



# **DIRECTOR'S REPORT**

## **March 15, 2017**

# Table of Contents



▪ Department Update from Director Gary Brown	3
▪ Metrics:	
▪ Customer Care	4
▪ Finance	18
▪ Field Services	23
▪ Legal Services	31
▪ Human Resources	34
▪ Public Affairs	37
▪ Information Technology	41

# Director's Update

## Recent Actions and Events:

- A boil water advisory was issued for a large portion of the city on the evening of February 28 and lifted on the morning of March 3 following low-pressure from the Great Lakes Water Authority (GLWA) Water Works Park facility.
  - Homeland Security hosted an internal after-action report meeting on March 7 with DWSD, GLWA, the Mayor's Office, Health Department, Police, Fire, EMS and Detroit Public Schools (hospitals were invited).
  - An improved response and communication policy will be delivered to the Mayor's Office on March 17 –a framework for all city agencies.
- The Drainage Charge Program staff participated in several outreach events to educate customers, and continues work on policy and communication.
- Director Gary Brown was a keynote speaker at the Water Infrastructure Conference on March 7 co-hosted by the MDEQ, City of Flint and the American Water Works Association.
  - The presentation focused on water affordability, lead service line replacement and green infrastructure, with a call-to-action for funding and legislation to address those areas.

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

- 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 have a reboot in order to address concerns from the community.
  - The phase-in remains the same: commercial accounts in April, tax-exempt in June, residential in October and faith-based in January.
- DWSD will partner with a community organization on a pilot project to address water and sewer maintenance in a specified neighborhood.

### Customers Current on Bill

110,452 0.6% ↓

### Active in Payment Plans

18,935 4.7% ↓

### Customers Shut-Off Eligible

18,515 5.5% ↓

### Collection Rate

Jan 31 – 87.36% 4.2% ↓

### WRAP

2,403 Appt Backlog 13.6% ↑

### Fire Hydrant Repairs

3,443 Repaired  
369 Backlogged 22.8% ↓

### Reports of Running Water

484 Reported  
100% Cases Closed 0.0% ↔

### Water Main Breaks

256 Reported  
96% Cases Closed 1.1% ↑

### Catch Basin Repairs

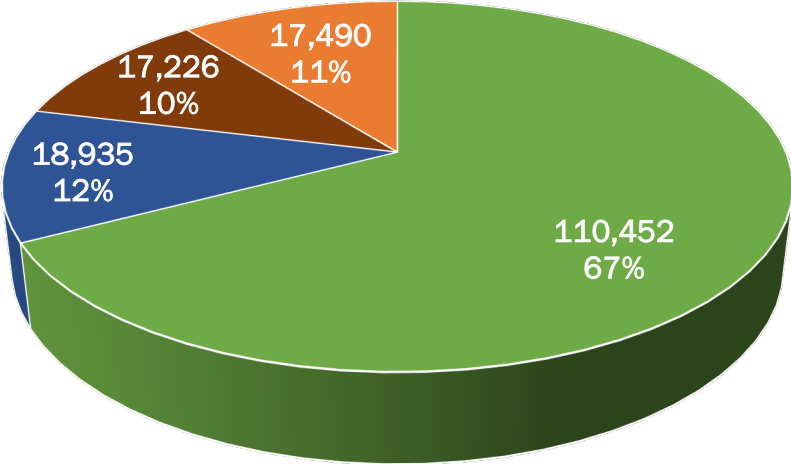
533 Reported  
37.7% Cases Closed 10.7% ↓

### Information Technology

99.91% App Availability 0.2% ↑

# Customer Care

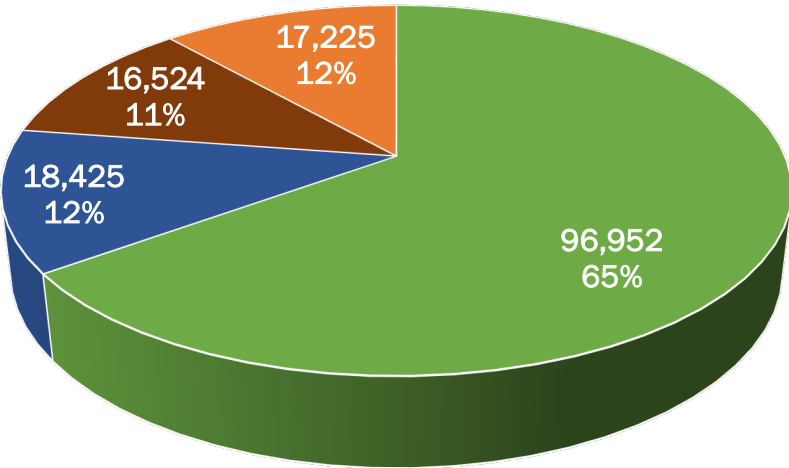
# Customer Care: Account Status\*



- 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.

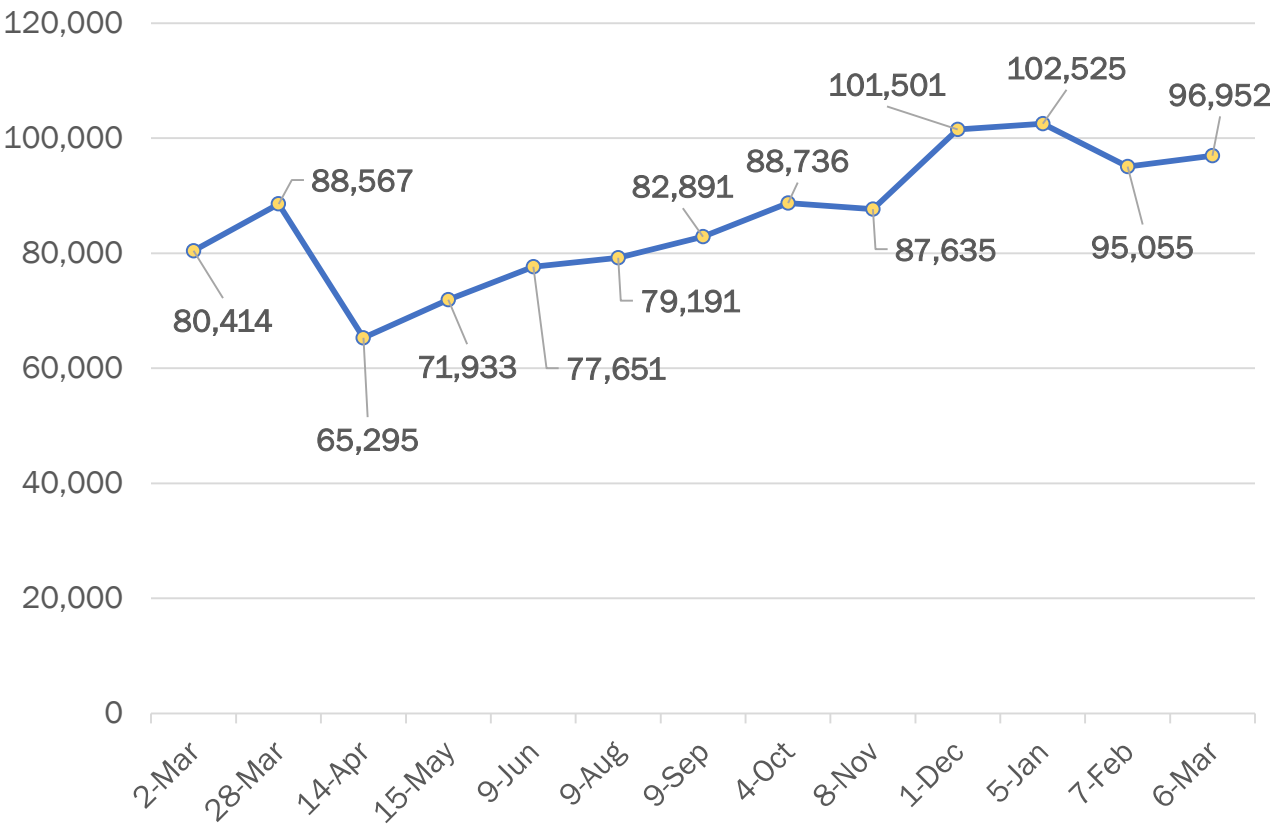
# Customer Care: Residential Account Status\*



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

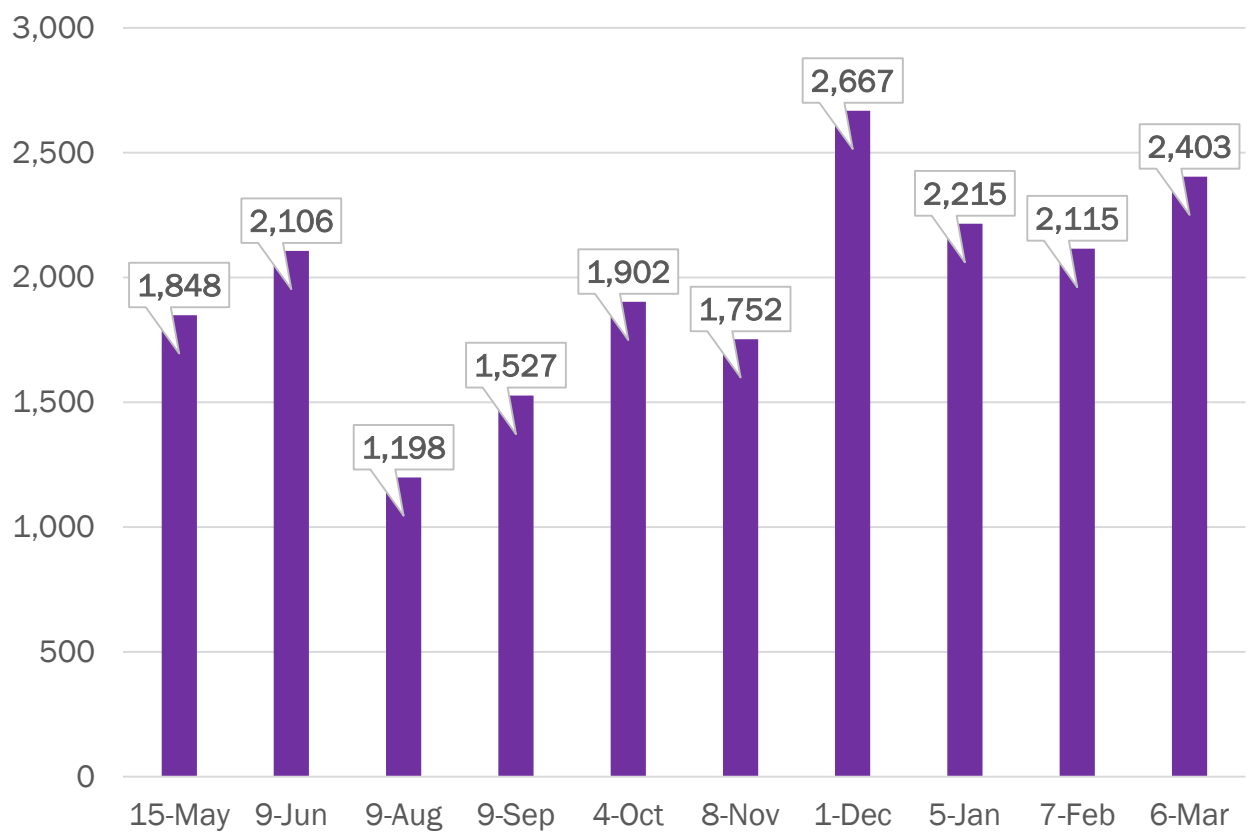
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



