

Security & Integrity Division Update

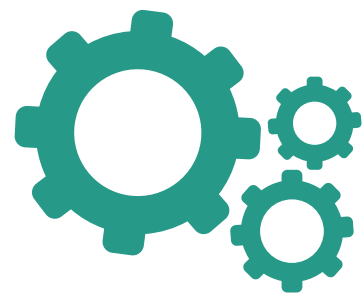
May 2025



Water & Sewerage
Department



Uniform Security



Provides protection for DW SD employees, visitors, buildings and property

Strategically stationed throughout DW SD properties

Continual and enhanced training received



- Biannual Firearms Qualifications Per State Standards
- Officer Response to Active Shooter
- Chain of Command (Organizational Structure of Reporting Incidents)
- CPR

Provides training for DW SD employees including

- Active Shooter
- Situational Awareness

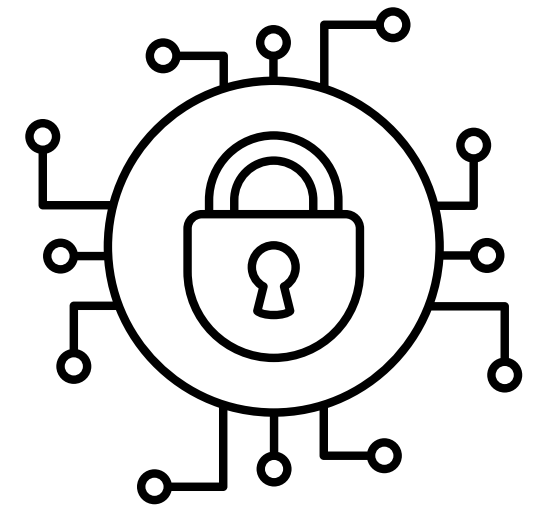


Small group of experienced public law enforcement detectives/investigators

Charged with protecting DWSD financial assets

Works closely with Billing/Collections/Meter Operations/IT to identify problem accounts

- unbilled and underbilled water usage
- vacant homes with burst pipes
- incorrect water usage.





Perform site investigations to verify any loss of revenue and take action to correct all identified problems

- Recommend back billing for unbilled water usage to DWSD Billing
- Work with Meter Operations to correct the cause of the unbilled usage
- Initiate criminal action in specific cases
- Assist DWSD Collections in requested contacts and site investigations

Assist DWSD Legal with investigative needs



Respond to locations to prevent any breach of the peace at work sites when requested by any DWSD unit

REVENUE PROTECTION UNIT PRODUCTIVITY



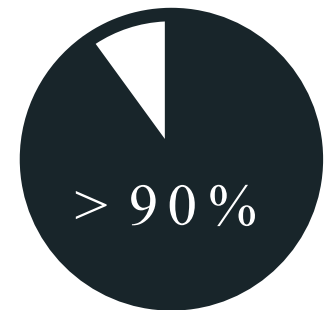
REVENUE IDENTIFIED CURRENT FISCAL YEAR

Back Billed	\$ 1,845,177
Future 12 Months	\$ 2,850,421
Water Loss Revenue	\$ 5,414,155
TOTAL	\$ 10,109,753



REVENUE IDENTIFIED SINCE INCEPTION (8/14/2017 TO PRESENT)

Back Billed	\$ 10,940,596
Future 12 Months	\$ 14,797,174
Water Loss Revenue	\$ 28,309,191
TOTAL	\$ 54,046,961



Collection Rate
for Back-Billed
Accounts
from RPU's
collaborative efforts
remain above 90%



Water & Sewerage
Department

SPECIAL PROJECTS DURING 1ST QUARTER OF 2025

- Repair and replace nonfunctioning Security Cameras and DVRs at CSF
- Equip all Security Officers with updated 800 MHz radios
- Train all officers in enhanced de-escalation and communication (verbal Judo, conflict resolution, managing aggressive individuals, tactical communication)
- Re-train all officers on legal aspects of use of force (understanding reasonable force, use of force continuum, legal liability and ethics)
- Train all officers on trauma care and bleeding control (tourniquet application, wound packing and pressure dressings, shock management, fracture immobilization)