



**Water & Sewerage
Department**

DIRECTOR'S REPORT

November 20, 2019



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DIRECTOR'S MESSAGE TO THE BOARD



Water & Sewerage
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- Environmental Protection Agency (EPA) Administrator Andrew Wheeler visited Detroit in October, which included some dedicated time with City of Detroit officials
 - Detroit Water and Sewerage Department (DWSD) leadership, the City's Chief Public Health Officer Denise Fair, and the Director of the Office of Sustainability Joel Howrani Heeres participated in a private in-person meeting with Administrator Wheeler.
 - Then, DWSD took Administrator Wheeler on a tour of two sites: A lead service line replacement on Coyle Street and the Green Stormwater Infrastructure practices at Stoepel Park No. 1.
- The Customer Assurance Specialist Assurance Team (CAST) participated in the DTE Customer Assistance Day at Eastern Market on December 6 to assist residents.
 - Nearly 700 residents attended the event.
 - Wayne Metropolitan Community Action Agency was also in attendance to provide WRAP pre-enrollment onsite.
 - DWSD staff provided payment assistance and account status in order to enroll in WRAP.
 - DWSD appreciates the DTE partnership – this our eighth event together.
- The Detroit Stormwater Hub is now live at detroitstormwater.org, developed from a public-private collaboration among supporters for Green Stormwater Infrastructure (GSI).
 - More than 150 GSI projects posted on a story map, including bioretention gardens at city parks and rain gardens in neighborhoods, along with green roofs and pervious pavement at commercial properties.





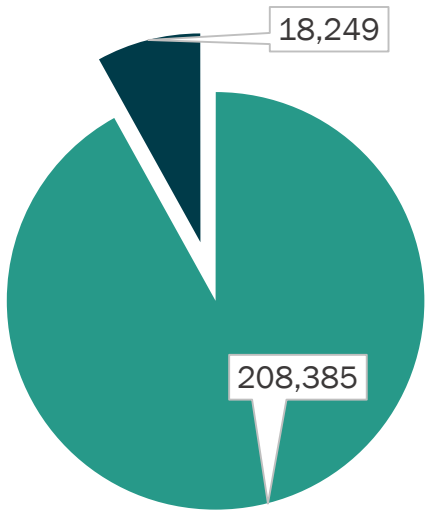
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Customer Care

