



**Water & Sewerage
Department**

DIRECTOR'S REPORT

June 19, 2019



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DIRECTOR'S MESSAGE TO THE BOARD



Water & Sewerage
Department

- Detroit and the entire region have experienced heavy rain fall – more than 23 days in May – which further increased already high river and lake levels.
 - Detroit Water and Sewerage Department (DWSD) crews were hard at work responding to street flooding and basement backup complaints.
 - DWSD supported a citywide effort to assist residents along the riverfront – where water was rushing over and through seawalls – which for our part included ensuring the city's combined sewer system was down and flowing and that the catch basins nearby were cleaned (we joined Mayor Mike Duggan and other city leaders for a press update near the riverfront on May 1).
 - Unlike past major rain events we've seen since 2016, DWSD was prepared due to preventative maintenance programs and response of our trained staff.
- Early into the construction season, DWSD contractors have already completed water main and lead service line replacements on four streets and close to wrapping up three more streets.
 - The plan to upgrade the water and sewer systems by neighborhood will start later this summer with Cornerstone Village and North Rosedale Park.
- The department will have significant technology improvements coming this summer.
 - Like all city departments, we are moving to a completely web-based payroll system, UltiPro.
 - The Maintenance & Repair crews are piloting and moving to the CityWorks platform to improve work order management based on customer requests.
 - Customers will see improvements in the Customer Care Web Portal this summer as well.





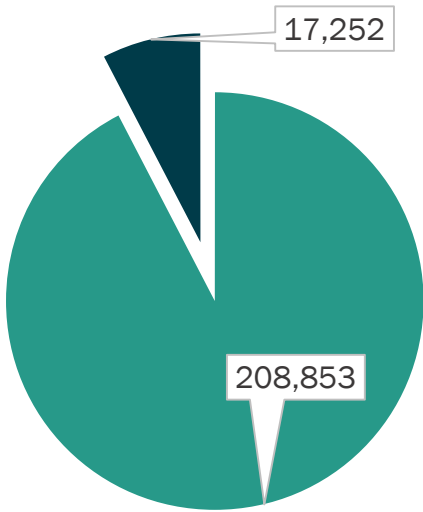
**Water & Sewerage
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Customer Care

CUSTOMER CARE: Number of Active Accounts

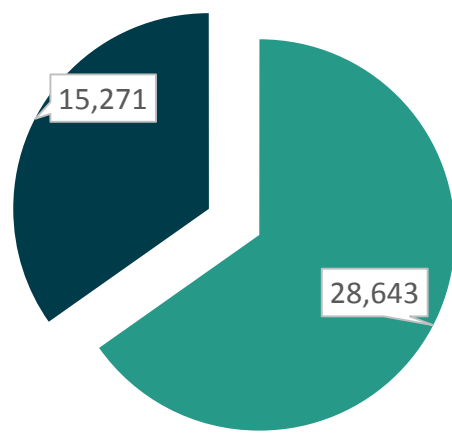


Active Residential Accounts



■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Active Non-Residential Accounts



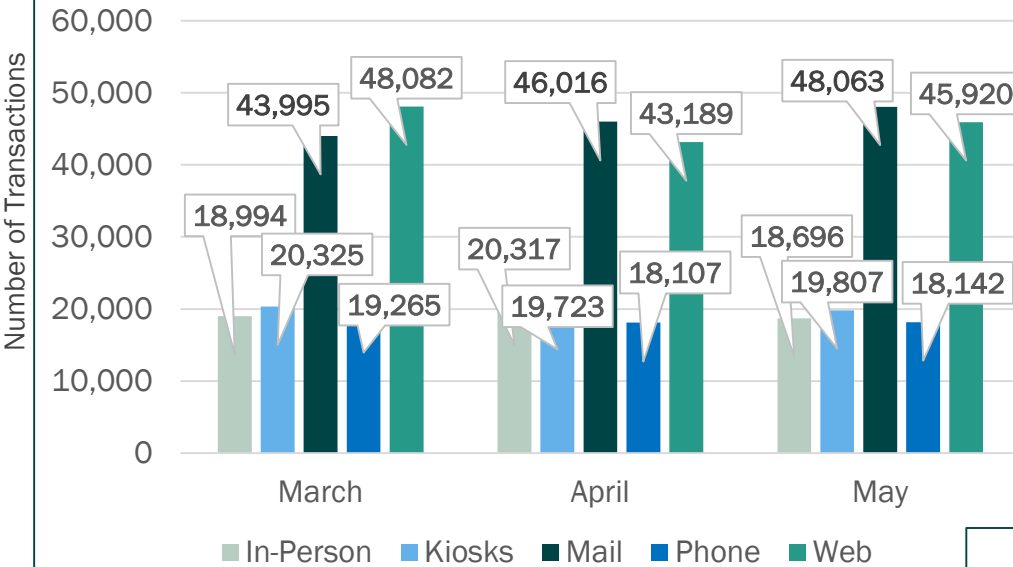
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

