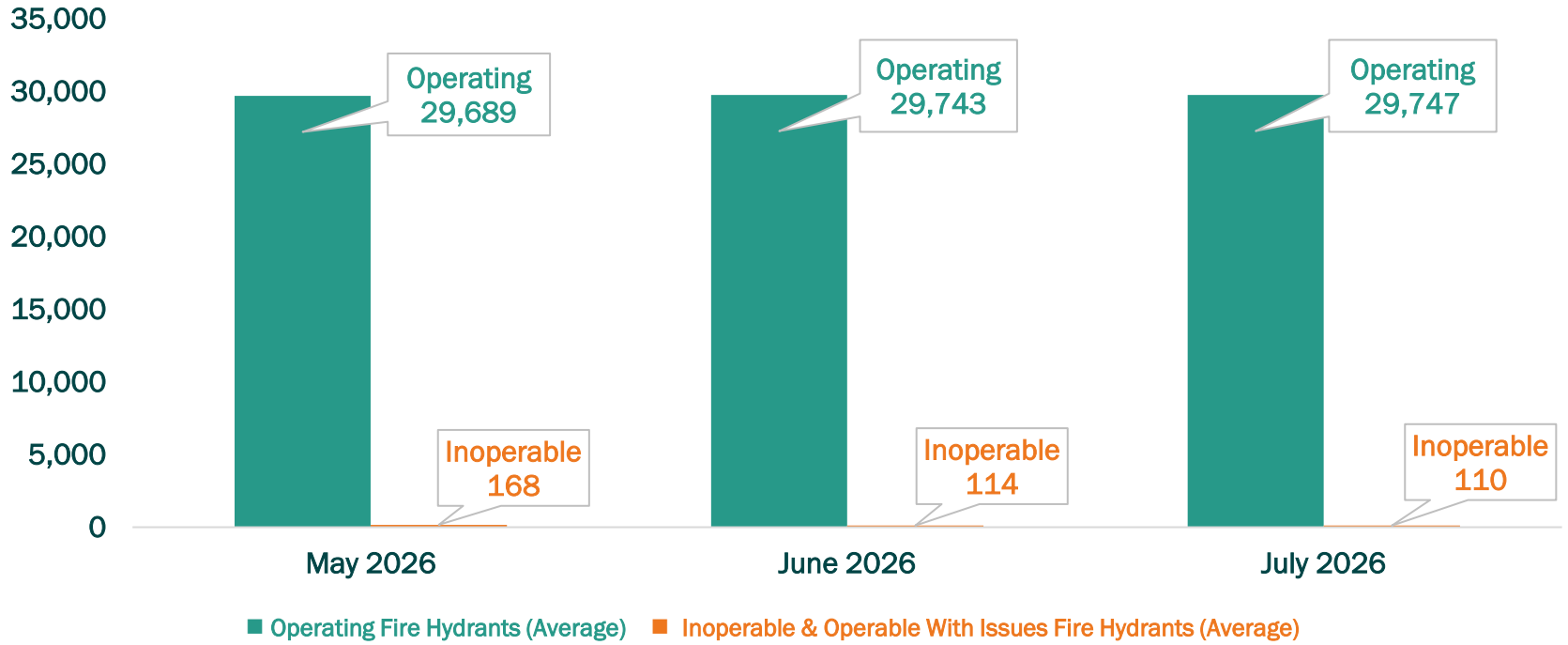
Operations

Ericka Meah, Chief Operations Officer

Metrics for August 2026

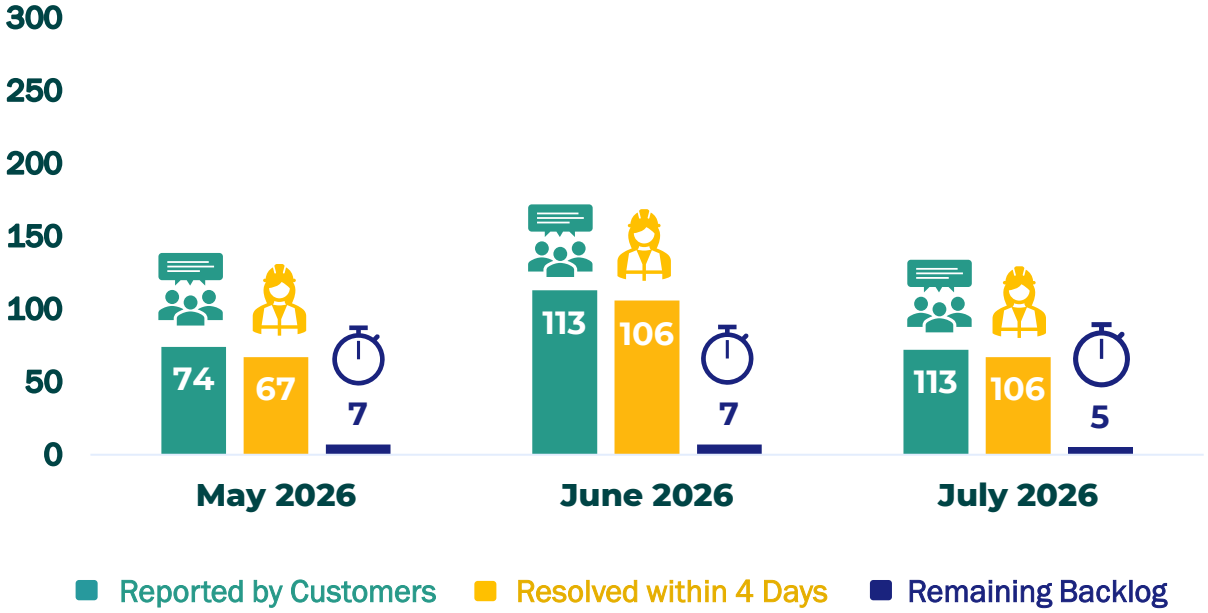
CITY OF DETROIT
Water & Sewerage Department

