



**Water & Sewerage
Department**

DIRECTOR'S REPORT

March 20, 2019



CONTENTS*

Director's Message for January 2019	3
-------------------------------------	---

Metrics by Function:

• Customer Care	4
• Field Services	7
• Finance	12
• Legal Services	15
• Investigations	17
• Human Resources	19
• Public Affairs	22
• Information Technology	25

DIRECTOR'S MESSAGE TO THE BOARD



- As the weather begins to break, the Detroit Water and Sewerage Department (DWSD) is **embarking on its most aggressive construction season in decades** – rehabilitating more than 50 miles of water main and sewer piping and installing several Green Stormwater Infrastructure (GSI) projects this year.
 - In addition to the first Capital Improvement Program Management Office construction projects to begin this spring in Cornerstone Village and North Rosedale Park, DWSD contractors will be on portions of these streets replacing water mains: Algonac, Beaverland, East Outer Drive, Grand River, Lahser, Mark Twain, Marlowe, Notingham, Oakman, Robson, Stansbury, Tireman, West Outer Drive, Whitehill, to name a few.
 - DWSD and its contractor IWPC is also continuing sewer relining in Jefferson Chalmers as part of the \$20 million project which began last year.
 - The most significant GSI project will be the bioretention gardens to be constructed in the medians on Oakman Blvd between Tireman and Birwood to improve stormwater management and reduce flooding in that neighborhood.
- The Customer Assurance Specialist Team (CAST) has increased the number of assigned customer service representatives to eight in order to attend more outreach events in the neighborhoods than years past (CAST began in late 2017); the team is partnering with DTE Energy, Wayne Metropolitan Community Action Agency, THAW and the Wayne County Treasurer on Wednesday, April 10 at 10 a.m. - 5 p.m. for a Customer Assistance Day at Eastern Market Shed 3, which is expected to draw more than 1,000 Detroit residents.
 - Wayne Metro will pre-register households in advance of the event and qualifying residents will have a scheduled onsite interview for WRAP, the Water Residential Assistance Program, on April 10 at Eastern Market.
 - DWSD CAST will assist customers who don't meet the WRAP income guidelines or have other account needs.

Oakman Blvd. GSI Project



Current median vegetation (above) and rendering of portion of new landscaping design (below; approx. 3 years after planting)

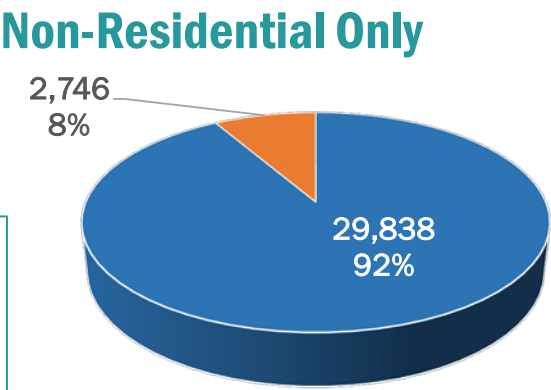
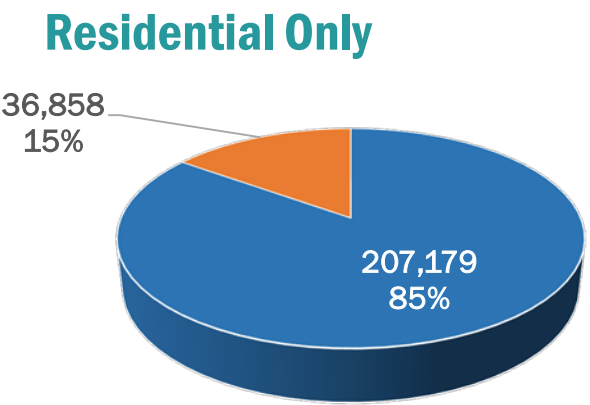
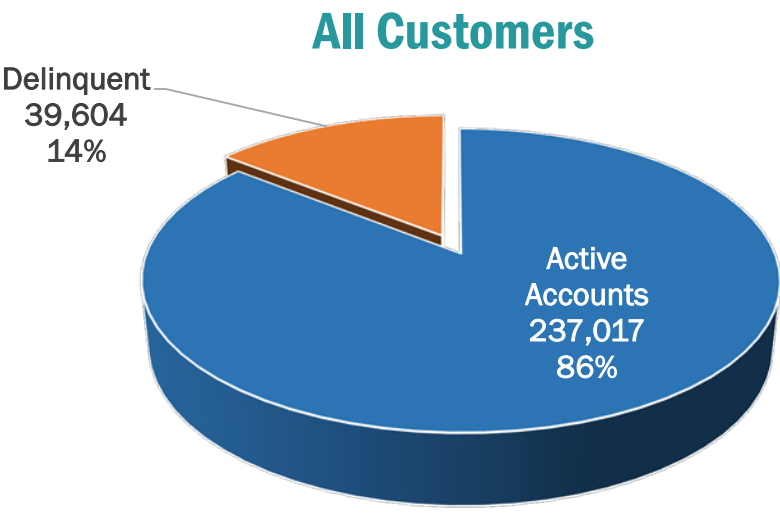




