



DETROIT
**Water & Sewerage
Department**

DIRECTOR'S REPORT

November 14, 2018



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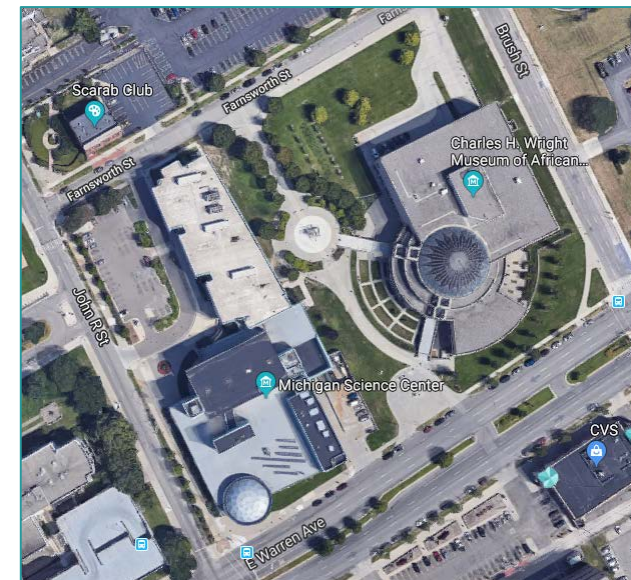
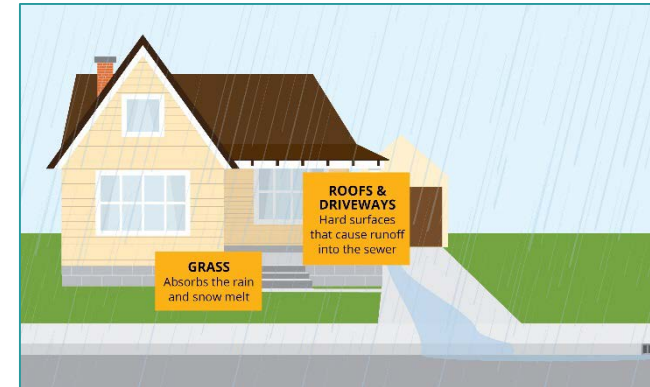
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DIRECTOR'S MESSAGE TO THE BOARD



- The **Michigan Court of Appeals unanimously upheld the Detroit Water & Sewerage Department's (DWSD) practice of collecting a monthly drainage fee** from customers to pay for the treatment of stormwater that runs off their property into the city's combined sewer system.
 - Staff pulling together the documents and studies to support DWSD's case was critical to this outcome.
- The **first completed project to receive funding from the DWSD Capital Partnership Program** is the shared green stormwater infrastructure practice at the **Michigan Science Center (MiSci) done in partnership with the Charles H. Wright Museum of African American History**.
 - The bioswale is between John R. and the parking lot in front of MiSci.
- The Detroit Water and Sewerage Department (DWSD) and our contractors are **moving more rapidly with lead service line replacements**, including both planned and unplanned work.
 - The planned work is in conjunction with scheduled water main replacement projects, such as on Robson and Lasher.
 - The unplanned work is being funded by a State of Michigan \$1 million grant and based on individual requests that meet specific criteria and houses DWSD identified that need a lead service line replacement.
- DWSD will have our **third round of coffee (cider) and conversation meetings with employees at all sites** that offer them the opportunity to share freely their ideas and concerns.
 - We began this conversation series one year ago.
 - The meetings will be the last week of this month.



