

Director's Report

April 19, 2023



Water & Sewerage
Department



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Director Gary Brown's Message To The Board

- The construction season has officially started, although several projects worked through winter.
- Restorations of work preformed at the end of last year, as well as during the winter, has begun this month thanks to the warmer weather, including for lawn restoration and hard surface restorations.
- Typical restoration season is April – October.

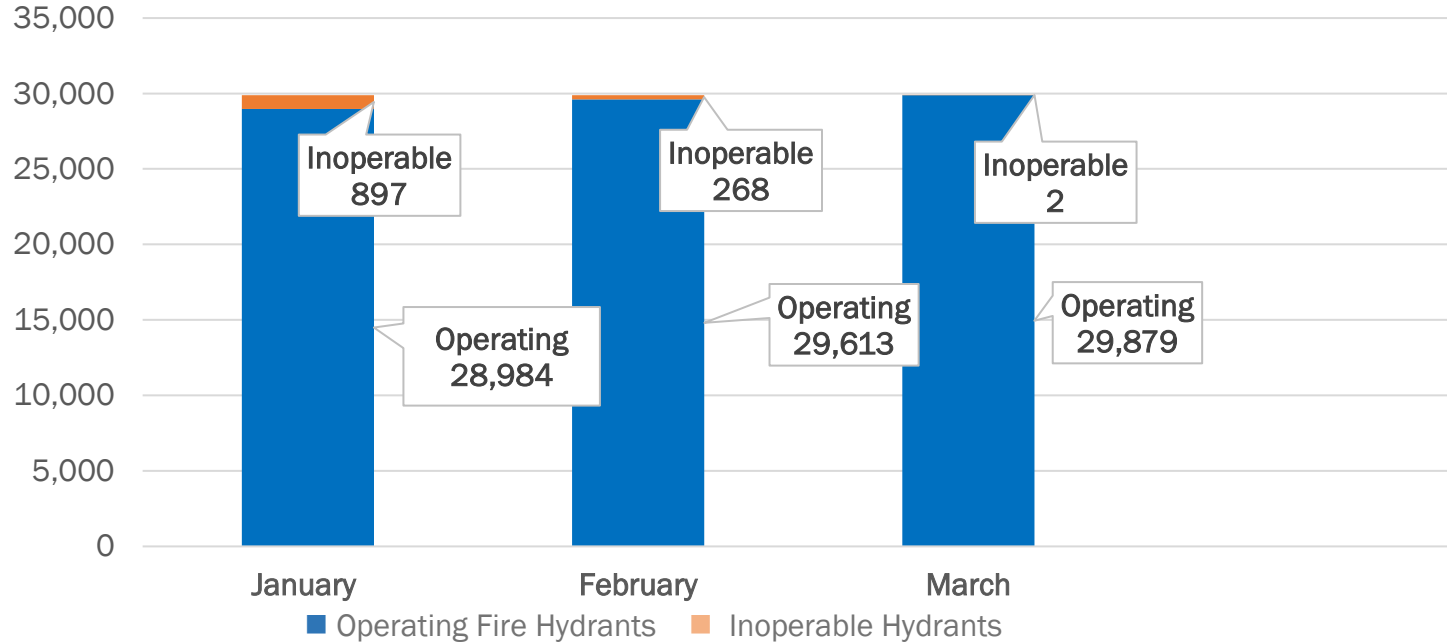


Field Services

Sam Smalley, Chief Operating Officer



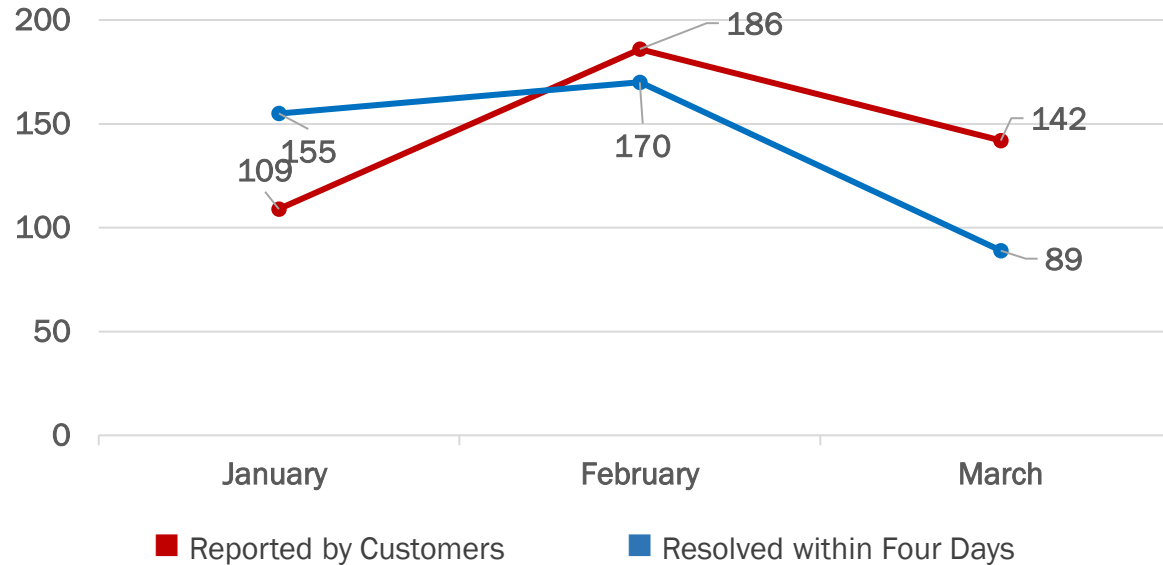
Field Services: Fire Hydrant Maintenance



- Historically low number of Inoperable Hydrants.
- Special thanks to Anil Gosine, the Hydrant Team, and Major Contracting for their extraordinary work in bringing the number of inoperable hydrants down so fast on the heels of the Detroit Fire Department's semi-annual inspections.