CUSTOMER CARE: Number of Active Accounts

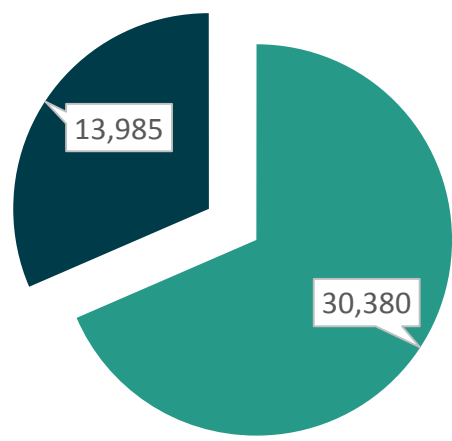


Active Residential Accounts



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

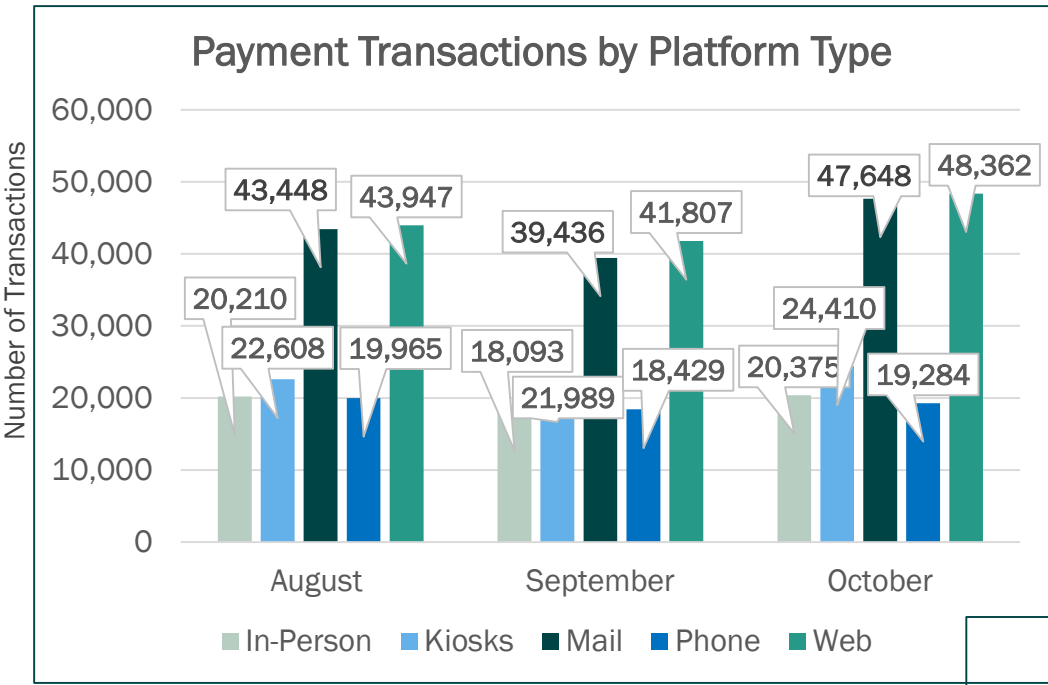
Active Non-Residential Accounts



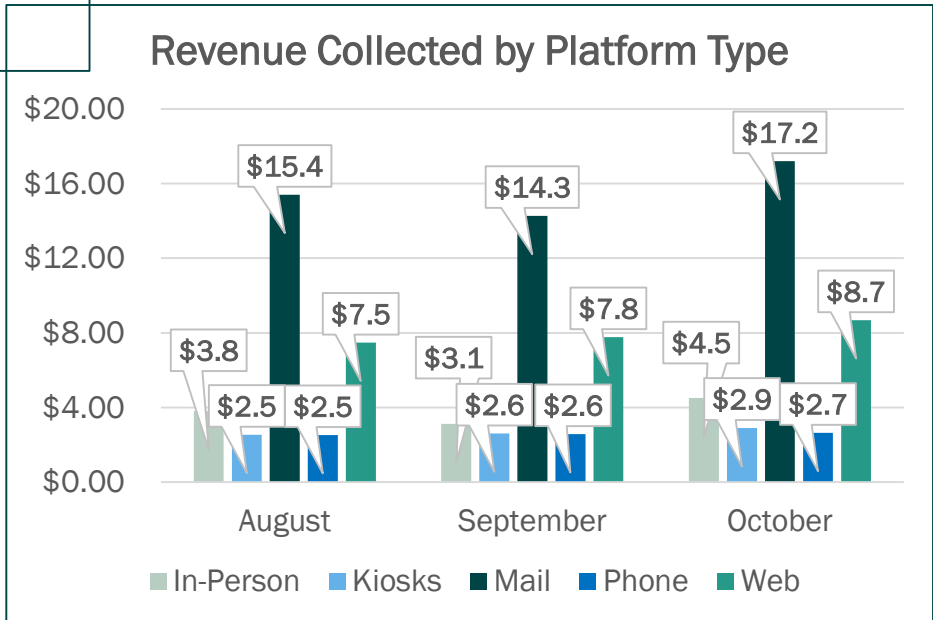
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