**Water & Sewerage
Department**

Customer Care

CUSTOMER CARE: Account Status



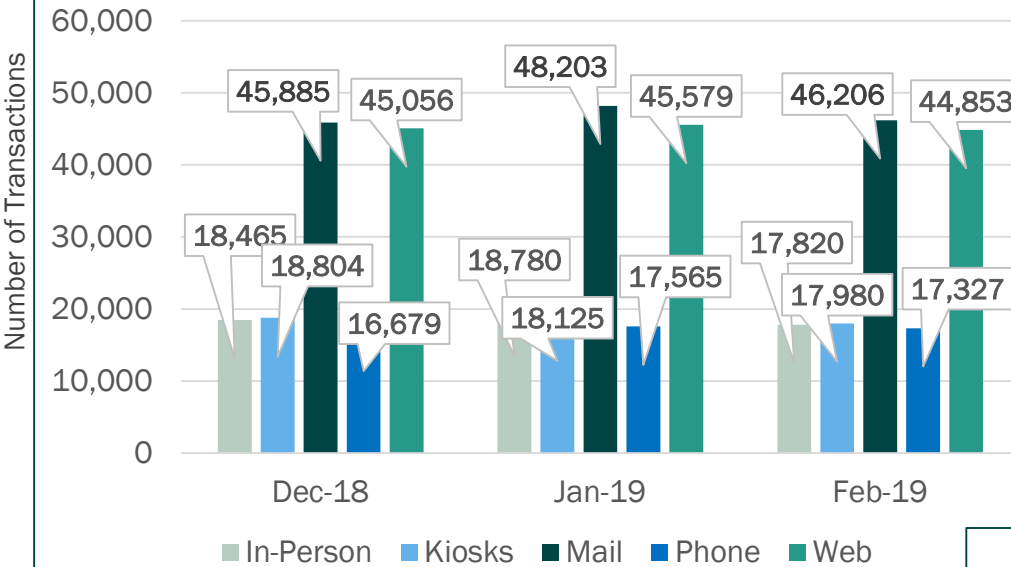
■ Active customer accounts in good standing
■ Delinquent accounts

During the winter months there is a historic pattern of an increase in delinquent accounts for two primary reasons: DWSD does not interrupt service for nonpayment on residential accounts during freezing temperatures and households (and businesses) have significantly higher utility costs in the winter due to increase use of furnaces and other heating appliances which causes a budgeting issue for many families.

CUSTOMER CARE: Transactions

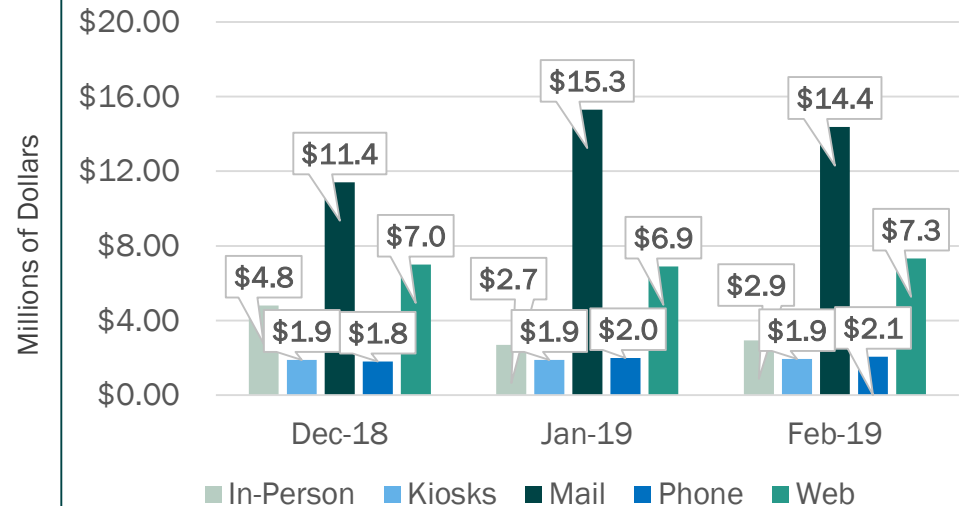


Payment Transactions by Platform Type



DWSD is presenting this payment transaction data in a three-month series to show trends..

