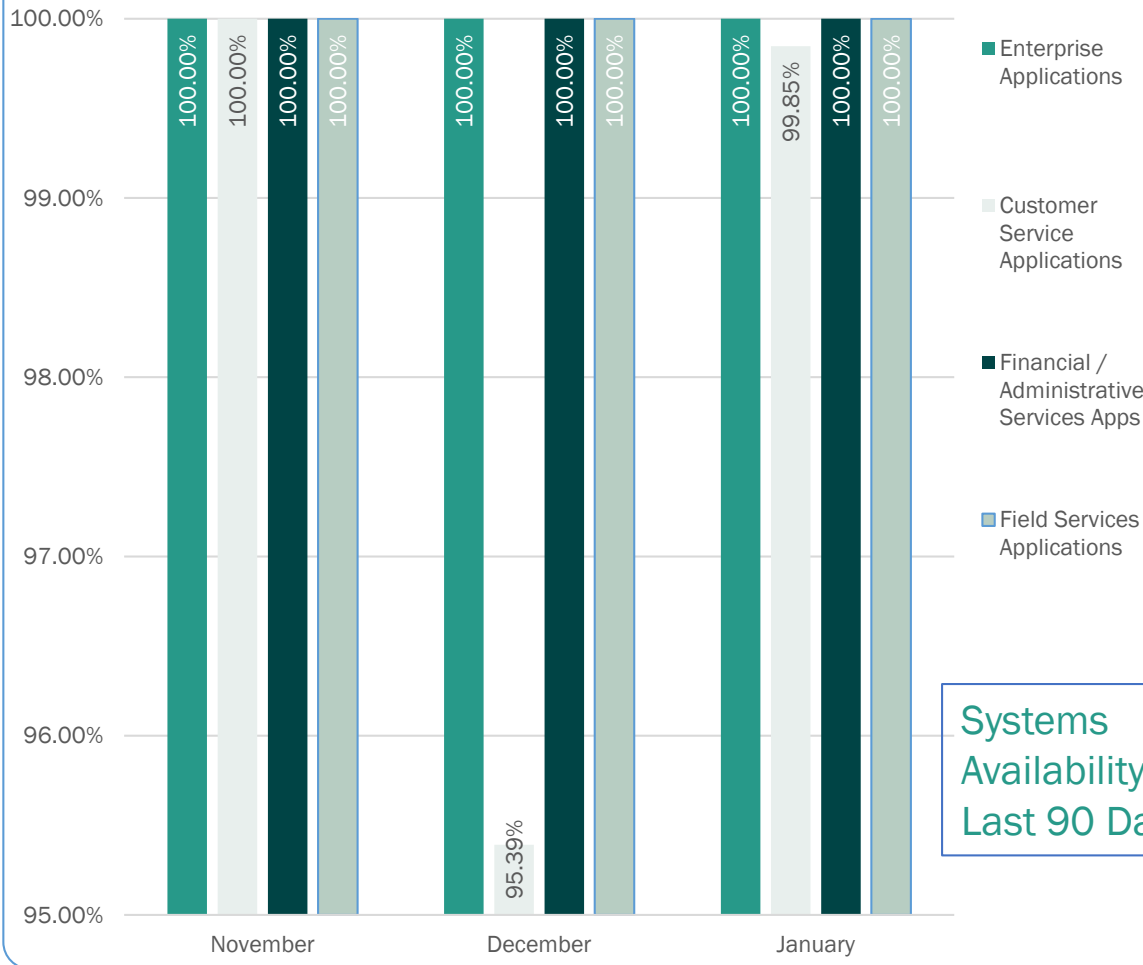


Water & Sewerage
Department

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	All BPAs have been signed. Moving to Phase #2, Install and Configuration of EnQuesta v6	Active Design
2	Operations (M&R, MTR OPS,Fleet)-1:CityWorks	C Penozza	\$ 970,000	6/30/2021	Facilities Maintenance Go-Live is scheduled for March 1 st , 2021	Active Implementation
3	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$ 800,000	4/1/2021	Project Phase #1 Go Live is Scheduled for the evening of Feb 18 th , 2021	Active Implementation
4	Administrative and Compliance-1:GLWA Separation - Network (Not WiFi)	R Burke	\$ 1,000,000	3/31/2021	Hardware 95% complete, Deployment delayed due to COVID-19 team	Active Implementation
5	Administrative and Compliance-2:GLWA Separation - Computers / Active Directory	R Burke	\$ 300,000	3/31/2021	Project 70% Complete. Deployment delayed due to COVID-19 team	Active Design
6	Customer Service-7:enQuestaLink (ServiceLink Replacement)	C Penozza	\$ 500,000	6/30/2021	BOWC Approved Jan 28 th , 2021. Preparing for Kickoff	Active Design
7	Engineering-1:eBuilder	C Penozza	\$ 300,000	5/01/2021	Current process is meeting business needs. Restart of implementation being reviewed for Q1 2021	Active Implementation
8	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,434,657	TBD	Pre-Procurement Phase. New Quotes obtained, beginning contract negotiations	Pre-Procurement
9	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	6/30/2021	System is up and running. User Training and Communication Plans are actively being implemented.	Active Implementation
10	Operations (M&R, MTR OPS,Fleet)-3:GPS/AVL For Vehicles	C Penozza	\$ 90,000	3/31/2021	IT Work Complete. Vehicle Installation is on-going.	Active Implementation

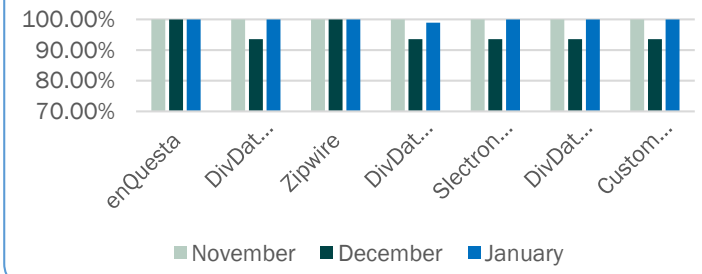


TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

Customer Service Application Availability



99.85%
SYSTEMS AVAILABILITY

99.9% = TARGET

January 2021 Cherwell Stats	Totals
Total Tickets	583
New Tickets Received	411
Total Tickets Resolved	427
Average Time to Resolve in Days	23
Total Tickets Resolved within SLA	302
Total Tickets Resolved not in SLA	125