CUSTOMER CARE: Transactions



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

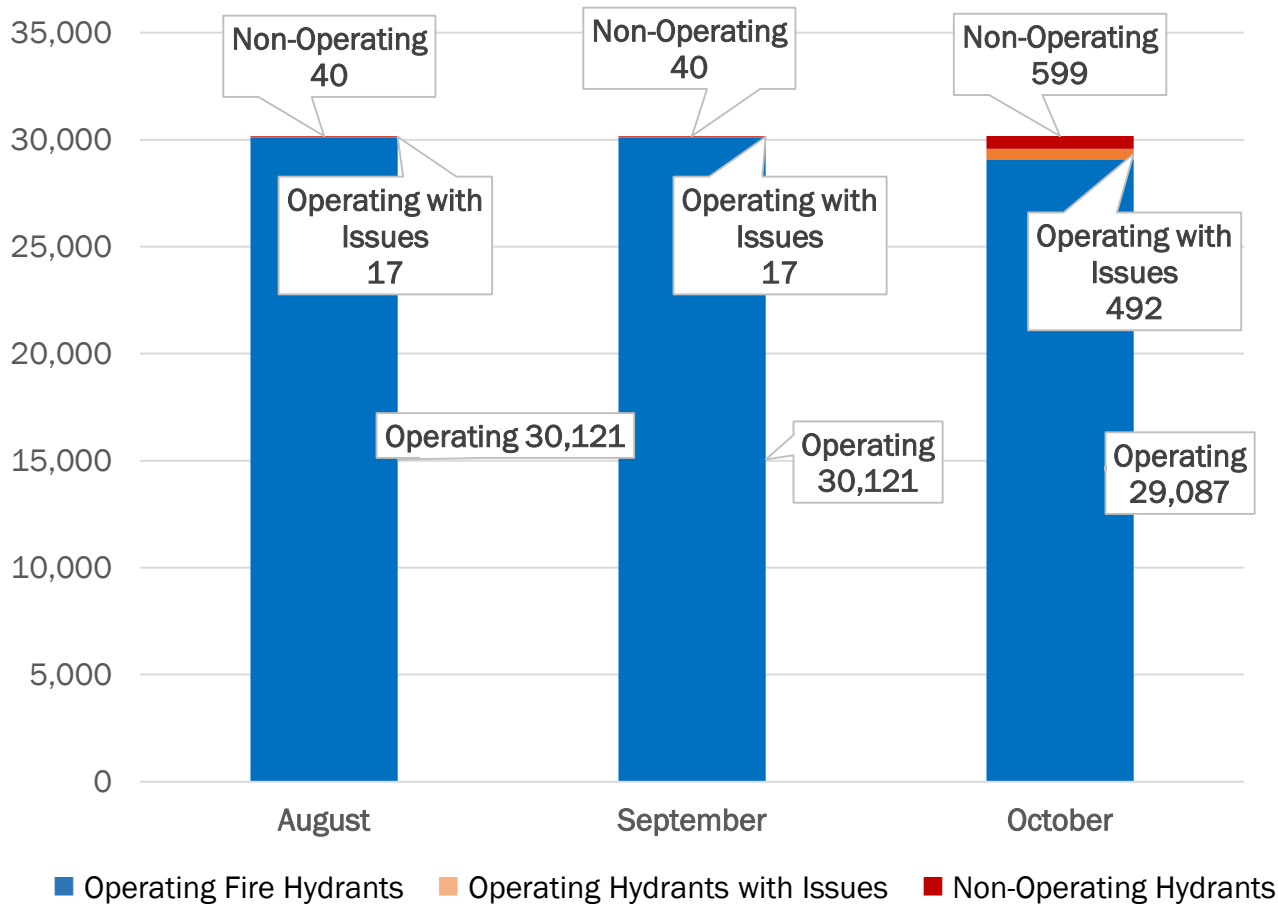




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Field Services

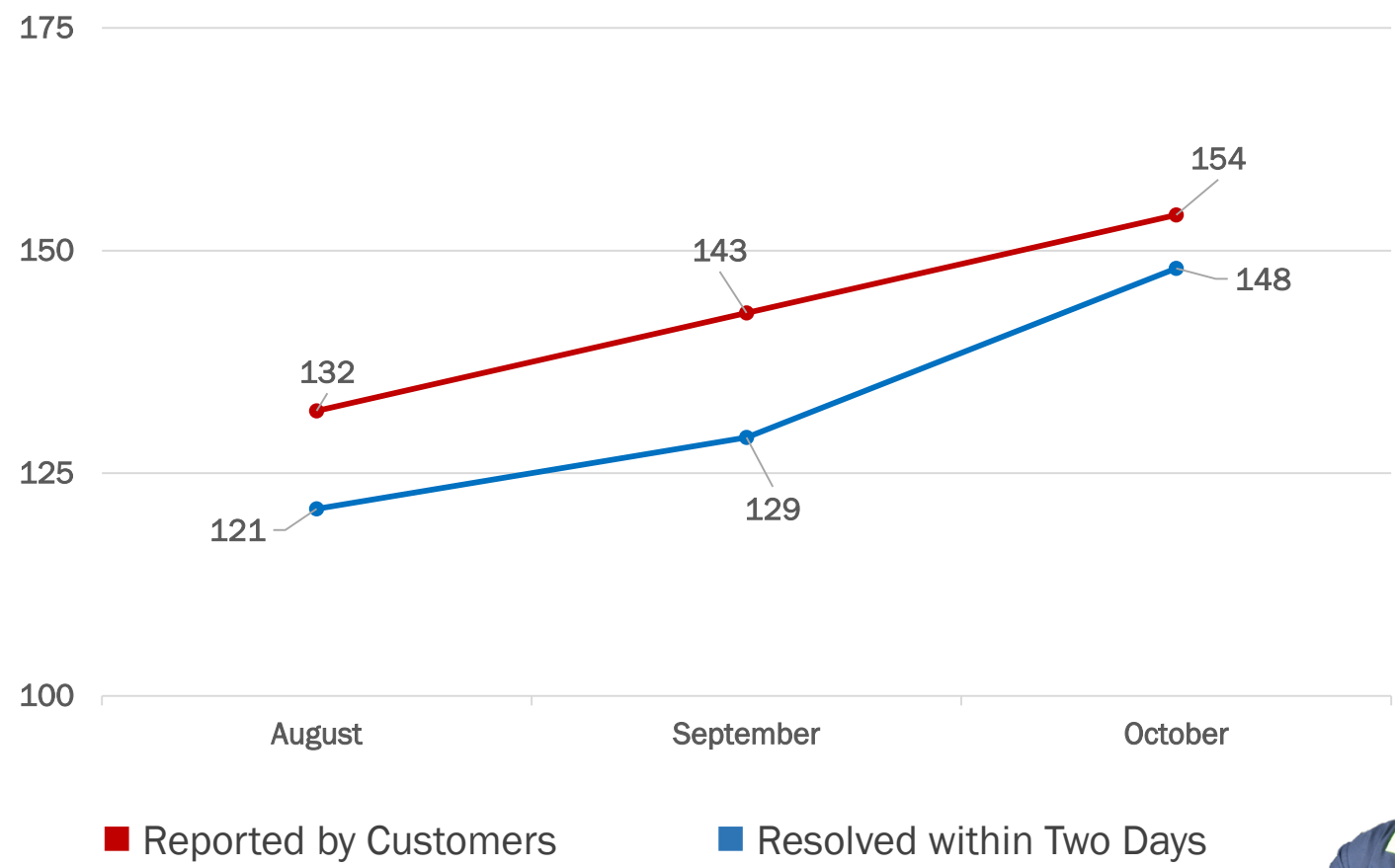
FIELD SERVICES: Fire Hydrant Maintenance



Firefighters are in the process of conducting the hydrant inspections, which they often do during the fall months. The data transfers to DWSD in order to create work orders, when necessary, to repair or replace hydrants.

*Due to a data update, there is a change in the three categories in October versus previous months which is shown here.