Revenue Collected by Platform Type

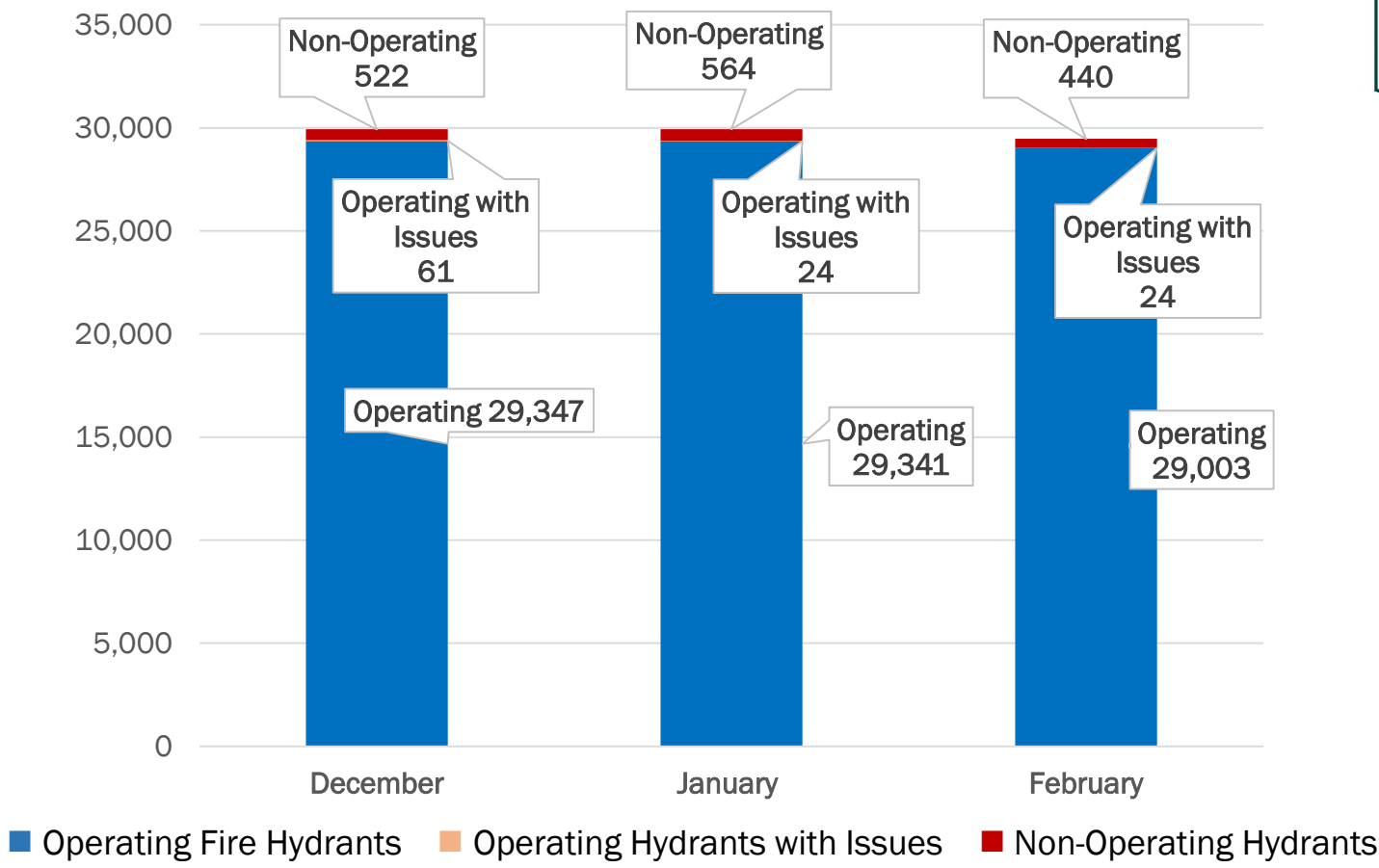




**Water & Sewerage
Department**

Field Services

FIELD SERVICES: Fire Hydrant Maintenance



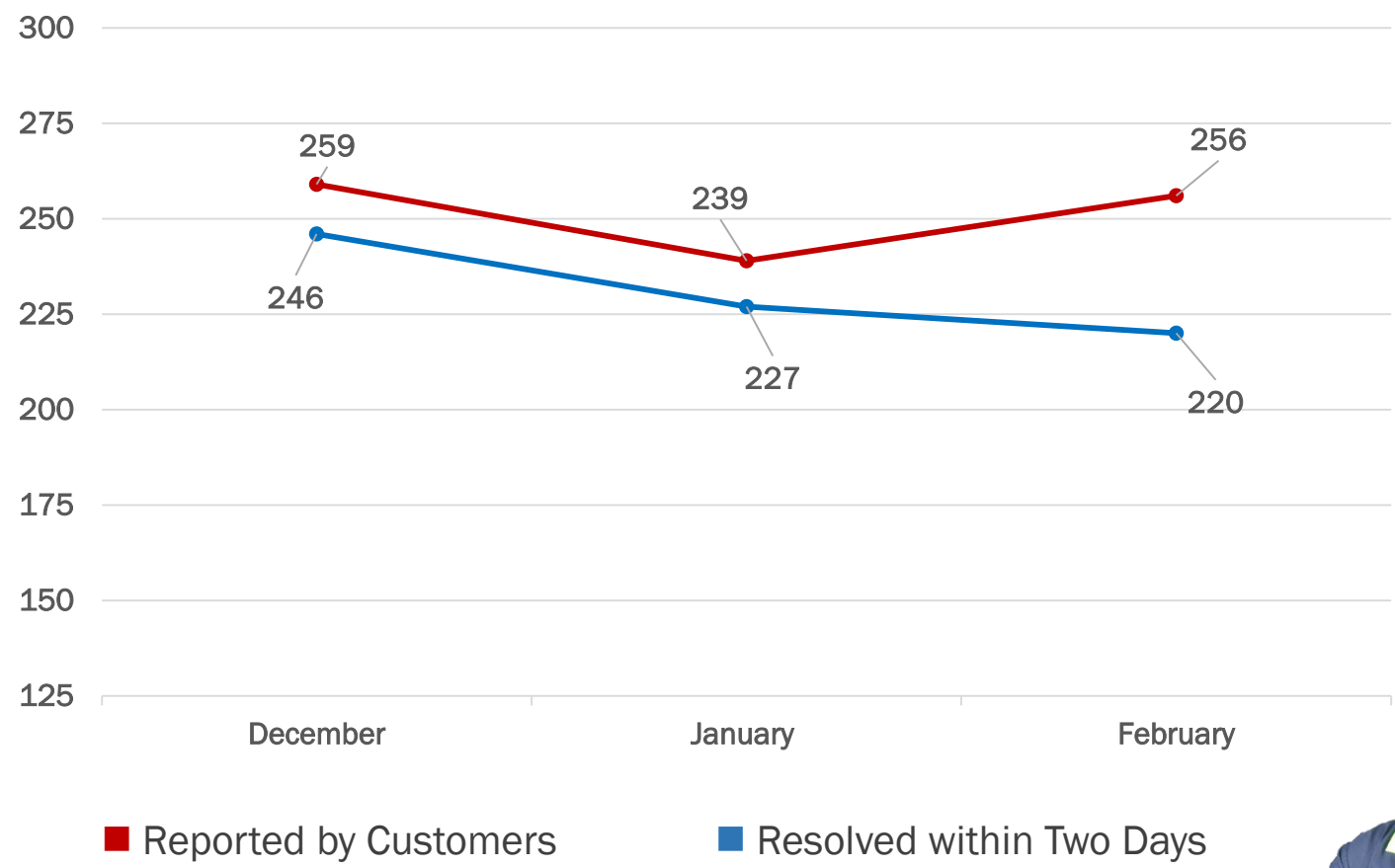
During the winter months, the Detroit Fire Department uses a mobile collector app to inspect the hydrants. As a result there is typically a change in hydrant maintenance status during the winter months. For instance, during the summer approximately 1% of the hydrants need some level of repair, while during this winter the figure is 1.9%.

**2018 CALENDAR YEAR ACCOMPLISHMENTS**

FIRE HYDRANTS
30,513
TOTAL IN DETROIT
1.9%*
IN NEED OF REPAIR
* The national standard is 2%.