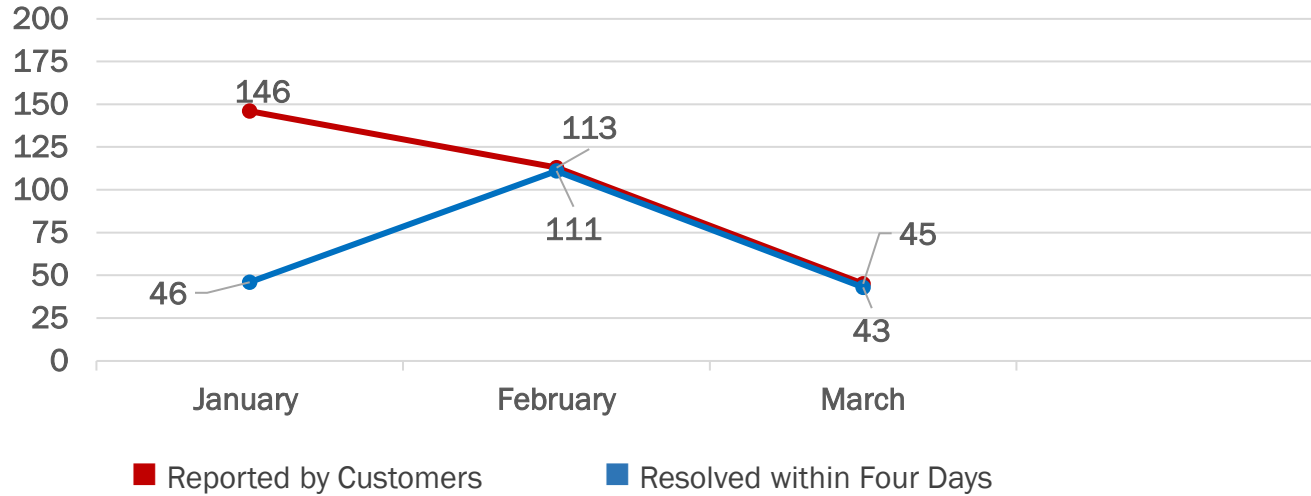


Field Services: Running Water



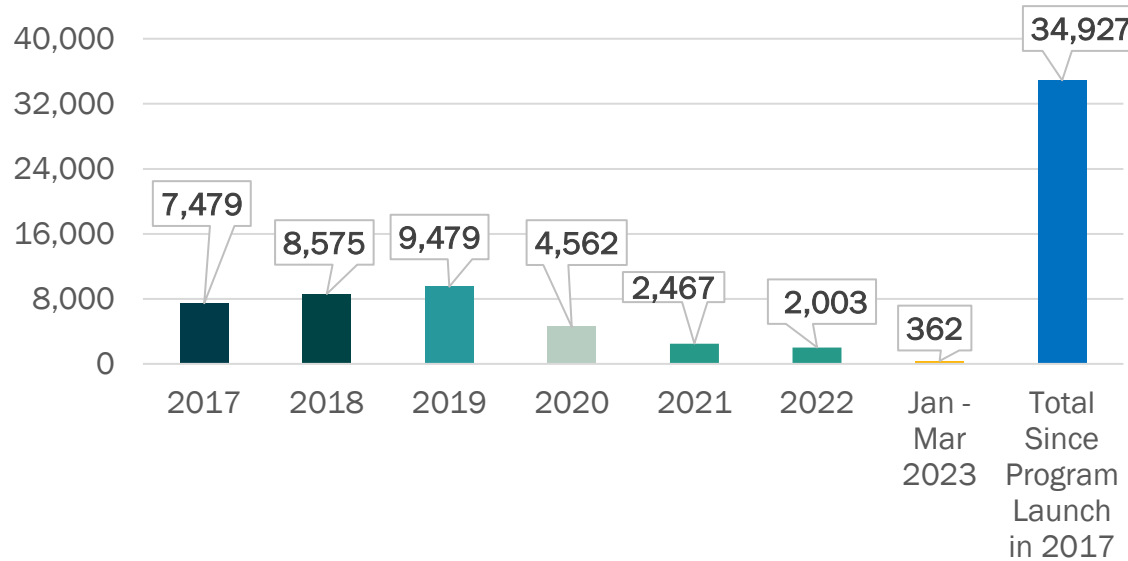
- The MARS team continues to have high productivity in addressing water service line work orders.