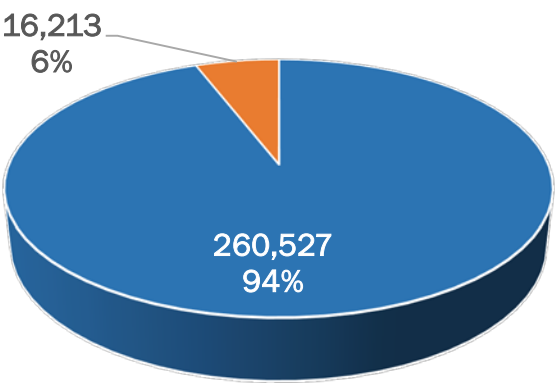


Customer Care

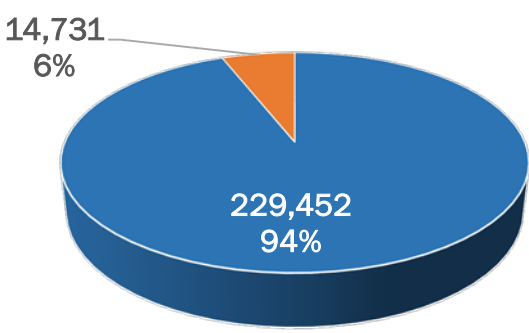
CUSTOMER CARE: Account Status



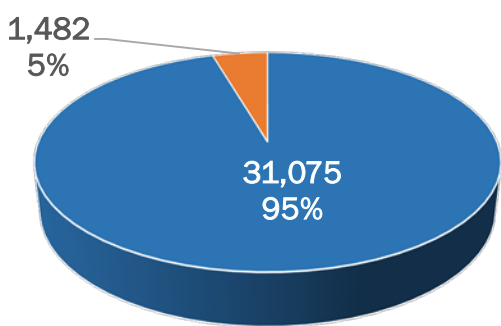
All Customers



Residential Only

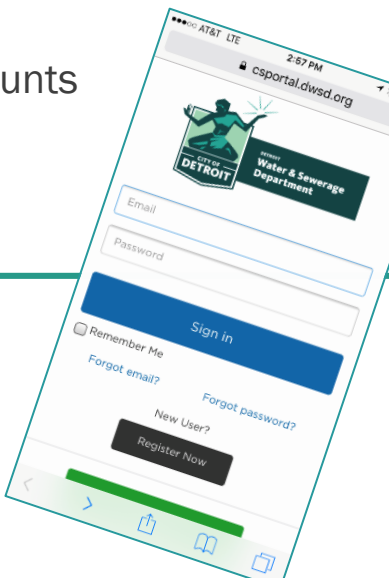


Non-Residential Only

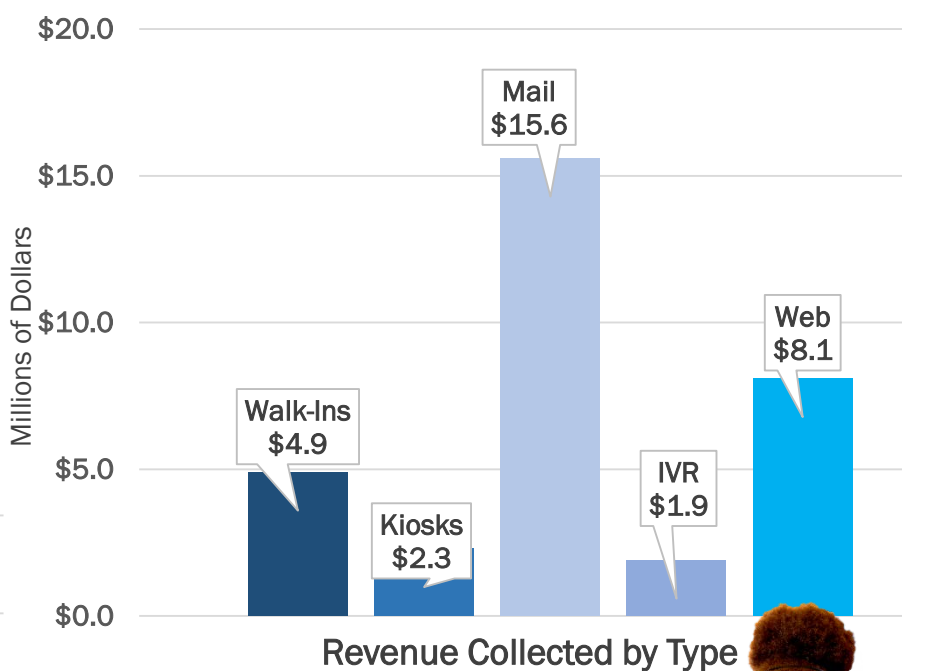
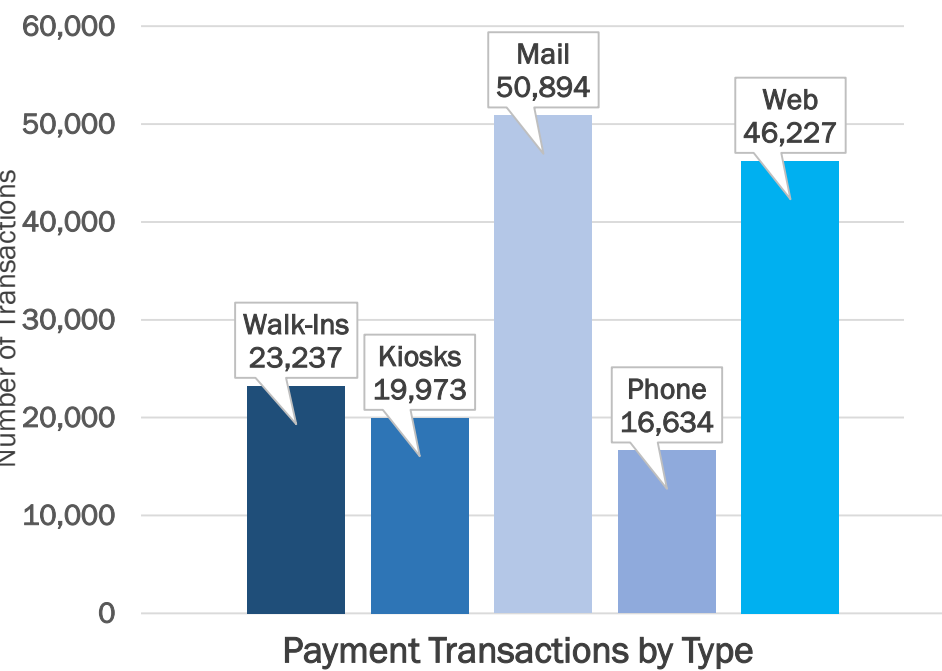


■ Active customer accounts in good standing ■ Delinquent accounts

DWSD launched the mobile-friendly Customer Care Web Portal more than one year ago and is in the process of completing the transition of all web-based customers to the new portal from the previous web providers, including customers who were on autopay under the former system. Transactions via the web and the kiosks continue to increase monthly. Visit the portal at detroitmi.gov/paymywaterbill and see the map for the kiosks at dwsdkiosk.com.