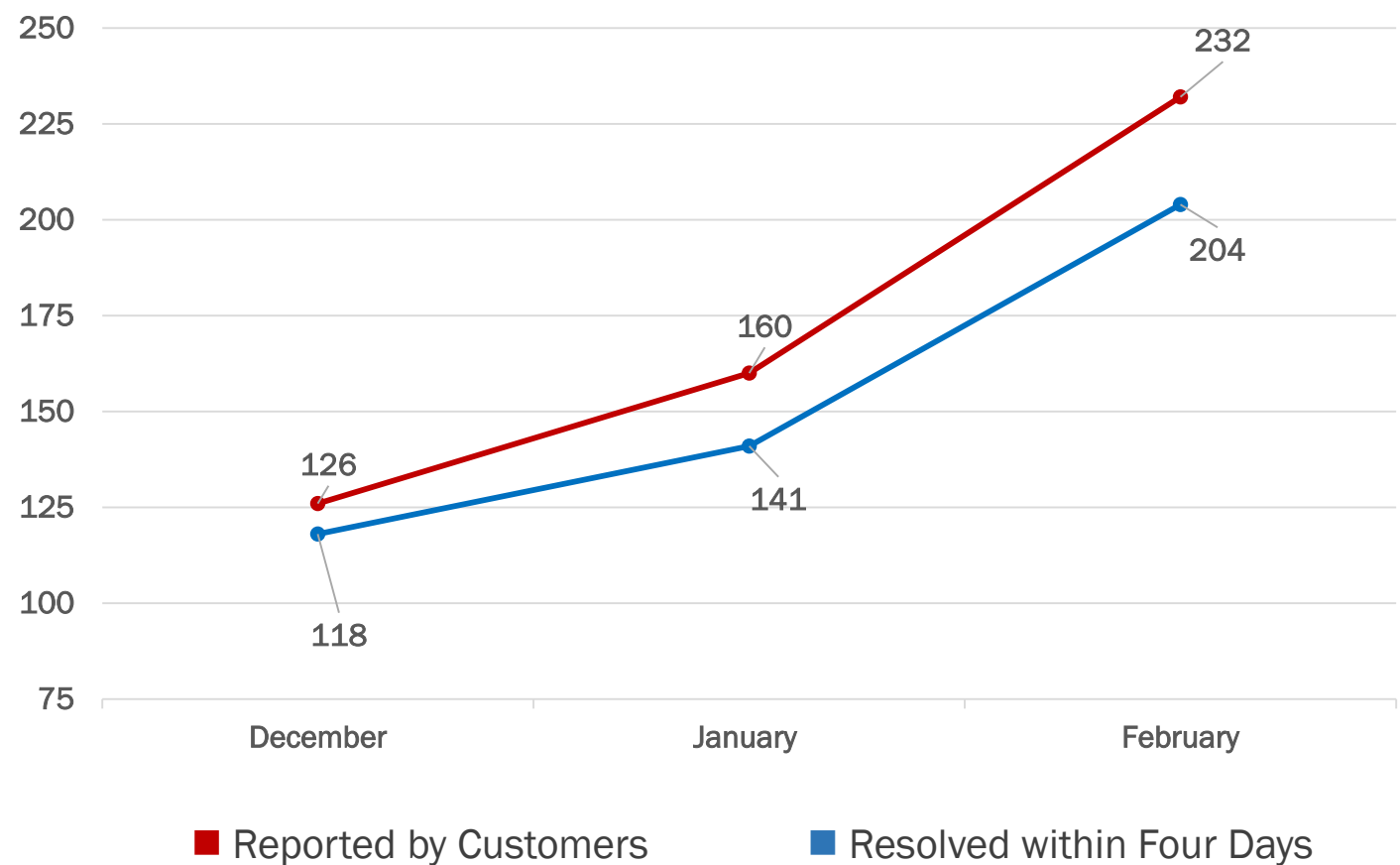
FIELD SERVICES: Running Water



Running water reports include water flowing on a street, issues at vacant properties, and calls by residents who see gushing/flowing water that is out of the ordinary. This can increase during the fall/winter months due to clogged basins from leaves and dramatic temperature changes.

