



# **DIRECTOR'S REPORT**

## **February 15, 2017**

# Table of Contents



■ Department Update from Director Gary Brown	3
■ Metrics:	
■ Customer Care	4
■ Finance	18
■ Field Services	23
■ Legal Services	31
■ Public Affairs	34
■ Information Technology	38

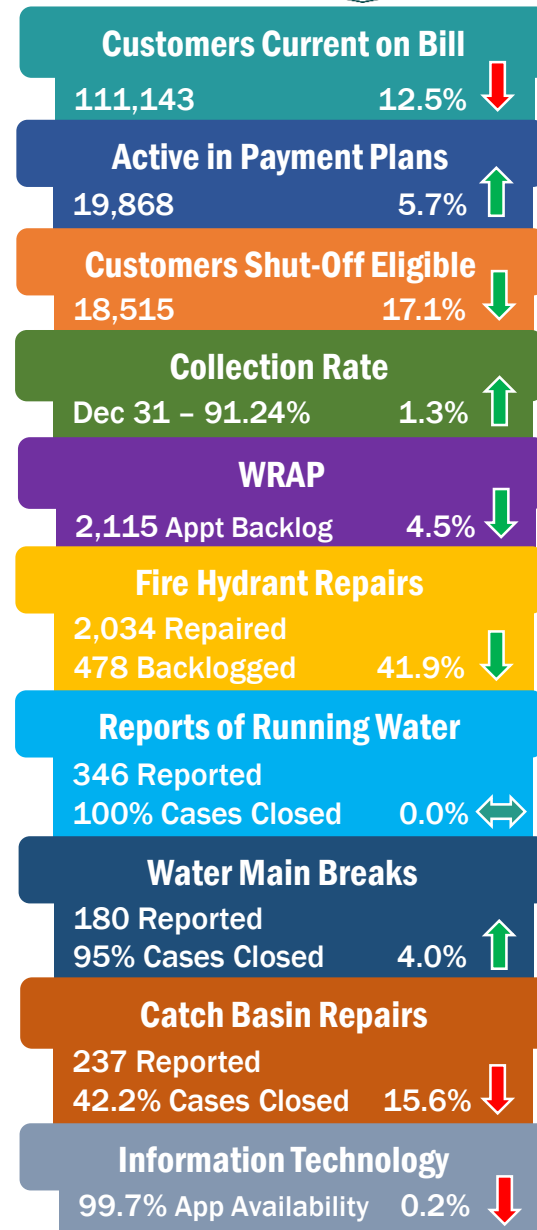
# Director's Update

## Recent Actions and Events:

- The Detroit Water and Sewerage Department (DWSD) hosted a One Water Listening Session on January 31, 2017, sponsored and organized by the U.S. Water Alliance to create a nationwide strategic plan for water infrastructure.
  - Participants included DWSD staff and contractors, government officials, community advocates, national experts, and foundation staff.
- The Drainage Charge and Credit Program will phase-in impervious acreage rate for the industrial customers this month, to reflect on their March bill.
- The lead and drinking water team, consisting of subject matter expert, Elin Betanzo, and staff from Public Affairs and Field Services, is publishing a new "Lead and Drinking Water" informational brochure to educate residents.
- DWSD is in collaboration with The Nature Conservancy and the Erb Family Foundation to develop and launch a public online map of green infrastructure projects throughout the city, whether City-sponsored or privately funded.

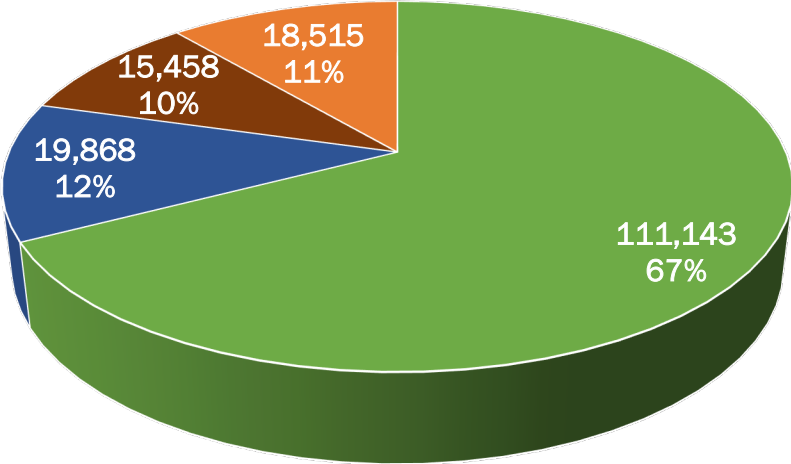
## Upcoming Actions and Events (February - March):

- The availability for DWSD customers to conveniently pay at more than 30 kiosks is expected to launch in March, pending internal testing.
- The Drainage Charge and Credit Program will mail notification letters to owners of approximately 21,000 commercial parcels regarding their transition to the impervious acreage rate taking place in April.
- Customer notifications for water and sewer repairs using newly designed door hangers is targeted to be implemented.
- Customer Service and the Information Technology staff, and a TechTown-based startup, are continuing work on a mobile customer portal.



# Customer Care

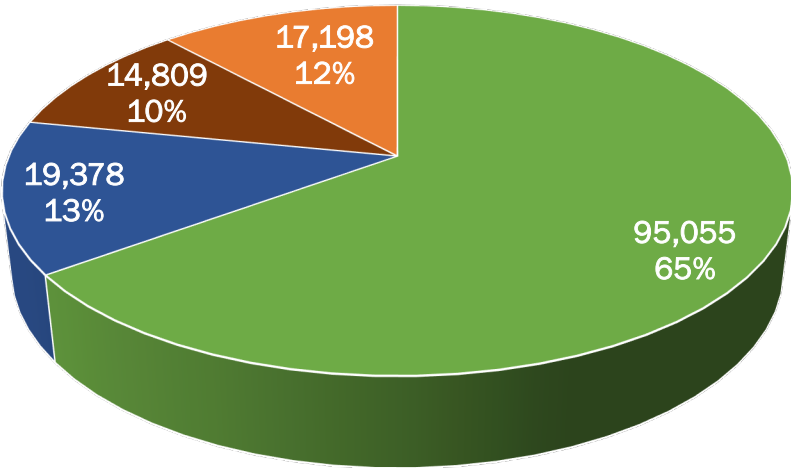
# Customer Care: Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

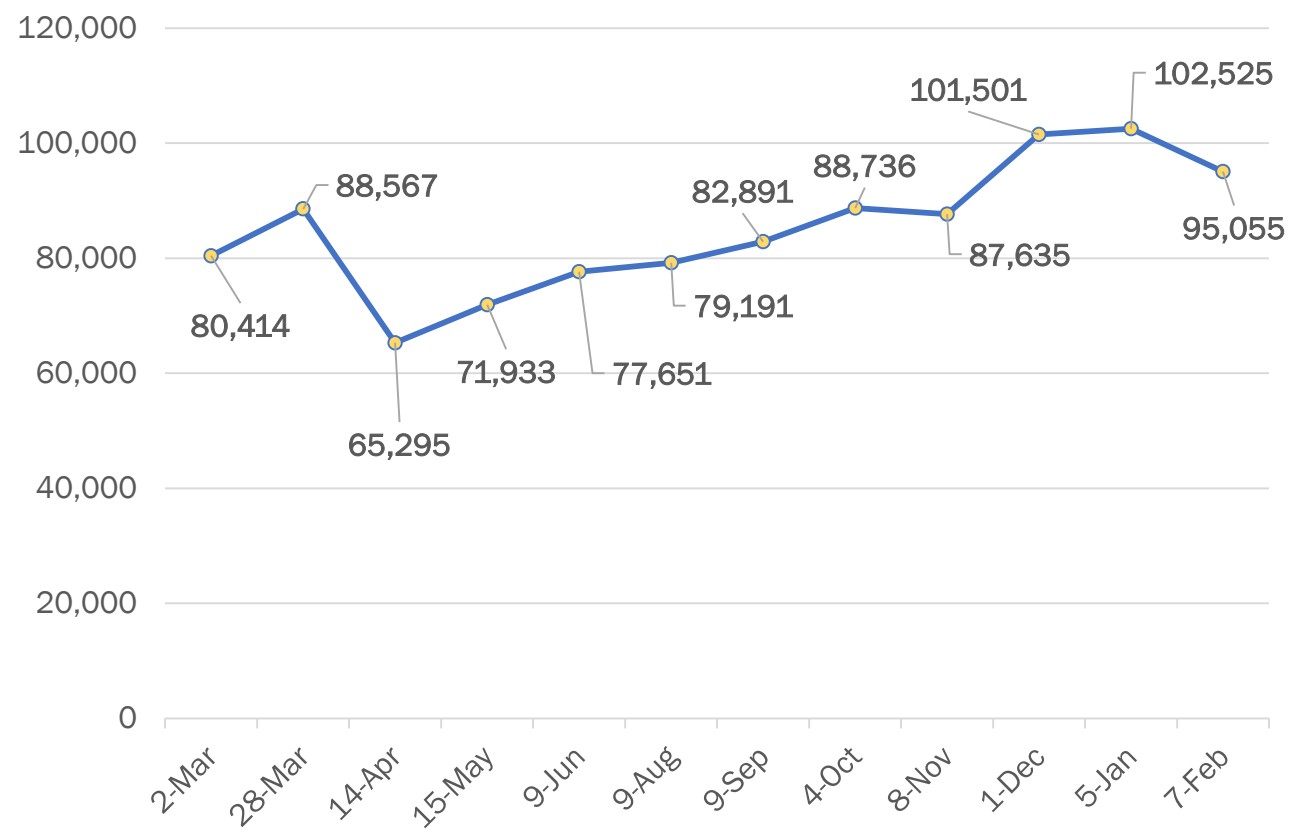
# Customer Care: Residential Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

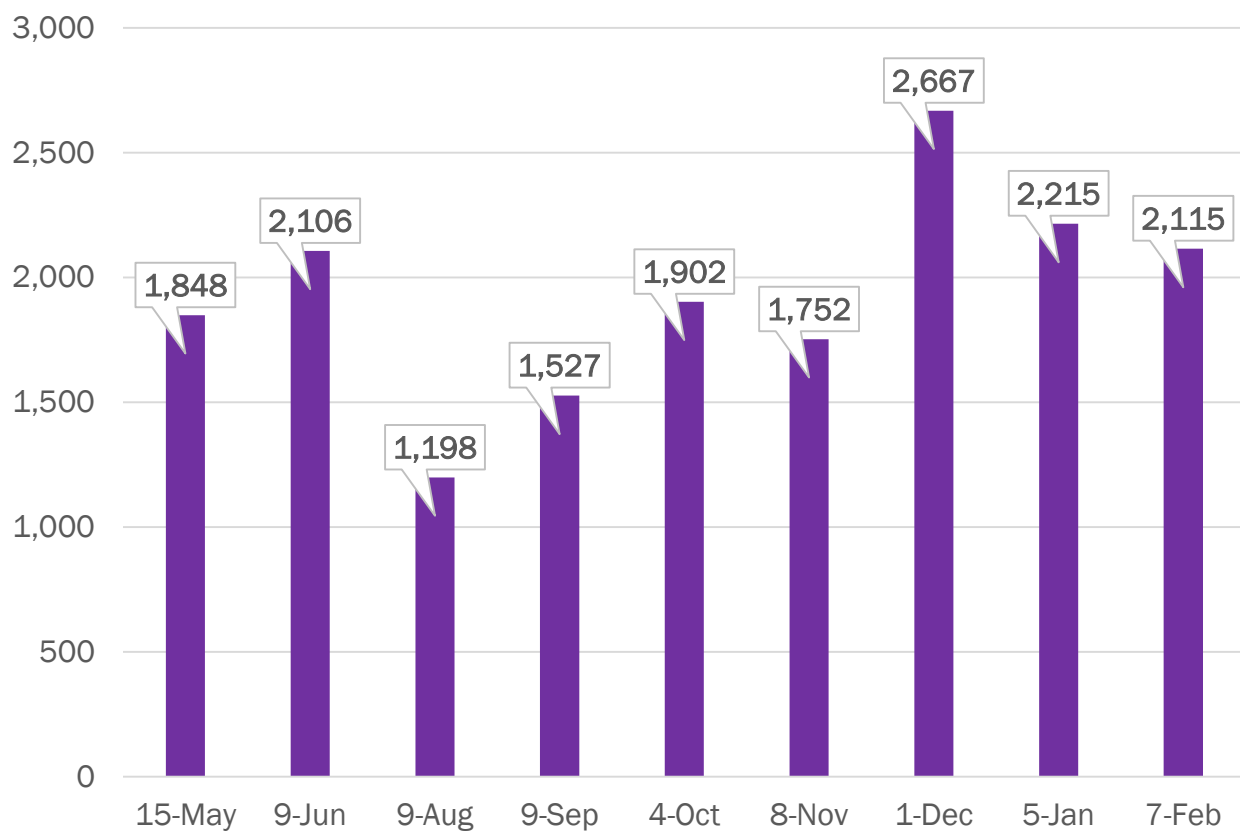
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