Field Services: Water Main Breaks



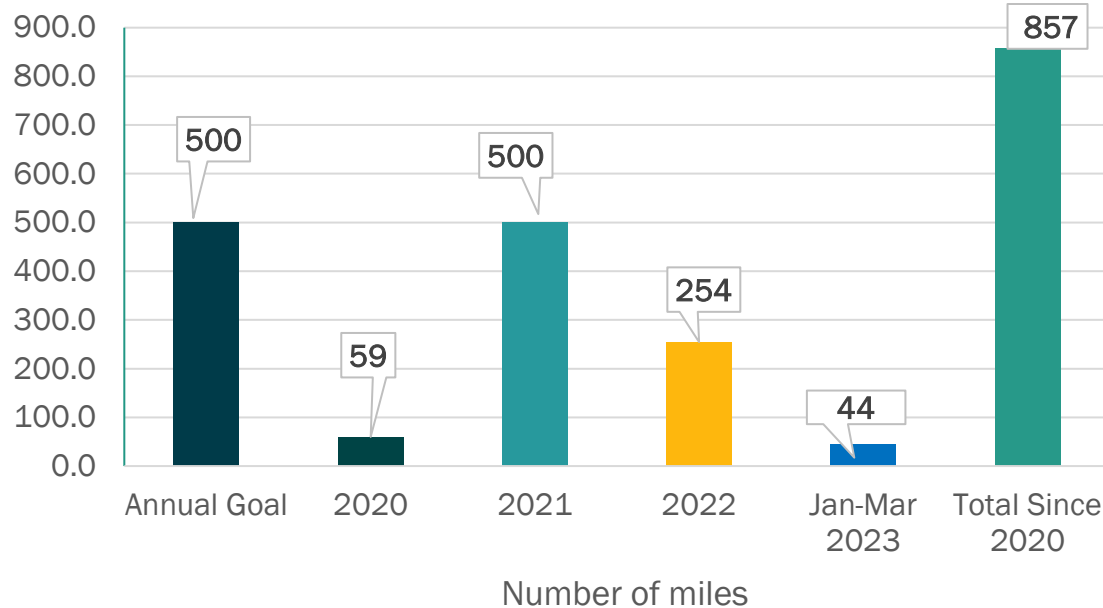
- DWSD continues to have very low number of active breaks We currently stand at seven (7) active water main breaks as of April 19, 2023.

Field Services: Catch Basin & Inspection Cleaning



- Sewer and Catch Basin team will be receiving a large proportion of the number of additional Field Service Technicians starting in July with the FY24 budget.
- Blocked basins have been a significant concern for our customers and we hope to increase number of cleaned basins to at least 3,000 this year.

Field Services: Sewer Cleaning



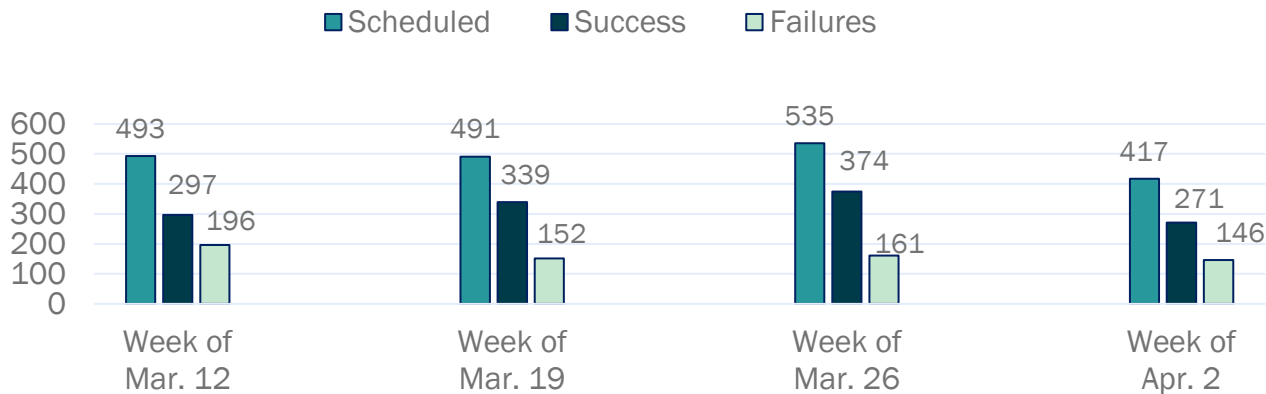
- Our goal is to clean at least 500 miles of DWSD's 2,400 miles of sewer mains 24-inches and smaller.
- We have the equipment and will populate with additional Field Services Techs starting in July.
- We also have started our preventive maintenance contractor this year.