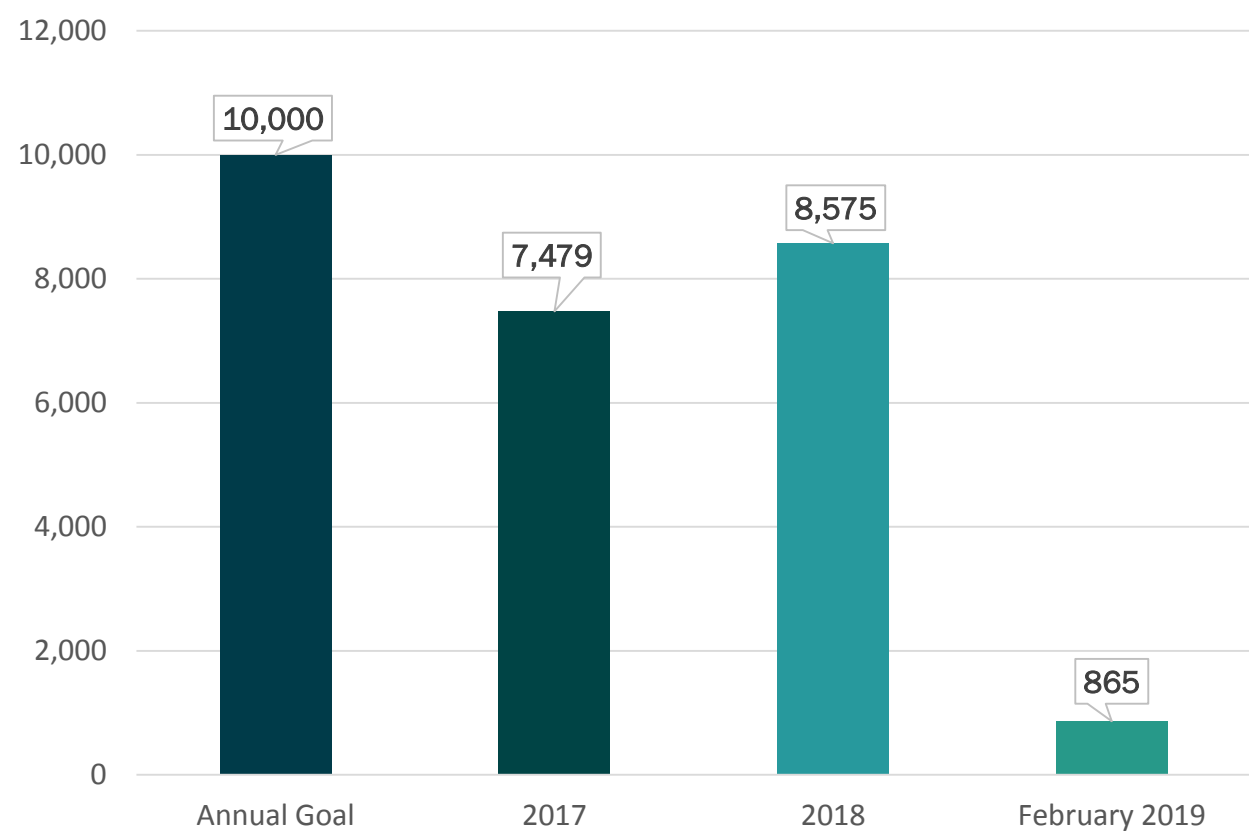


FIELD SERVICES: Water Main Breaks



The increase in water main breaks is due to freezing temperatures, including the Polar Vortex near the end of January and into February. When there is a significant temperature change – hot or cold – the condition of the soil alters and shifts the pipes. DWSD has a service level agreement with contractors to have reported water main breaks repaired within four days.

FIELD SERVICES: Catch Basin Inspection & Cleaning



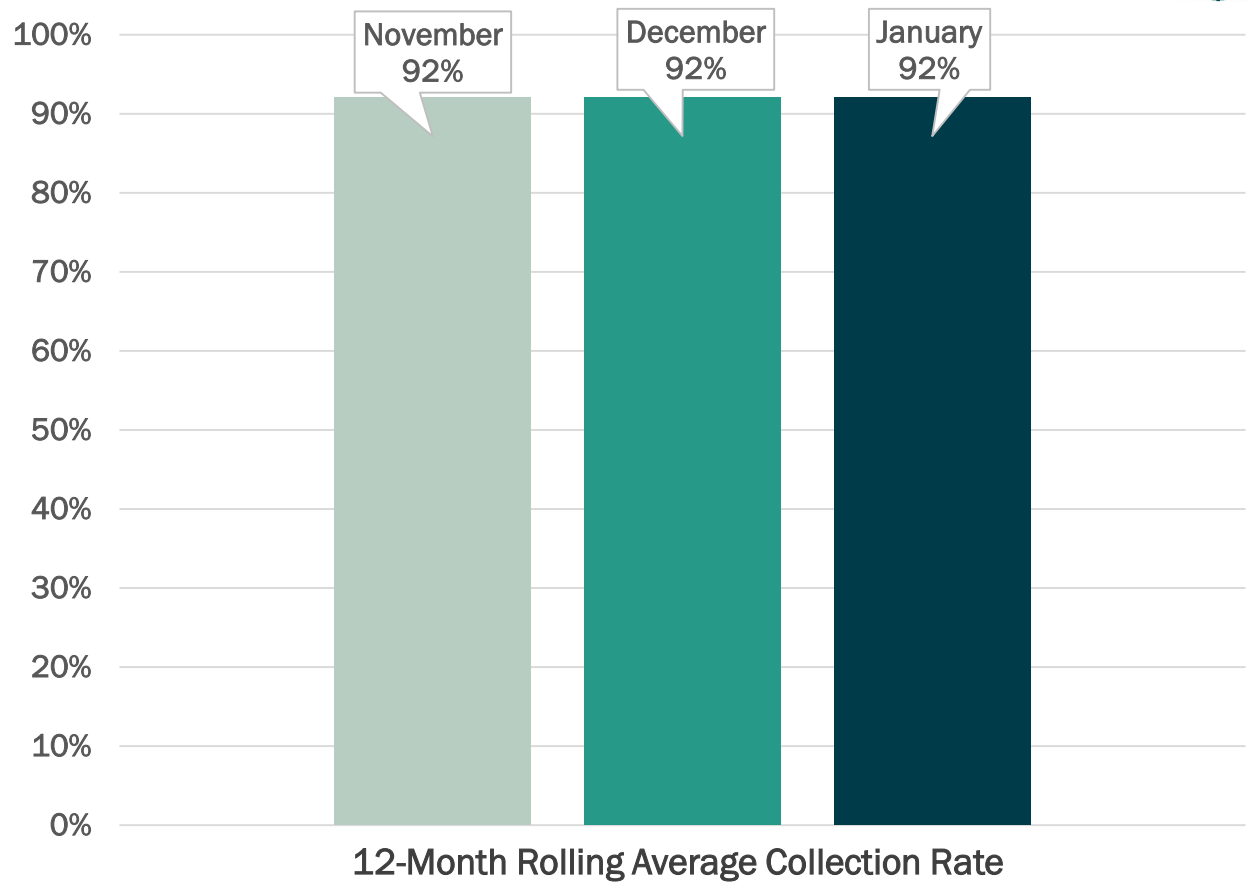
The catch basin inspection and cleaning program is on target to reach it's 30,000 basin goal within three years (launched August 2017). Due to the efforts of the crews, DWSD is seeing a decrease in the volume of catch basin complaints.