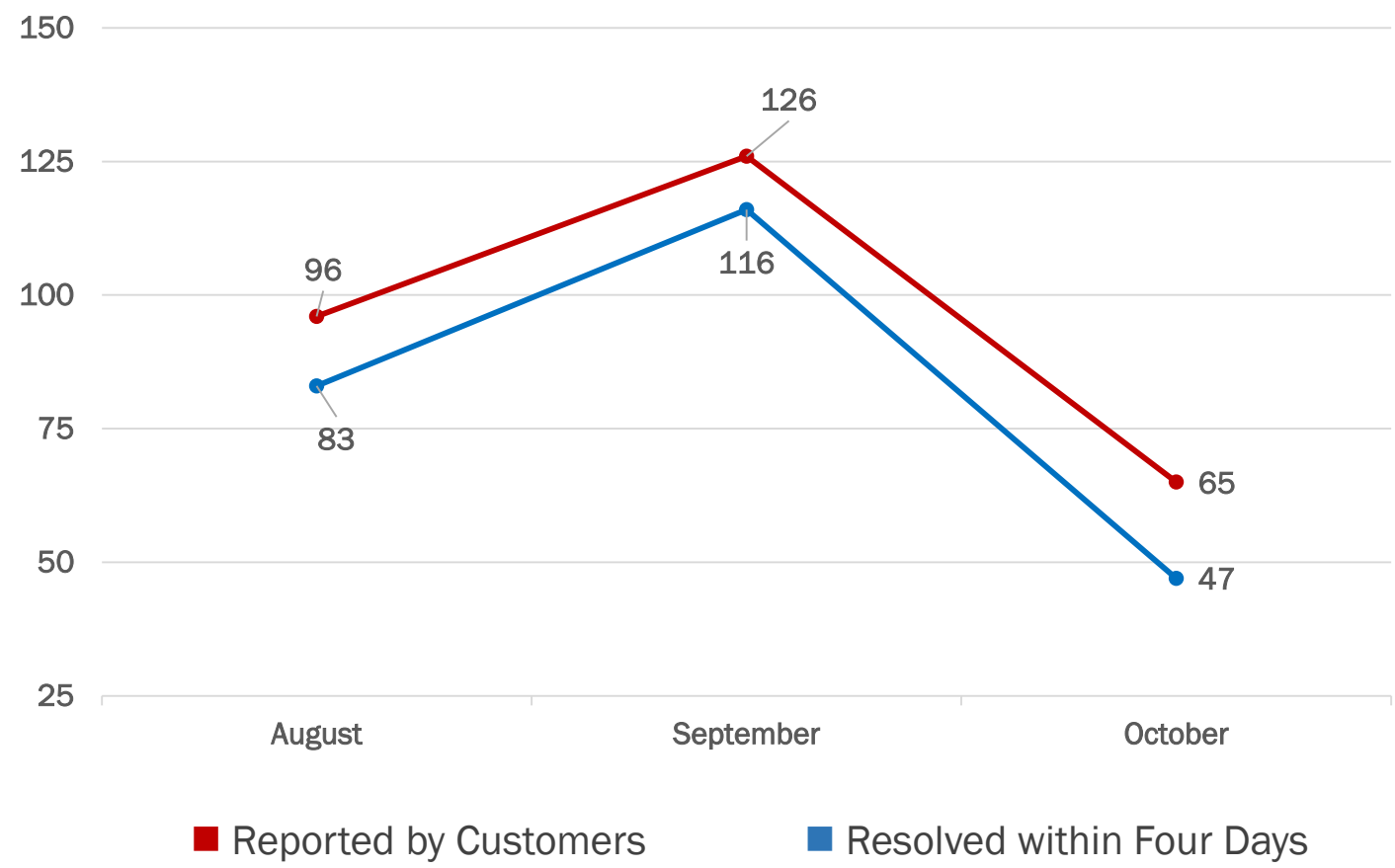
FIELD SERVICES: Running Water



The running water reports remain on track versus the same period last year.

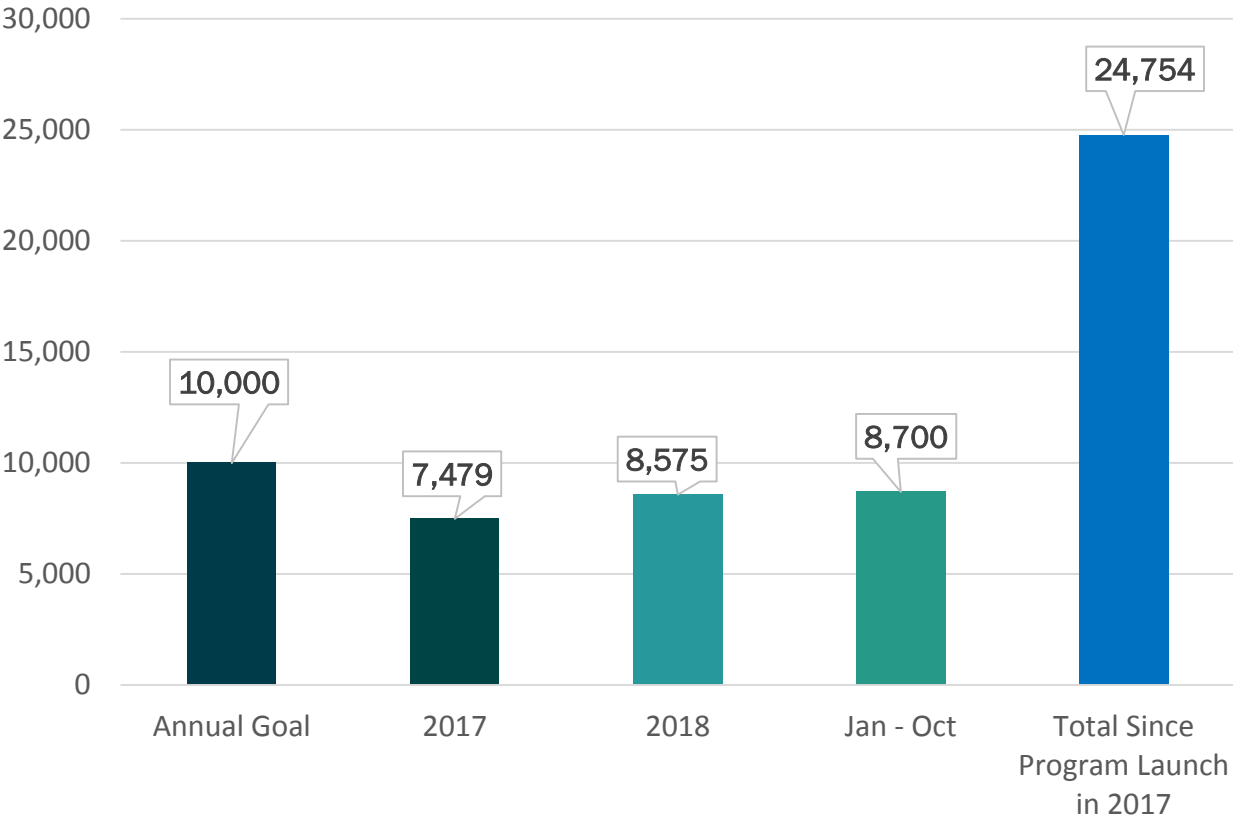


FIELD SERVICES: Water Main Breaks



When there is dramatic change in temperature --- hot or cold -- the ground can shift and cause tension on the pipes potentially resulting in water main breaks.