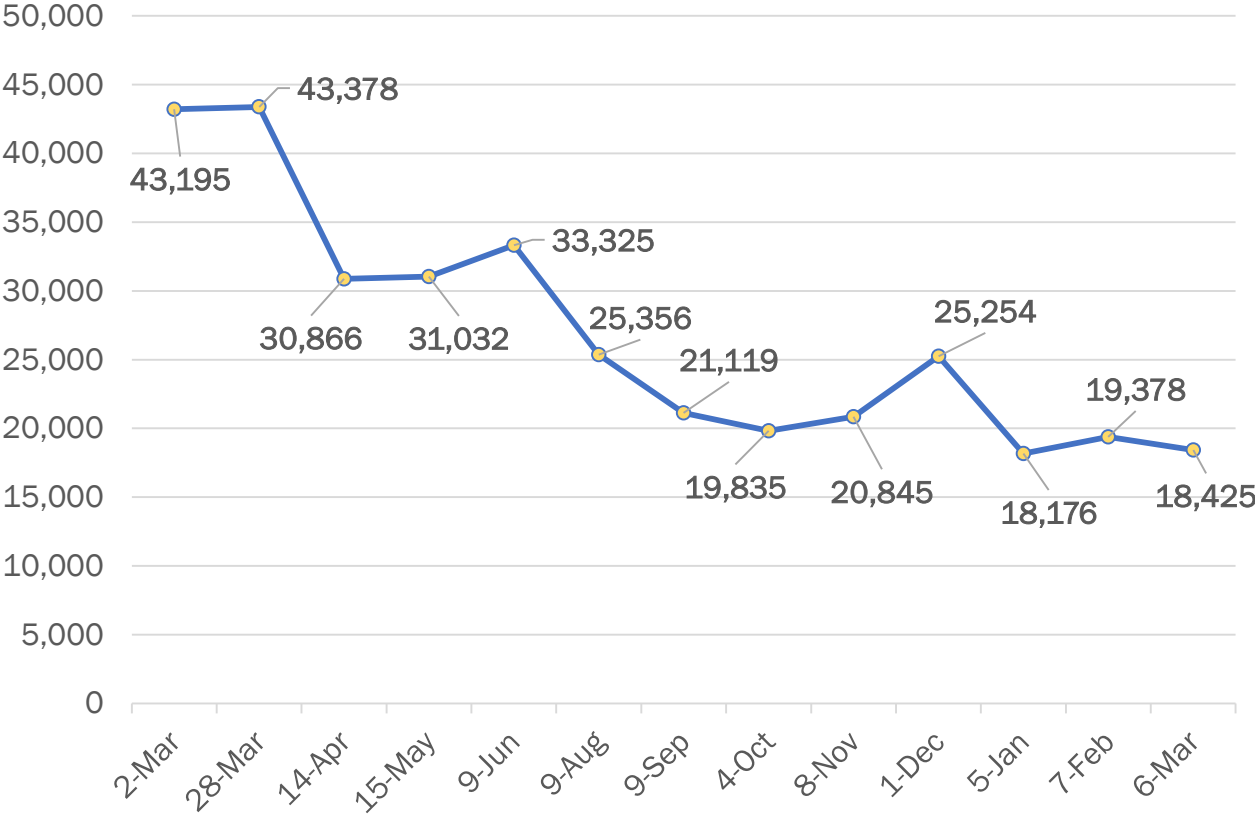
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

