

Operations

Ericka Meah, Chief Operations Officer

Metrics for July 2026



Maintenance & Repair: 4x10 Compressed Schedule Rationale



Purpose

To improve operational efficiency, employee work-life balance, and overall productivity, we are implementing a schedule change for the Operations Team.

Anticipated Improvement

- 1) Reduce Absenteeism
- 2) Enhance productivity tracking in CityWorks



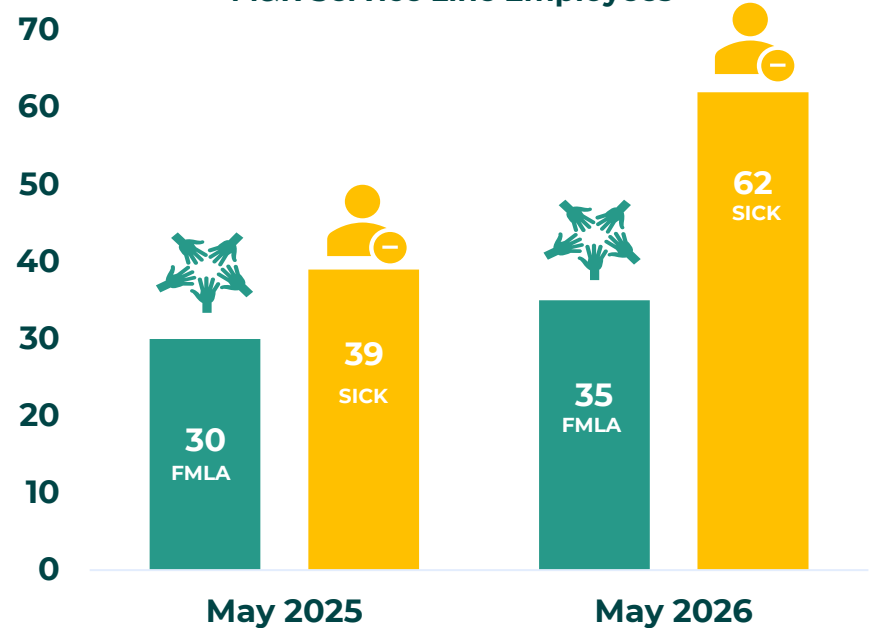
SHIFTS & TEAMS

Monday – Thursday or Tuesday – Friday
(4 Days, 10 Hours | 7:30 AM – 6:00 PM)

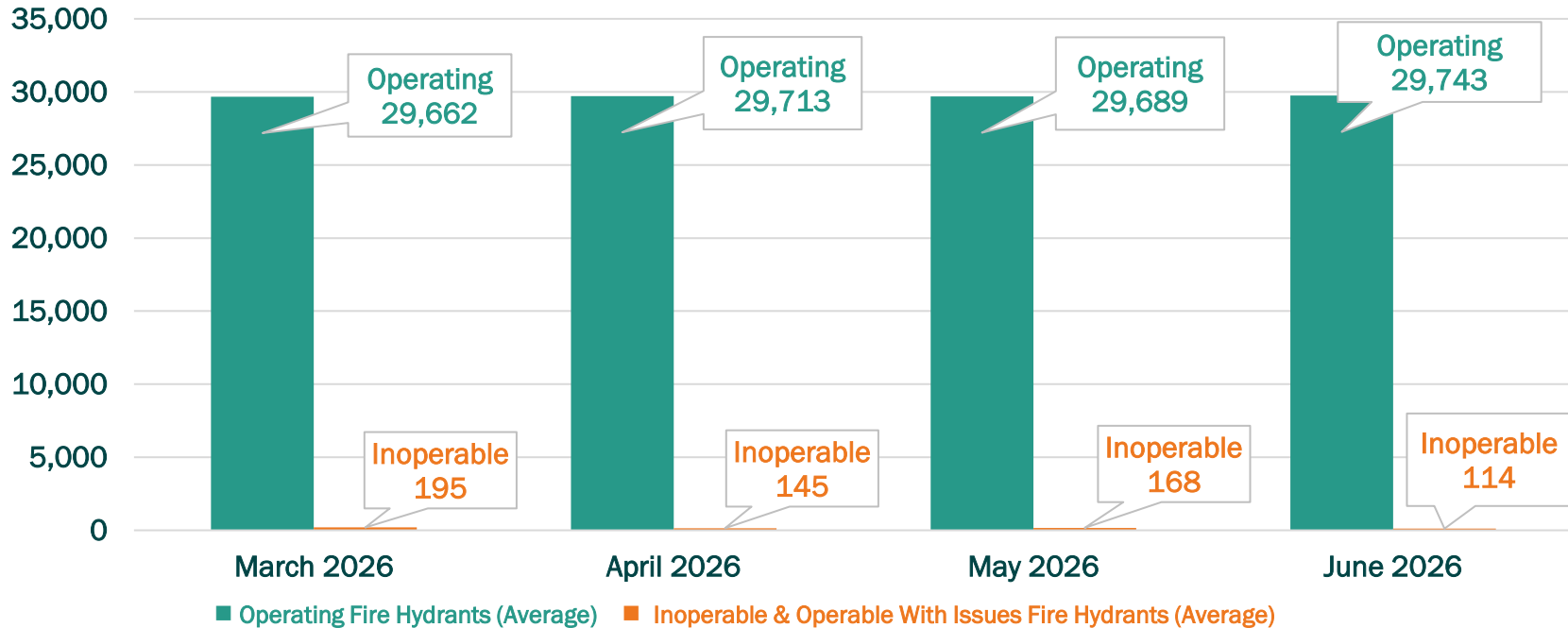
MARS | DART | SEWER
HYDRANTS/PITO | MISS DIG | LSLR