CUSTOMER CARE: Transactions

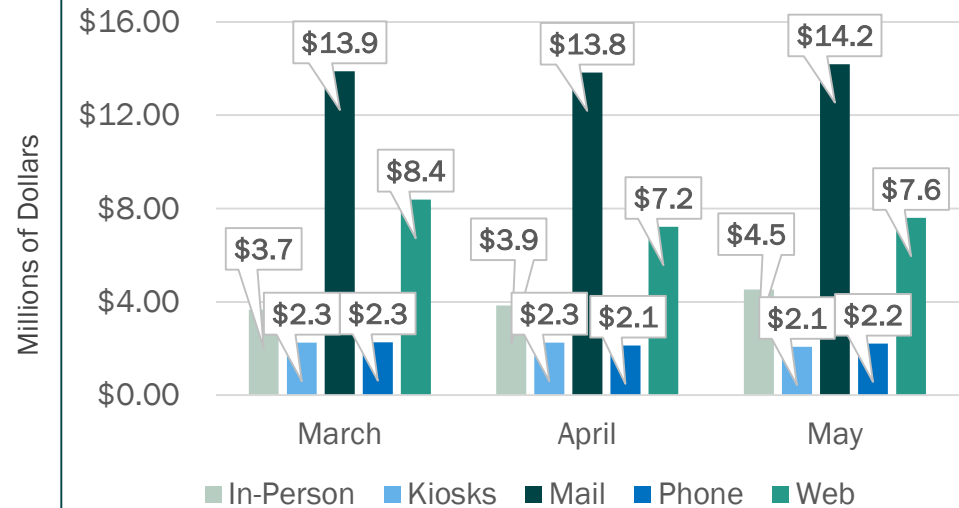


Payment Transactions by Platform Type



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

Revenue Collected by Platform Type

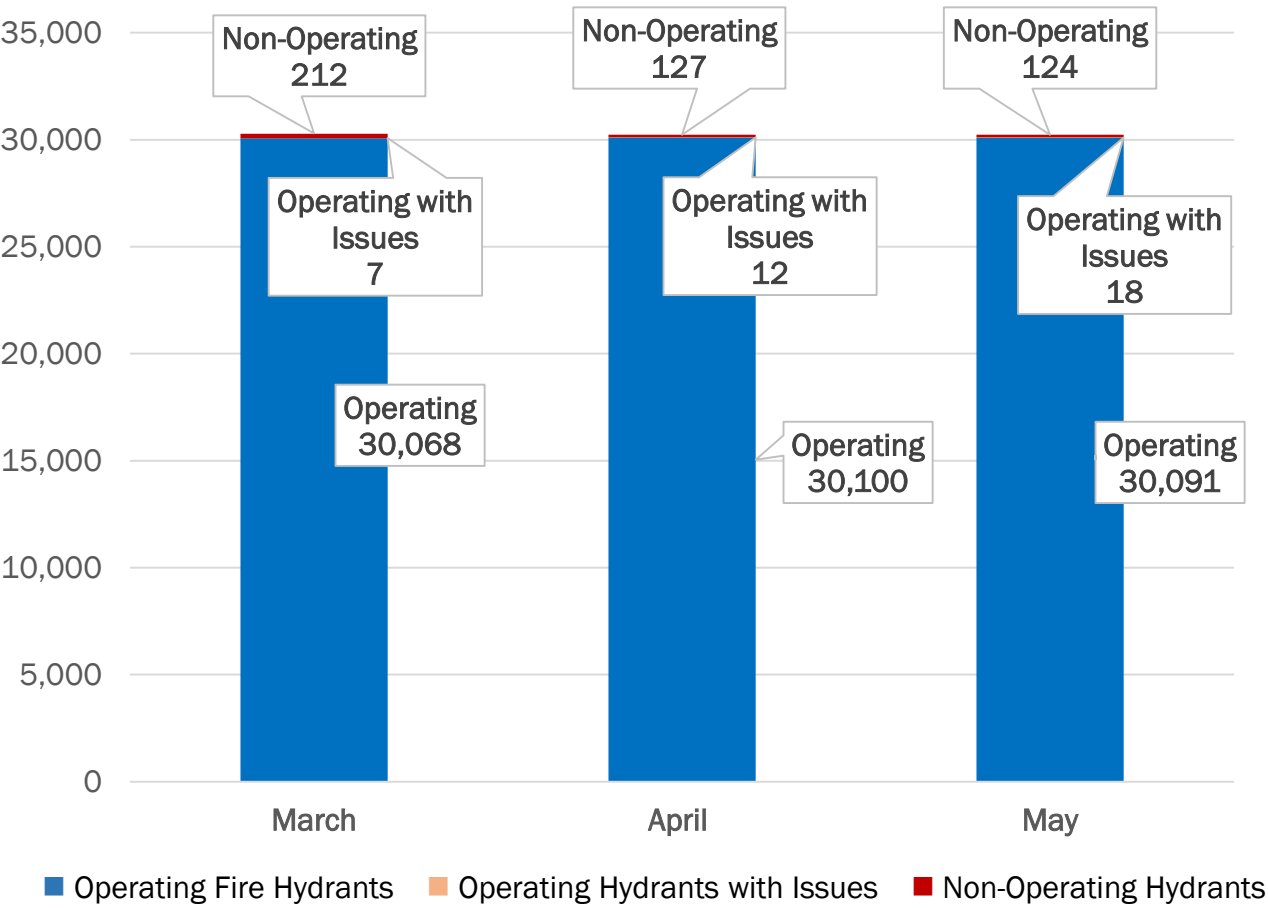




**Water & Sewerage
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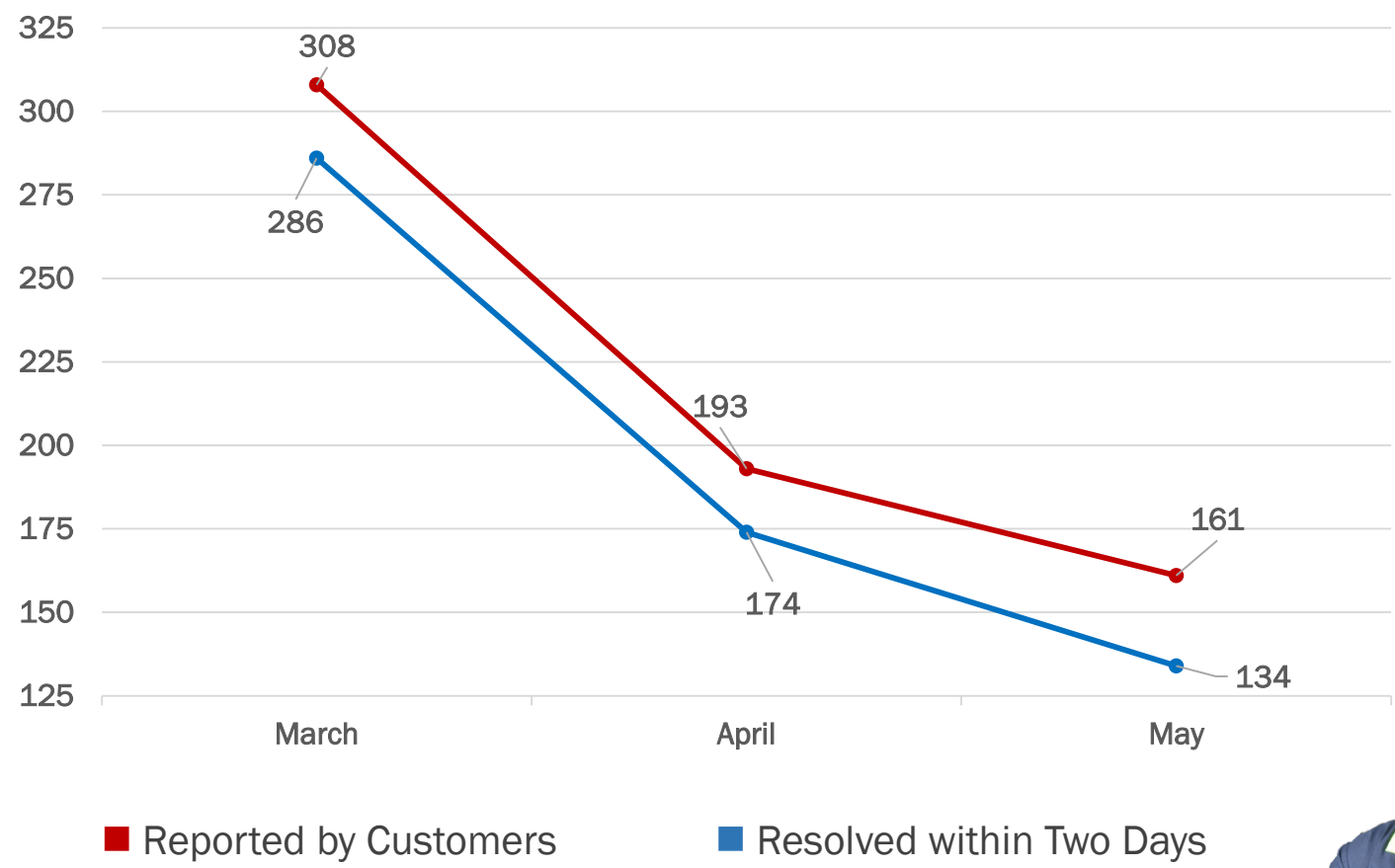
Field Services

FIELD SERVICES: Fire Hydrant Maintenance



As of June 2, **99.5%** of the fire hydrants are completely working.

FIELD SERVICES: Running Water



After a winter with freezing temperatures, the number of running water complaints has decreased dramatically and is now consistent with the data from one year ago, which was 187 service requests for running water. This category includes water flowing on a street, issues at vacant properties, and calls by residents who see gushing/flowing water that is out of the ordinary.