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

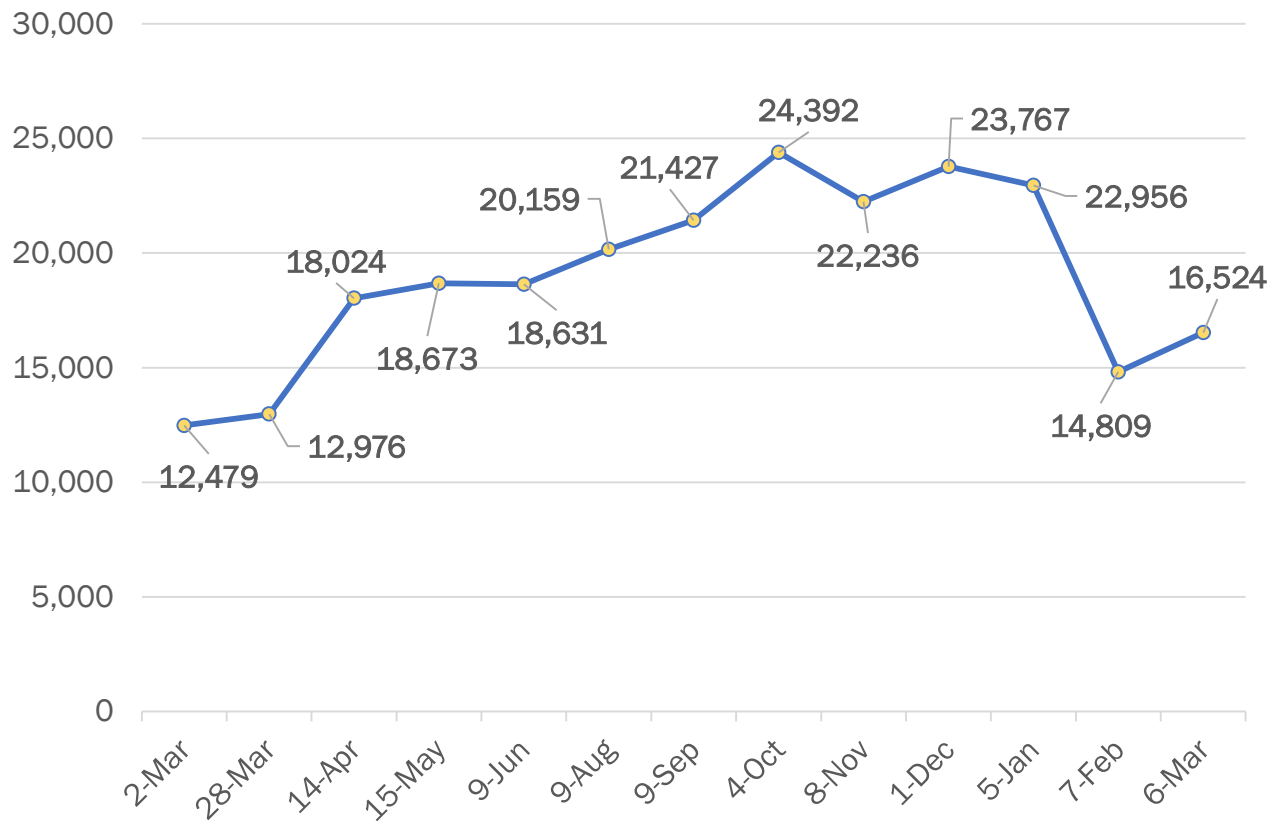




# Customer Care: Residential Payment Plans

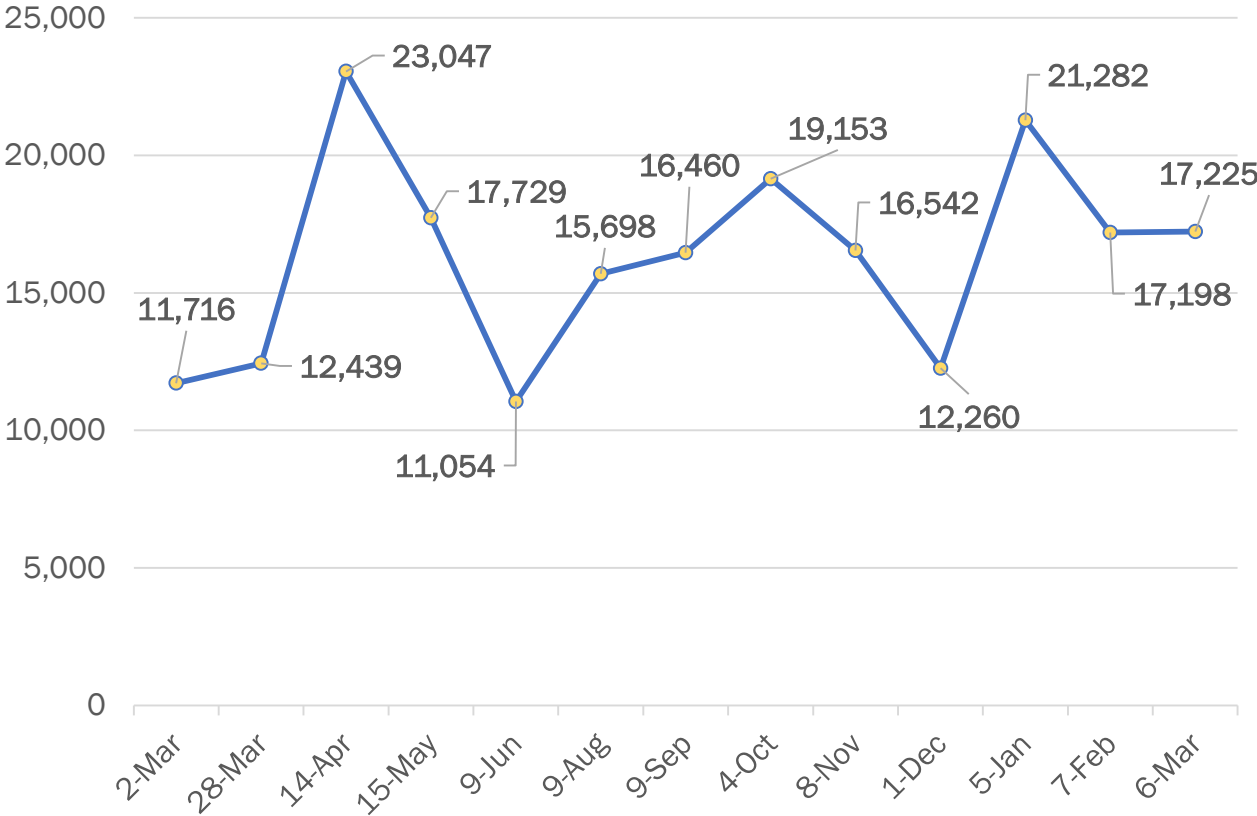


# Customer Care: Residential On the Bubble\*

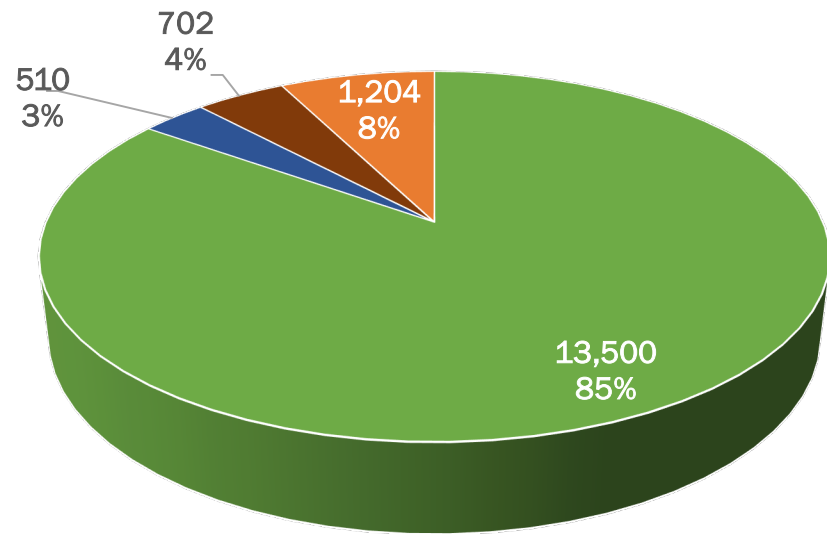


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible



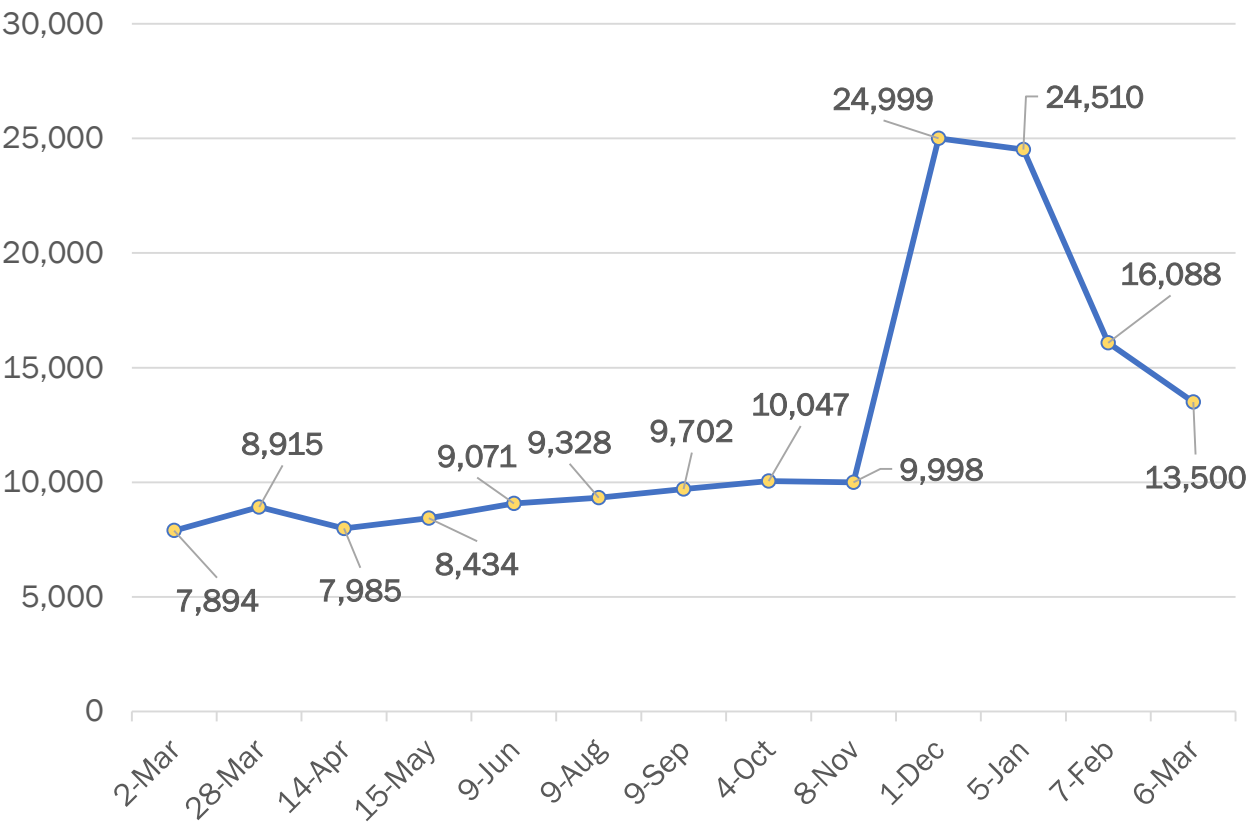
# Customer Care: Commercial Account Status\*



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

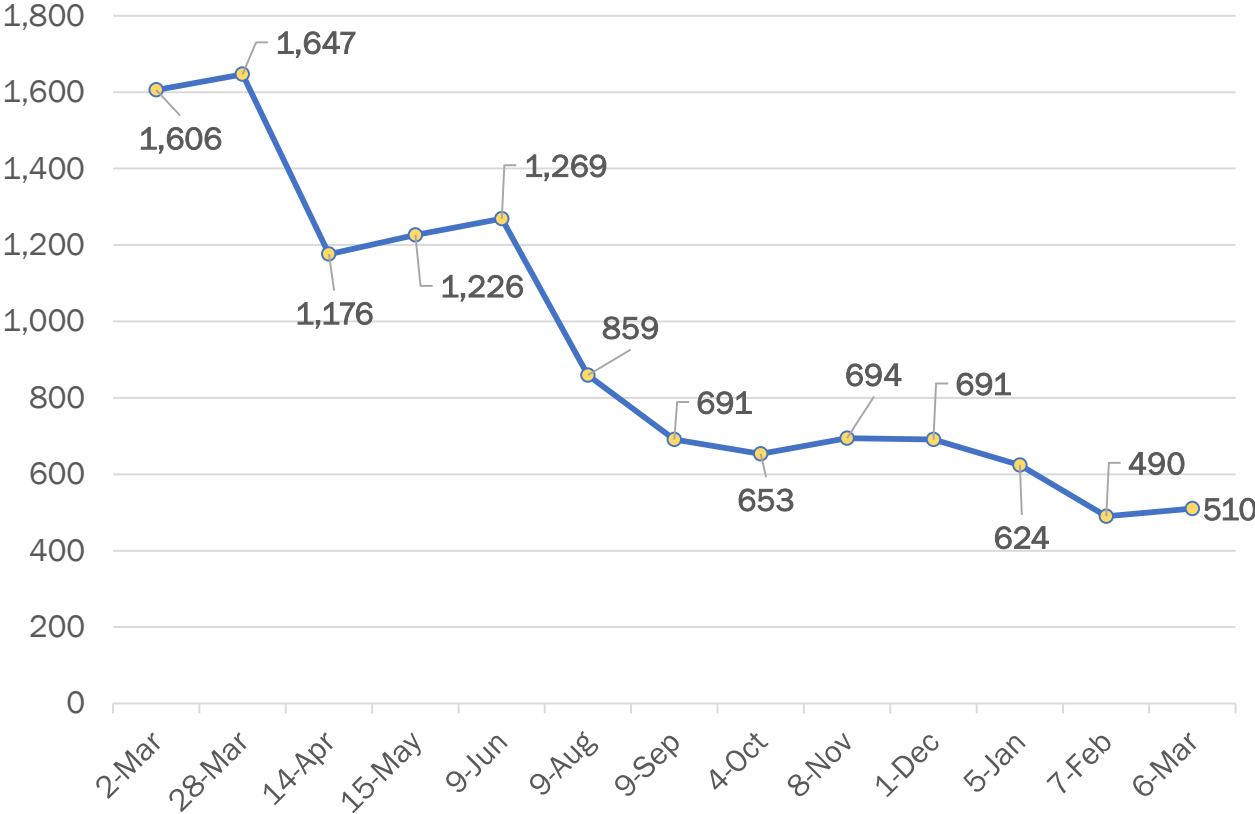
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Commercial Current on Bill\*