FIELD SERVICES: Catch Basin Inspection & Cleaning



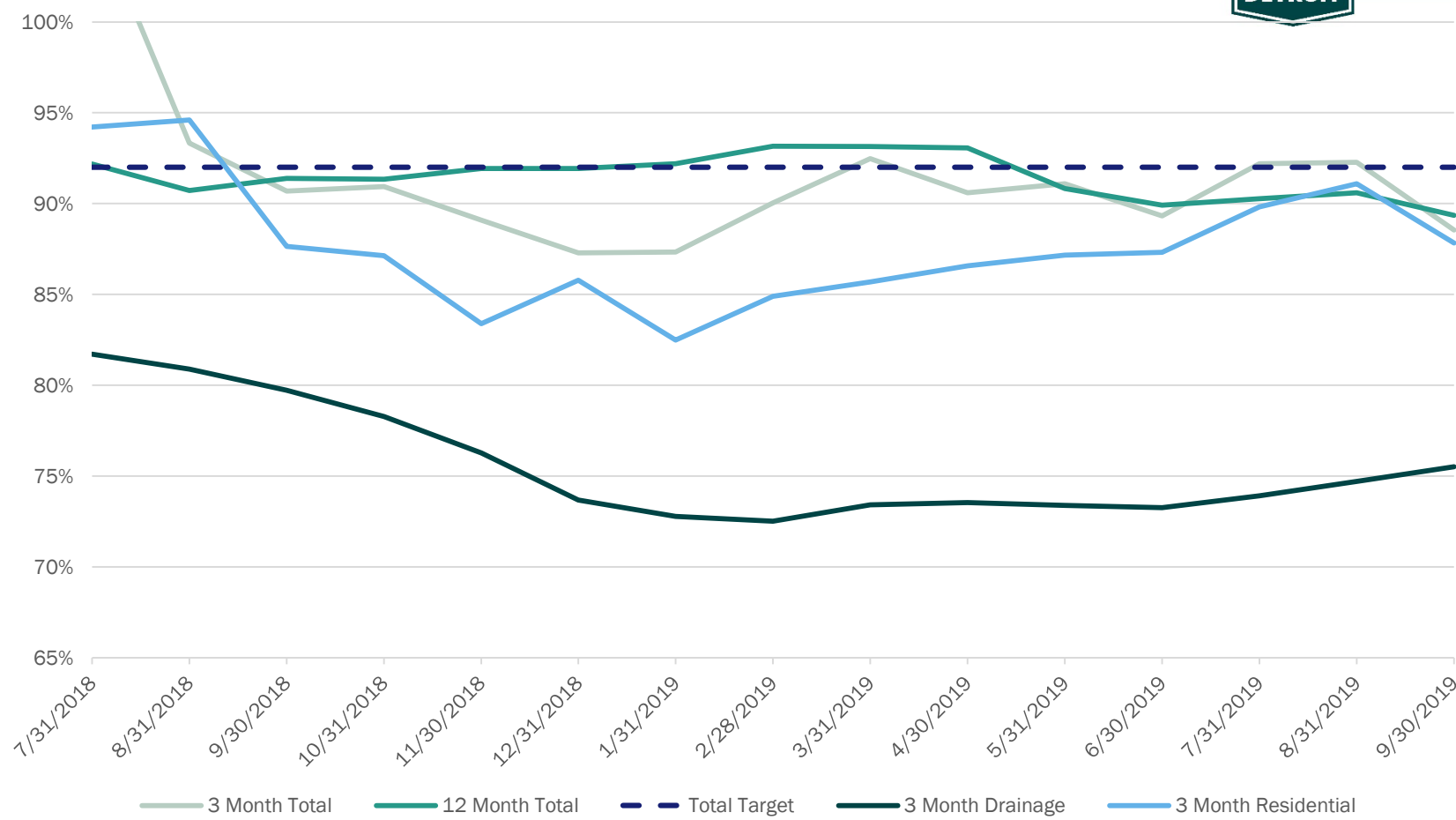
Since the catch basin inspection and cleaning program launched in 2017, crews have touched 24,754 of the estimated 90,000 catch basins. The goal is 30,000 in three years and DWSD is close to reaching that objective.