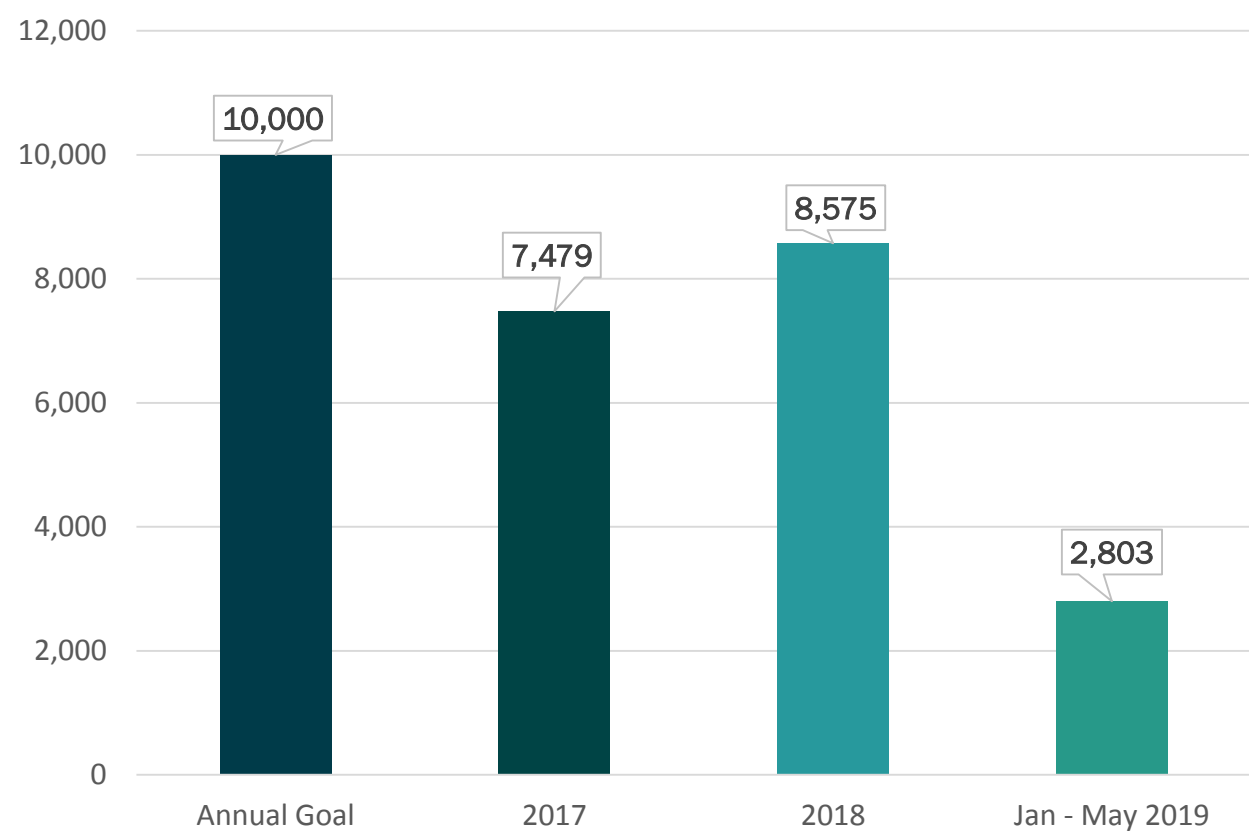


FIELD SERVICES: Water Main Breaks



The water main breaks were expected to decrease after the frigid winter and be near last year’s data which was 65 water main breaks for May 2018.

FIELD SERVICES: Catch Basin Inspection & Cleaning



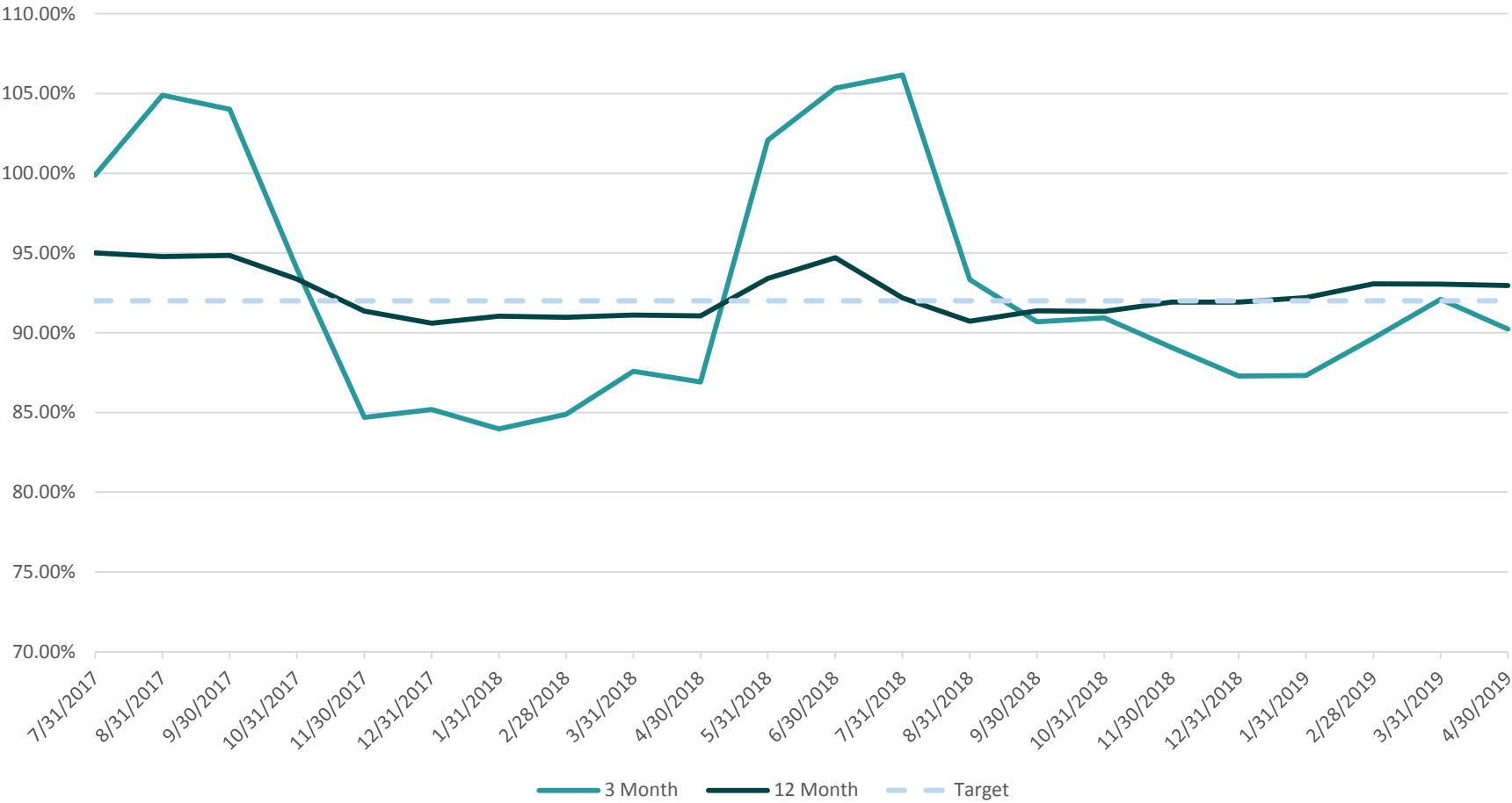
The catch basin inspection and cleaning efforts are ahead of last year at this time, even with the extremely rainy spring season which diverted crews to service requests for flooded basements.