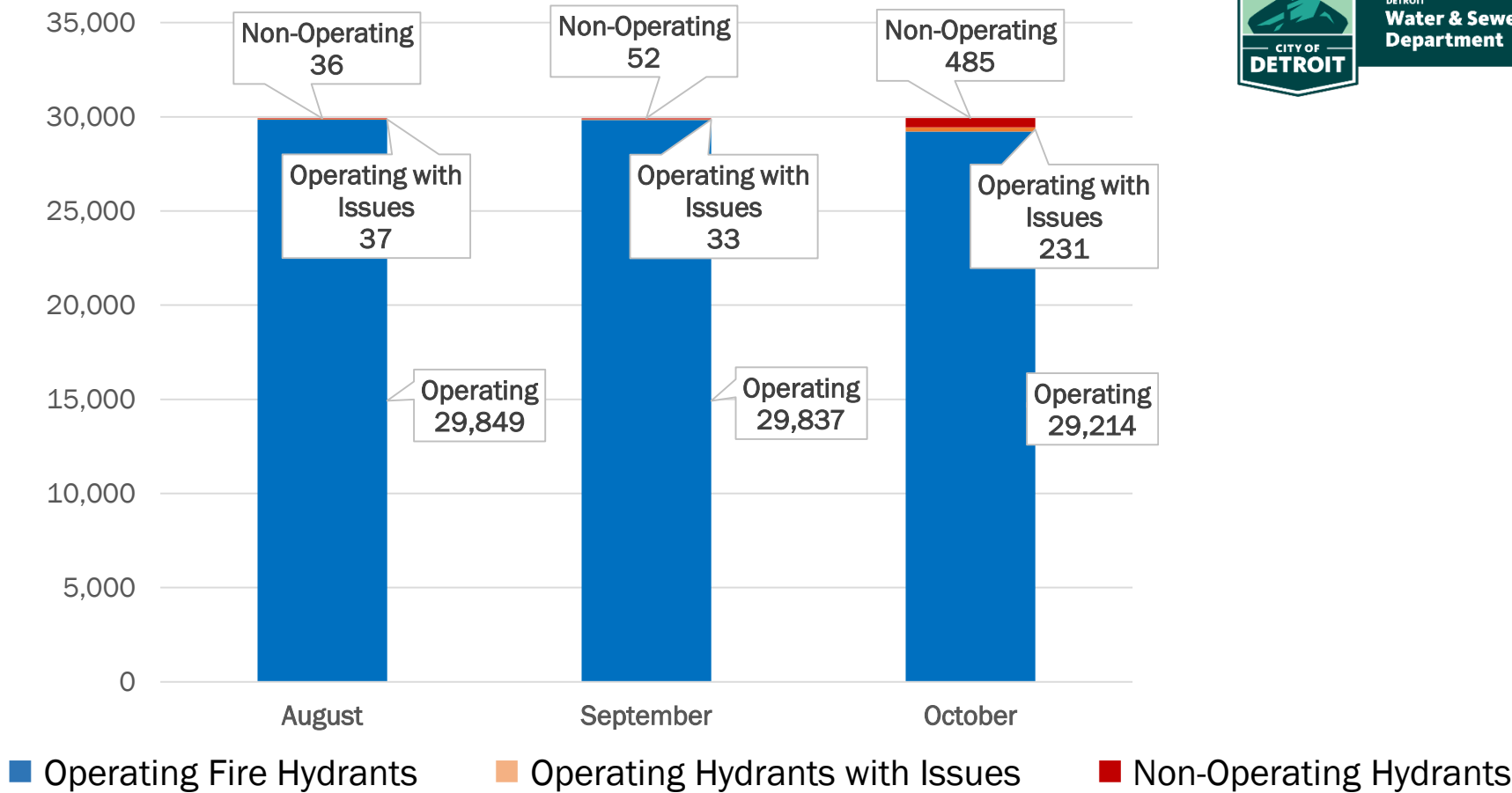
CUSTOMER CARE: Transactions





Field Services

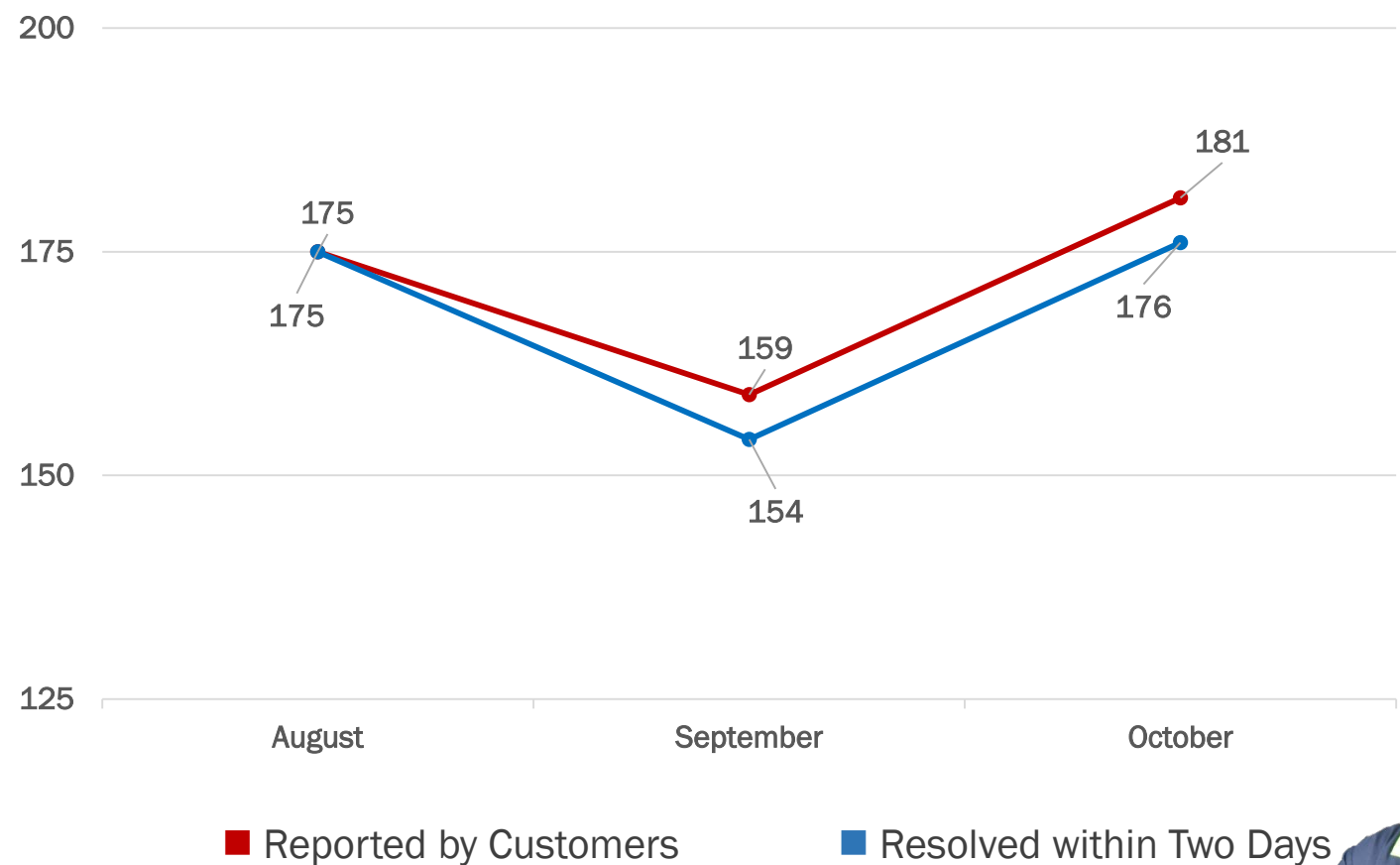
FIELD SERVICES: Fire Hydrant Maintenance



The Detroit Fire Department uses a mobile collector app where firefighters report on the status of each hydrant. This data integrates into DWSD’s work order system. In turn, DWSD maintenance and repair staff update the hydrant mobile app to indicate when a repair is completed.