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

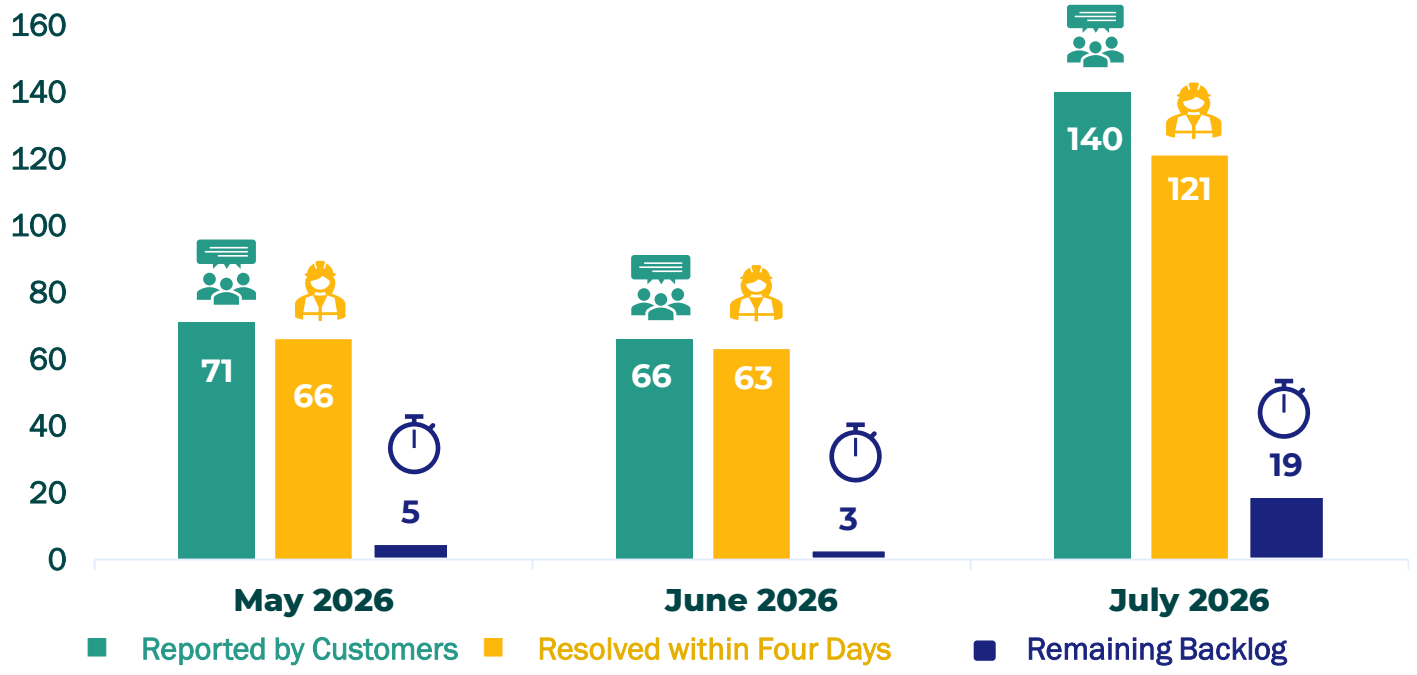


Types of Running Water Requests

- 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.

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

Maintenance & Repair: Water Main Breaks