**Water & Sewerage
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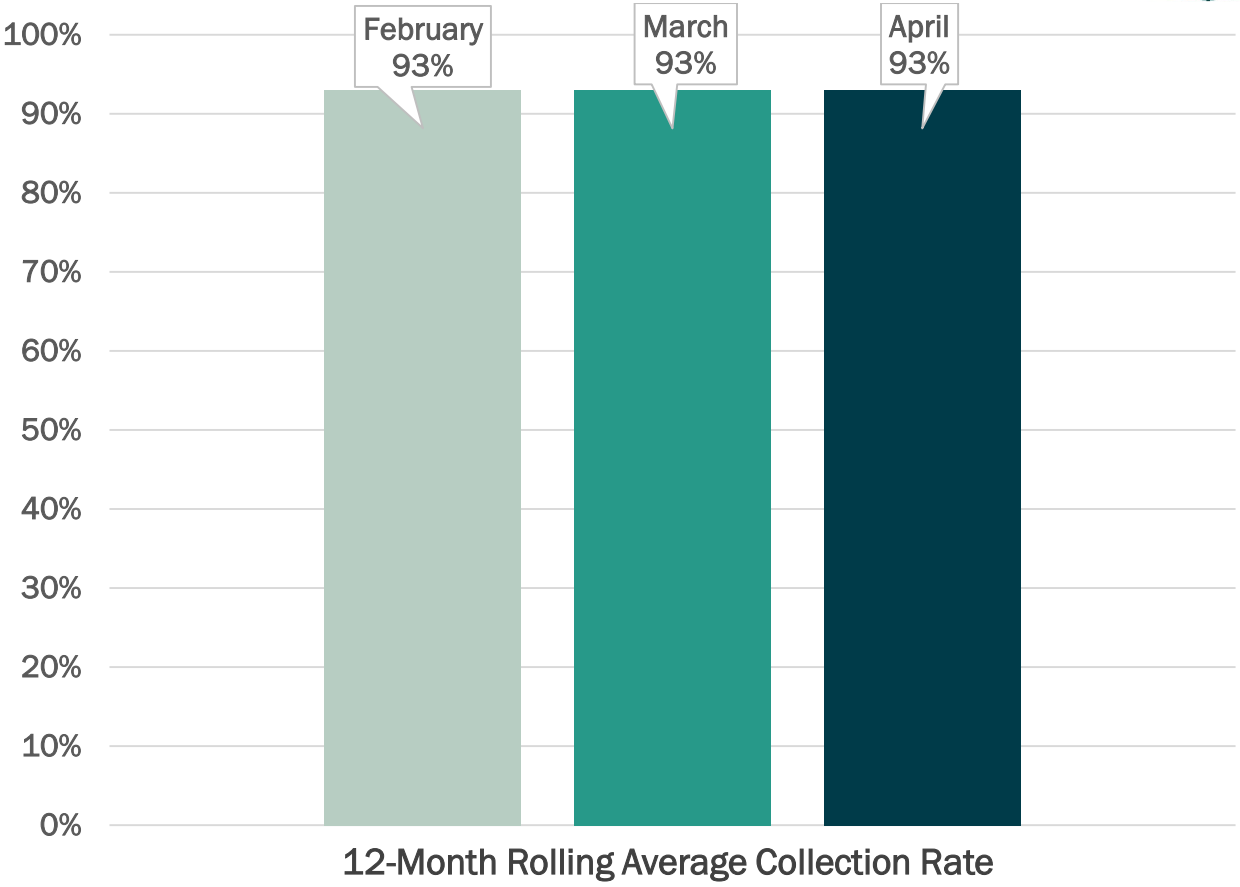
Finance

FINANCE: Bill Collection Rate



During the winter months, the collection rate historically decreases as households choose to pay their heating bills and catch up later with water bills in the spring, even moreso this past winter due to the temperatures falling well below zero for several days. Every percentage increase in the collection rate above 80 percent is an additional \$3.5 million which can be applied to the maintenance of and upgrades to the water and sewer systems.

FINANCE: Bill Collection Rate



Prior to 2016 and the bifurcation with the Great Lakes Water Authority, the bill collection rate was 77 percent. Since the current leadership began at DWSD – changing the business practices, improving technology, customer service and outreach – the collection rate has remained above 90 percent the last three years.