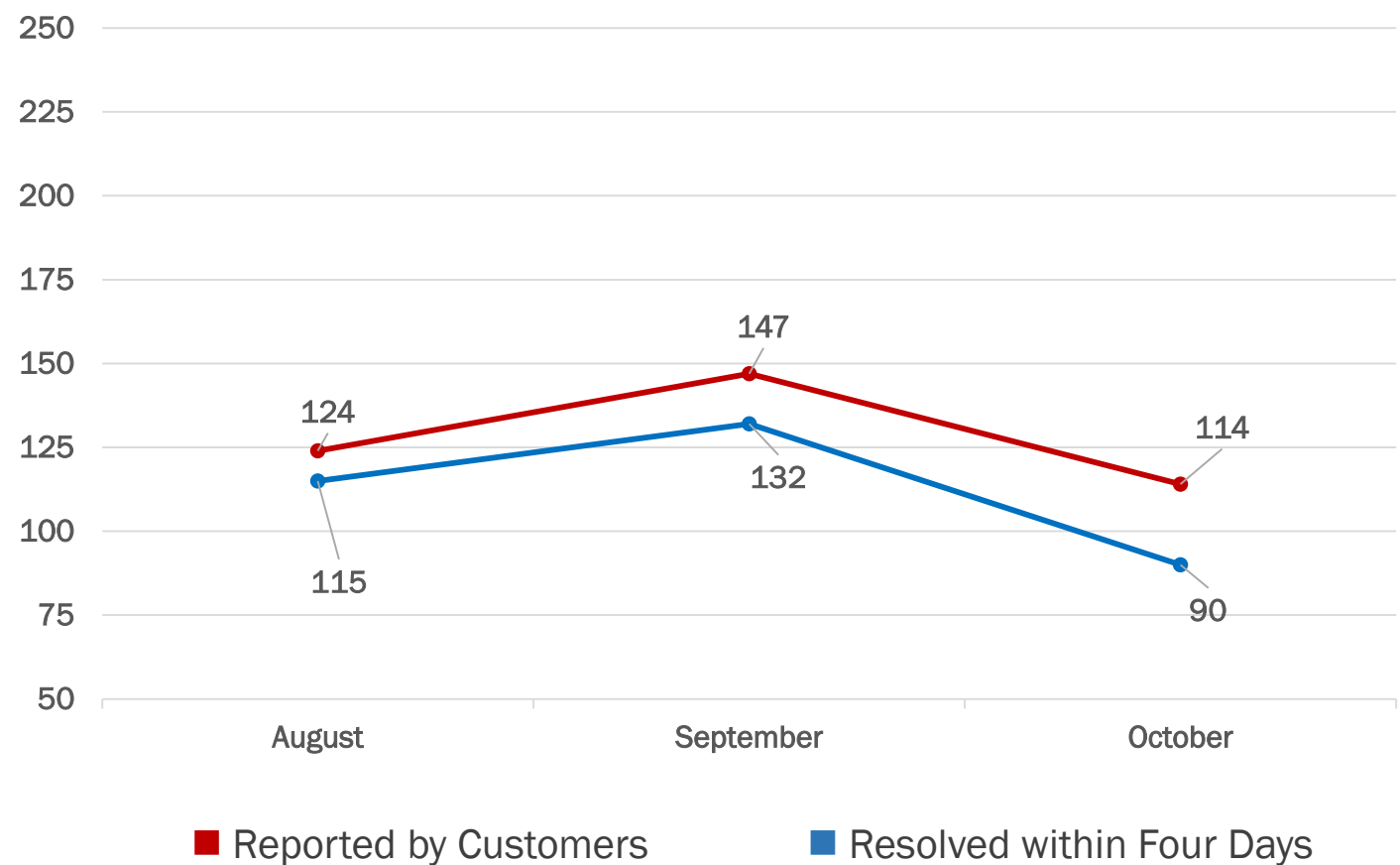
FIELD SERVICES: Running Water



Running water reports include water flowing on a street, issues at vacant properties, and calls by residents who see gushing or flowing water that is out of the ordinary.