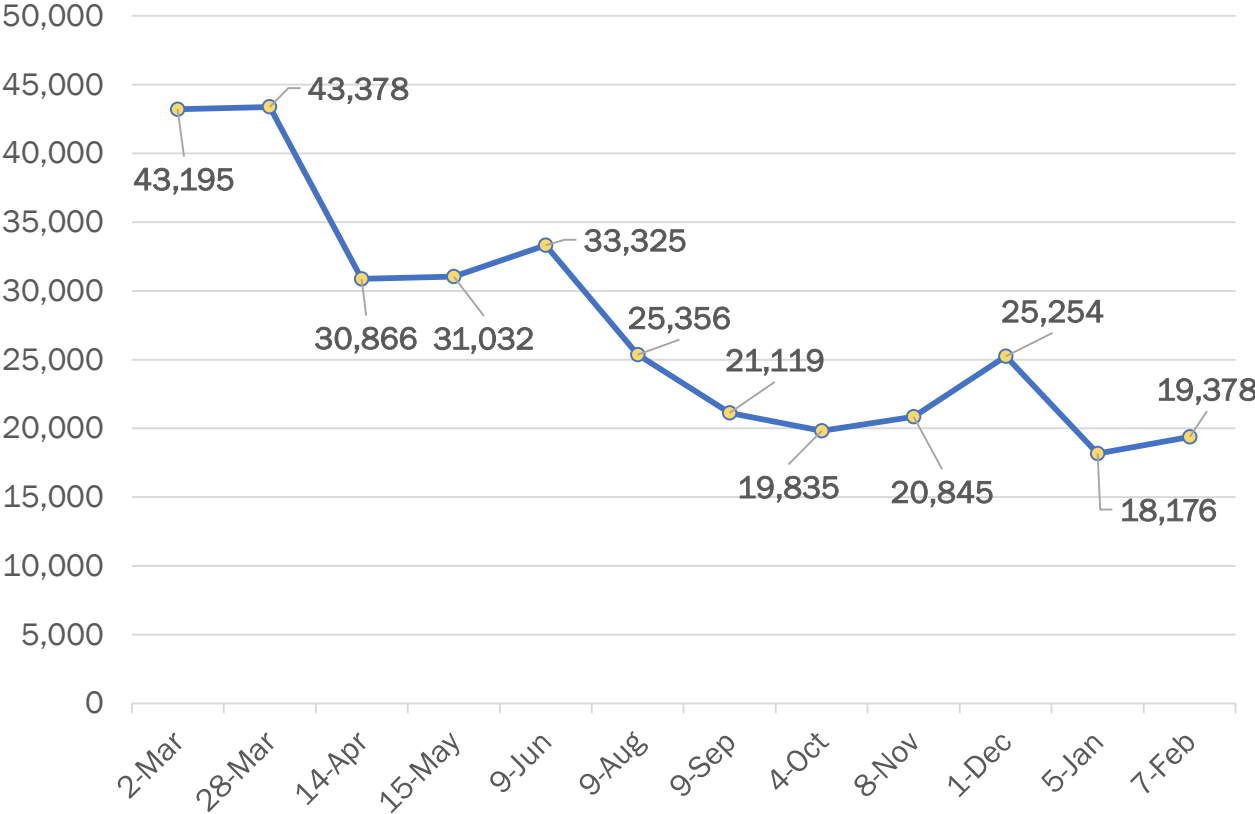
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Appointments for Water Residential Assistance Program (WRAP)