**Water & Sewerage
Department**

Finance

FINANCE: Bill Collection Rate



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

\$99,160,270

Water cash balance as of
December 31, 2018

\$173,038,257

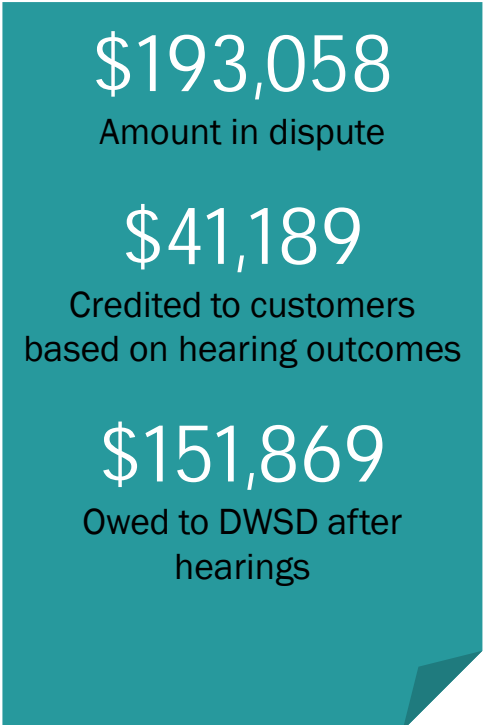
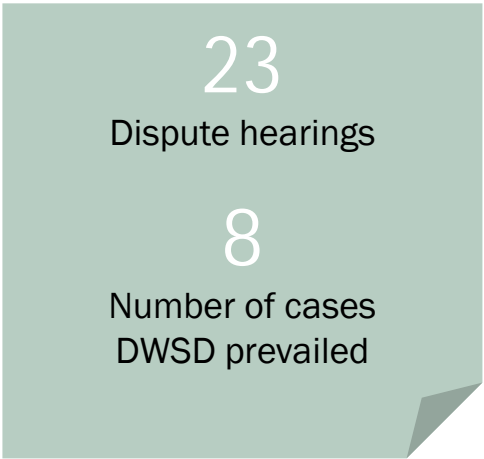
Sewer cash balance as of
December 31, 2018

As of December 31, 2018, DWSD had 227 days of cash on hand. The target is 120 days.



Legal Services

LEGAL: Claims, Hearings and Cases



DWSD uses a mix of in-house and contracted legal counsel to handle damage claims, civil action for commercial delinquencies and lawsuits filed against the department.

Customers who have bill disputes may request a hearing at the City of Detroit Department of Appeals and Hearings.



**Water & Sewerage
Department**

Investigations

983

[123 per month, on average]

Parcels investigated for
delinquency, possible meter
tampering and no meter
since July 1, 2018

\$3,558,170

Money owed to DWSD
identified since July 1, 2018



Water theft with unauthorized turn-on

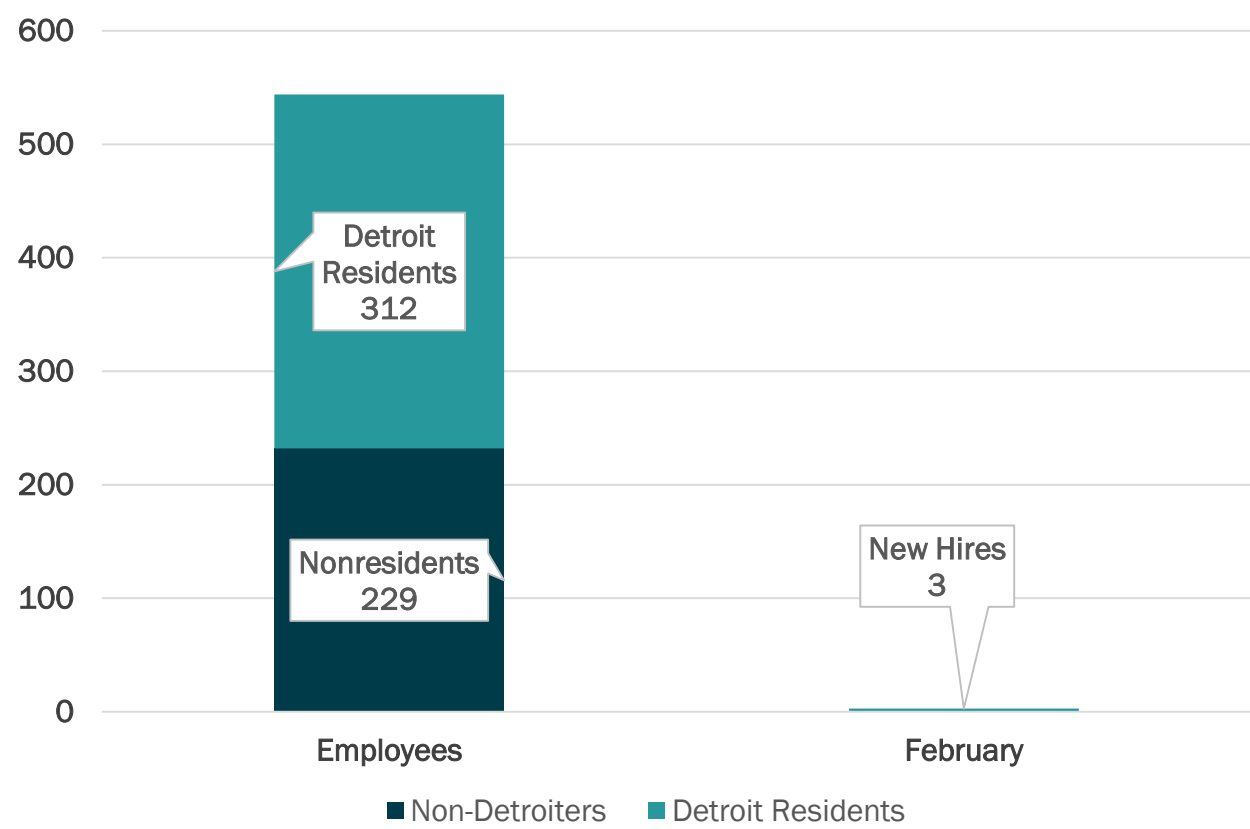
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$7 million in services owed by primarily commercial customers since its creation in August 2017. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering 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.