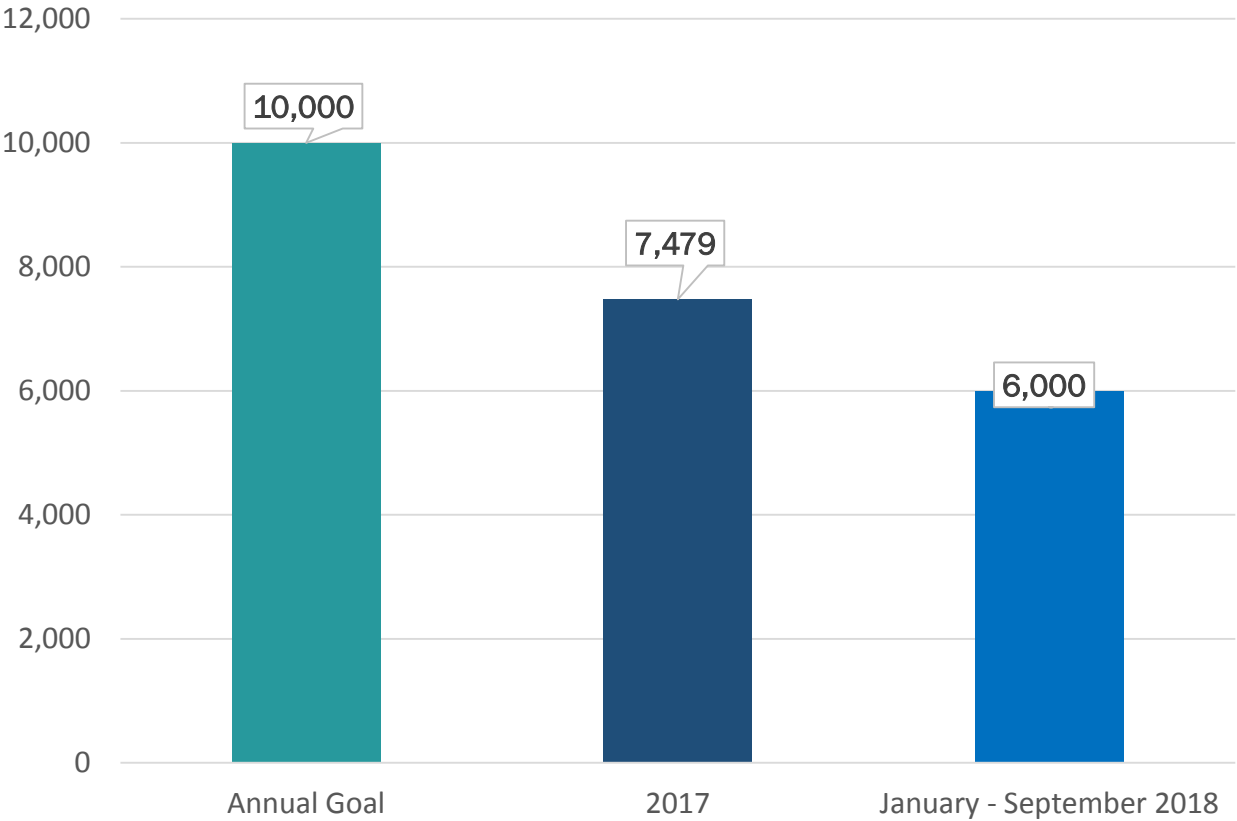


FIELD SERVICES: Water Main Breaks



DWSD has a service level agreement with contractors to have reported water main breaks repaired within four days.

FIELD SERVICES: Catch Basin Inspection & Cleaning



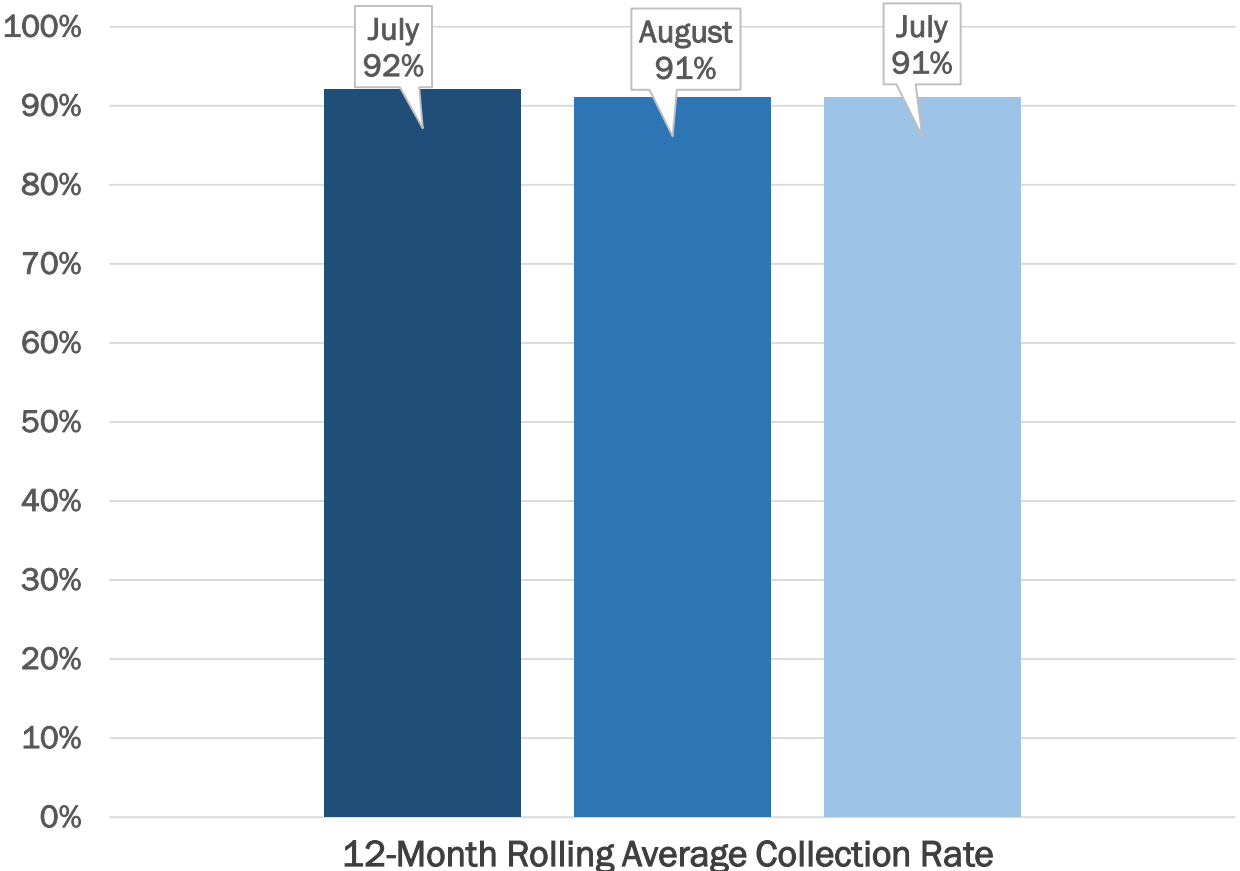
The catch basin inspections and cleaning had a late start in 2018 due to weather, equipment maintenance and two large rainstorms which had DWSD crews re-assigned to water-in-the-basement complaints for two weeks on two separate occasions in the Spring.





Finance

FINANCE: Bill Collection Rate



Every percentage increase in the collection rate above 80 percent is an additional \$4-\$7 million which can be applied to the maintenance and rehabilitation of the water and sewer infrastructure.

FINANCE: Cash Balance



\$111,506,784

Water cash balance as of
September 30, 2018

\$81,669,178

Sewer cash balance as of
September 30, 2018

As of September 30, 2018, DWSD had 235 days of cash on hand. The target is 120 days.



Investigations



930

[62 per month, on average]

Property addresses investigated for delinquency, possible meter tampering and no meter.