- Water service outages and major thoroughfares are the priority.

Maintenance & Repair : 8,000 Annual Catch Basin Cleaning

DWSD has over 90,000 Catch Basins

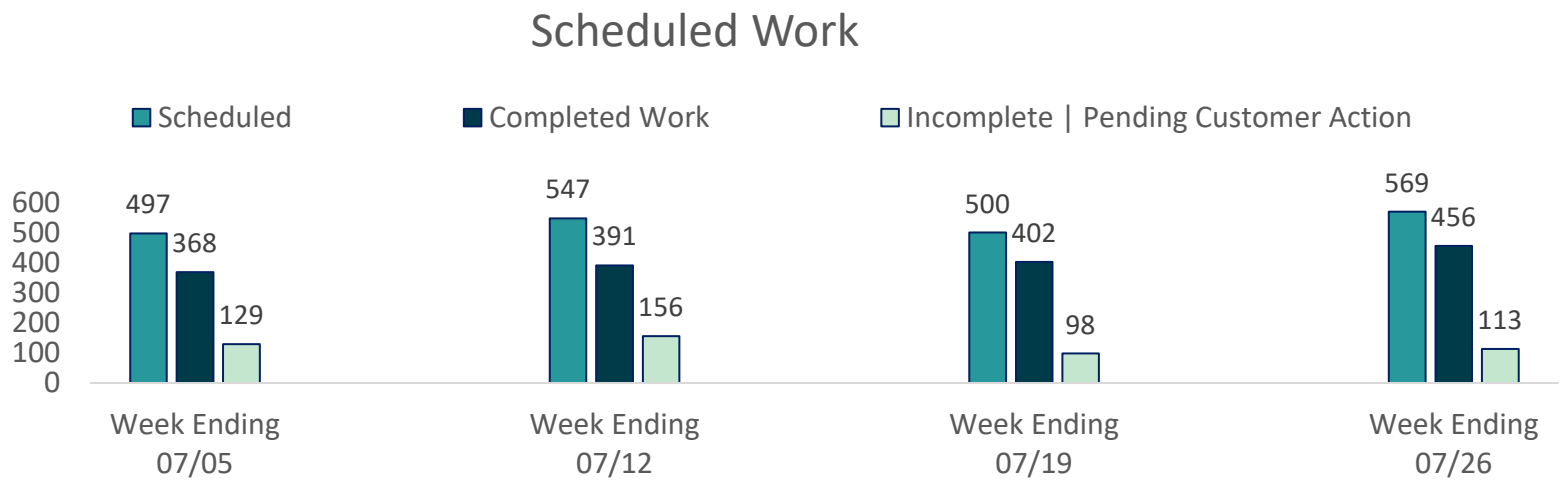
- This program cleans approximately 9% of the system yearly.
- The program starts in April and runs thru November.