**Water & Sewerage
Department**

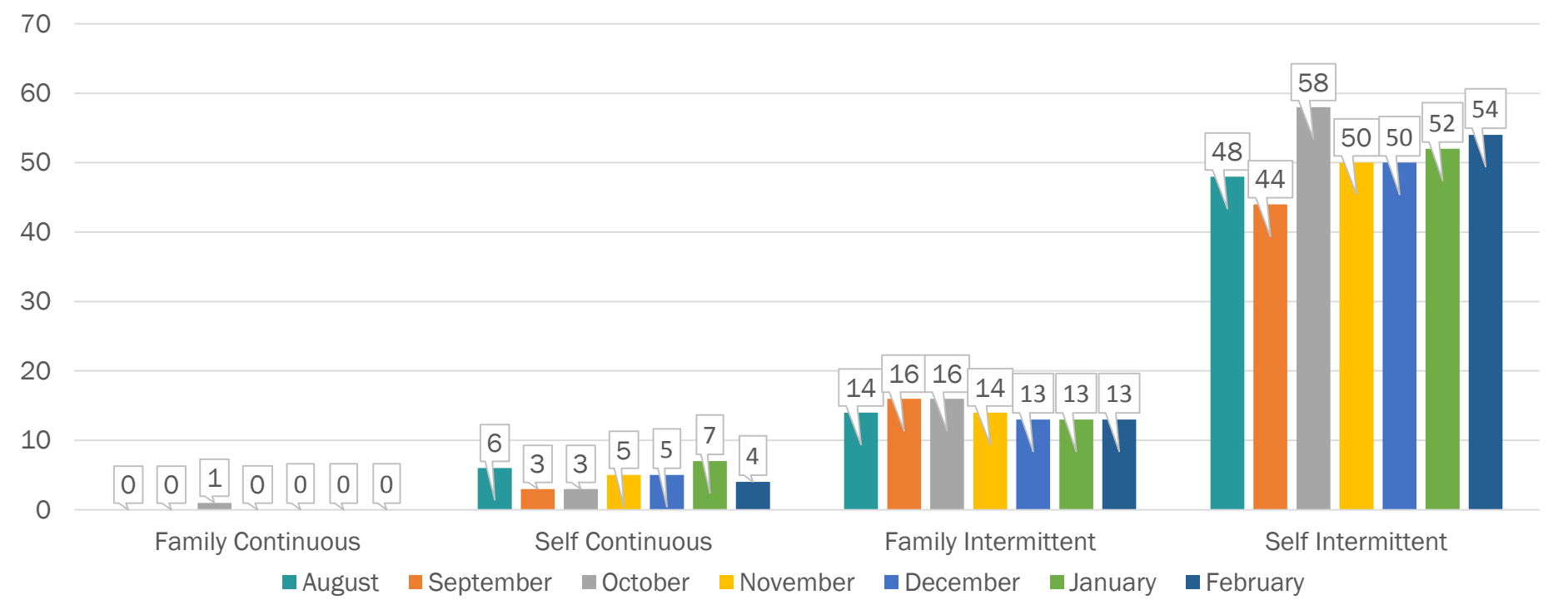
Human Resources

HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-seven percent of the DWSD workforce lives in Detroit.

HUMAN RESOURCES: Family Medical Leave Act



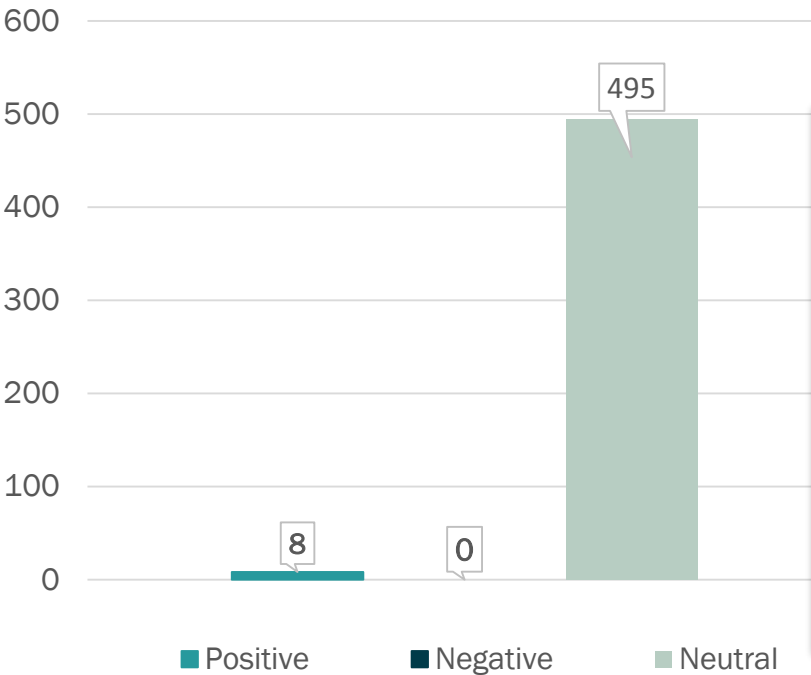


**Water & Sewerage
Department**

Public Affairs

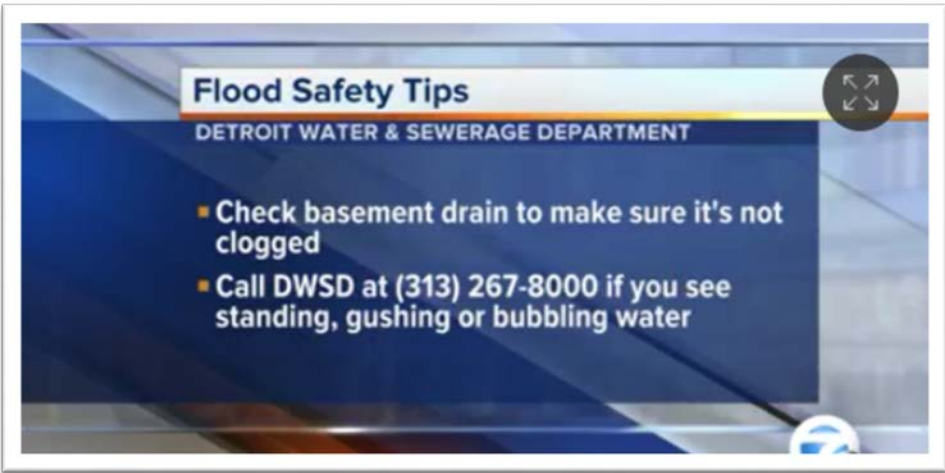
PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: February 1 – February 28, 2019



This month the DWSD Public Affairs team saw a total of **503** media stories. The majority of the neutral coverage was related the Polar Vortex (a continuation from last month). One of the positive stories highlighted DWSD’s use of the DivDat kiosks. Of the stories, 9 were broadcast, 461 were print/online and 33 were radio.