\$5,616,727

Money owed to DWSD



Water theft

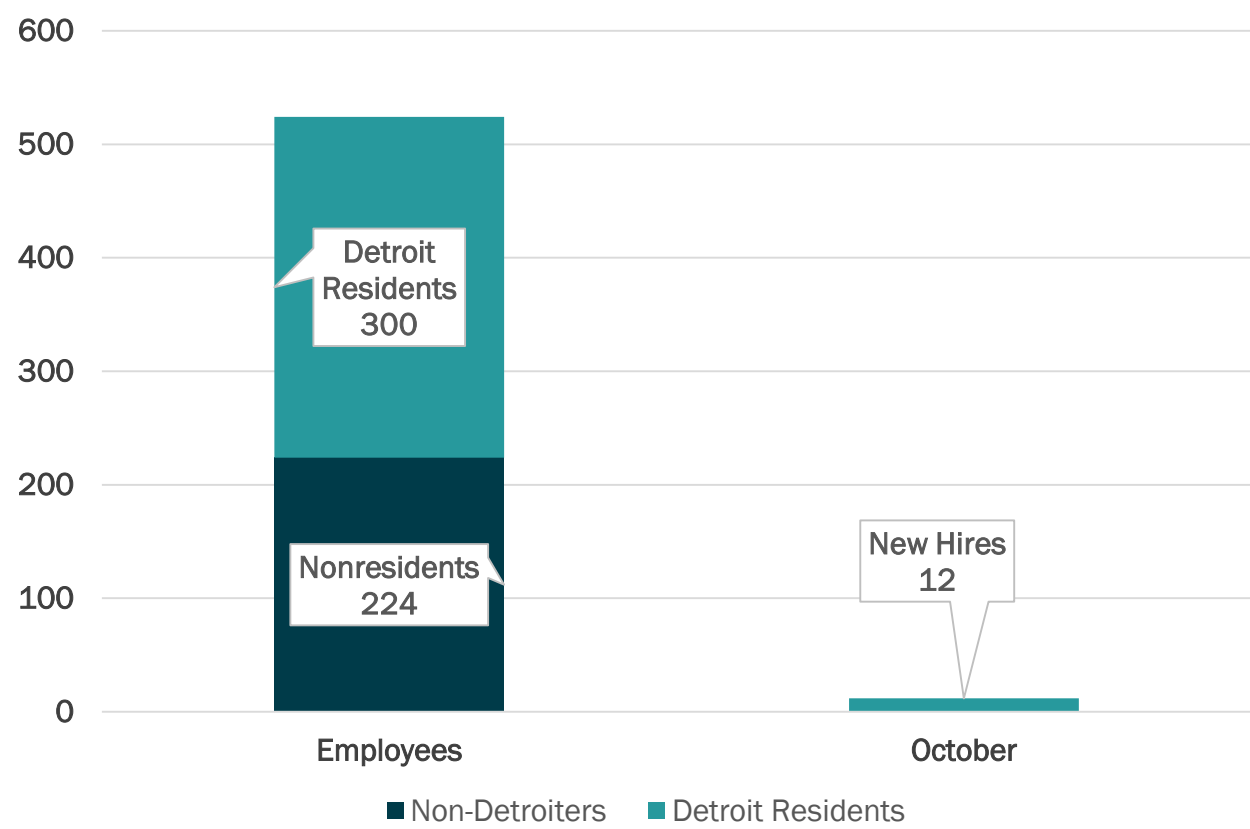
Unauthorized fire hydrant usage

The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified nearly \$6 million in services owed by primarily commercial customers. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering with the meters, or connected to the city’s water main without a meter and/or permit. The team works closely with the DWSD collections and legal staff.



Human Resources

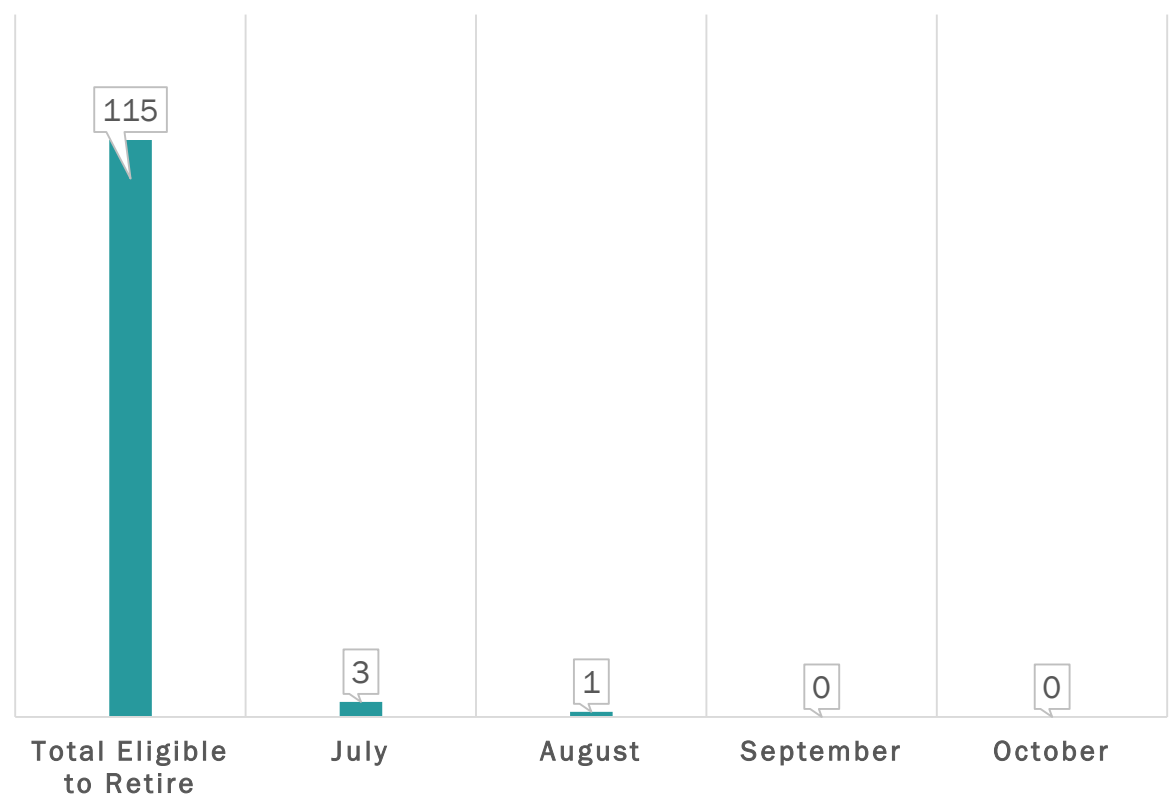
HUMAN RESOURCES: Detroit Residents and Hiring