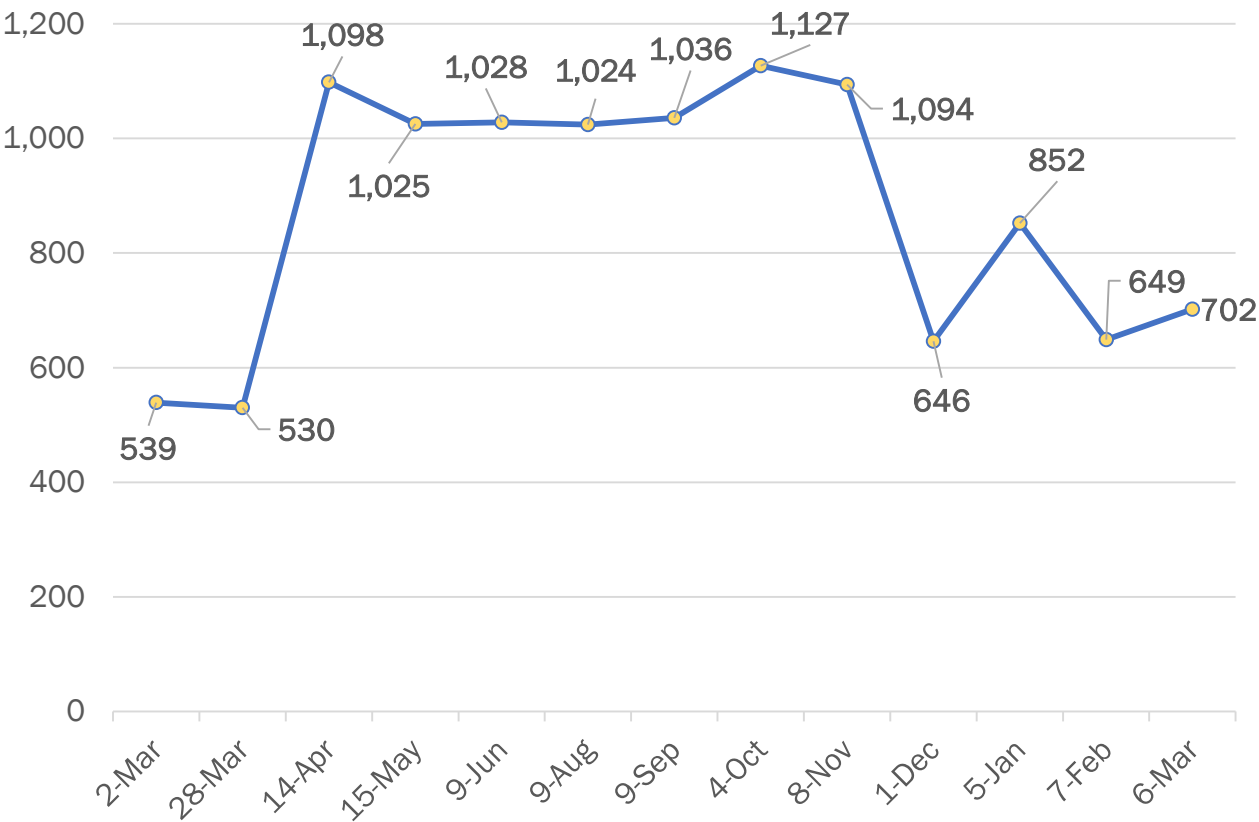


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Commercial Payment Plans

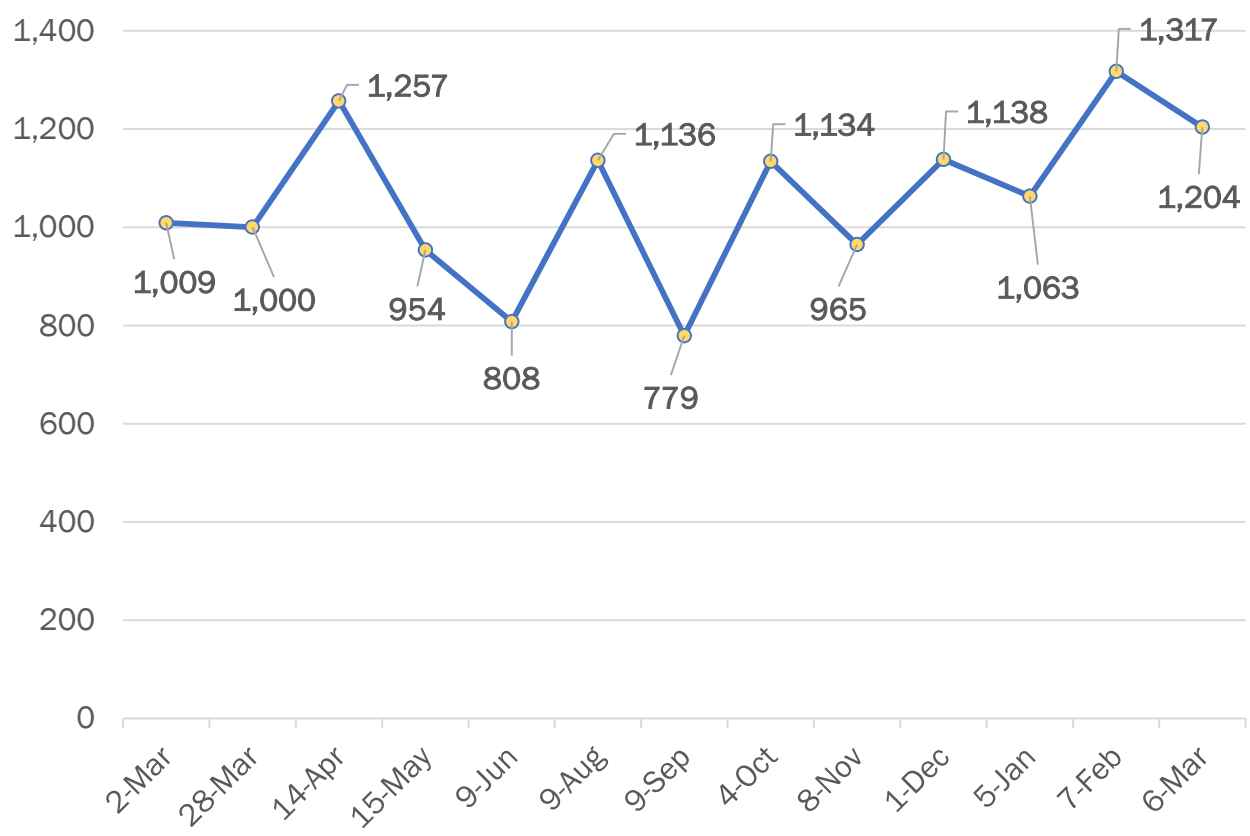


# Customer Care: Commercial On the Bubble\*



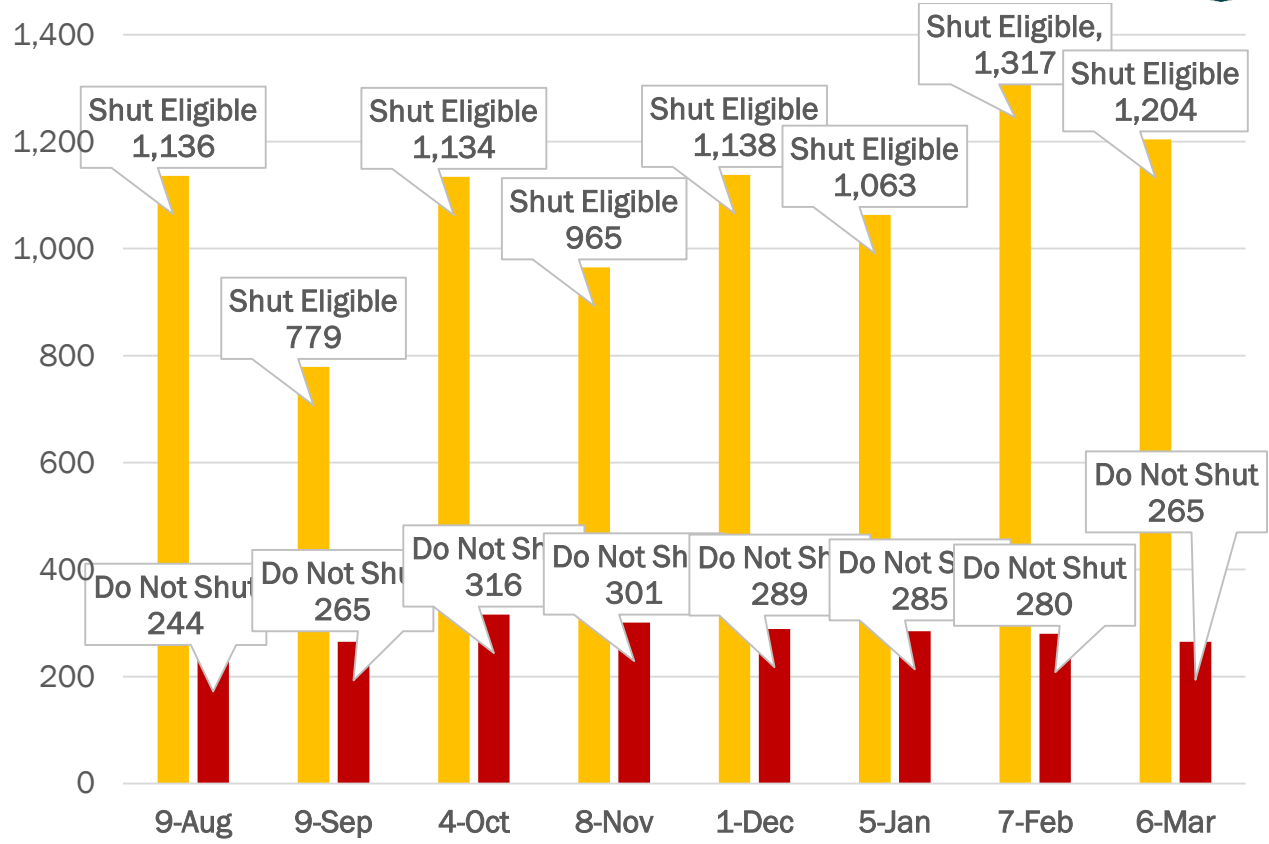
\*Past due more than 60 days and less than \$150.

# Customer Care: Commercial Shut-Off Eligible





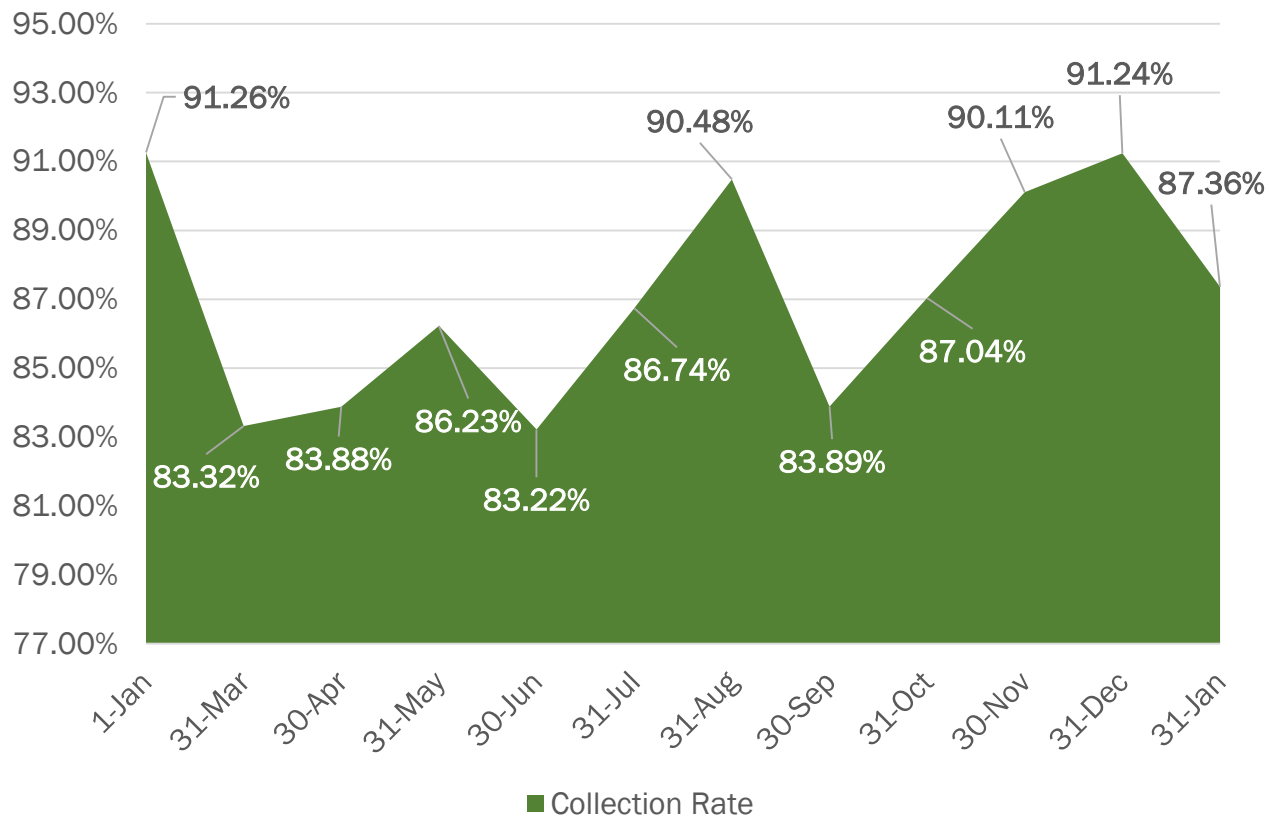
# Customer Care: Commercial Shut-Off Status\*