\$95,504,744

Water cash balance as of
April 30, 2019

\$163,084,510

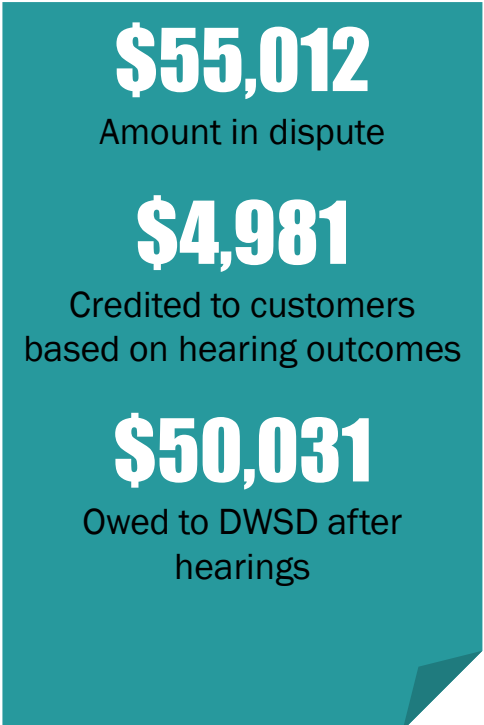
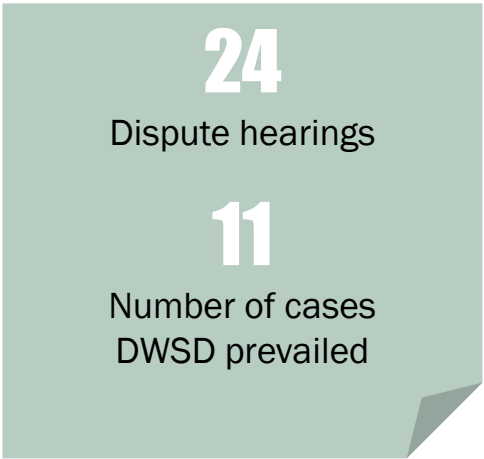
Sewer cash balance as of
April 30, 2019

As of April 30, 2019, DWSD had 237.33 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
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Investigations

INVESTIGATIONS: Results



1,543

[140 per month, on average]

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



Money Owed to DWSD identified by Investigators

\$5,048,779

Total since July 1, 2018

\$1,479,681

Back billed

\$2,078,571

Future owed in 12 months

\$1,490,527

Water loss

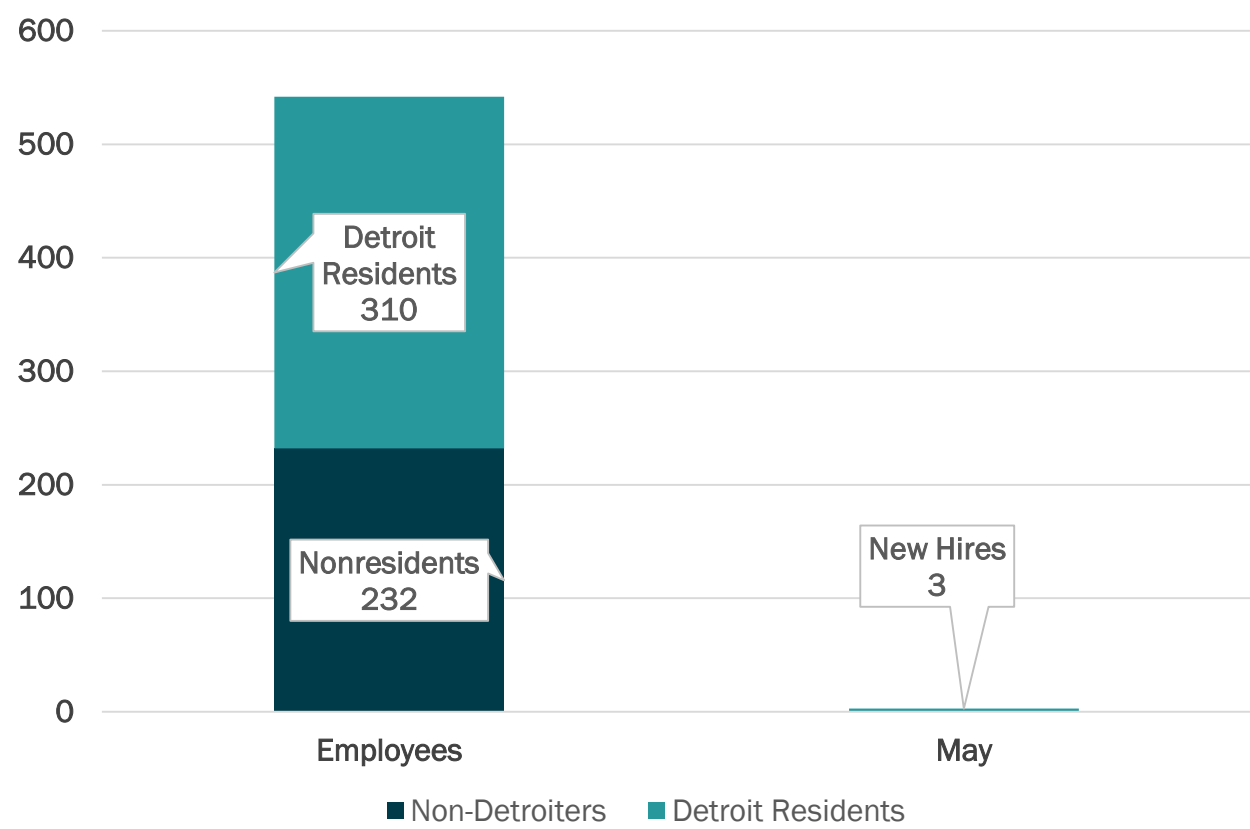
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$9 million in services owed by primarily commercial customers since its creation in August 2017. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering 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.