Effective: Monday, July 6, 2026 – Sunday, October 25, 2026
Holiday Week: Regular Work Schedule
(5 Days, 8 Hours)

FMLA & Sick Leave of Absence M&R Service Line Employees

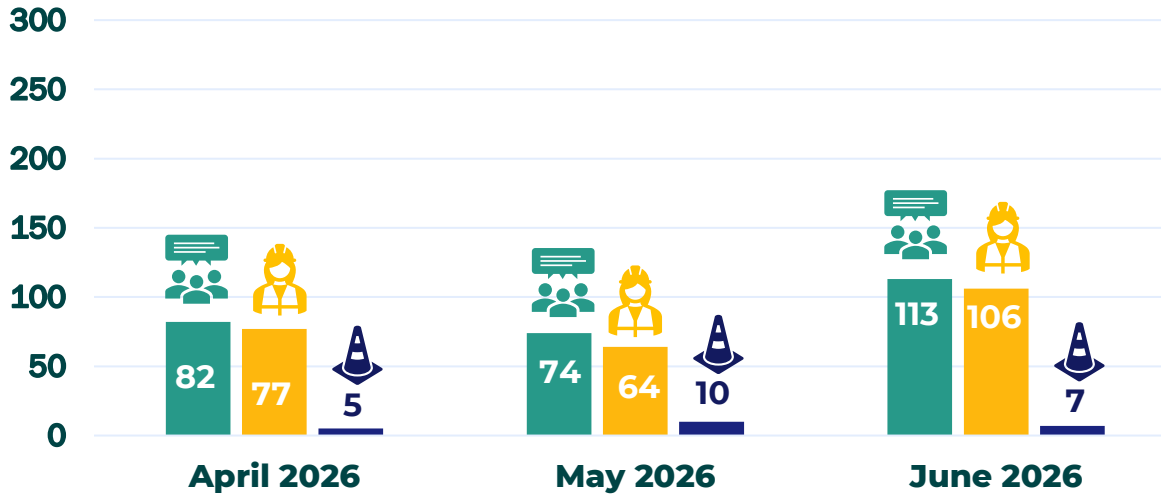


Maintenance & Repair: 30,000 Fire Hydrants Maintenance



- The Detroit Fire Department conducts three rounds of annual hydrant inspections from October - February.
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage.