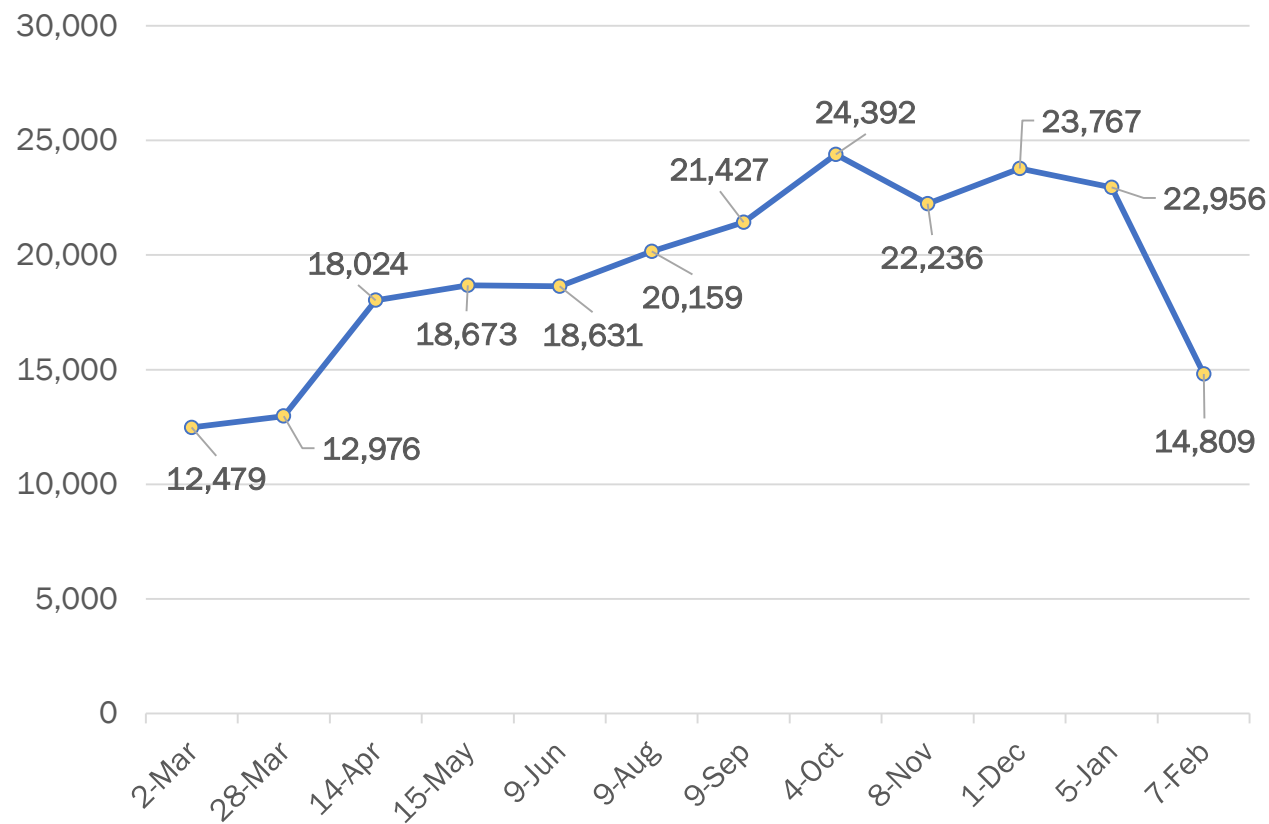




# Customer Care: Residential Payment Plans

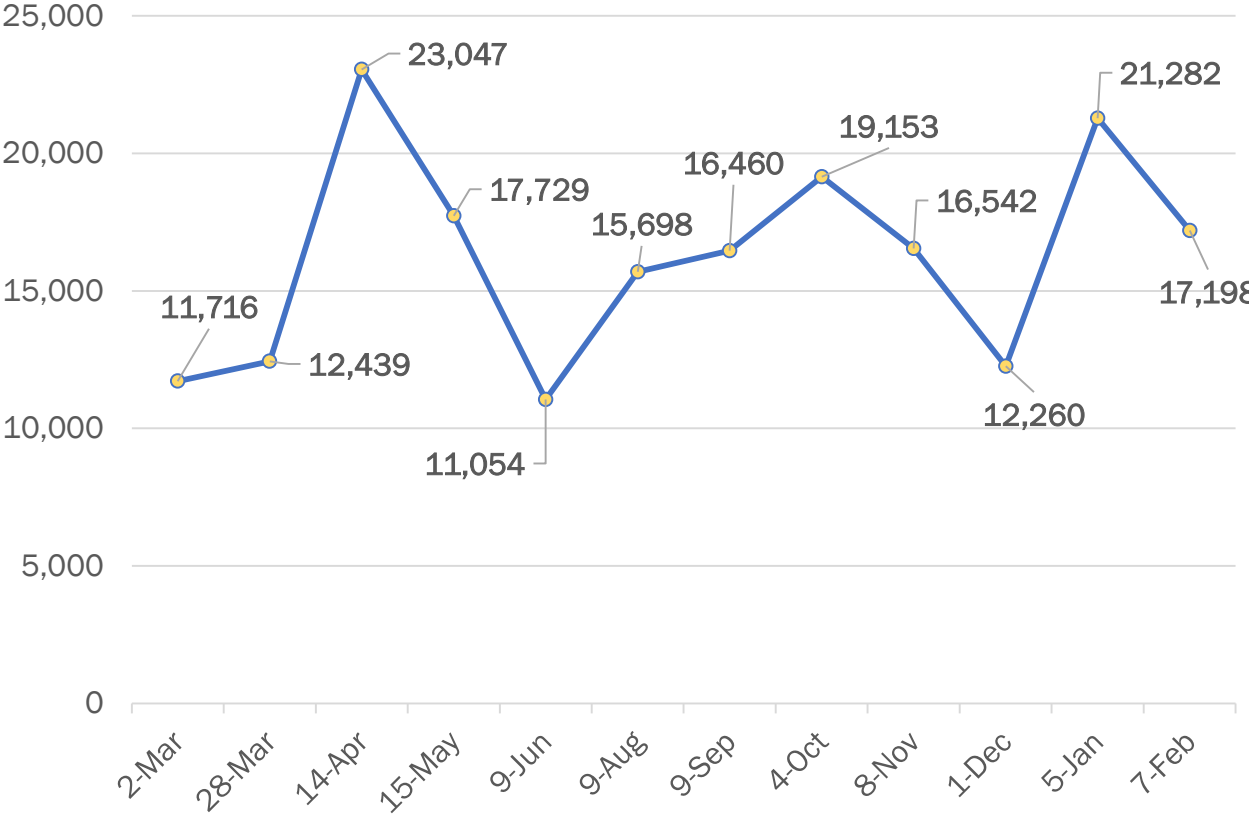


# Customer Care: Residential On the Bubble\*

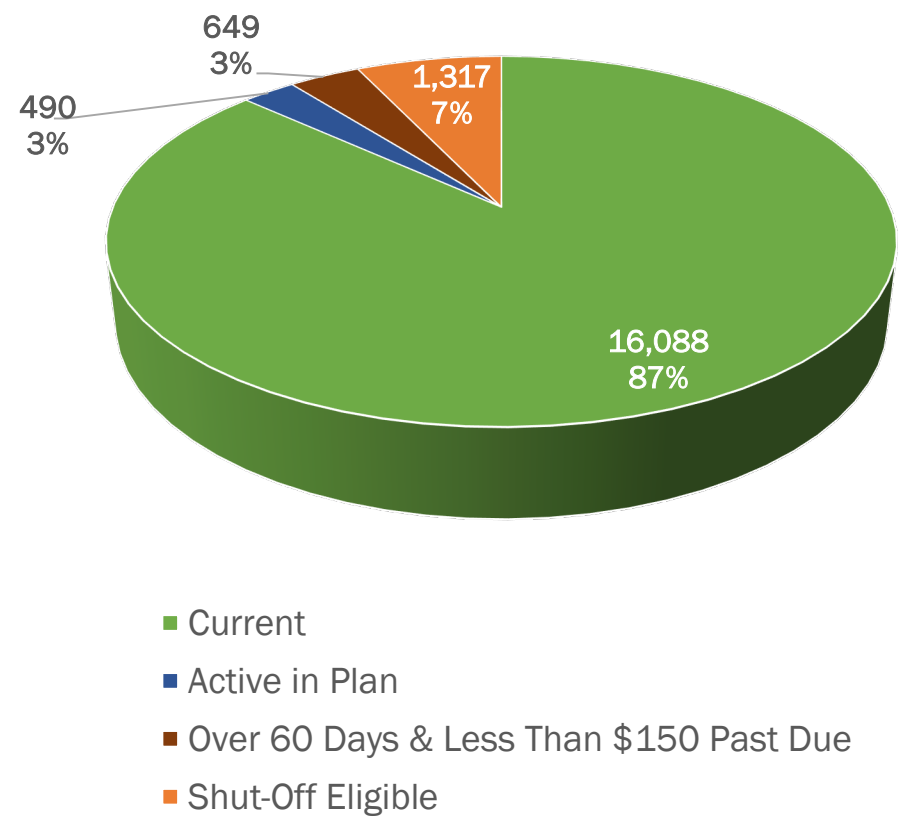


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible

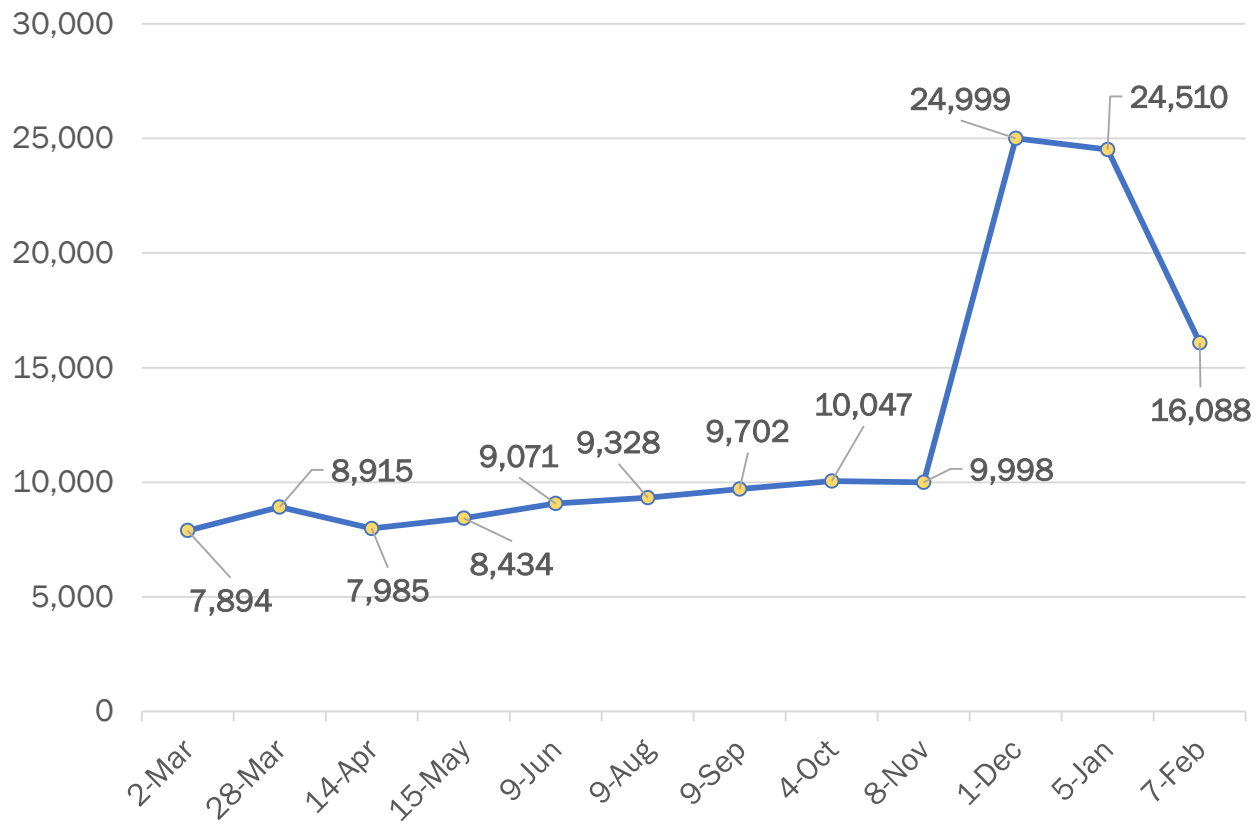


# Customer Care: Commercial Account Status\*



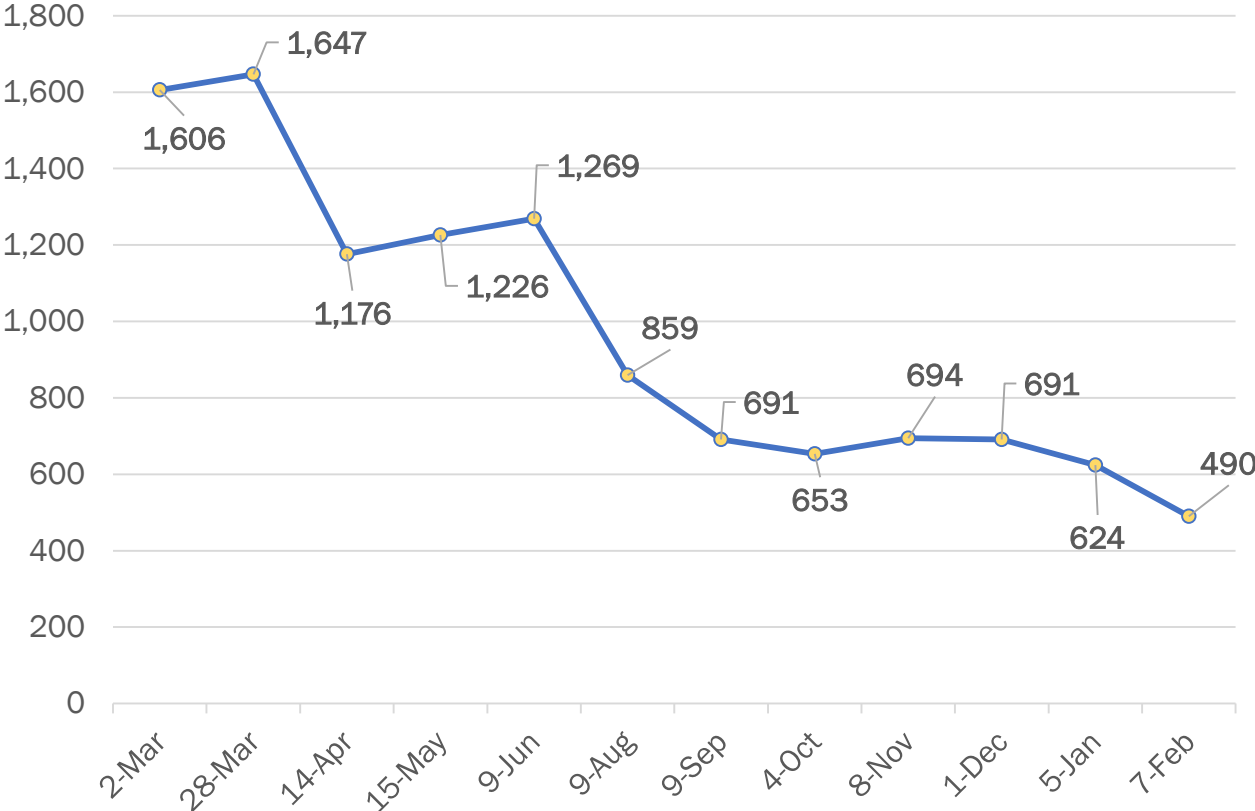
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Commercial Current on Bill\*