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

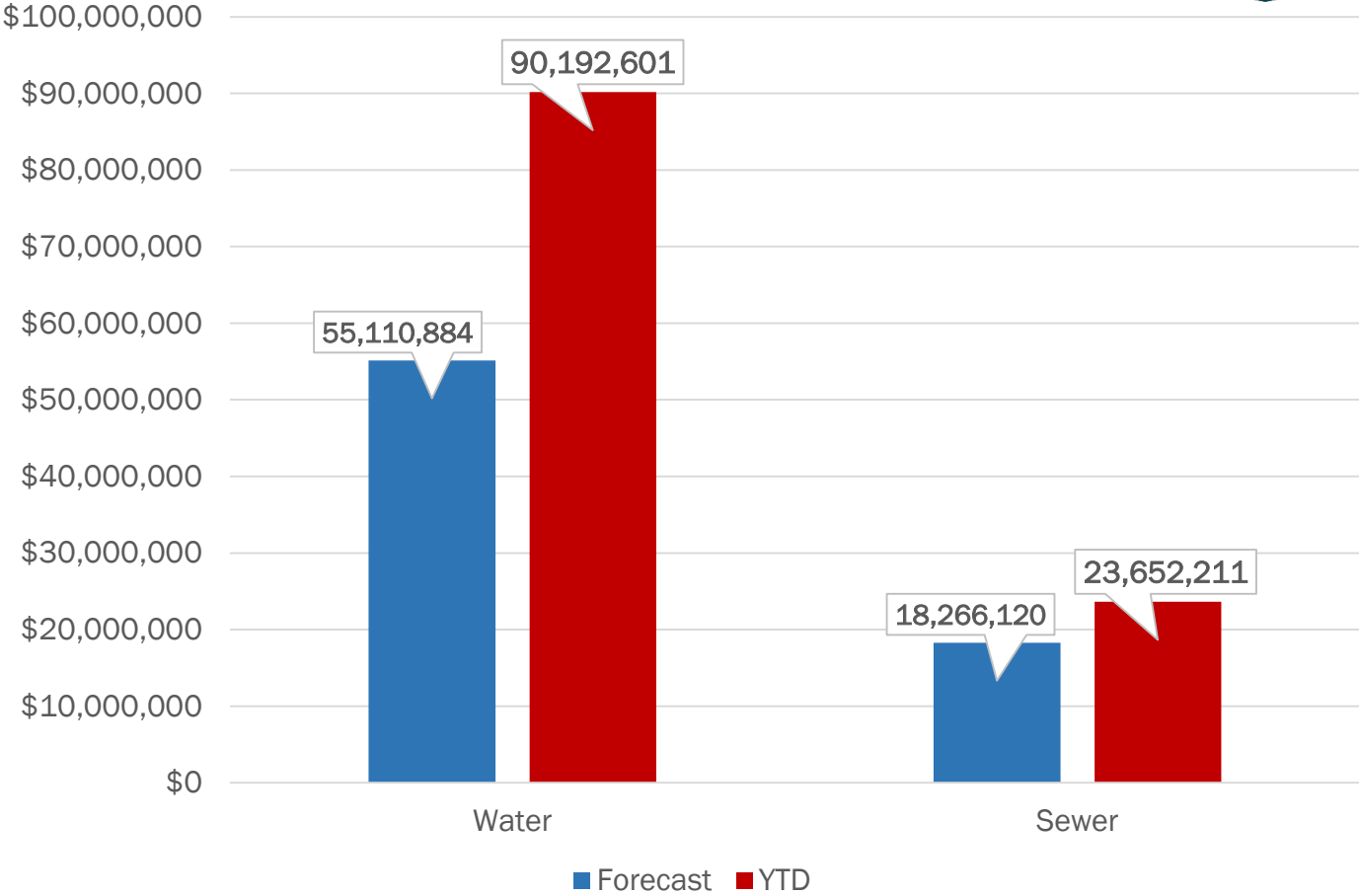
# Finance

# Finance: Collection Rate\*



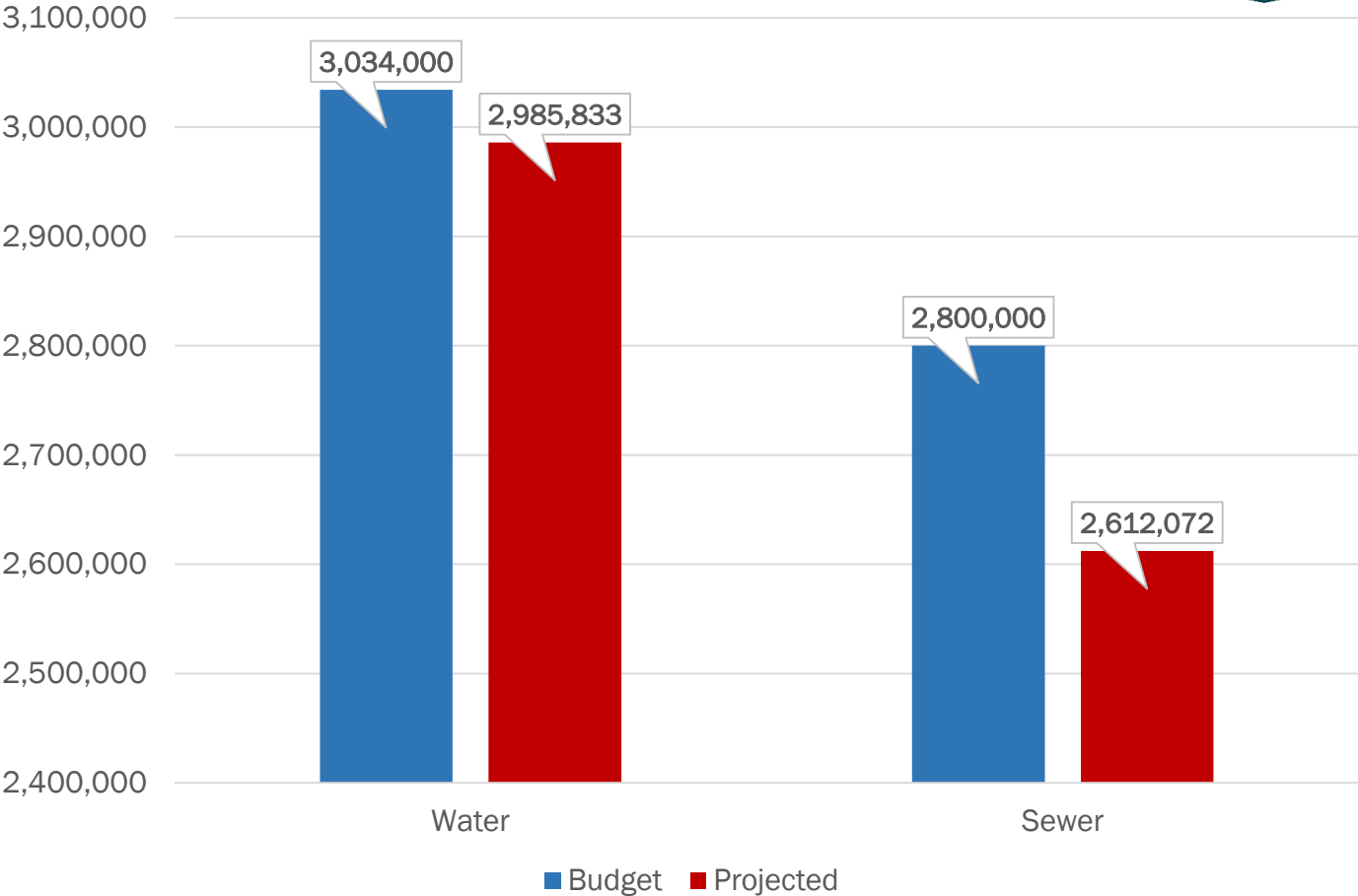
\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

# Finance: Cash Flow Status\*

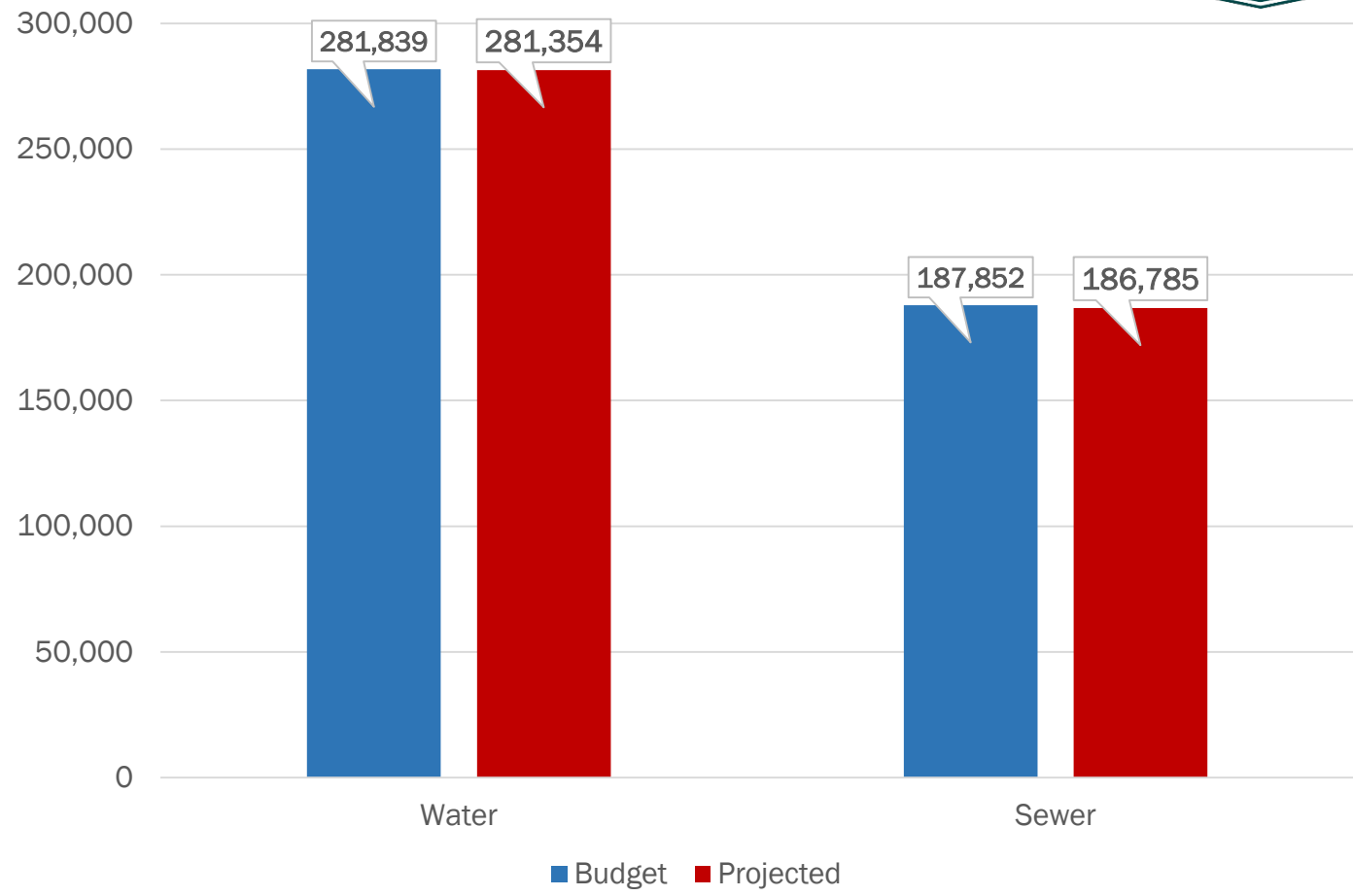


\*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of September 30, 2016 approximates \$67,000. Unreconciled bank to ledger balance approximates \$400,000 due to City of Detroit failure to book certain cash payments from DWSD.