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



PUBLIC AFFAIRS: Social Media Activity



56
New Facebook Followers

7,728
Total Followers on Facebook

2,542
Engagement on Facebook



18
New Twitter Followers

1,486
Total Followers on Twitter

587
Engagement on Twitter



19
New Instagram Followers

1,093
Total Followers on Instagram

27
Engagement on Instagram



The DWSD Public Affairs team gained **93** new followers on social media in February 2019, bringing the total number of followers to **10,307**. In addition to the metrics above, Facebook saw a total of 598,100 impressions and 2,886 link clicks. The top performing post on Facebook was on Feb. 21 when DWSD Auto Fleet Technician James A. was featured in the Employee Spotlight, with 217 reactions, 57 comments and a reach of 12,478. The Feb. 22 post announcing the City’s Seasonal Job Fair was the top performing post on Twitter, with 12 responses, 12 retweets and a reach of 25,481.



Information Technology

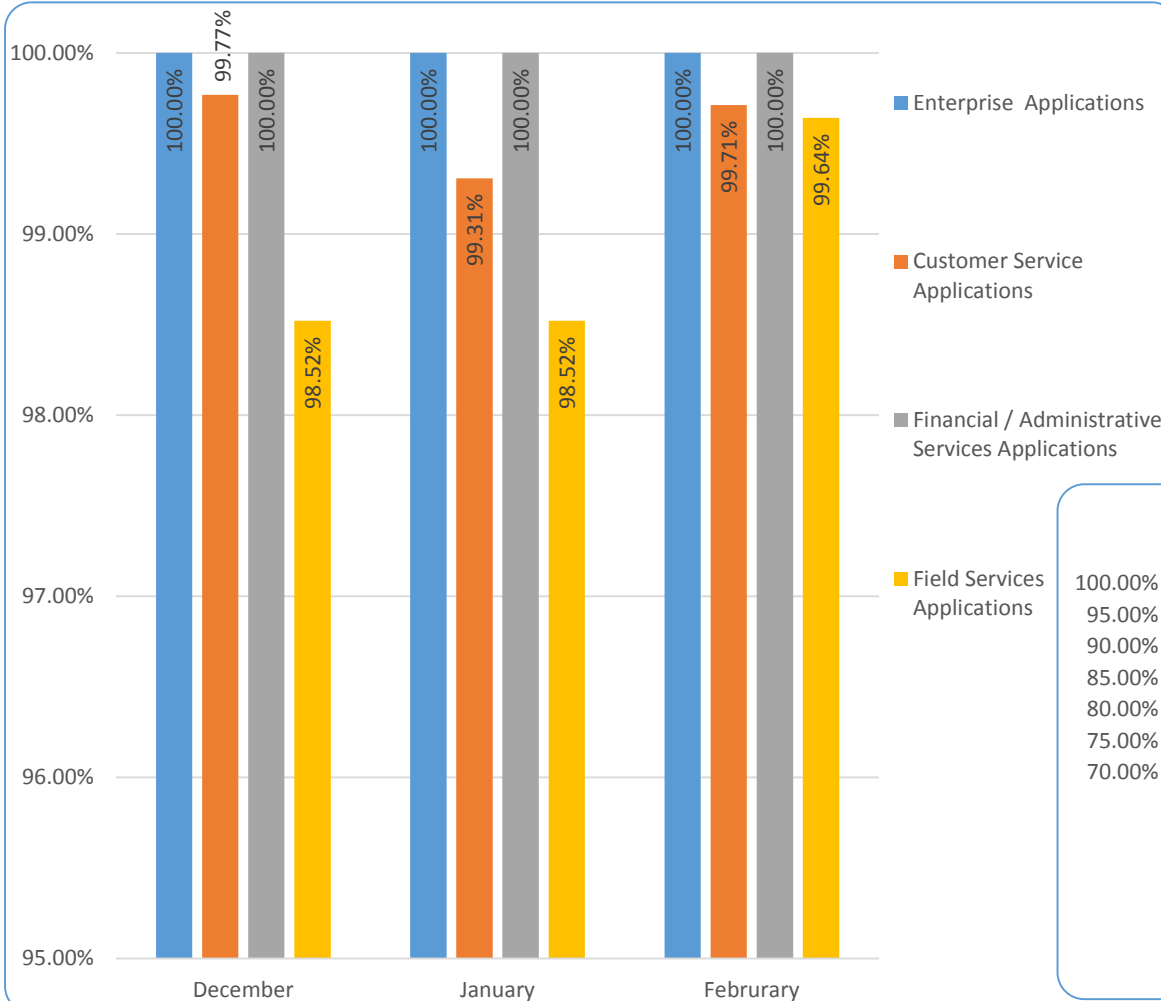
Technology: Application Availability



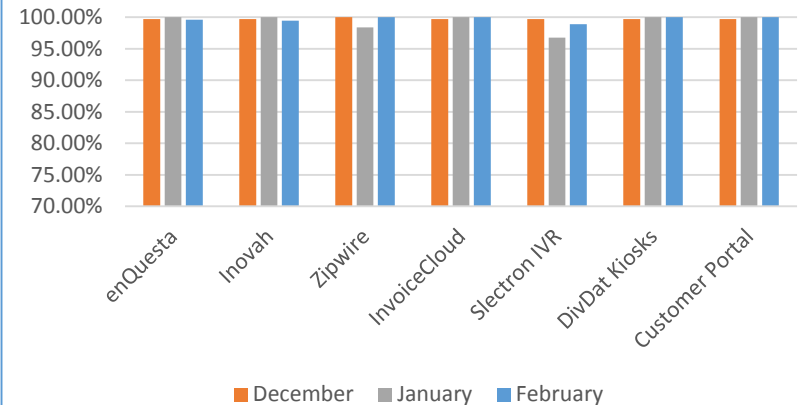
Water & Sewerage
Department

99.85%

MONTHLY AVAILABILITY
99.9% = TARGET



Customer Service 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.