Meter Operations

Sam Smalley, Chief Operating Officer

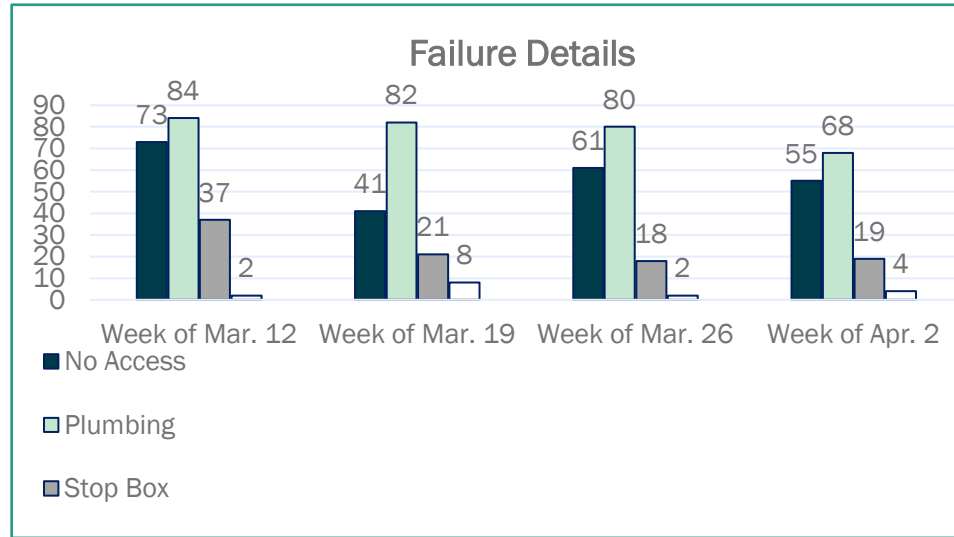
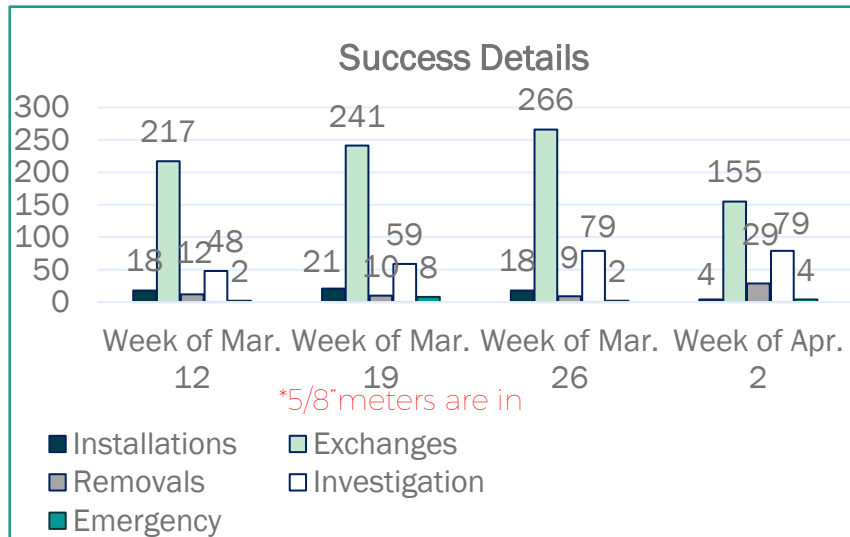


Meter Operations: Scheduled Meter Work



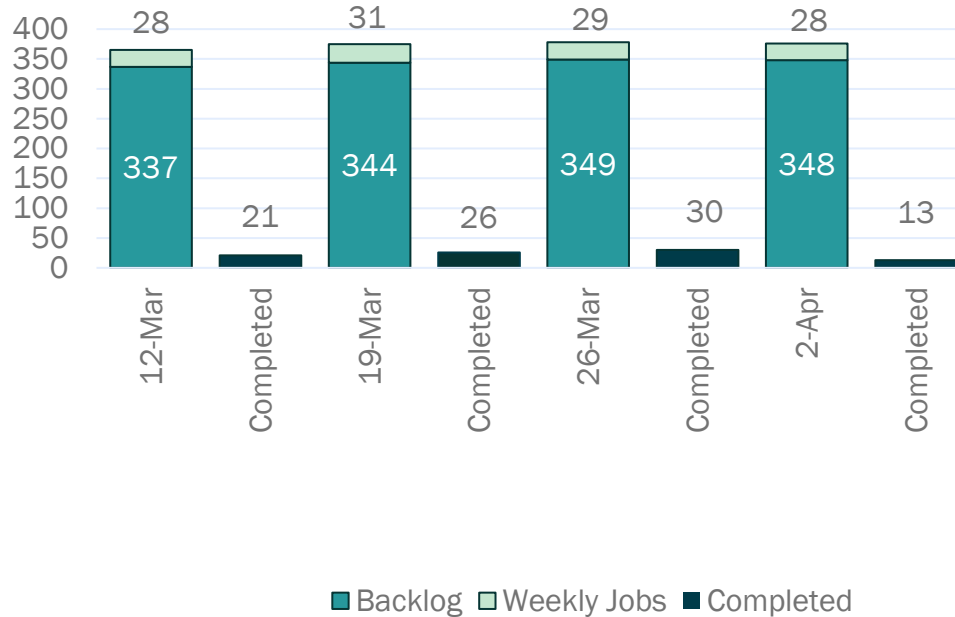
- 67 of 67 templates or straight pipes installed when 5/8-inch meters were commercially unavailable have been replaced with meters.
- We have received several large shipments of small meters and supply chain issues with meters appear to be easing.

Meter Operations: Scheduled Meter Work



- We're successful on a little more than 50% of our appointments.
- Plumbing issues are a large source of failure.
- We now have a plumbing contractor scheduling next day appointments for homes with minor plumbing work at the meter assembly location.

Meter Operations: Real Estate Reads



- Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation, emergency repairs and real estate closing reads.

Investigations

Sam Smalley, Chief Operating Officer

Investigations: Results



565

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2022

Money Owed to DWSD
identified by Investigators

\$3,799,728

Total since July 1, 2022

\$624,581

Back billed

\$1,559,892

Future owed in 12 months

\$1,615,255

Water loss

Revenue Identified Since
Investigation Unit Began

\$28.5M

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



2

Cases resolved in March 2023

0

New cases filed by DWSD

1

New cases filed against DWSD

22

Pending cases handled in-house
Collections actions: 13
Defended cases: 9

Damage Claims

292

Number of Pending Damage Claims

50

Number of Damage Claims Received in
March 2023

\$111,196.83

Total Amount of Claims

\$0

Total Settlements Offered
in March 2023

- The OGC filed a motion for summary disposition in a case and the court ruled in DWSD's favor and dismissed the City of Detroit and all DWSD representatives from the case.
- The OGC filed two motions for its two cases in 36th District Court. The court for both cases ruled in DWSD's favor.
- The OGC was involved in a Motion for Temporary Restraining Order filed and the court ruled in DWSD's favor to deny the plaintiff's motion.
- The OGC brought in \$192,219.81 from three long time delinquent commercial customers.