# Finance: Commodity Volumes

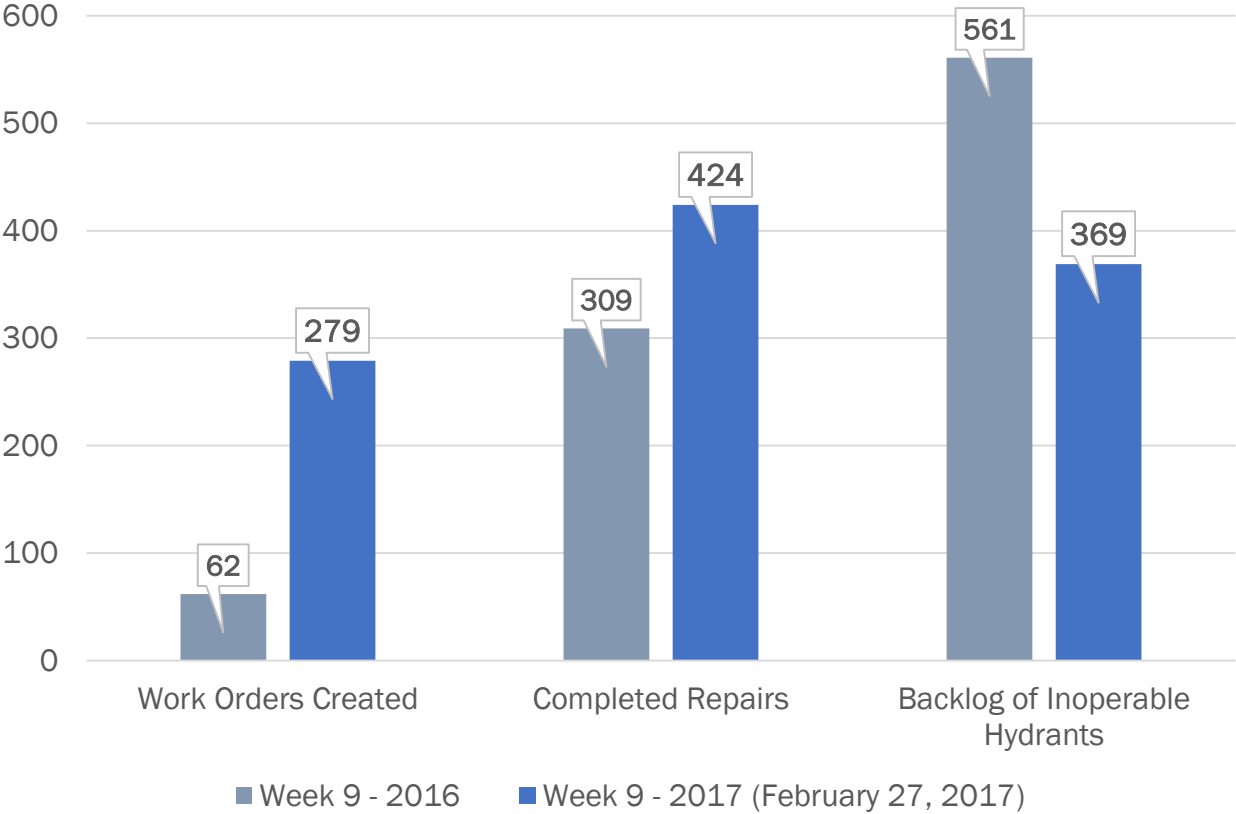


# Finance: Equivalent Accounts



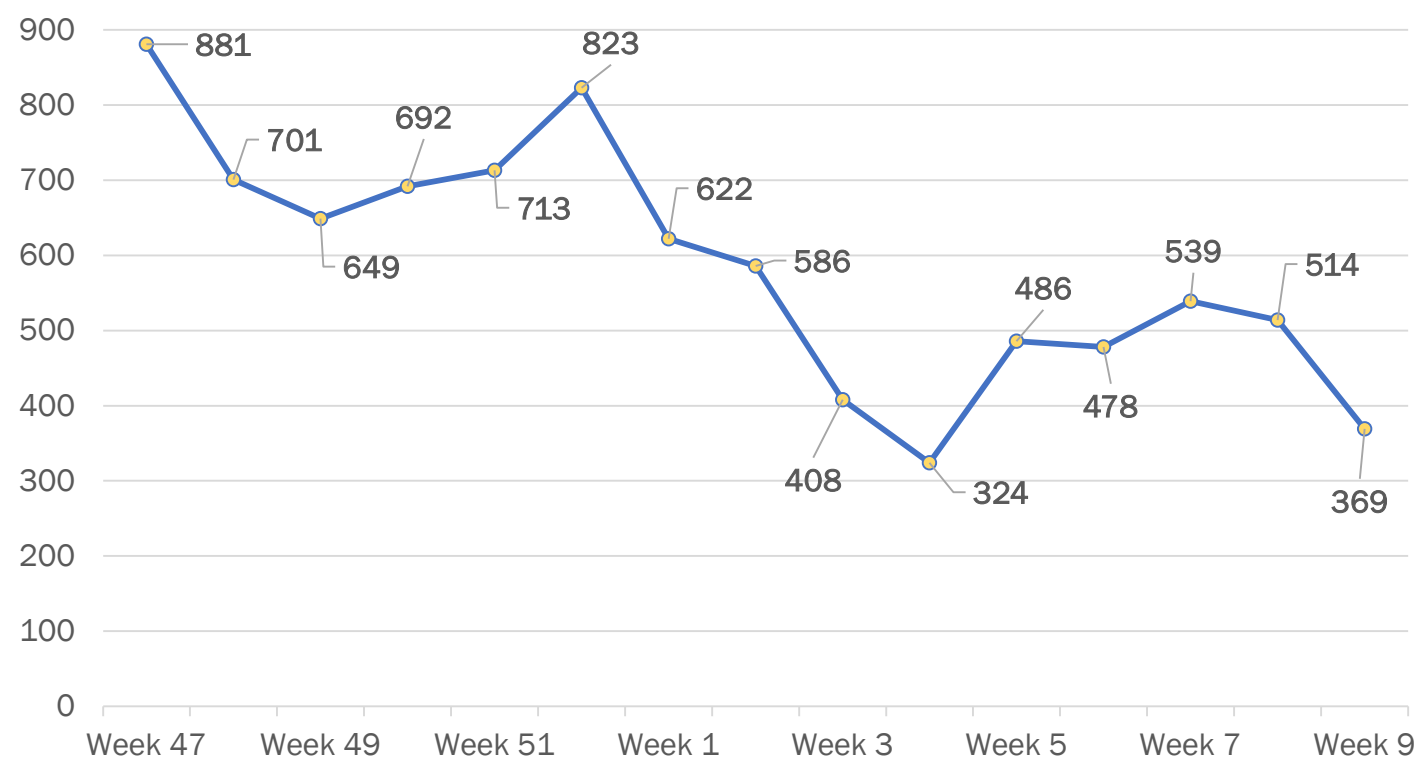
# Field Services

# Field Services: Fire Hydrant Repairs





# Field Services: Backlog of Inoperable Fire Hydrants



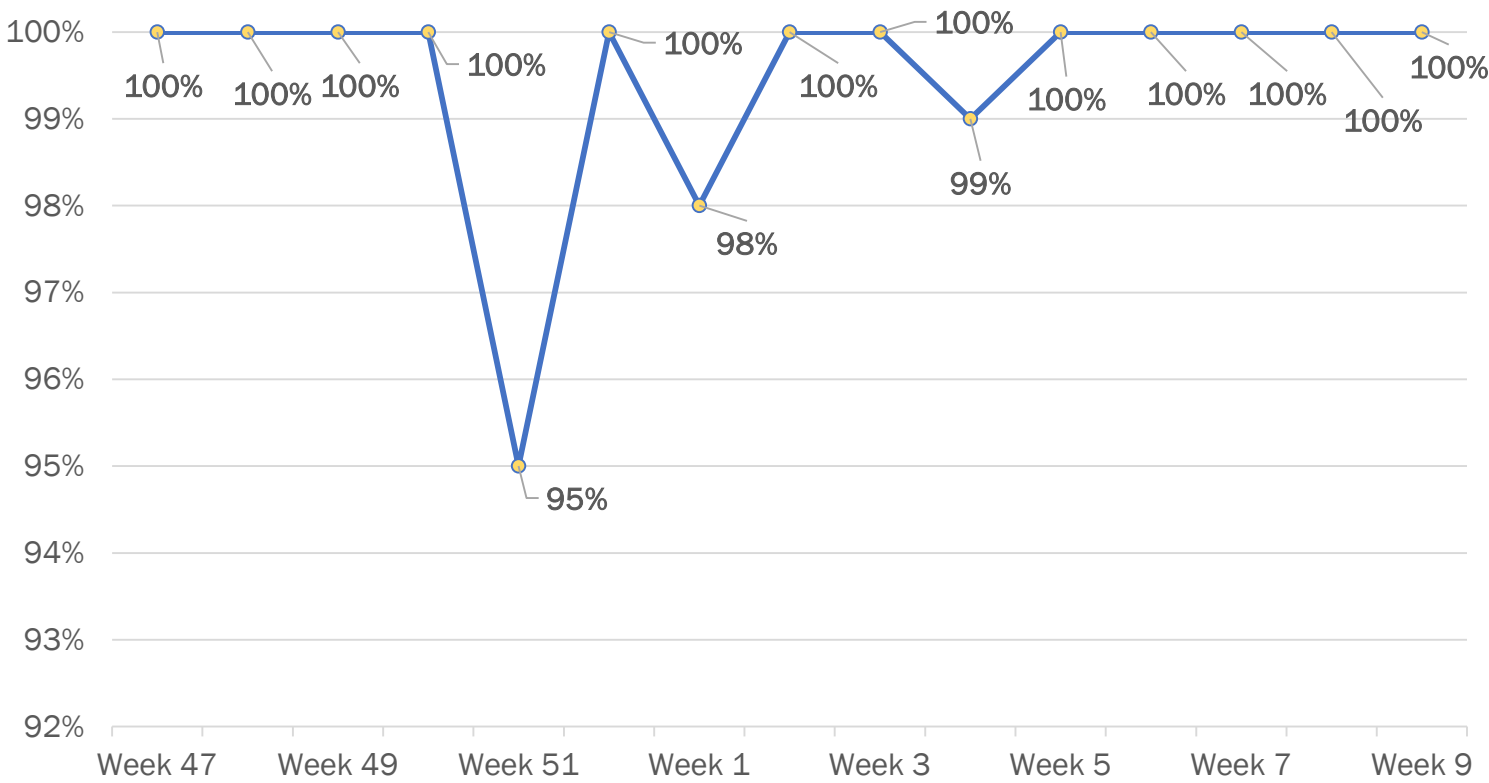
# Field Services: Reports of Running Water