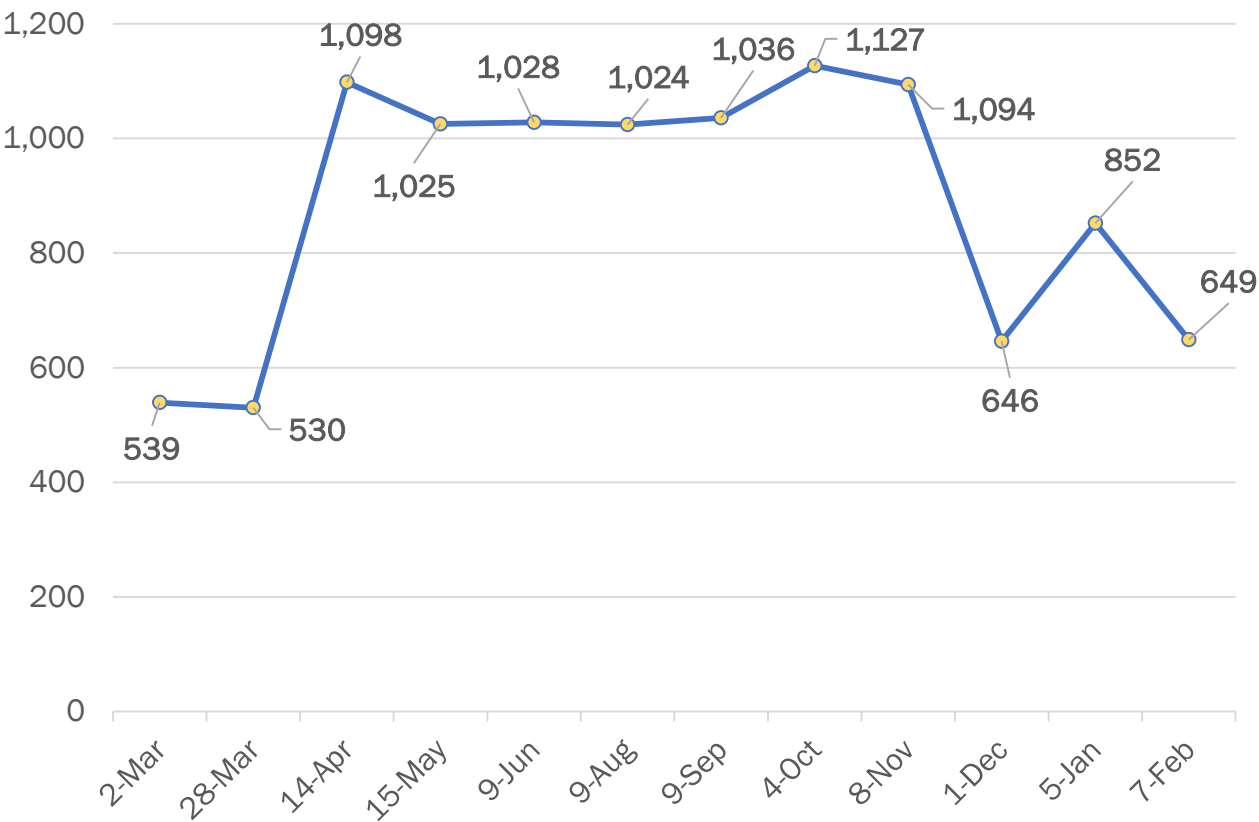


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Commercial Payment Plans

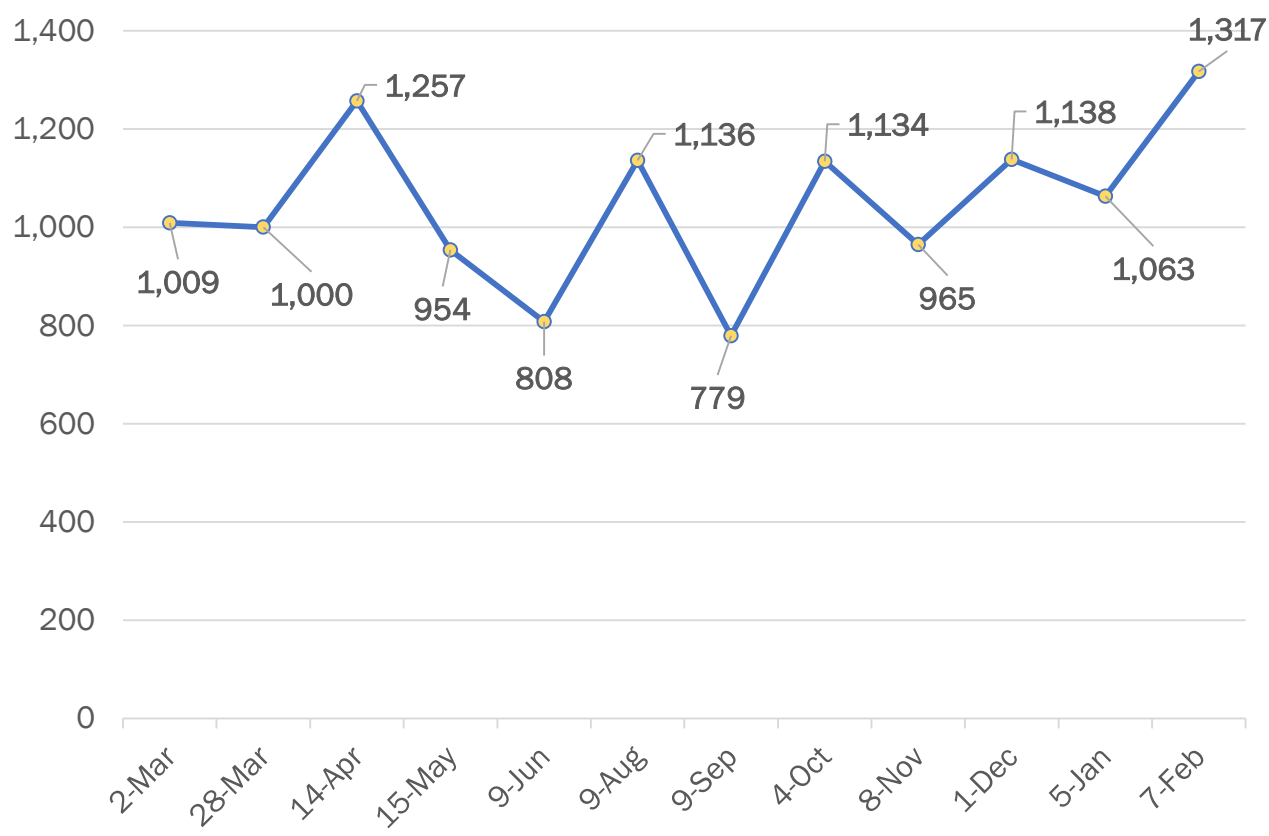


# Customer Care: Commercial On the Bubble\*



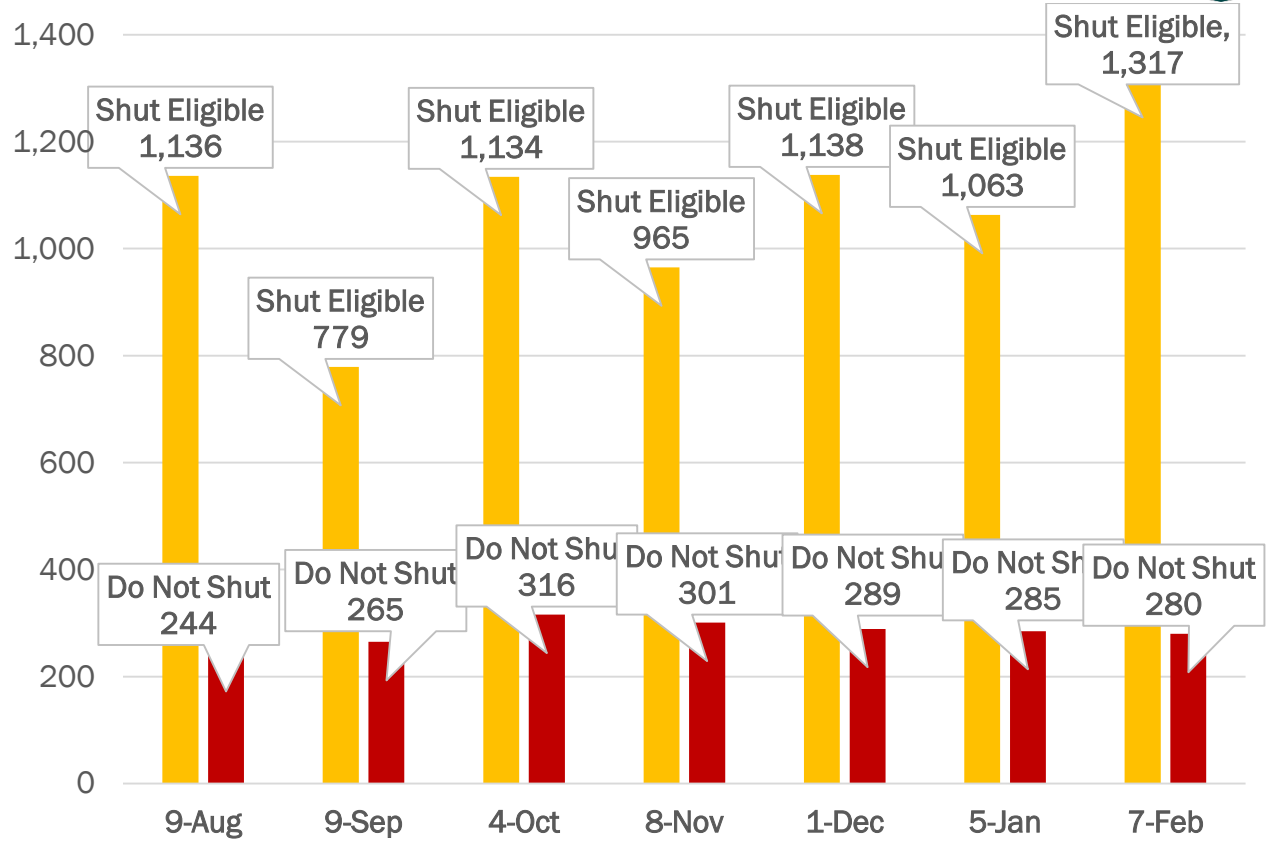
\*Past due more than 60 days and less than \$150.

# Customer Care: Commercial Shut-Off Eligible





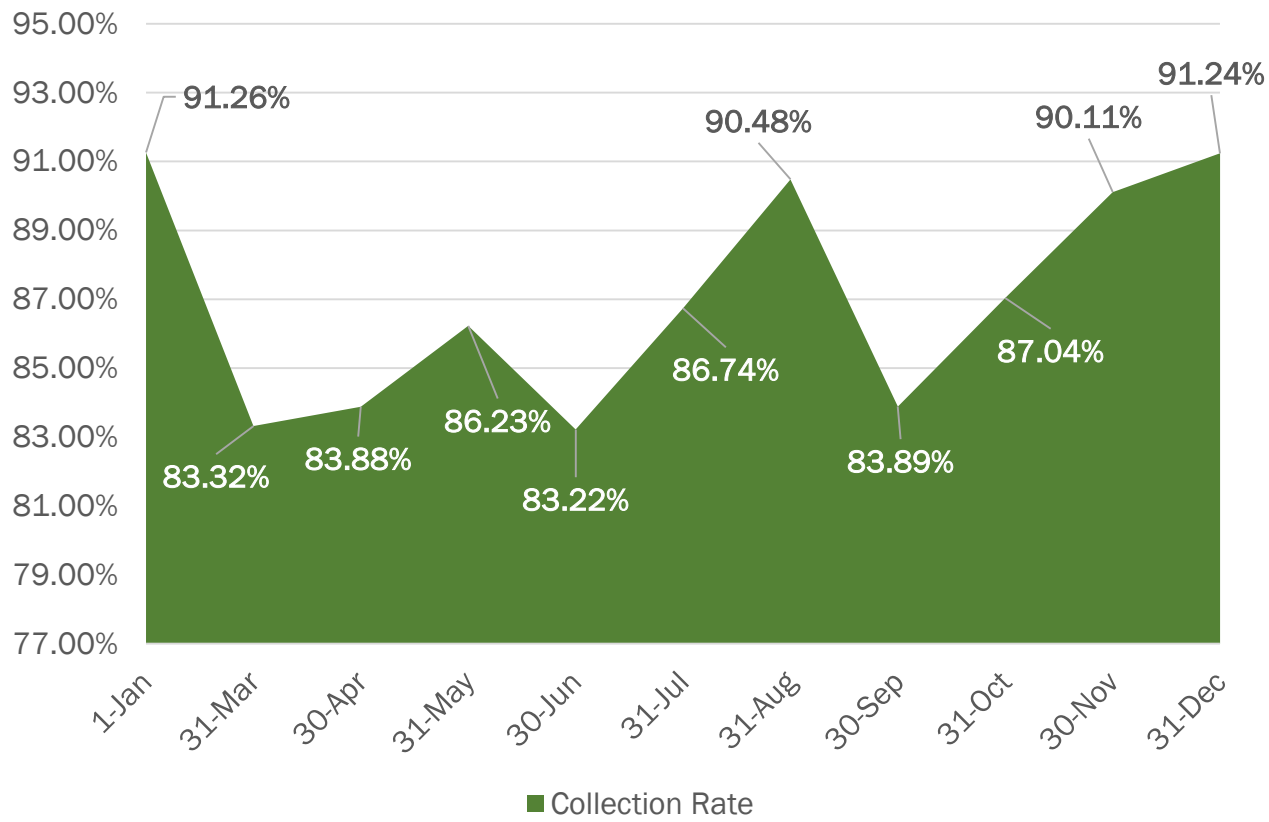
# Customer Care: Commercial Shut-Off Status\*



\*Customers in the “do not shut” category include nursing homes and apartment buildings.