Maintenance & Repair: Running Water



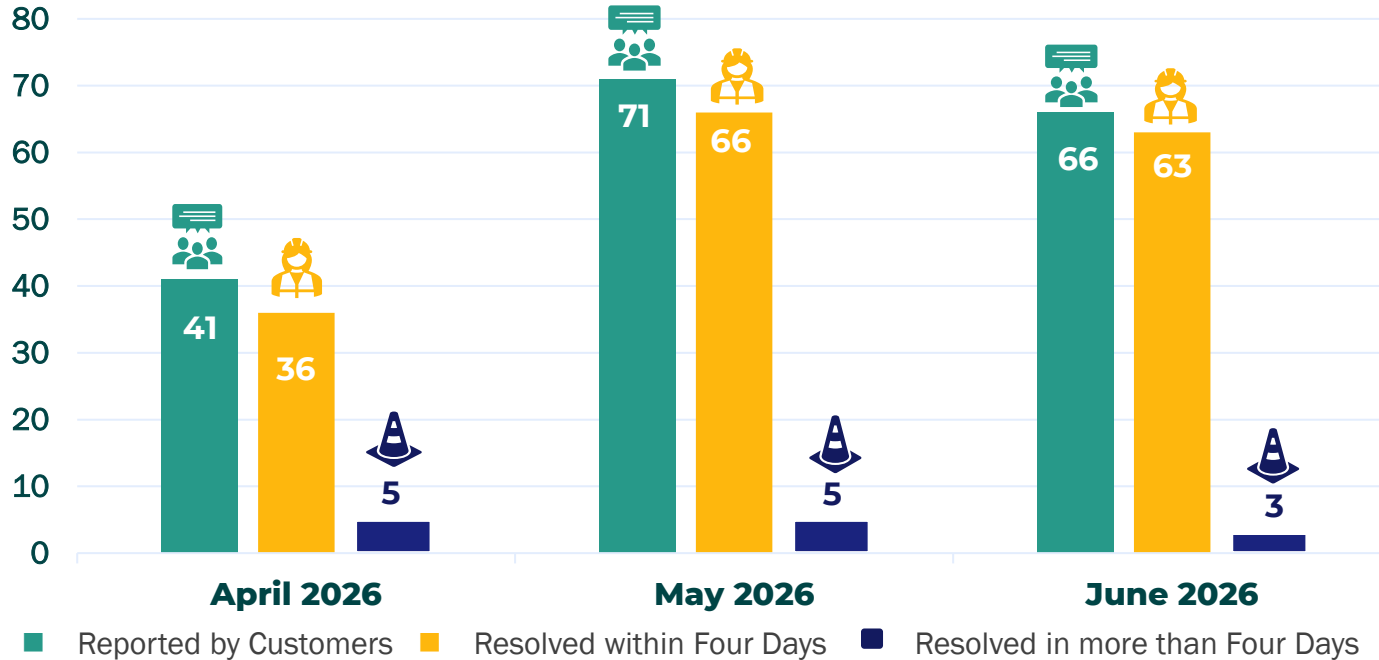
Types of Running Water Requests

- Investigate Running Water - When an address is unavailable and water is running - reported via Detroit Improvement App (SCF)
- Investigation Turn off Vacant-Reported Running water in a vacant property, with an available address.
- Resolved > 4 Days: Obstructions (i.e., cars, etc.)

■ Reported by Customers ■ Resolved within Four Days ■ Resolved in more than Four Days

- The Minor Asset Repairs Section (MARS) within Maintenance & Repair is resolving most service line issues within four days.

Maintenance & Repair: Water Main Breaks



Water Main Breaks Resolved > 4 Days:
Obstructions, Blind Leaks, Business Coordination

- Water service outages and major thoroughfares are the priority.

Maintenance & Repair : 8,000 Annual Catch Basin Cleaning



- Catch Basin Cleaning program April - December
- We are thankful to the Sewer Team for their efforts to reduce flooding in our neighborhoods.