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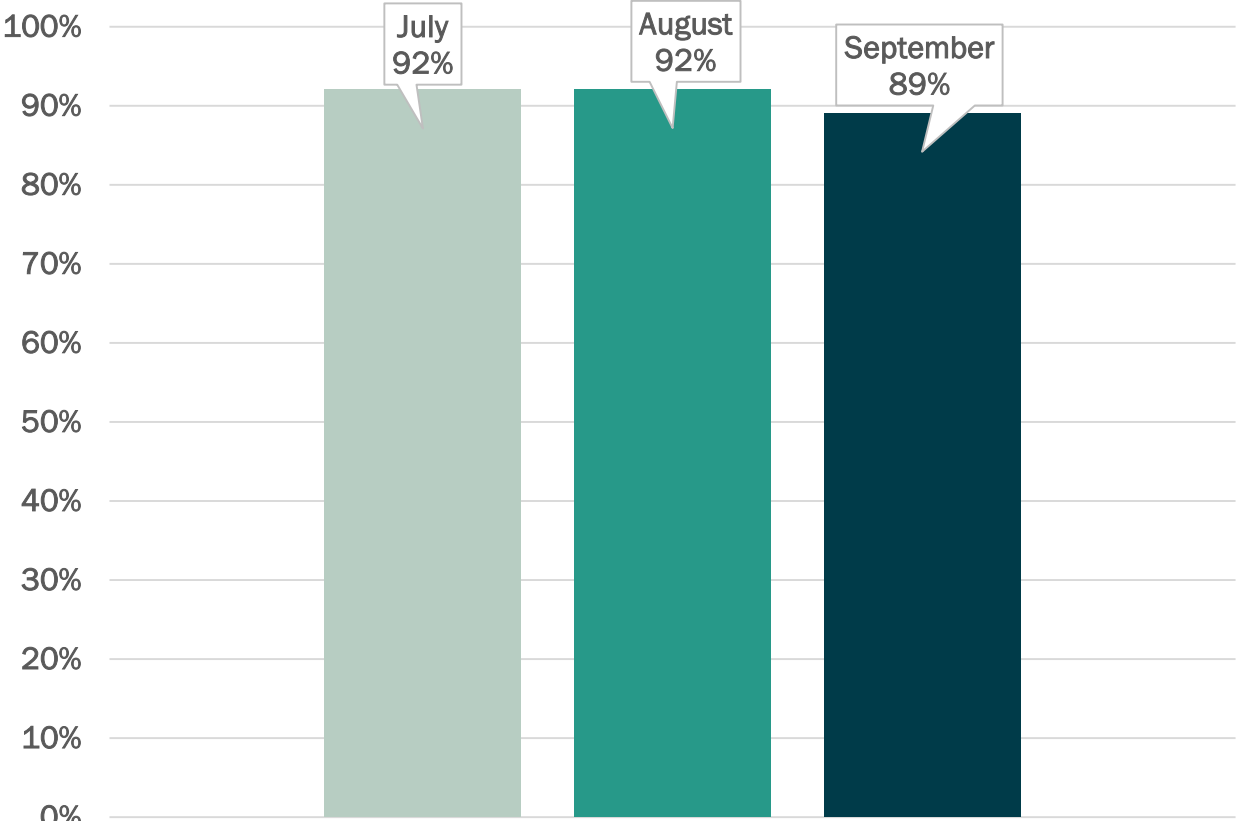
Finance

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



3-Month Rolling Average Collection Rate for All Accounts

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.



\$80,085,467

Water cash balance as of
September 30, 2019

\$146,440,273

Sewer cash balance as of
September 30, 2019

The operating cash days-on-hand as of September 30, 2019 is 151 days. The target is 120 days.

Due to when the books close after each month and following the reconciliation, the Finance Group data in this section is from two months prior to this report.



Legal Services

LEGAL: Claims, Hearings and Cases



21

Cases handled by
in-house staff

10

Cases handled by
outside counsel

0

Lawsuits dismissed

8

Lawsuits dismissed in
FY2020

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.

12

Dispute hearings

3

Number of cases
DWSD prevailed

\$32,343

Amount in dispute

\$10,272

Credited to customers
based on hearing outcomes

\$22,071

Owed to DWSD after
hearings

9

Property damage claims

\$194,093

Amount in property
damage claims

\$15,794

Amount of total claims
recommended to be paid

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



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Investigations

INVESTIGATIONS: Results

382

[95 per month, on average]
Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2019



Money Owed to DWSD identified by Investigators

\$3,039,299

Total since July 1, 2019

\$694,672

Back billed

\$2,173,279

Future owed in 12 months

\$171,348

Water loss



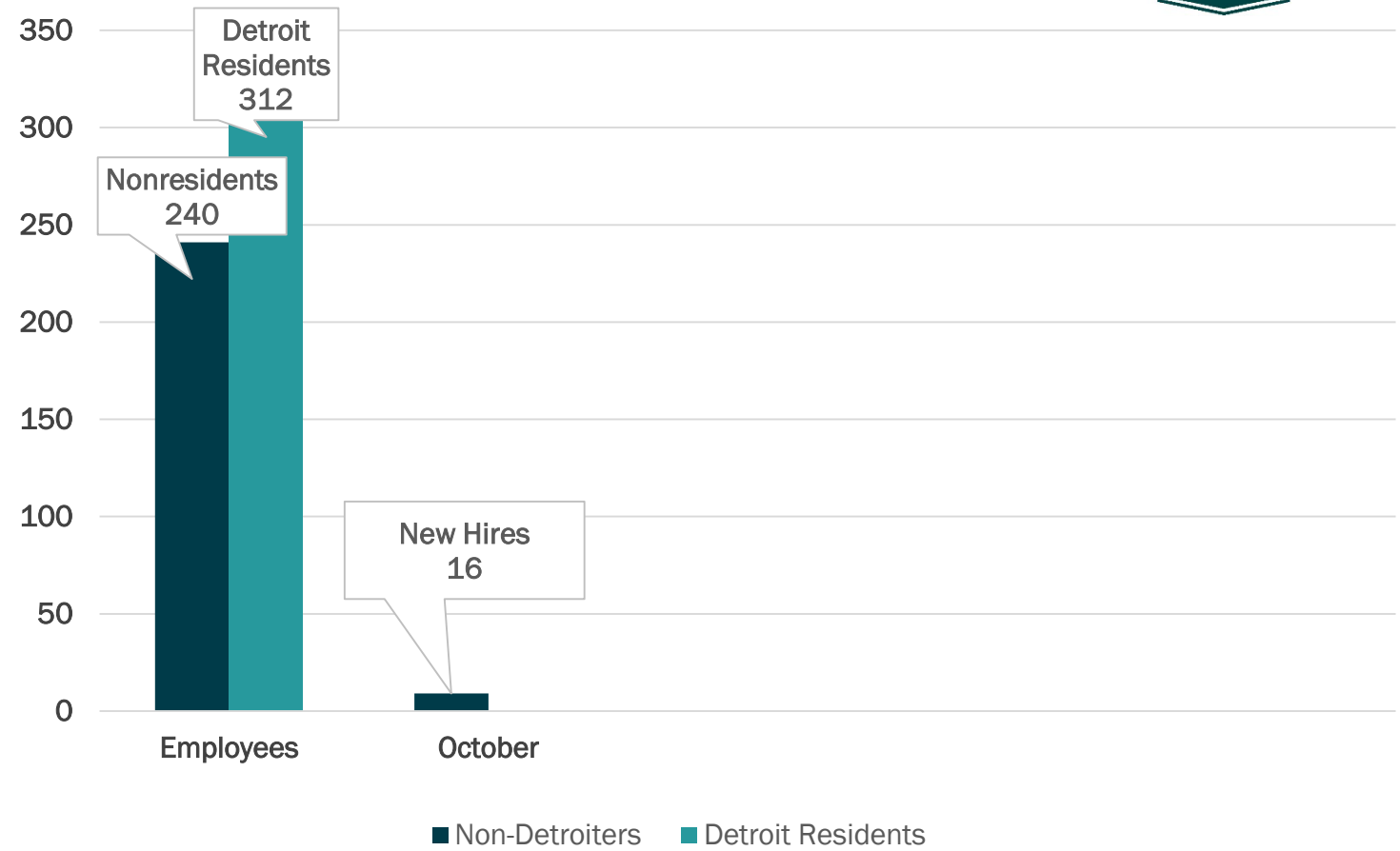
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$12 million in services owed by primarily commercial customers since its creation in August 2017. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering 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