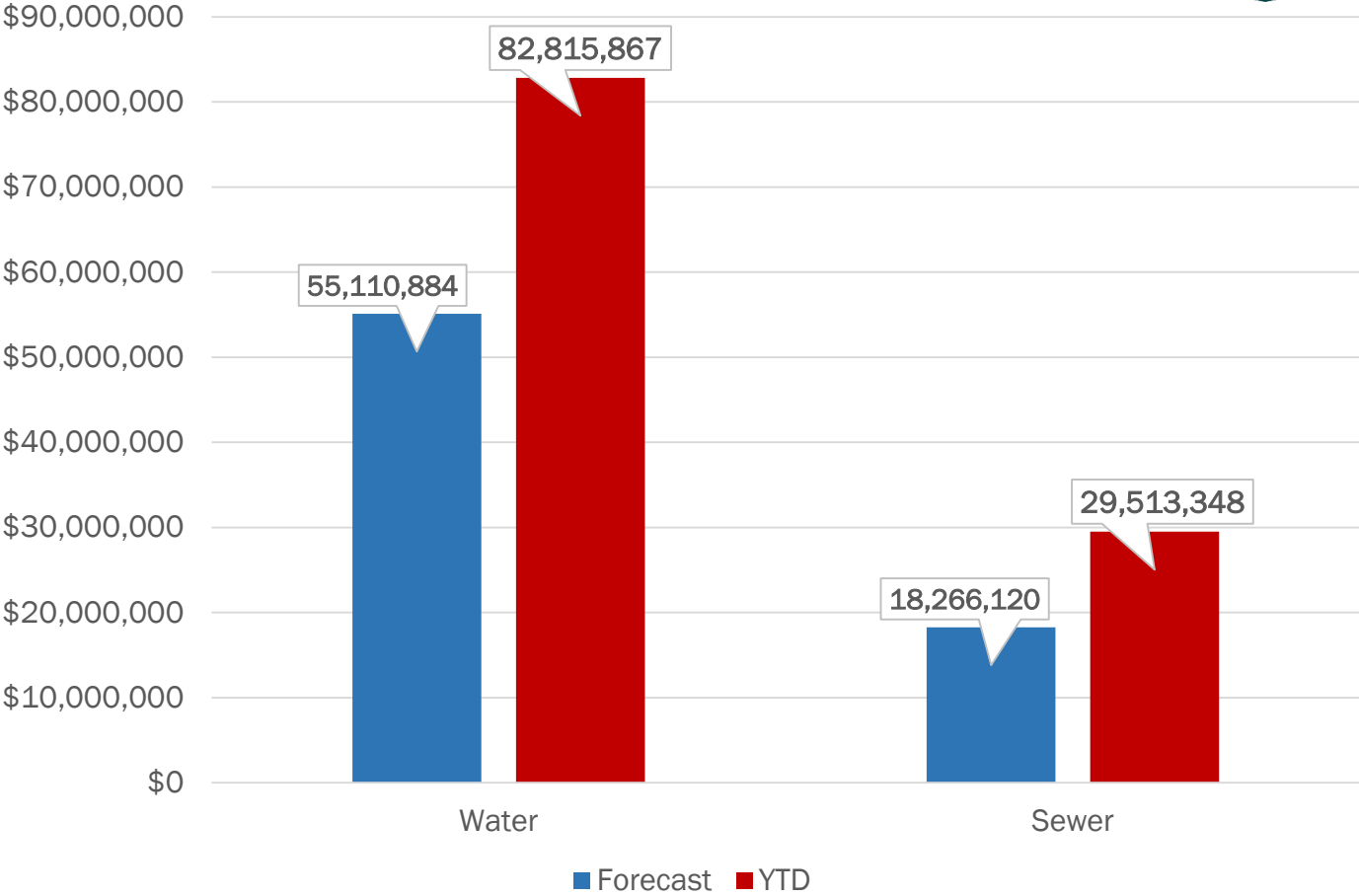
# Finance

# Finance: Collection Rate\*



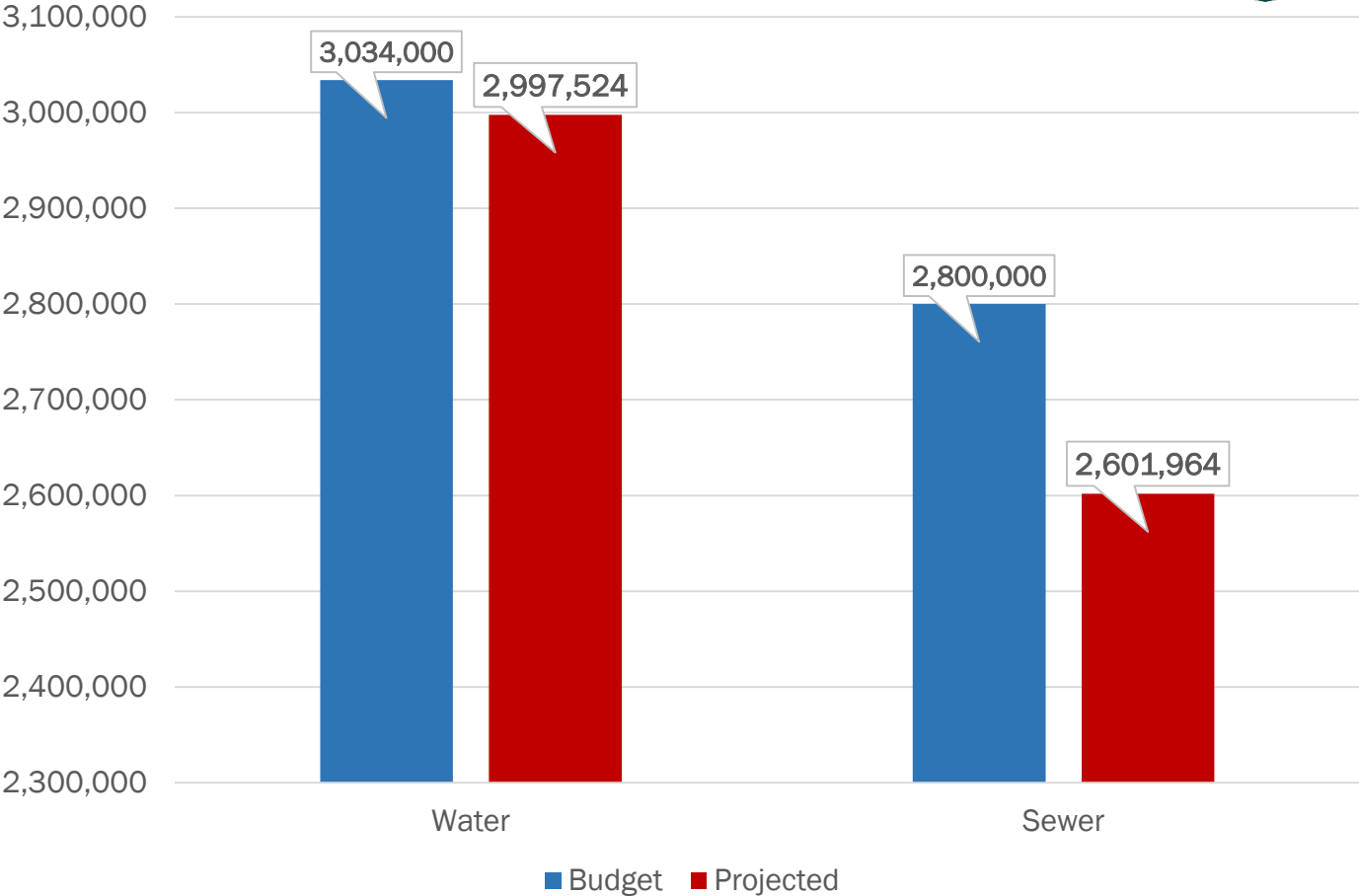
\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

# Finance: Cash Flow Status\*

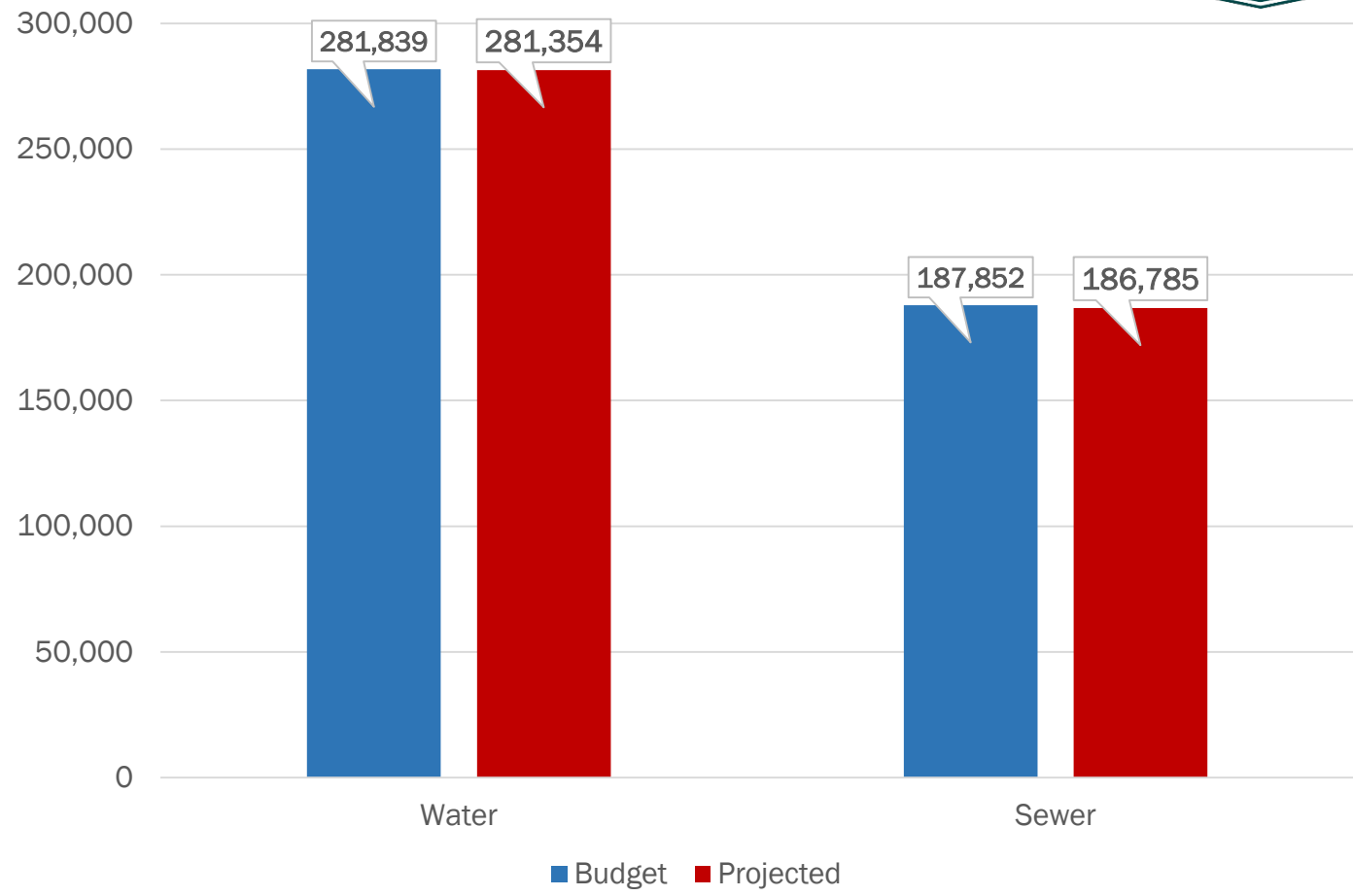


\*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of September 30, 2016 approximates \$67,000. Unreconciled bank to ledger balance approximates \$400,000 due to City of Detroit failure to book certain cash payments from DWSD.