# Field Services: Reports of Running Water



Completion Rate within TWO Days



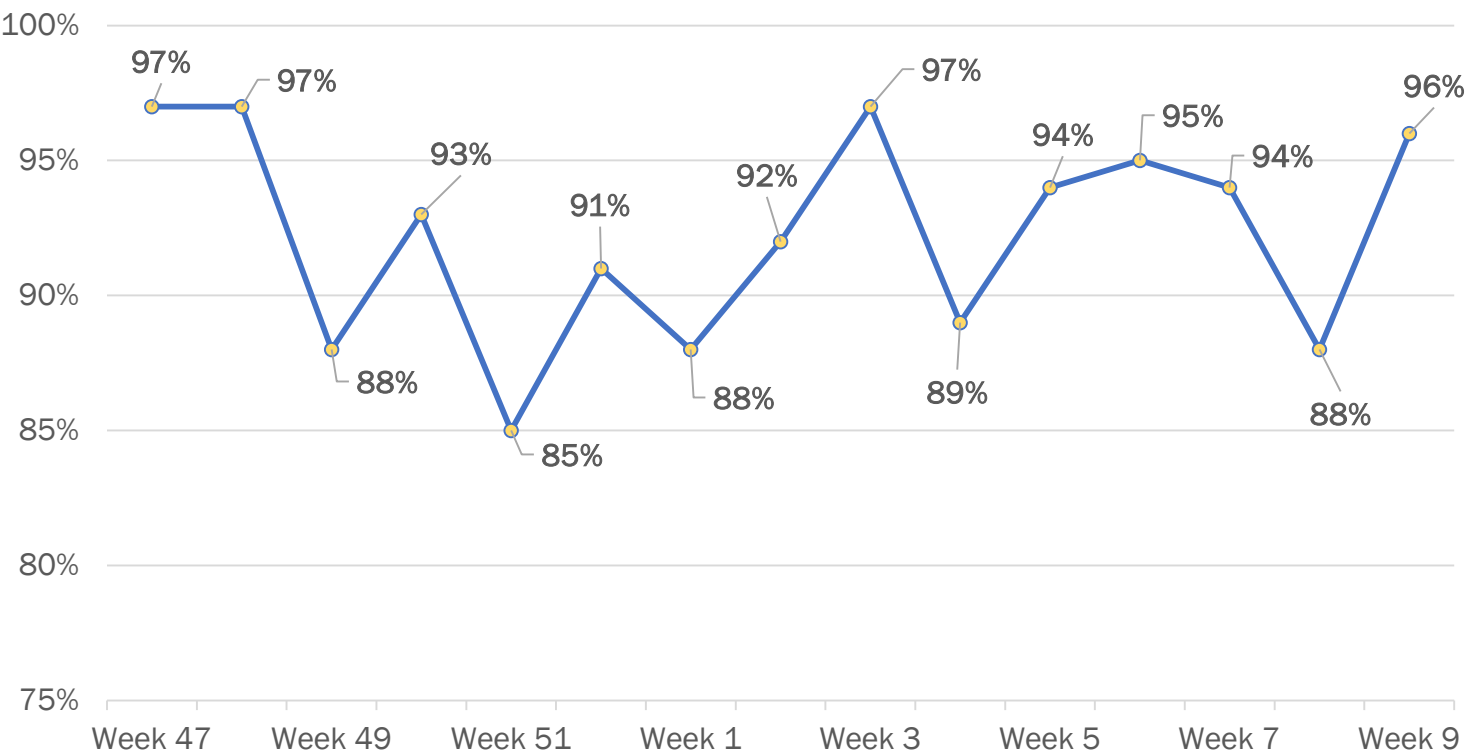
# Field Services: Water Main Repairs



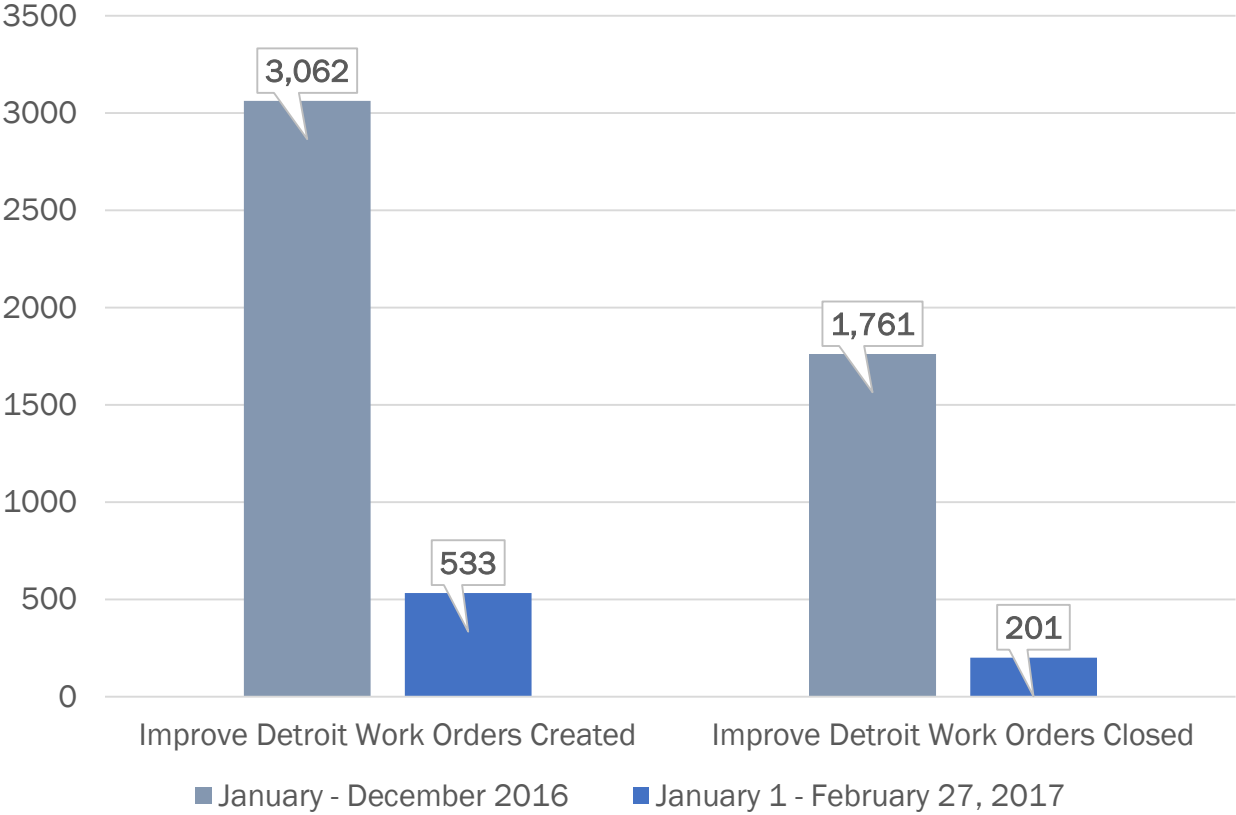
# Field Services: Water Main Repairs



Completion Rate within FOUR Days

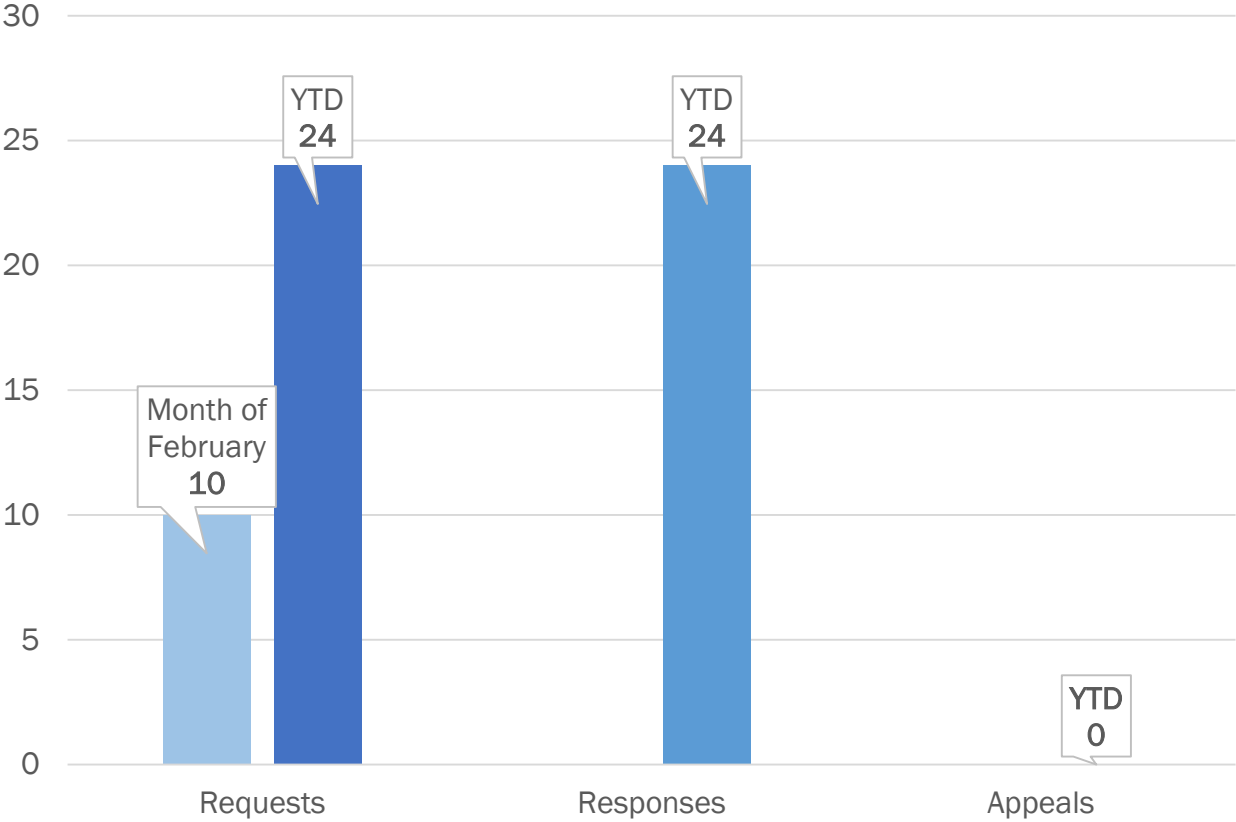


# Field Services: Catch Basins



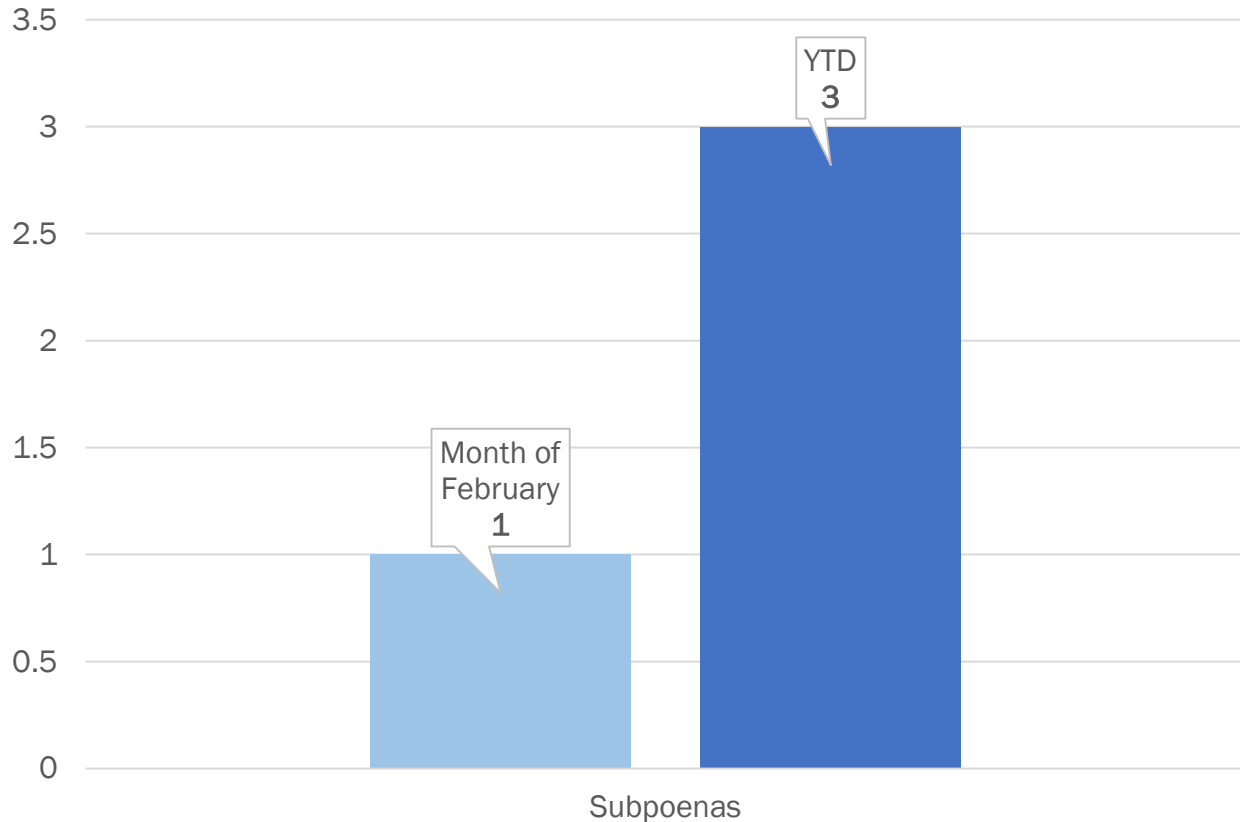
# Legal Services

# Legal: FOIA Requests



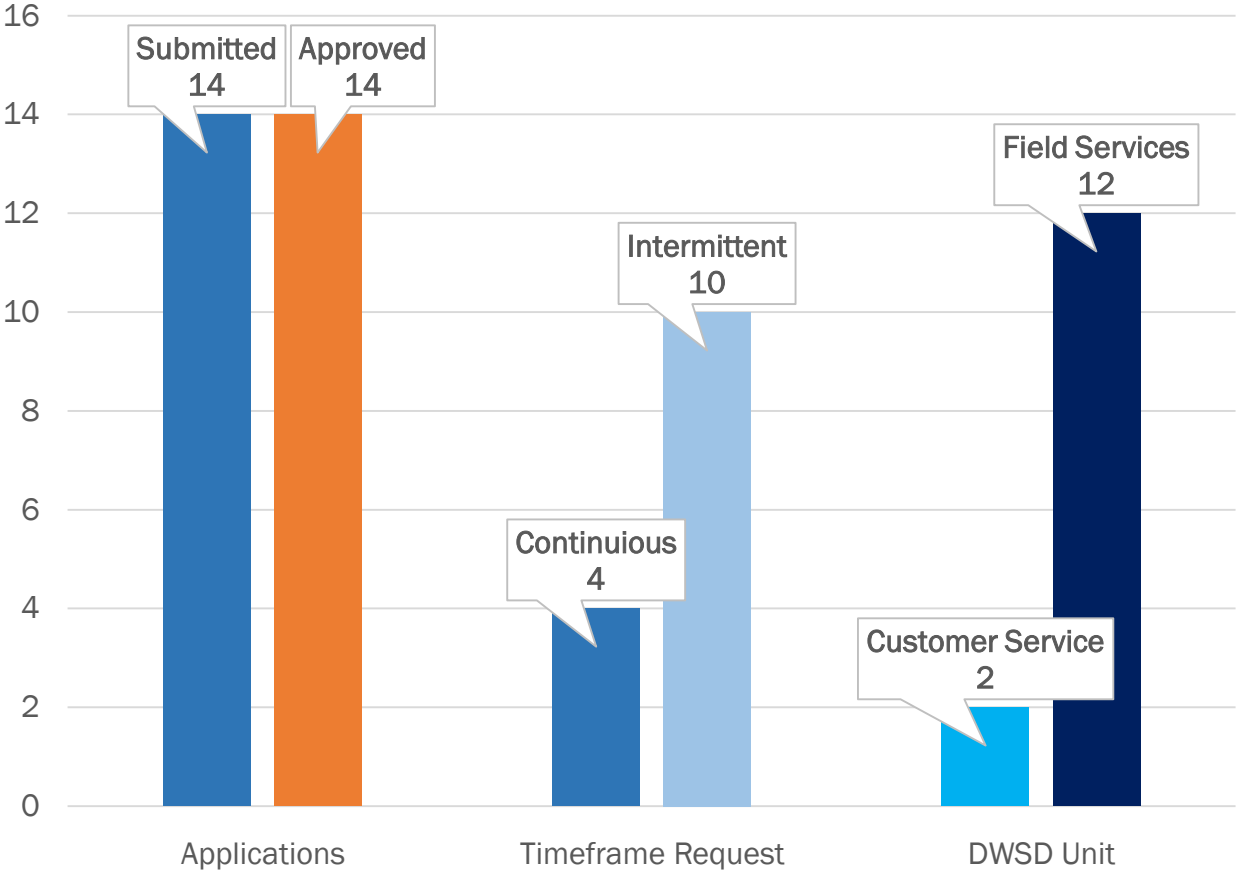