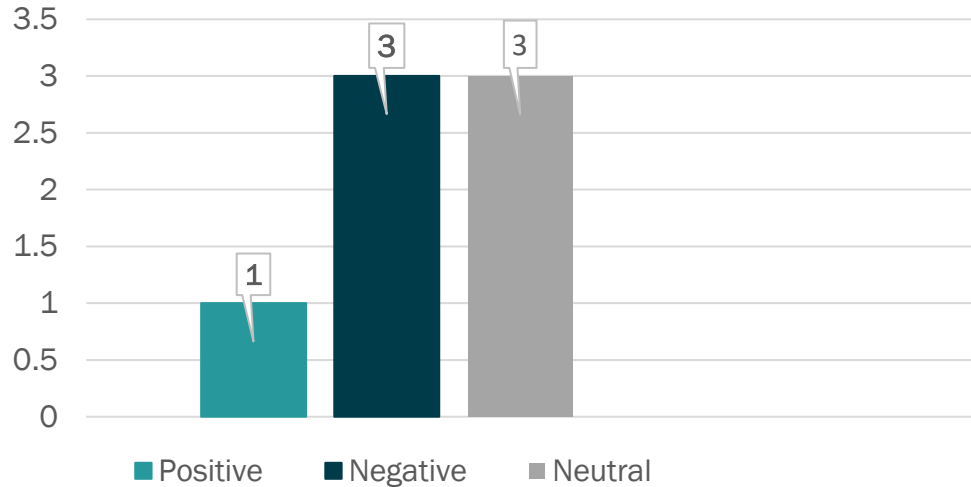
Public Affairs

Bryan Peckinpagh, Public Affairs Director



Public Affairs: Positive vs Negative News Stories

DWSD News Coverage: March 1 – 31, 2023



In March 2023, there were six news stories mentioning DWSD. One story covered the Great Lakes Water Authority's (GLWA) revised Water Residential Assistance Program (WRAP) and highlighted DWSD's Lifeline Plan. Four neutral stories covered the Wayne County judge's ruling to dismiss the class action lawsuit against DWSD and GLWA for the June 2021 rain event. Two negative stories featured fire hydrants in need of repair and street flooding in Detroit.

PLEASE NOTE: For this metric, each story/interview is counted once regardless of how many times it was published/aired.

Public Affairs: Social Media Activity



7

New Facebook Followers

9,137

Total Followers on Facebook

101

Engagement on Facebook



-1

New Twitter Followers

1,920

Total Followers on Twitter

182

Engagement on Twitter



29

New Instagram Followers

1,892

Total Followers on Instagram

31

Engagement on Instagram

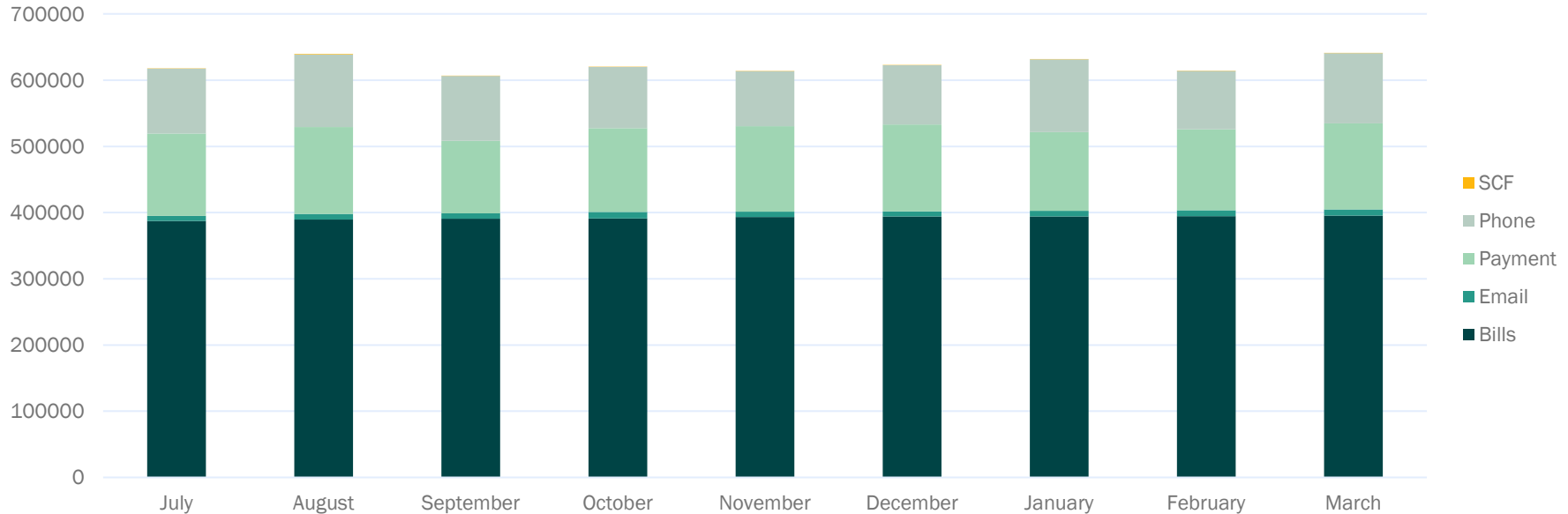


The DWSD Public Affairs team gained **35** new followers on social media in March 2023, bringing the total number of followers to **12,974**. In addition to the metrics above, Facebook saw a total of **6,722** impressions and **139** link clicks for the month. The top performing Facebook post was on how to access DWSD services, and the top Twitter post was the In the Flow, Did You Know video about catch basin education.