# Finance: Commodity Volumes

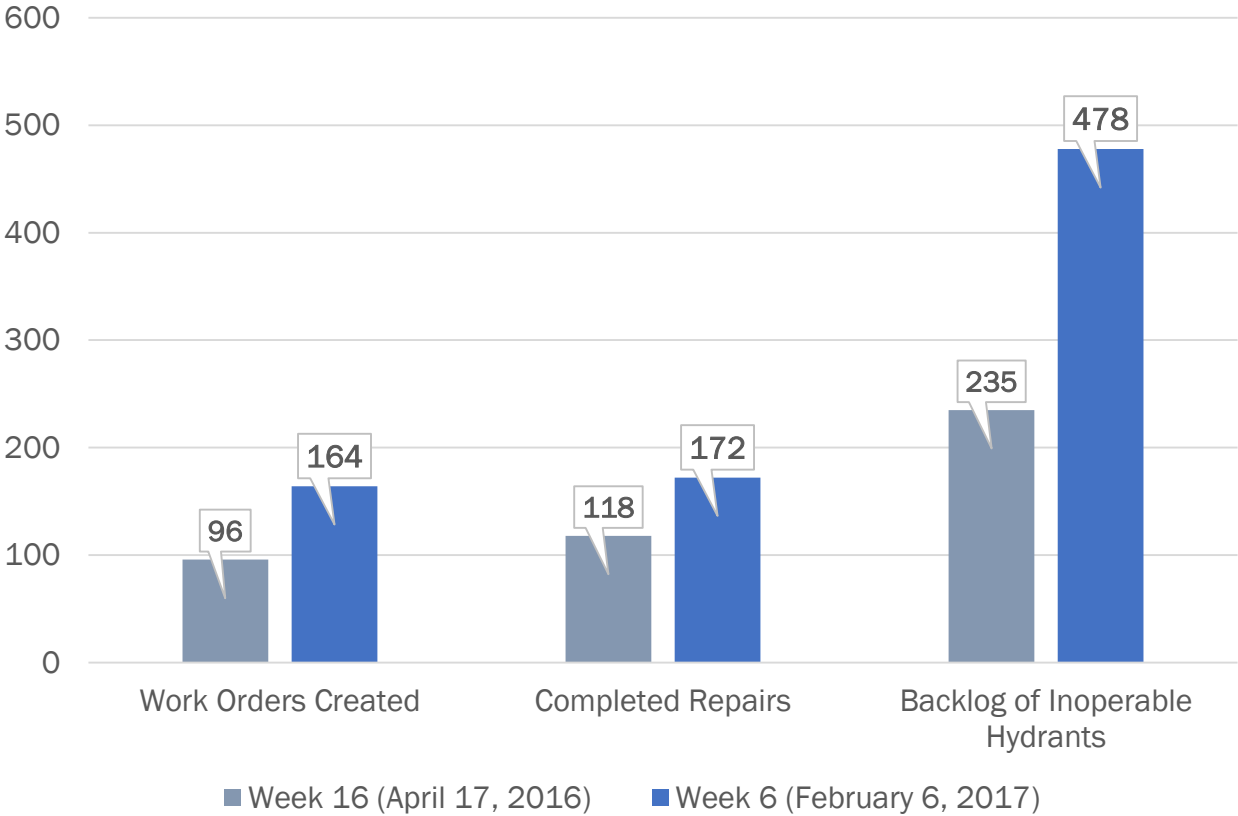


# Finance: Equivalent Accounts



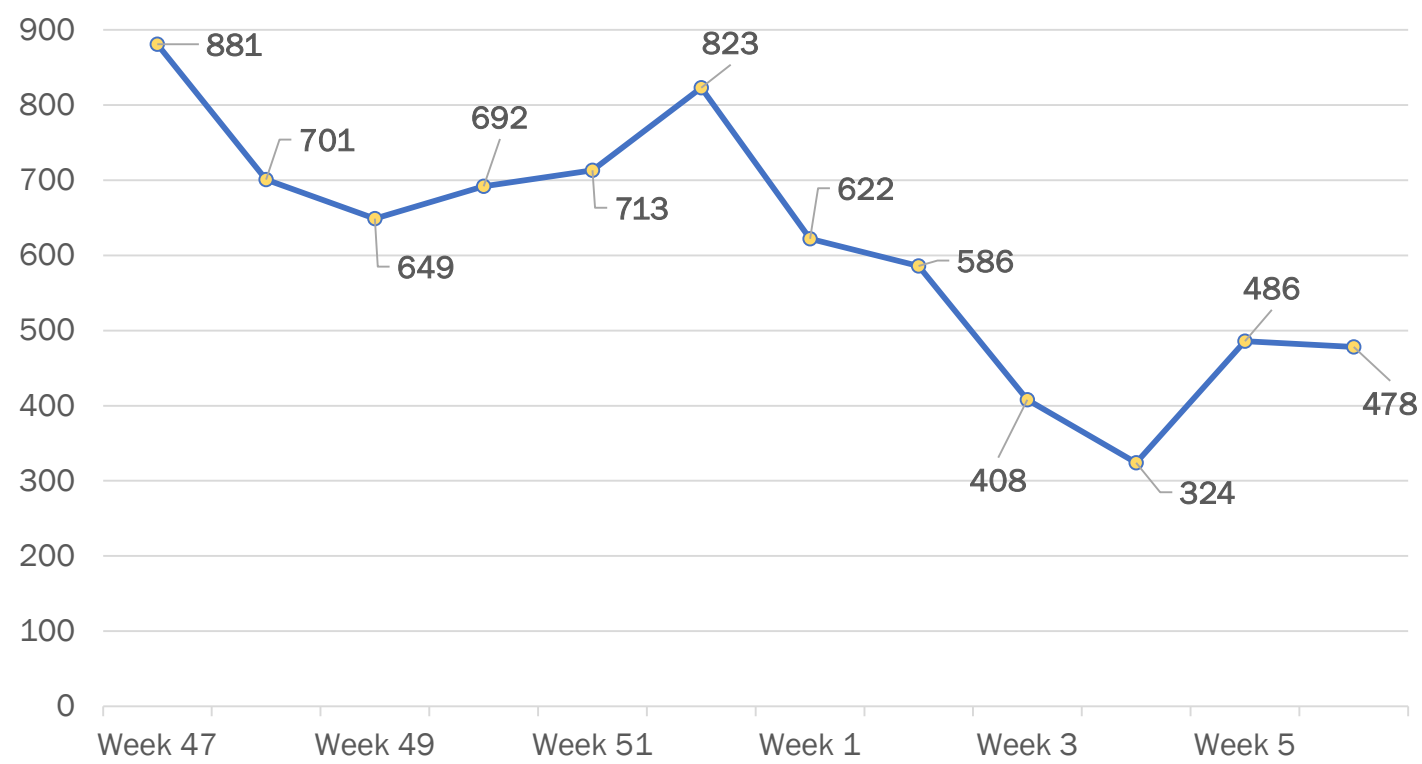
# Field Services

# Field Services: Fire Hydrant Repairs

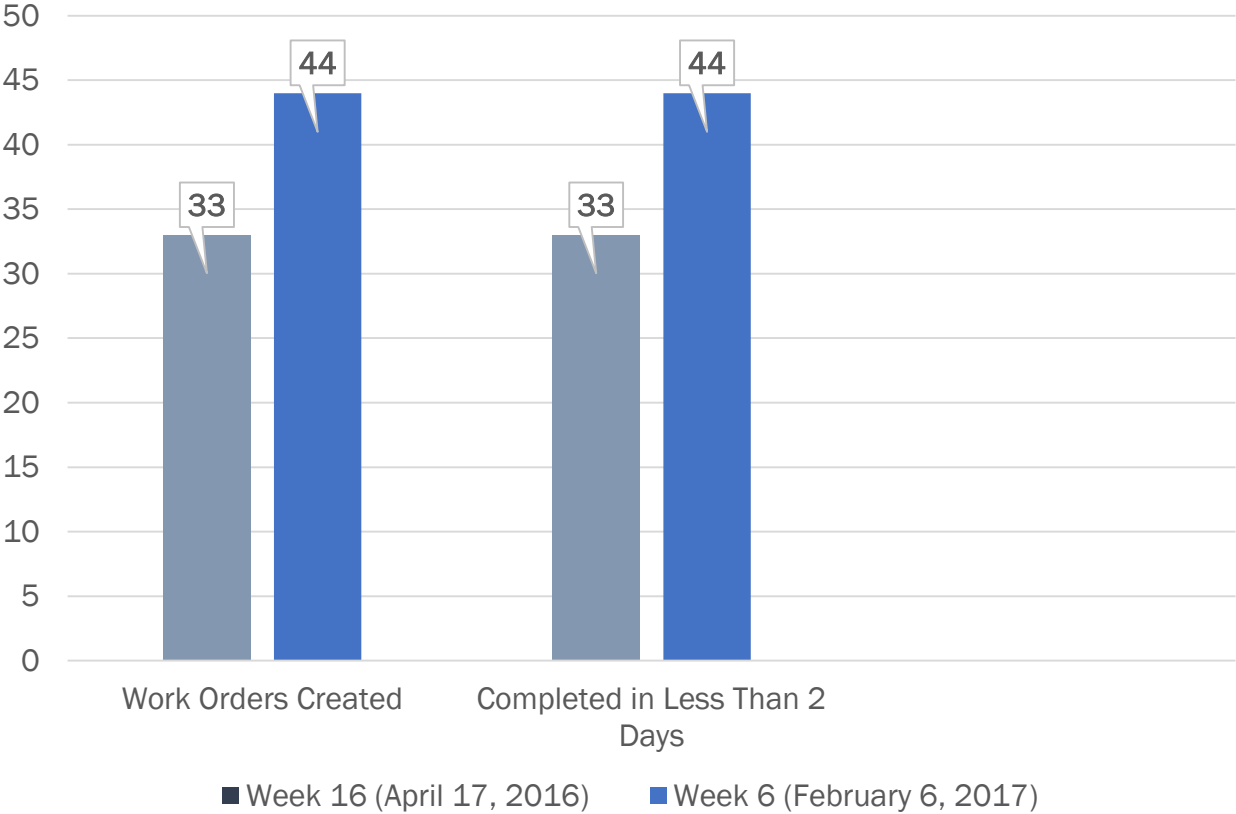




# Field Services: Backlog of Inoperable Fire Hydrants



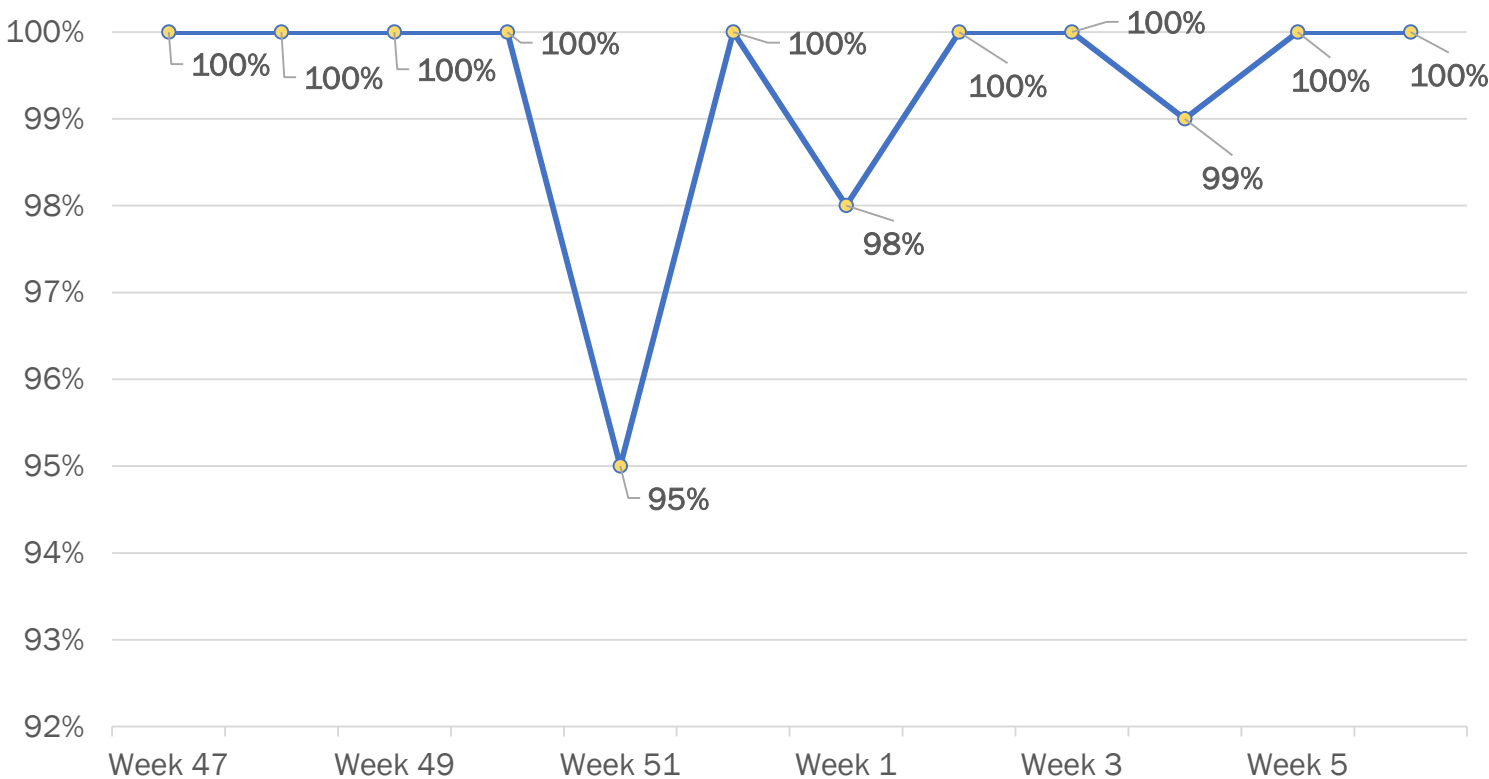
# Field Services: Reports of Running Water



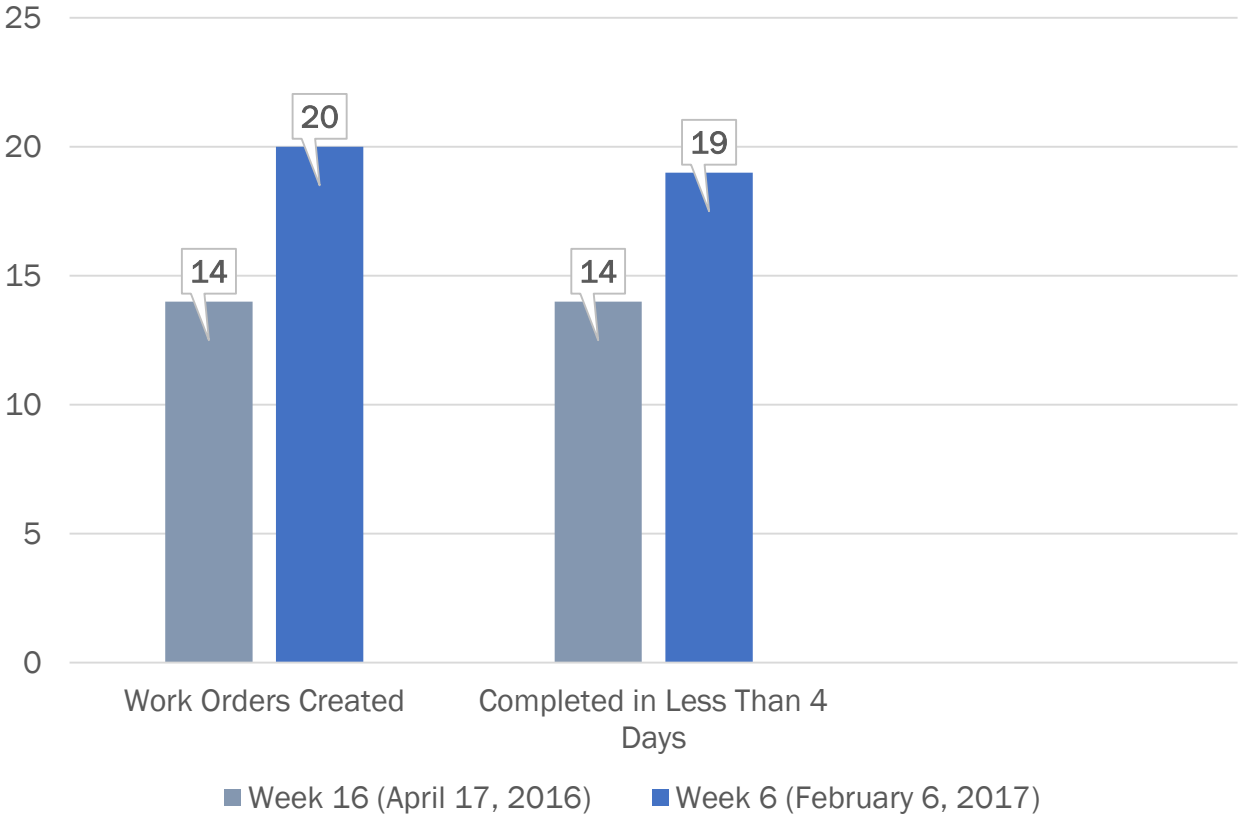
# Field Services: Reports of Running Water