# Legal: Subpoenas

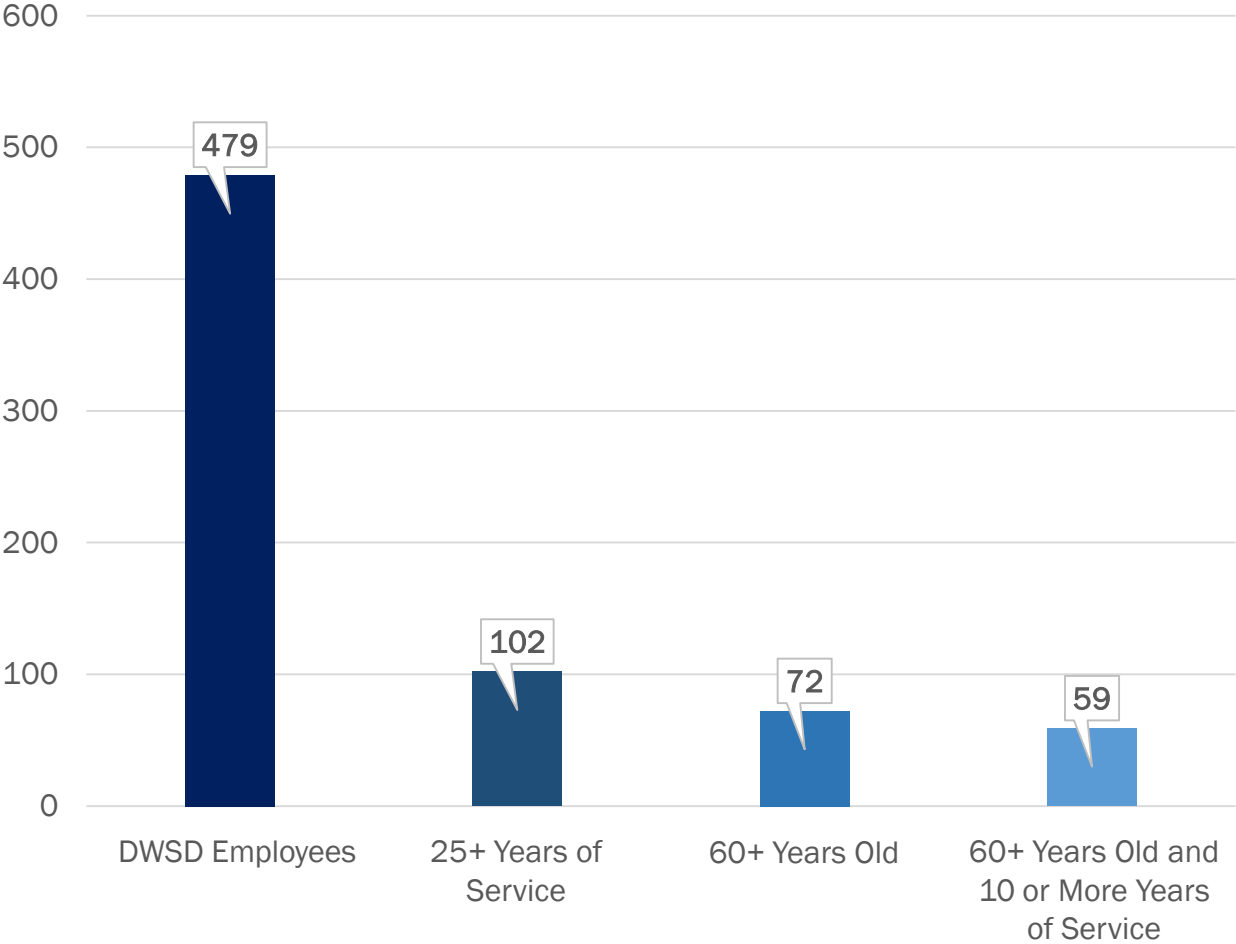


# Human Resources

# HR: Family Medical Leave Act

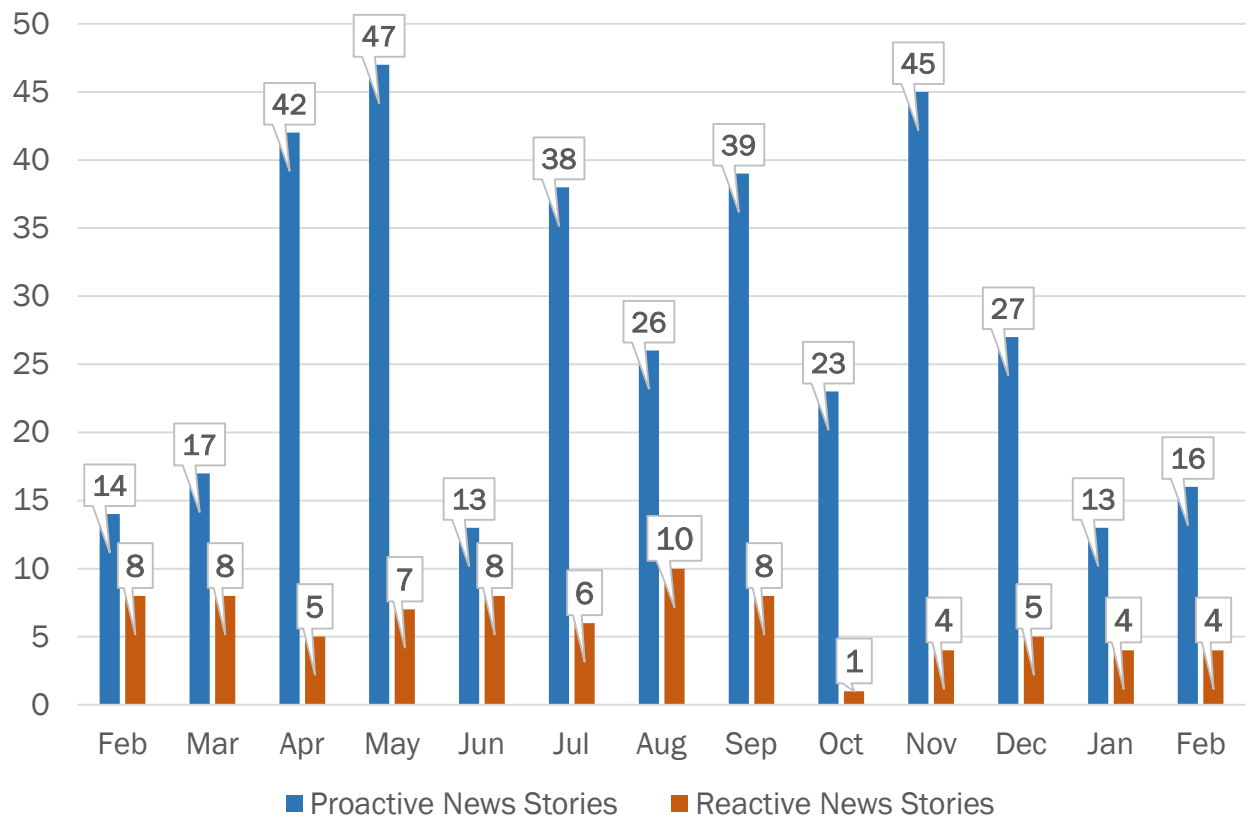


# HR: Retirement Eligible

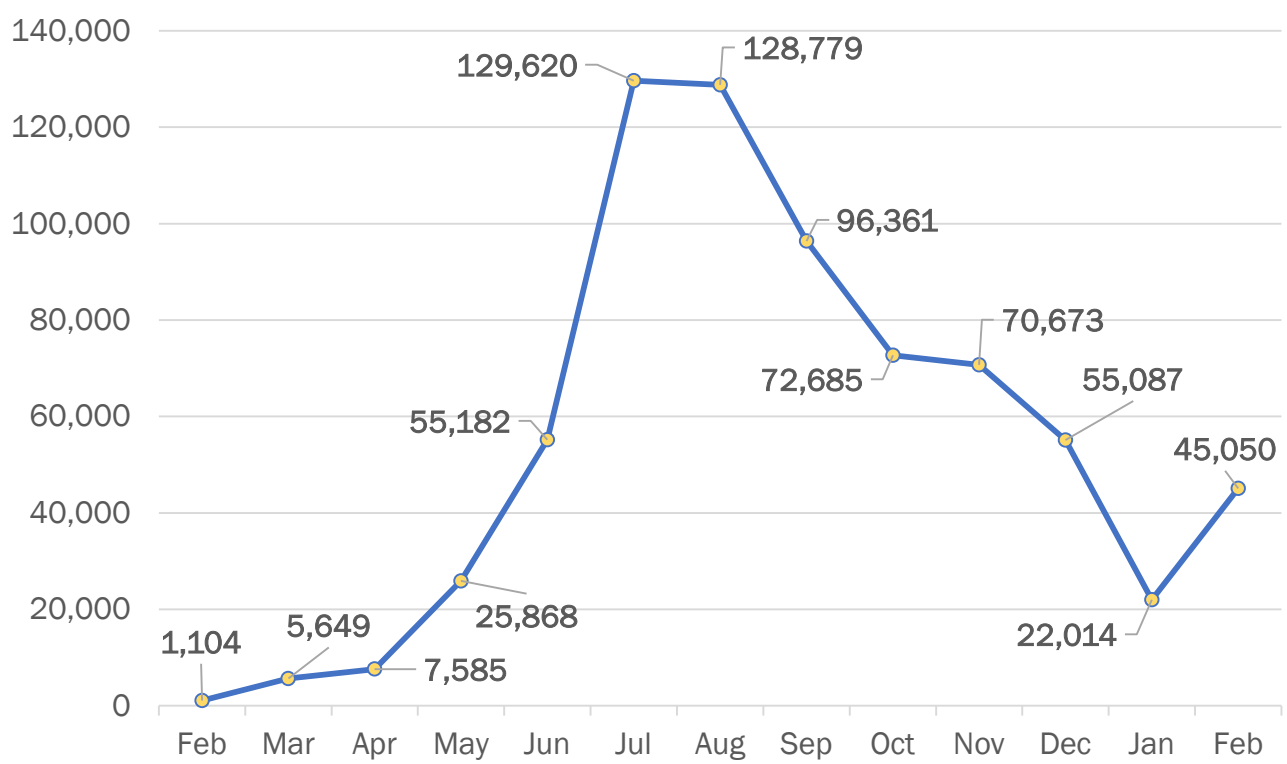


# Public Affairs

# Public Affairs: News Media Placements

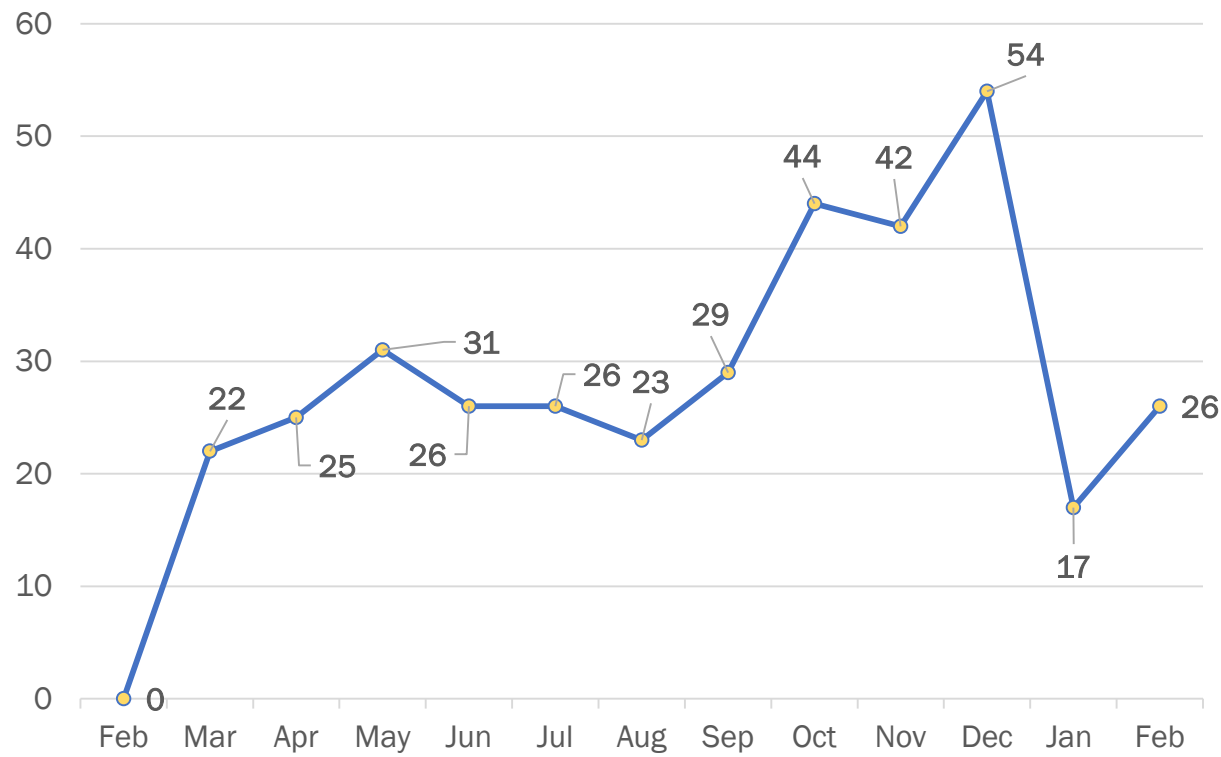


# Public Affairs: Social Media Reach\*



\*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