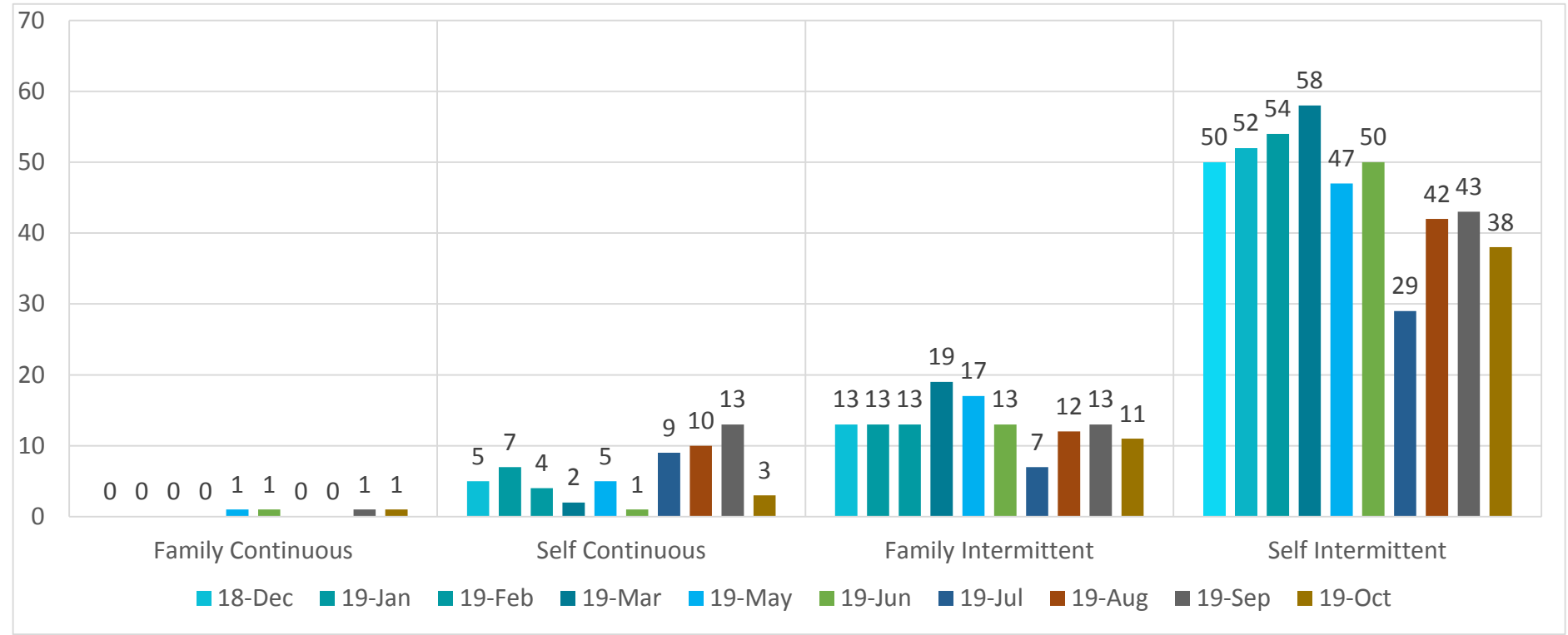
HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-six percent of the DWSD workforce lives in Detroit.*