Completion Rate within TWO Days



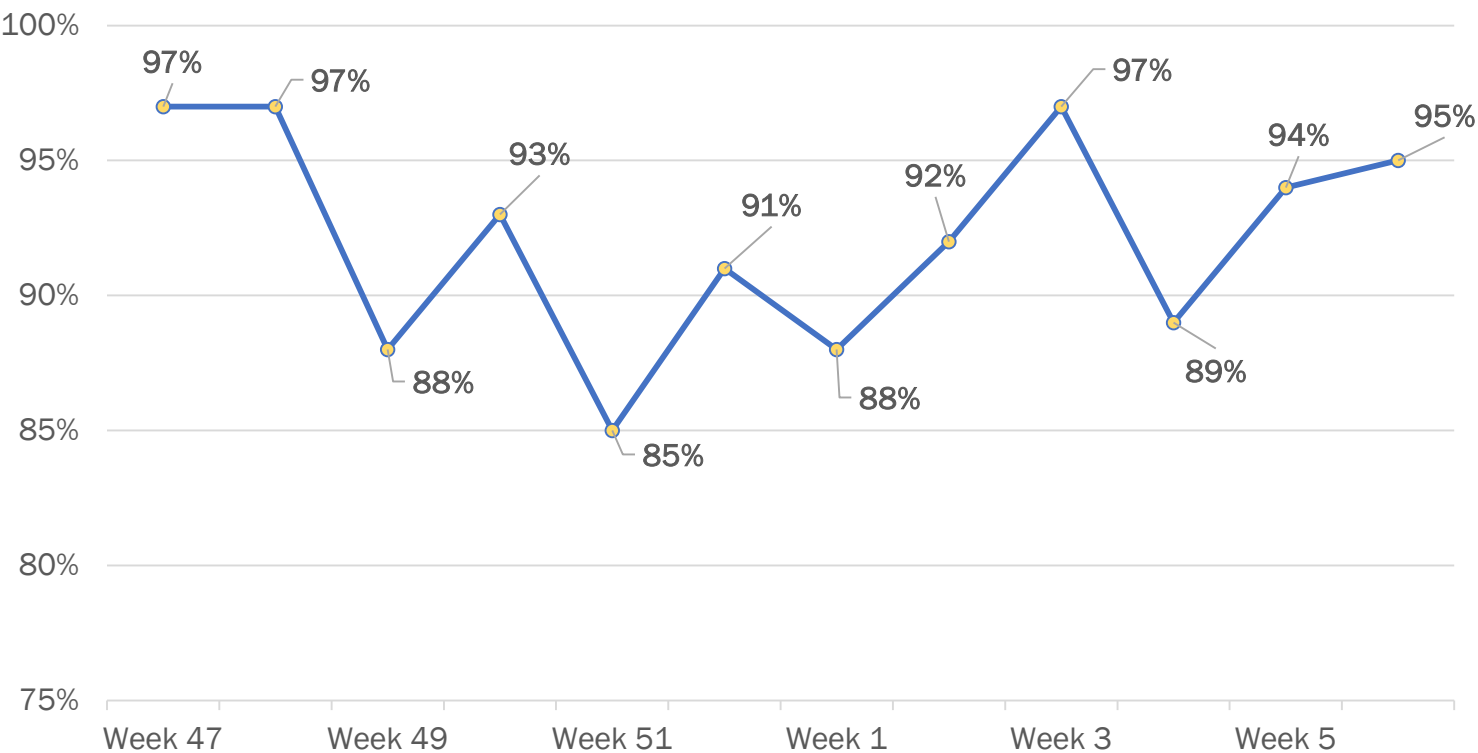
# Field Services: Water Main Repairs



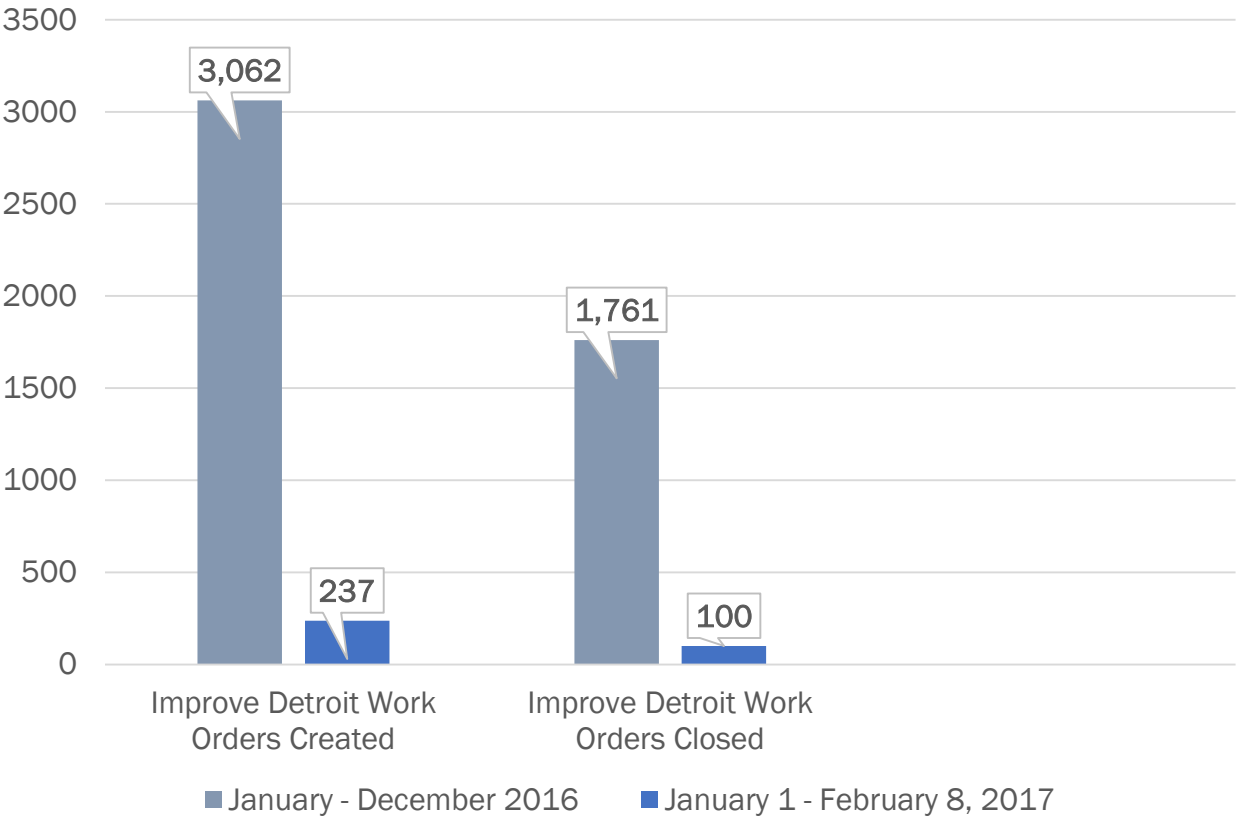
# Field Services: Water Main Repairs



Completion Rate within FOUR Days

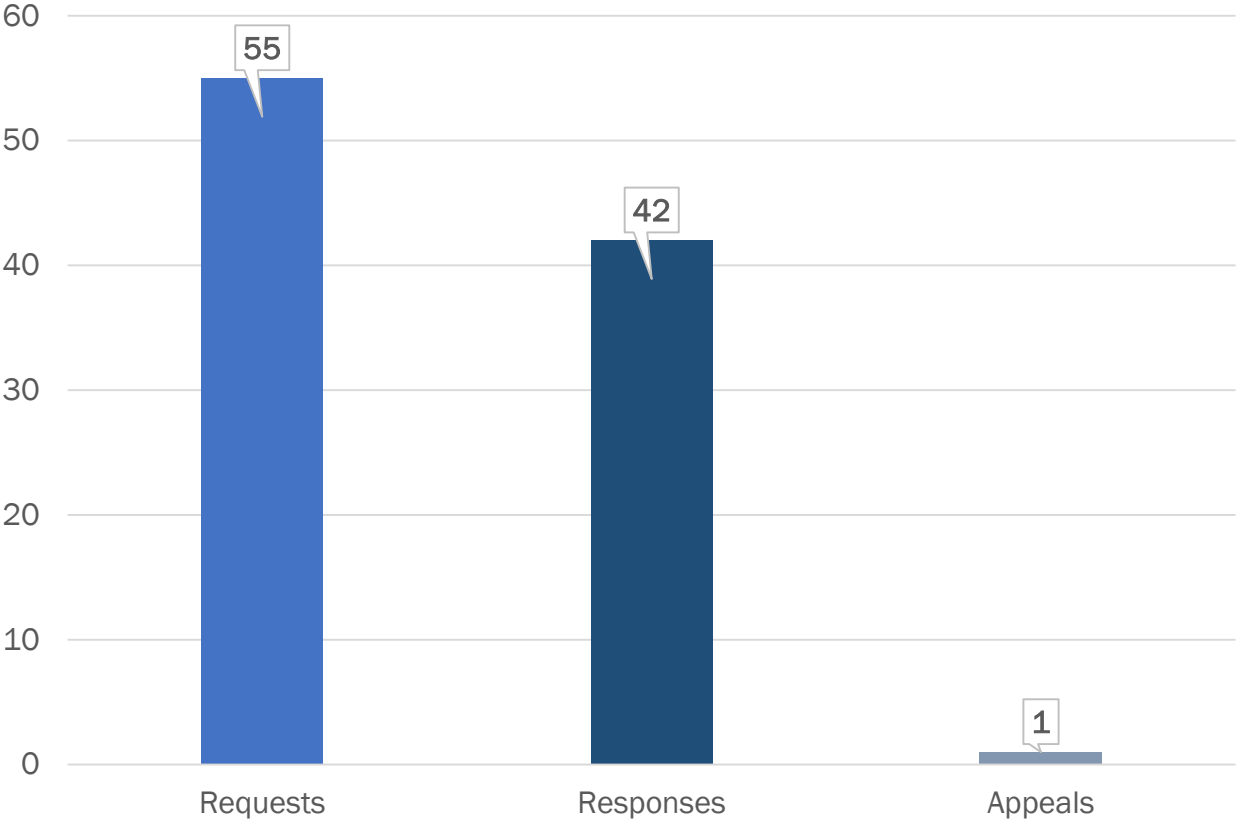


# Field Services: Catch Basins



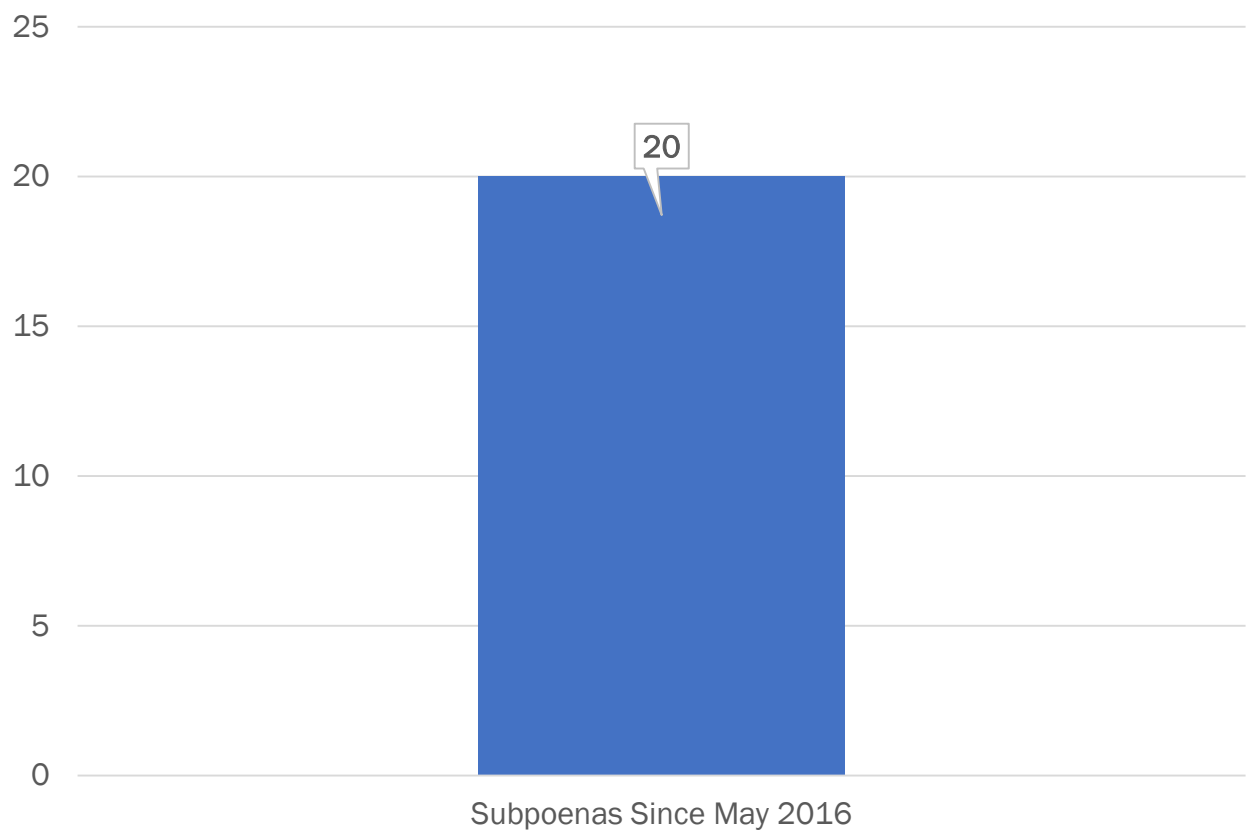
# Legal Services

# Legal: FOIA Requests



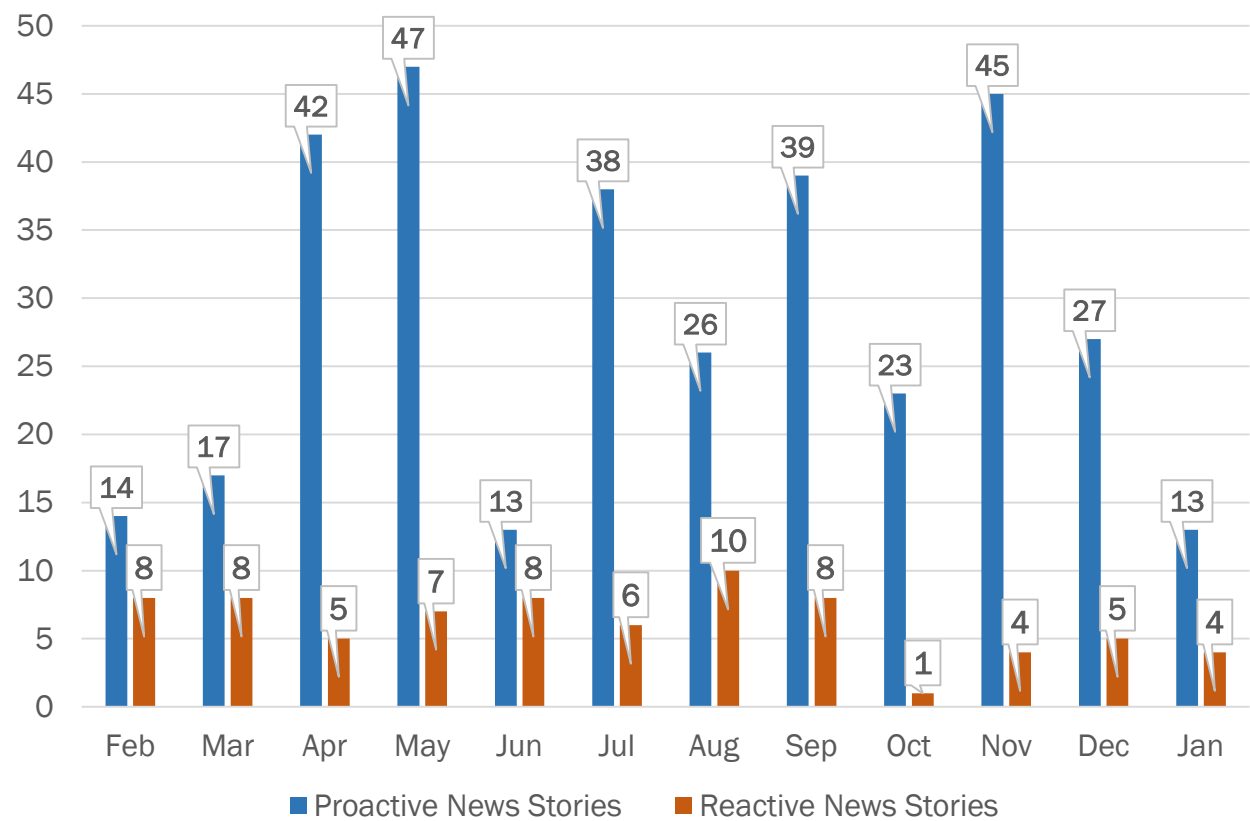


# Legal: Subpoenas

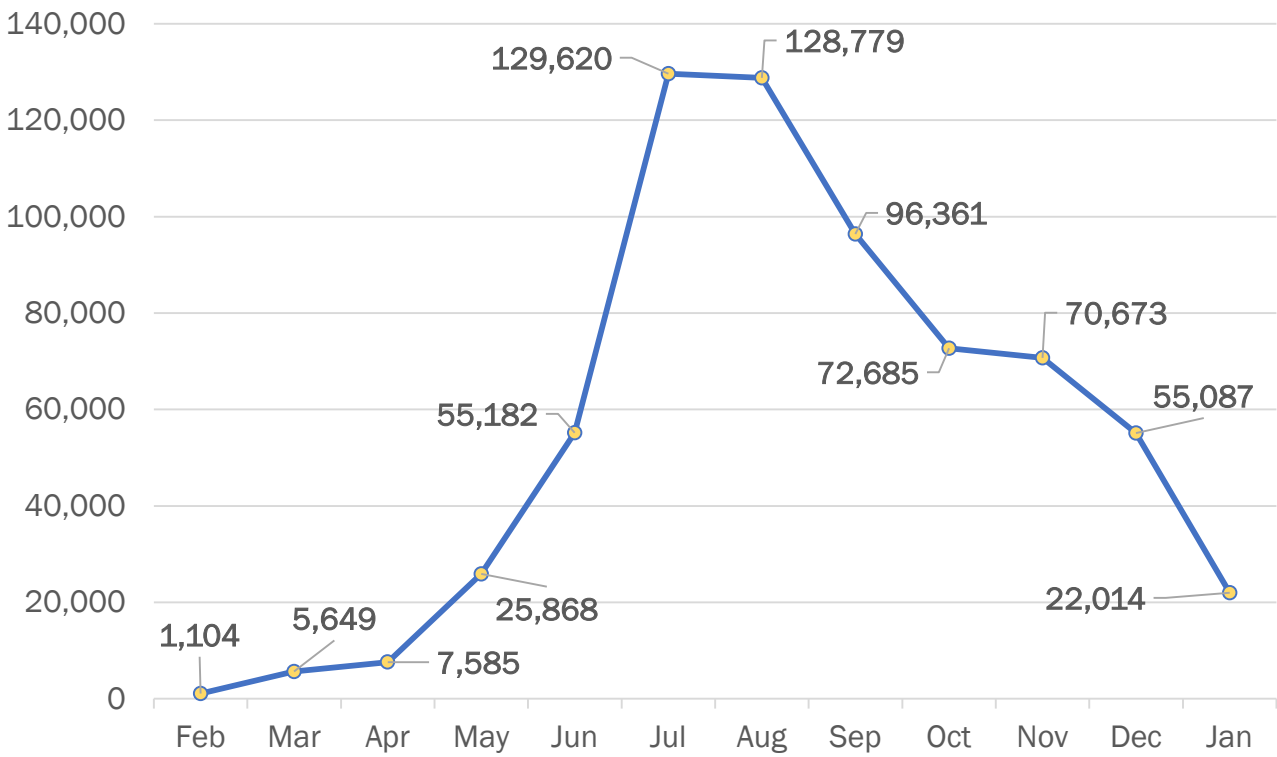