Maintenance & Repair: 600 Miles Annual Sewer Cleaning

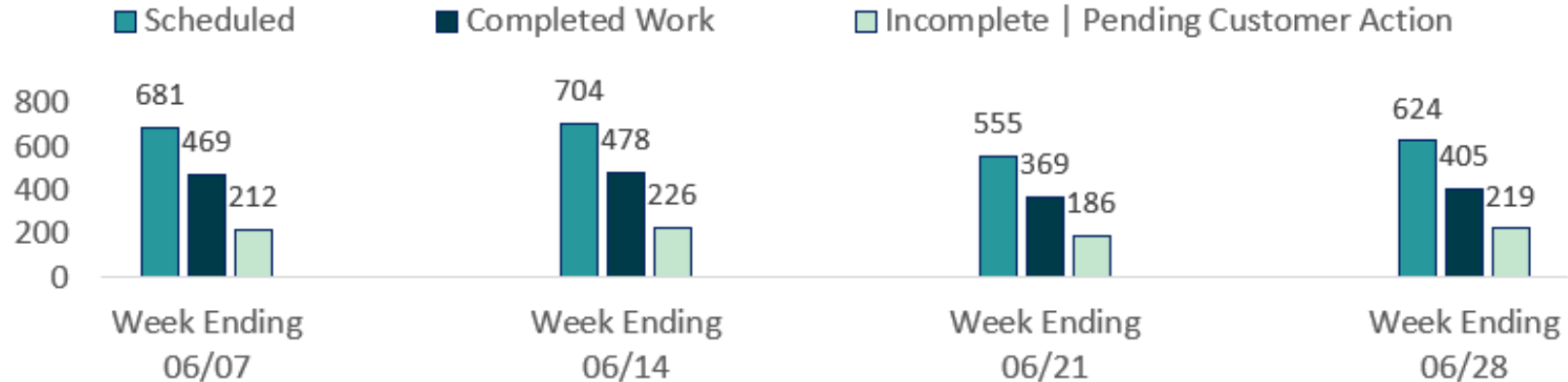


- The Sewer Team has for the second-straight year exceeded the 600 miles cleaned goal for local sewers of 24-inches in diameter or less.
- Annual sewer cleaning on a 5-6 year rotation for the entire local system is the best action DWSD can take to improve capacity for rain and snowmelt events.

Meter Operations: Installations



Scheduled Work

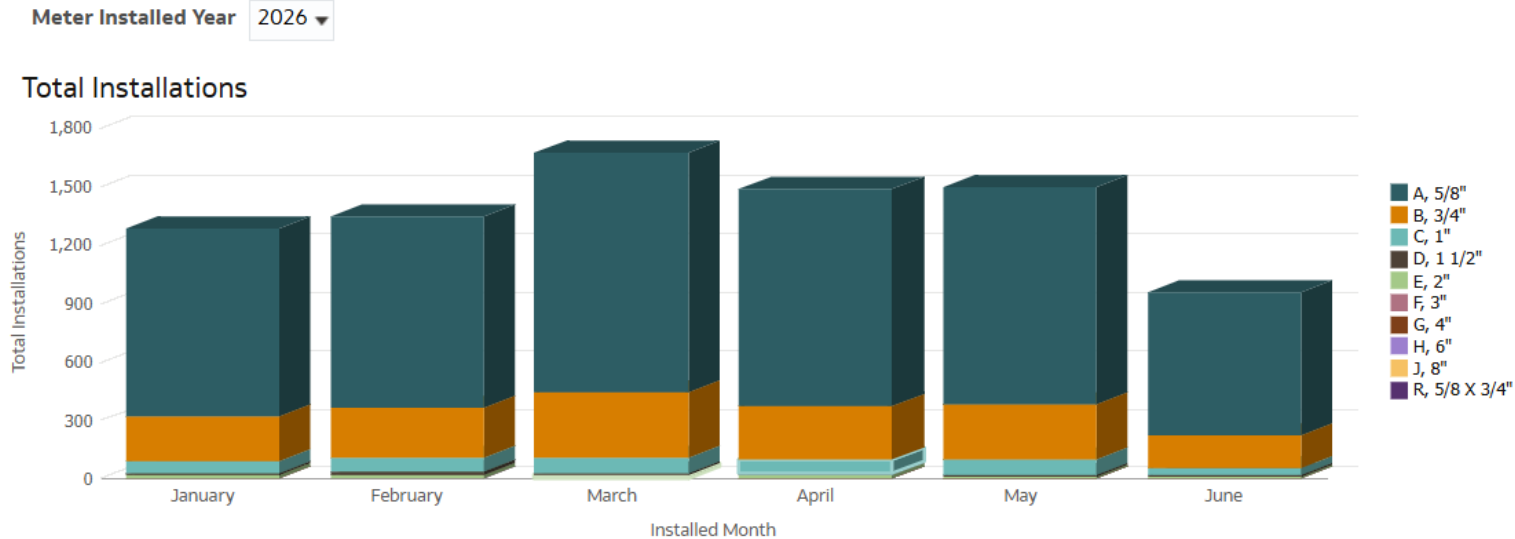


- Scheduled Meter Appointments average 650 work orders weekly.
- Although Pending Customer Issues exist for some.
- Meter Appointments are available to customers in 7 days or less for all districts.

Meter Operations: Installations



Installed 8,262 Meters to Date (Annual Goal = 12,000)



- DWSD technicians install or exchange more than 300 water meters every week.
- **Installations** = new meter equipment; **Exchanges** = existing meter equipment.
- 59 “new service accounts” were installed Jan 1, 2026 – June 30, 2026.

THANK YOU!

- **PROFESSIONAL ADMINISTRATIVE ANALYSTS**

- Adams, Damon
- Jones, LaToniya
- Lewis, Rita
- Syrkett, Keith
- Taylor, Linda

- **BUSINESS ANALYST**

- Williams, Dion

- **PROJECT MANAGER**

- Calloway, Kimberly
- Fielder, David
- Pantoja, Dominique
- Ridgeway, David





Water & Sewerage
Department

THANK YOU!

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For more information visit: www.detroitmi.gov/dwsd

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