- We are thankful to the Sewer Team (DWSD & Contractor Support) on 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.

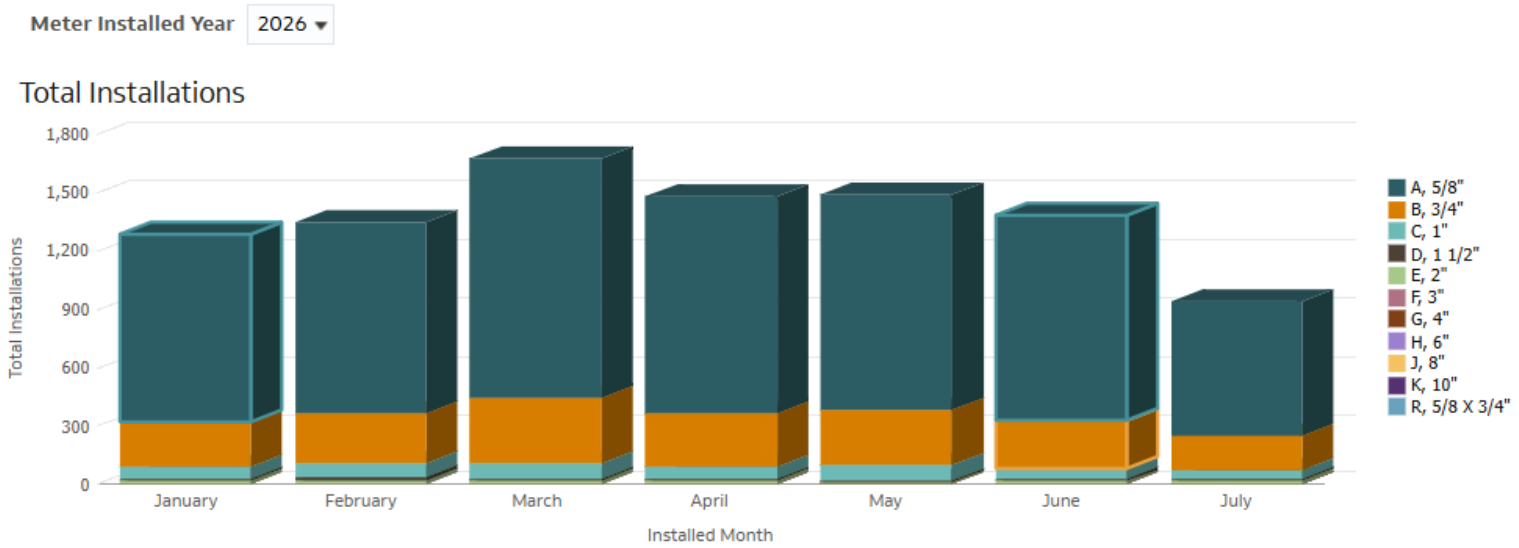
Meter Operations: Installations



- Scheduled Meter Appointments averages 550 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 9,607 Meters to Date (Annual Goal = 12,000)



- Normally every week, DWSD technicians install or exchange an average of 300 water meters.
- Due to extreme temperatures and air quality, we experienced a significant dip for July meter installs.
- New service accounts are metered weekly showing growth in the City of Detroit.

THANK YOU!

- **MAINTENANCE PLANNER**
  - Blair, Sonia
  - Bond, Michael
  - Boyd, Konshawntas
  - Gray, Erma
  - Ighilanassaf, Saledheddine
  - Simpson, Melva
  - Roberts, Tashara
- **DISPATCHERS**
  - Brooks, Wesley
  - Kennedy, Karen
  - Lawson, Angel
  - Manning, Terrance
  - Northup, Jamila
  - O'Neal, Tiara
  - Smith, Leslie
  - Smith, Kyra
  - Thomas, Crystal
  - Washington, Nakia
- **CUSTOMER SERVICE SPECIALIST**
  - Ackerman, Ella
  - Cole, Sybil
  - Gray, Markia
  - Love, Raquel

THANK YOU!

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

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