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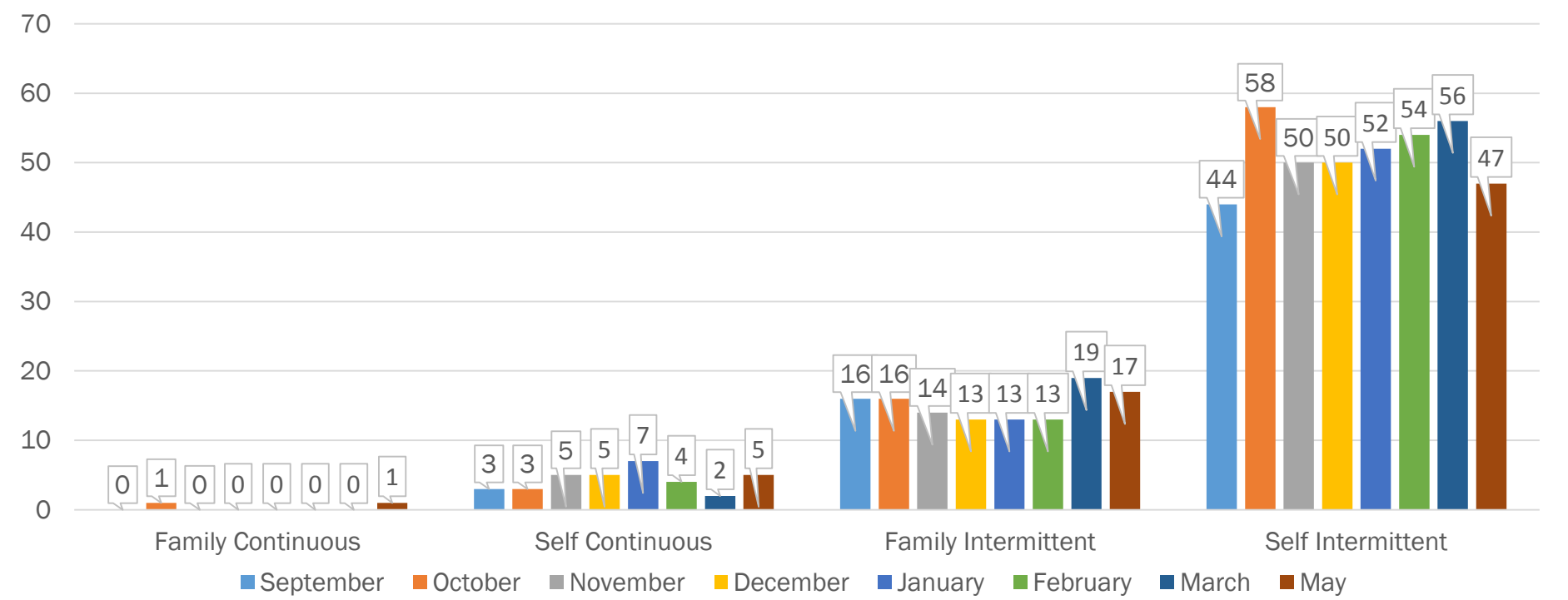
Human Resources

HUMAN RESOURCES: Detroit Residents and Hiring



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

HUMAN RESOURCES: Family Medical Leave Act



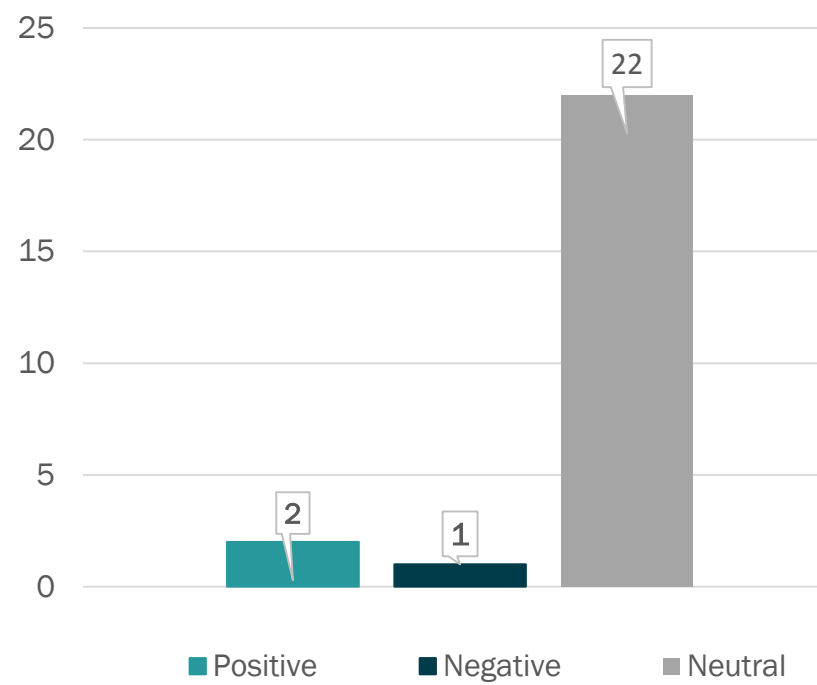


**Water & Sewerage
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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: May 1 – May 31, 2019



In May, the DWSD Public Affairs Group saw a total of 25 media stories. The majority of the neutral stories were Flint related where DWSD was mentioned by name. The negative story was an article published in Bridge Magazine which followed a resident that had recently passed away and was without water for three years (2013-16). The article brings to light the challenge DWSD faces when residents need not just water assistance, but wrap-around services. Of the stories, 3 were broadcast, 22 print/online and no radio.

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

CRAIN'S DETROIT BUSINESS

NEWS AWARDS SPECIAL FEATURES DATA/LISTS VOICES EVENTS CRAIN'S CONTENT STUDIO MORE +

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CRAIN'S 2019

NOTABLE WOMEN IN STEM

Palencia Mobley
Deputy Director and Chief Engineer of Water and Sewerage, City of Detroit

TWEET SHARE MORE

Education: Master of Science in Civil and Environmental Engineering, Wayne State University

Detroit Mayor Mike Duggan appointed Palencia Mobley, the youngest minority woman to earn her professional engineering license in Michigan, to her role in 2016. Just two years later, former Gov. Rick Snyder appointed her

CRAIN'S DETROIT BUSINESS

HEALTH CARE NEWS

WITH JAY GREENE

TWEET @JAYGREENE

WORLD-CLASS SPEAKERS.

