

Detroit Water & Sewerage Department
Policy & Procedure Review
September 6, 2019



**Water & Sewerage
Department**



Agenda

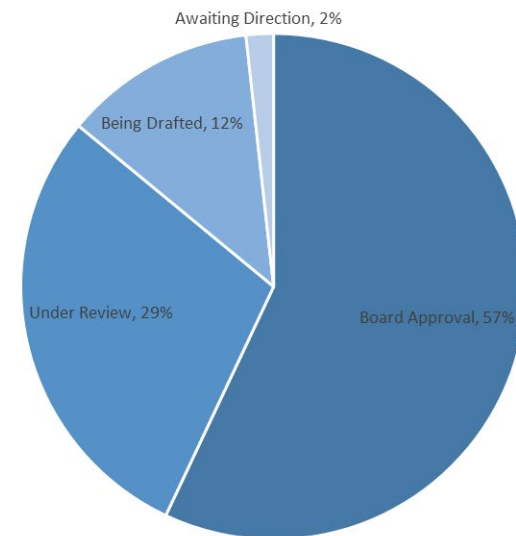
- > Review P&P Progress
- > Board Policy Review
 - > Customer Service
 - > Fleet
 - > Human Resources
 - > Finance
- > Discussion & Questions



Policy & Procedure Progress

Key notes:

- > Continuing to review HR policies with a plan to deliver a subset over the coming months
- > Met with Engineering/Operations to discuss path forward on corresponding policies





Policy and Procedure Implementation and Training

- > The City of Detroit is implementing a Policy and Procedure Management software.
- > DWSD plans to leverage the software to publish policies and provide training to employees.
- > The software will have functionality to include:
 - > Policy Administration
 - > Edit rights (admins) vs. read-only rights
 - > Training
 - > Electronic Acknowledgment
 - > Public Facing



Customer Service



Payment Plan Agreement (PPA)

Key Policy Components

- > Allows residential and non-residential customers to establish a payment plan agreement
- > Requires in full and on-time payments
- > Establishes PPA types based on customer type and balances
- > Establishes process to request a PPA, including in-person, telephone, and online request options



Fleet Management



Vehicle Use

Key Policy Components

- > Establishes guidelines for all vehicles owned and used for DWSD business, including restrictions on personal use, adherence to laws including use of seat belts, and requirements for operators with a CDL
- > Outlines responsibilities for vehicle maintenance, including preventative and as-needed maintenance
- > Establishes process for requesting a vehicle from the motor pool
- > Denotes criteria to qualify employees to be assigned a take-home vehicle



Fuel System Use

Key Policy Components

- > Establishes criteria for accessing DWSD owned fuel pumps
- > Establishes procedure for key fob issuance and collection
- > Establishes a mechanism for tracking and monitoring fuel use



Human Resources



Employee Dress Code

Key Policy Components

- > Establishes requirement for employees to dress in Professional Attire
- > Provides specific examples of what is (and isn't) considered Professional Attire
- > Denotes guidelines for employees that are not dressed properly for work that include:
 - > Not being permitted to work and leaving to change
 - > Disciplinary action



Complaint Resolution Process

Key Policy Components

- > Denotes matters under which a complaint can be filed, including:
 - > Discrimination or harassment
 - > Unsafe and unhealthy working conditions
 - > Unjust disciplinary action
 - > Non-compliance of personnel policies and procedures
- > Establishes procedure to file a complaint through Human Resources and the Ethics Hotline
- > Requires a thorough investigation by Human Resources



Personal Leave of Absence

Key Policy Components

- > Provides an opportunity for employees to request unpaid leave in instances where all other vacation and sick time has been exhausted
- > Establishes disciplinary action for policy abuse, including use of leave for outside employment
- > Establishes minimum and maximum time off for a personal leave of absence
- > Outlines procedure for employees to request personal leaves of absence



Tuition Assistance

Key Policy Components

- > Establishes eligibility requirements for employees to qualify for tuition assistance
- > Requires successful completion of coursework to be reimbursed (e.g., minimum grades)
- > Denotes maximum amount of assistance an employee may receive based on program type:
 - > Professional development programs
 - > Undergraduate coursework
 - > Graduate coursework
- > Includes 'clawback' provision to ensure continued service by employees who receive assistance



Finance



Travel and Training Expense Reimbursement

Key Policy Components

- > Requires pre-approval by a supervisor to incur travel and training expenses
- > Allows for travel reimbursement for actual expenses up to approved GSA rates
- > Expressly prohibits certain expenses, including alcohol, entertainment, and personal expenses
- > Establishes reimbursement process including controls to ensure adherence to the policy



Investment Management

Key Policy Components

- > Note: this policy includes minor revisions from the policy approved in 2016
- > Limits investments based on investment grade (e.g., AAA)
- > Specifies financial instruments and proportions of the total asset pool in which DWSD may invest, in accordance with Public Act 20 of 1943 as amended
- > Requires periodic reporting on investment performance

Questions?



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Thank you!



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