# Public Affairs

# Public Affairs: News Media Placements

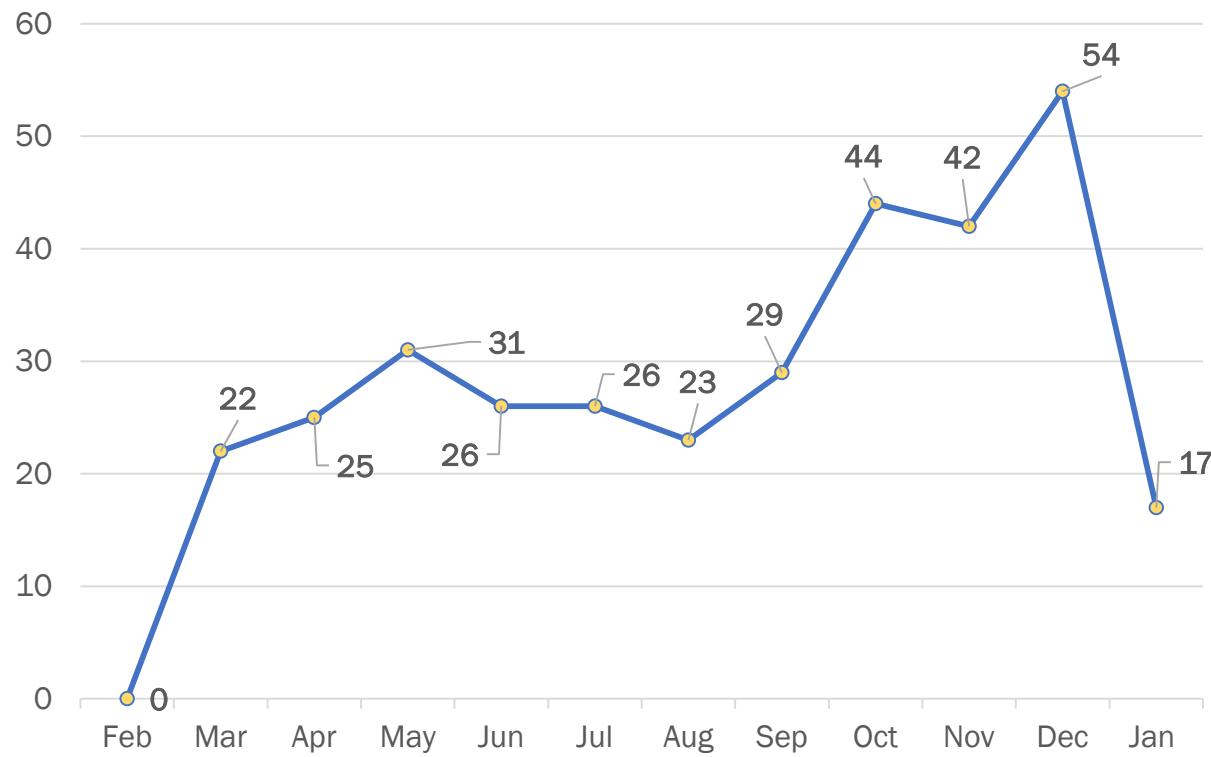


# Public Affairs: Social Media Reach\*



\*The significant increase in July and August 2016 is mostly a result of targeted paid advertising on Facebook and Instagram by DWSD.

# Public Affairs: Community Engagement Activities



# Information Technology

# Information Technology: Software Application Availability for Customer Care, Field Services and Finance



Customer Service Application Availability Last 90-Days