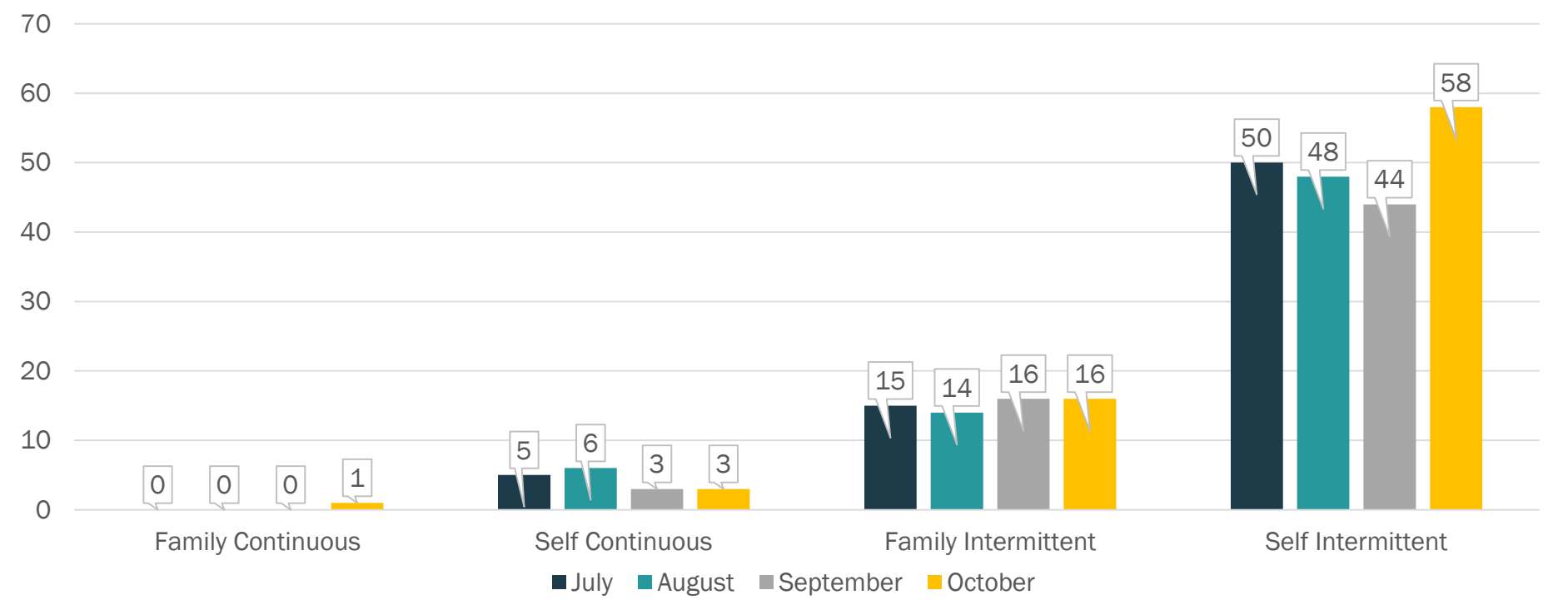
Fifty-seven percent of the DWSD workforce lives in Detroit. Twelve new hires in October 2018 (nine in September).

Forty-three contract employees to augment staffing.

HUMAN RESOURCES: Retirement Eligible



HUMAN RESOURCES: Family Medical Leave Act



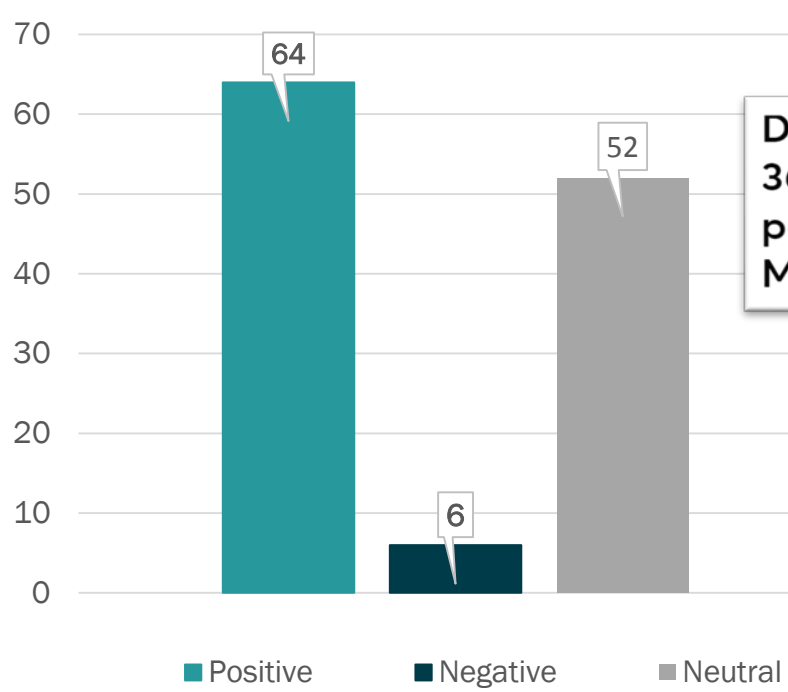


Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: October 1 – October 31, 2018



PR Newswire
a CISION company

DivDat Kiosk Network Welcomes 36th District Court to its No-Fee payment kiosks located throughout Metro Detroit



The Detroit News



This month the DWSD Public Affairs Group saw a total of **122** media stories. The majority of the coverage was on the DivDat Kiosk Network welcoming the 36th District Court. All these articles mentioned that customers may also pay their water bill at the kiosks. The second top story was workers rescued from a manhole. Many of the stories mistakenly reported the workers at a DWSD facility; the stories were later updated. The third top story was the water protest on October 4, of which DWSD coordinated a proactive response. Of the 122 stories, 5 were broadcast, 90 were print/online and 27 were radio.

PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



43

New Facebook Followers

7,456

Total Followers on Facebook

3,304

Engagement on Facebook



28

New Twitter Followers

1,368

Total Followers on Twitter

374

Engagement on Twitter



15

New Instagram Followers

1,025

Total Followers on Instagram

56

Engagement on Instagram

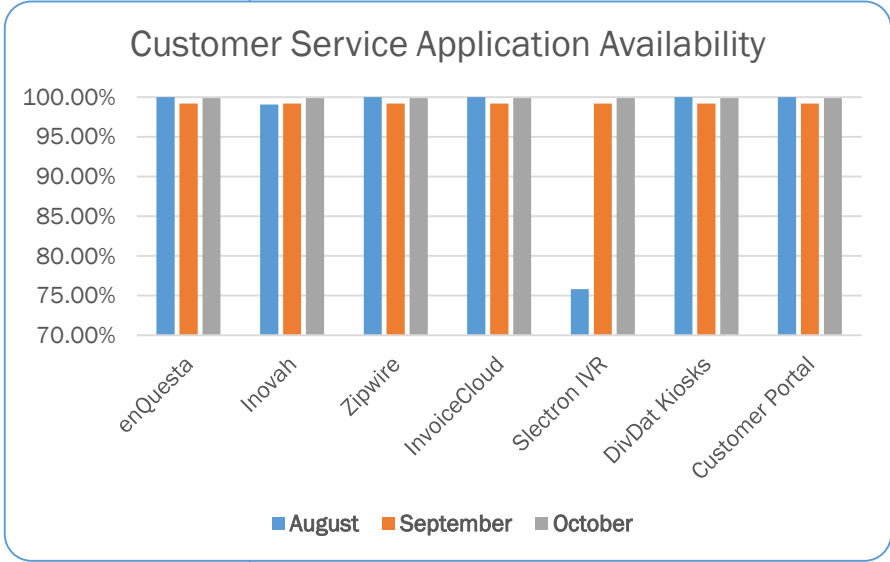
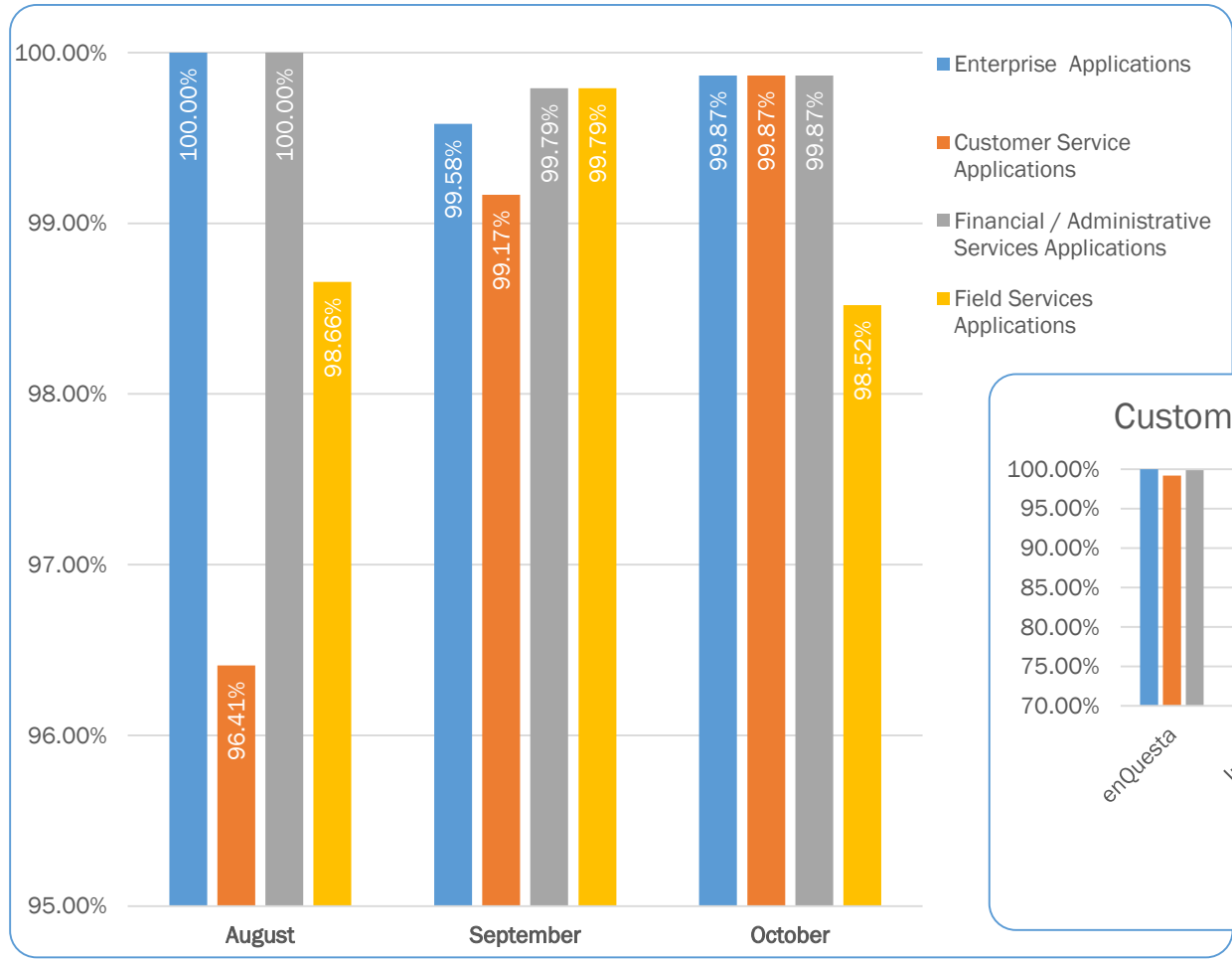


The DWSD Public Affairs Group gained **86** new followers on social media in October 2018, bringing the total number of followers to **9,849**. In addition to the metrics above, Facebook saw a total of 860,400 impressions and 3,006 link clicks. The top performing post on Facebook was on October 3 about water saving tips. The post suggested using a pitcher or jug to store water in the refrigerator instead of letting the faucet run to get a cold glass of water. On this post alone, there were 15,600 impressions, 109 comments and 590 reactions. This water tip was also the top performing Twitter post (19,600 impressions, 8 responses and 7 retweets).



Information Technology

Information Technology: Application Availability



In the Informational Technology (IT) Group, the major projects underway are the transition from Great Lakes Water Authority (GLWA) IT shared services which includes new network, active director, BOX.com, print/fax services, IVR upgrade to the cloud, and GIS (Geographic Information System) to City of Detroit migration; launch of fleet management programs AssetWorks, FleetFocus and FuelFocus; CityWorks to replace WAM work order system; and Customer Care Web Portal phase two.