Information Technology

Paul Fulton, Director of Applications

Information Technology: Facilitated Customer Contacts



This represents:

- Number of contacts between a customer and DWSD that is supported, initiated or received by an IT managed system.
- The higher percentage of transactions handled by automated systems reduces the overall spend required to handle the volume of customer contacts.

Background

- IT reviewed the configuration of the phone system and identified an area that can consolidate or eliminate multiple systems that perform similar functions.

Goal

- Reduce complexity and cost in automated systems by streamlining IVR Call flow and functionality.

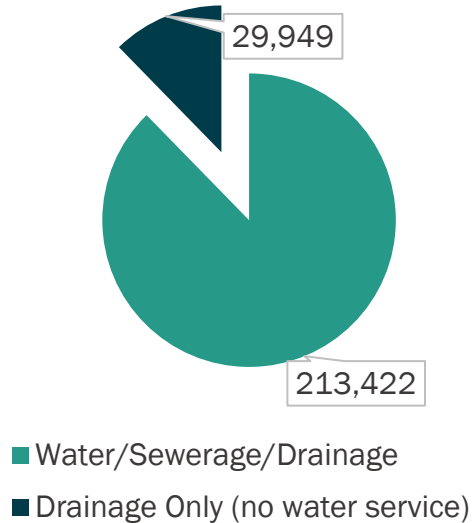
Improvement

- Eliminated the need for two IVR phone systems through consolidating IVR Payments into the BrightPattern solution. This resulted in eliminating one contract.
- Investment ~\$120k with an annual savings of approximately \$150k - \$200k. Investment is paid back within nine months.

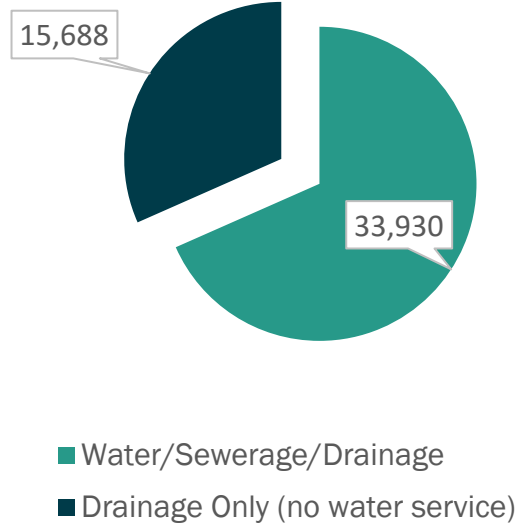
Customer Service

Customer Service: Number of Active Accounts

Active Residential Accounts



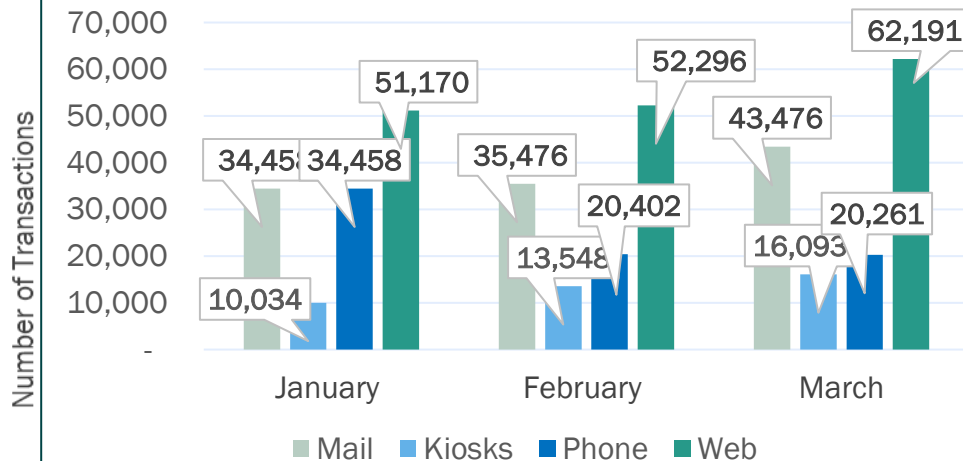
Active Non-Residential Accounts



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

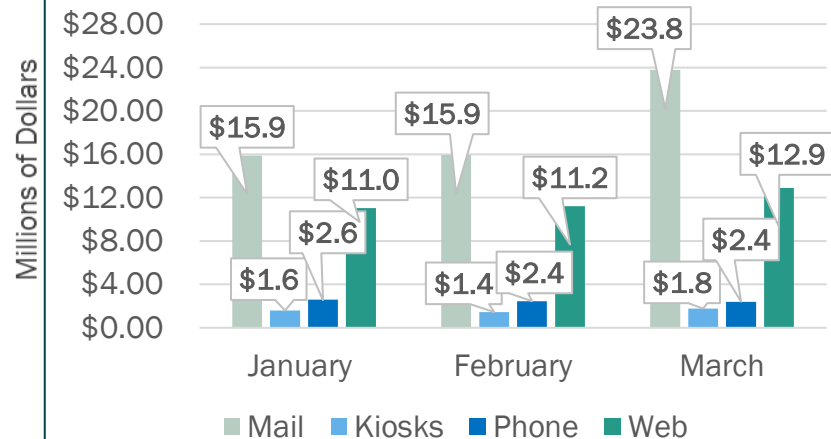
Customer Service: Transactions

Payment Transactions by Platform Type



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 mydwdsd@detroitmi.gov.