UNBEATABLE

PUBLIC AFFAIRS: Social Media Activity



32

New Facebook Followers

7,804

Total Followers on Facebook

1,288

Engagement on Facebook



12

New Twitter Followers

1,544

Total Followers on Twitter

113

Engagement on Twitter



2

New Instagram Followers

1,118

Total Followers on Instagram

91

Engagement on Instagram

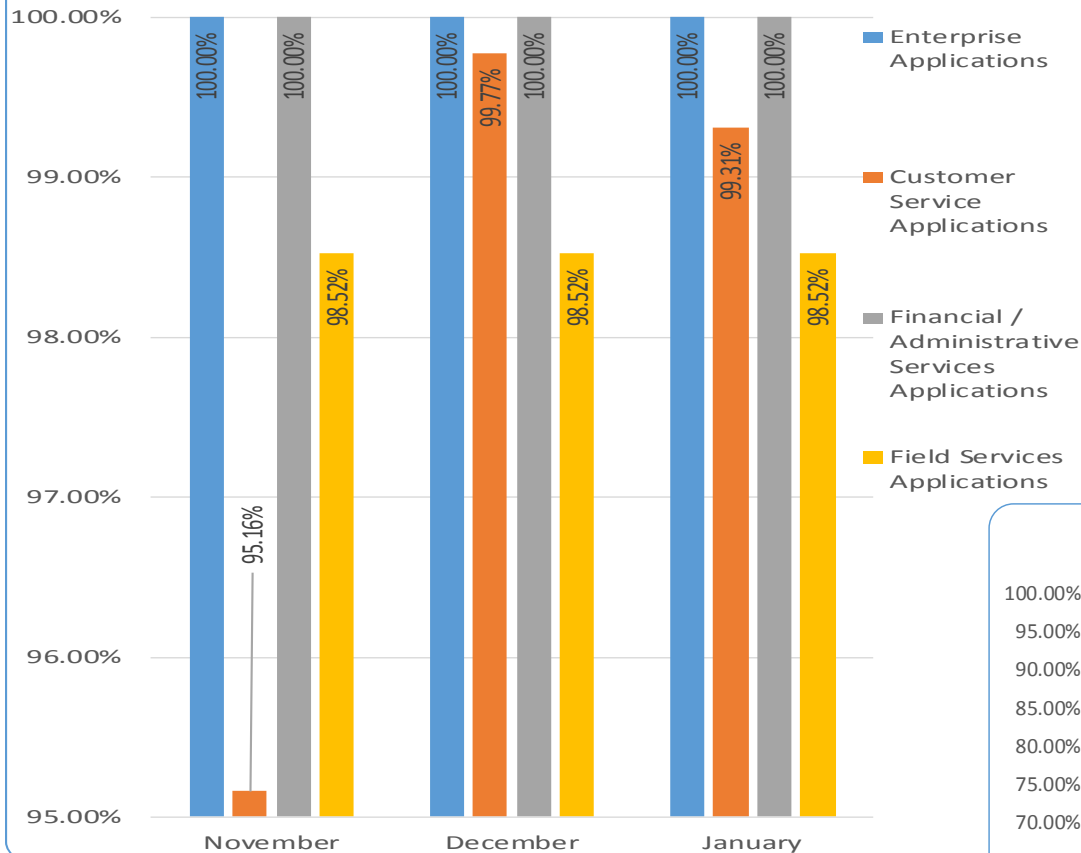


The DWSD Public Affairs Group gained **46** new followers on social media in May 2019, bringing the total number of followers to **10,466**. In addition to the metrics above, Facebook saw a total of 181,500 impressions and 1,546 link clicks. The top performing post on Facebook was on May 8 when DWSD posted a reminder about cleaning above and near the catch basins, with 153 reactions, 19 comments and a reach of 3,515. This was the top performing post on Instagram as well. The May 2 post explaining how lead may come in contact with water was the top performing post on Twitter, with 4 responses, 3 retweets and a reach of 6,498.



Information Technology

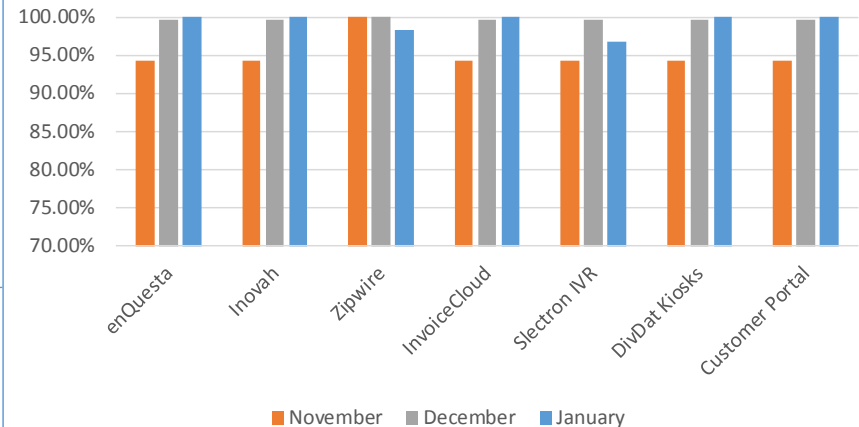
Technology: Application Availability



99.55%

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.