Revenue Collected by Platform Type



Lifeline Plan – Protected From Shut Off



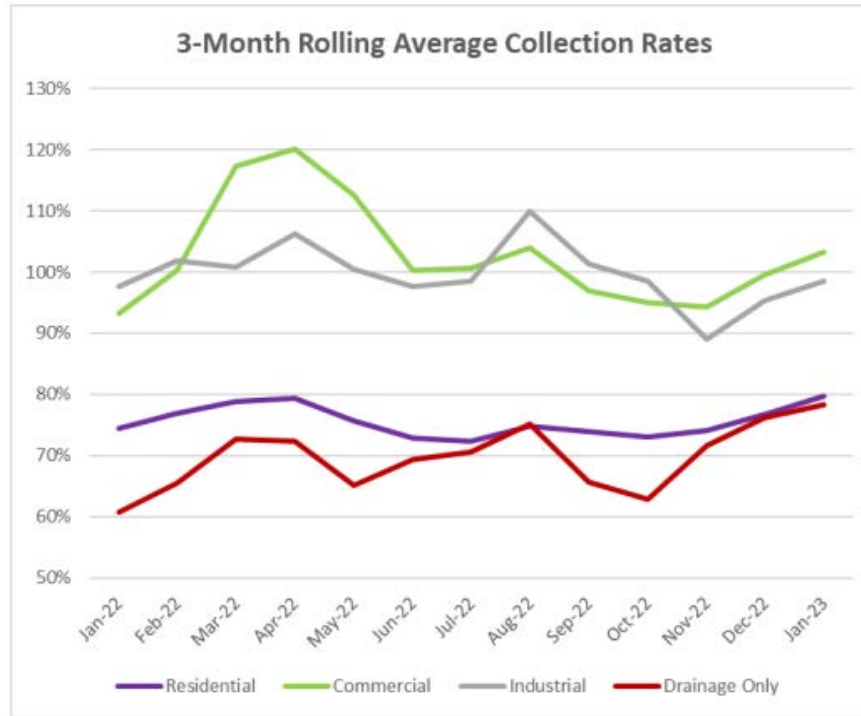
Protected From Shut Off	Total
Enrolled in the Lifeline Plan*	14,642
Enter into the 10/30/50 Plan	3,093
Applications for Lifeline Plan Pending Approval	2,952
Total Number of Households Protected	20,687

*\$11.4M in arrears and gap payments

Finance

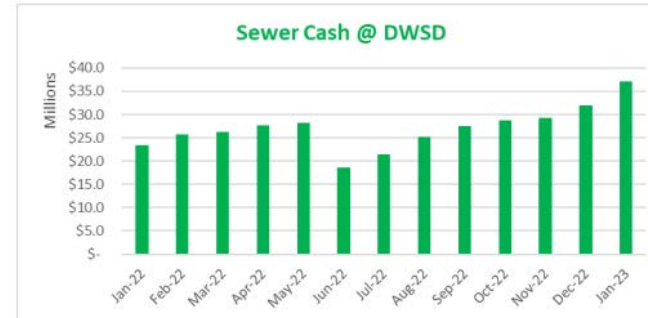
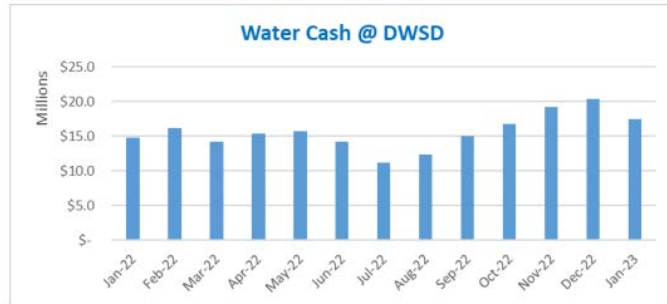
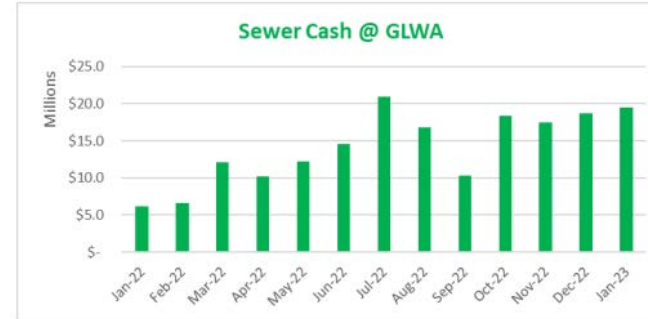
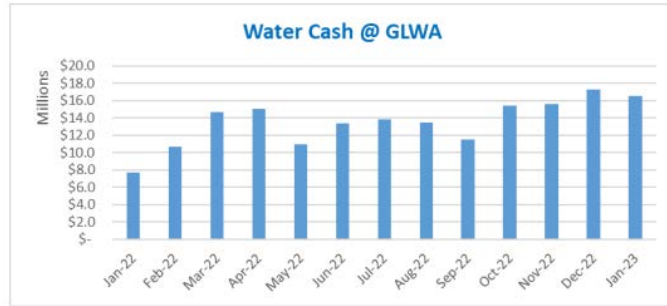


Finance: Collection Rates



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

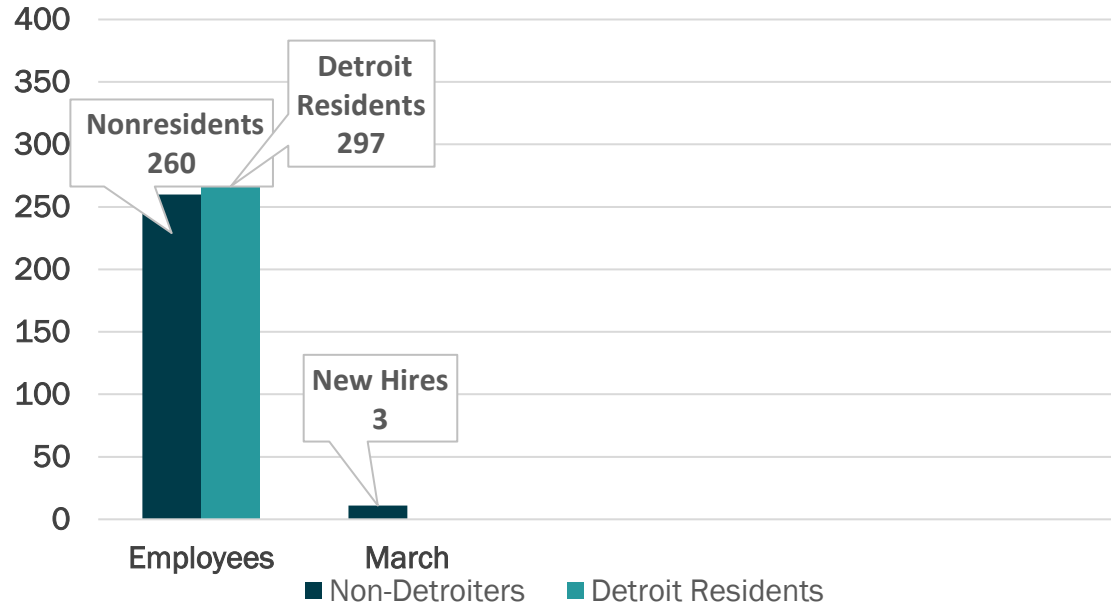
Finance: Cash Balance



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Human Resources

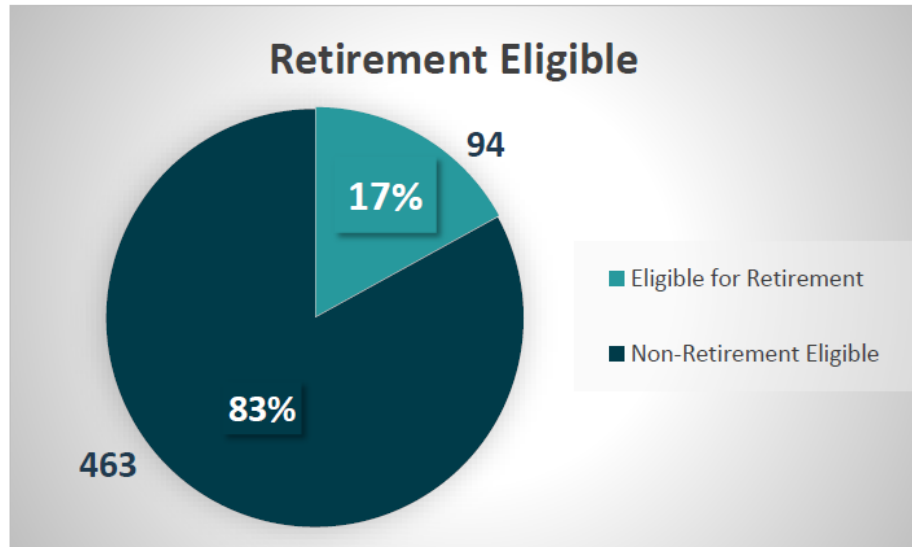
Human Resources: Detroit Residents and Hiring



Total = 557 Employees
***Detroit Residents – 53%**

- DWSD hired 3 new employees (1 new hire, 1 re-hire, 1 transfer from another City department).
- Thirteen (13) employees left DWSD (resignation, retirements, termination).
- There were 34 open positions as of March 24 and 18 open positions as of April 3.

Human Resources: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	43
10 YOS/60 years old (Legacy)	50
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	1
TOTAL	94

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1. 2014

- Seventeen percent (17%) 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)
03/22/2023	Detroit At Work March- Workforce Wednesday Job Fair	Durfee Innovation Society Auditorium 2470 Collingwood St. Detroit	52	
03/29/2023	Detroit At Work March Job Fair – <i>Every last Wednesday of the month</i>	14117 E. 7 Mile Road Detroit	35	
04/01/2023	Returning Citizens Job Fair	Union Carpenters & Millwrights Skilled Training Center 11687 American St. Detroit	50	

During the month of March and early April, Human Resources:

- Participated in three job fairs including a Returning Citizens recruitment event.
- The candidates seen will be used as a pipeline for our upcoming 45 Field Services Technician positions in the FY24 budget.