*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

HUMAN RESOURCES: Family Medical Leave Act





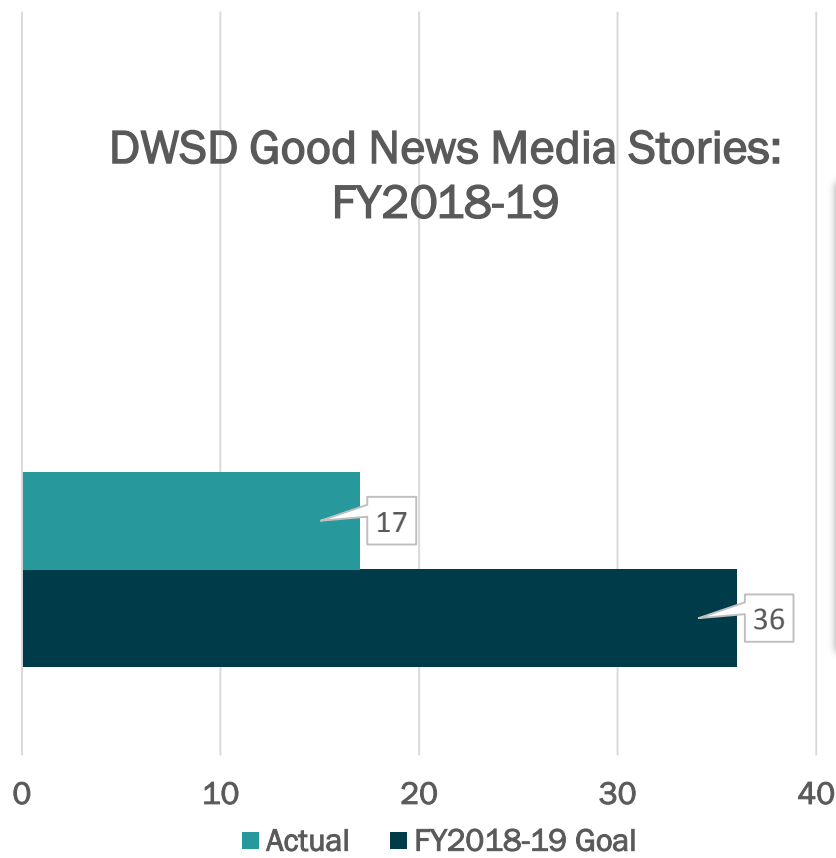
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Public Affairs

PUBLIC AFFAIRS: Good News



DWSD Good News Media Stories: FY2018-19



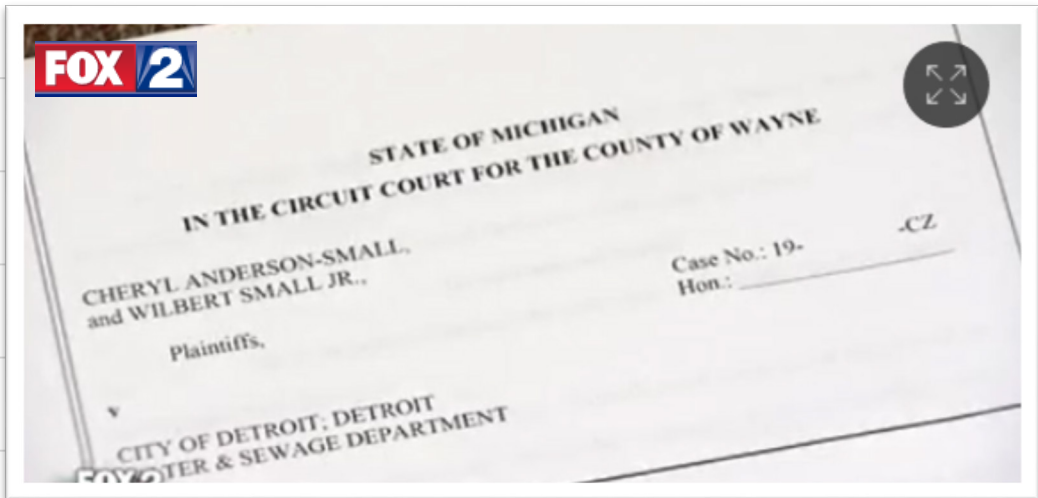
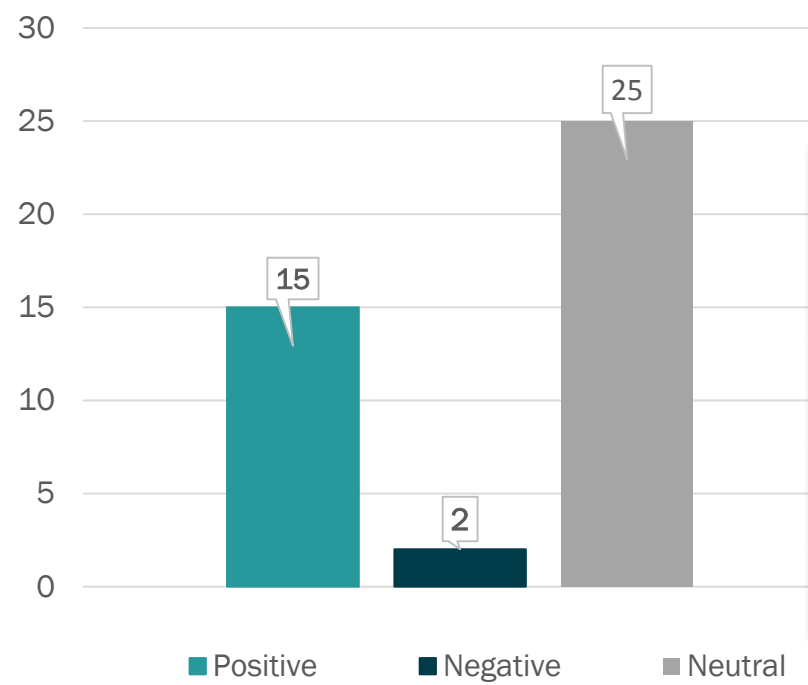
This month, the team garnered **2** positive news stories. One about the EPA Administer visit to Detroit. The other was a story about DWSD partnering with other community partners and participating at the Taxpayer Assistance Day.

PLEASE NOTE: For this metric, news stories are only counted once per topic, not by the number of media outlets picking up the story.



PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: October 1 – October 31, 2019



In October, the DWSD Public Affairs team saw a total of **42** media stories. The majority of the neutral stories were about the lead and copper water sampling results from other communities. The positive stories highlighted the EPA Administer Andrew Wheeler’s visit to Detroit. DWSD had the opportunity to have a discussion with Administer Wheeler as well as visit a lead service line replacement site and Green Stormwater Infrastructure (GSI) project. The negative story was of a Detroit couple suing DWSD over a building leak. Of the stories, 5 were broadcast, 26 were print/online and 11 were radio.

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



PUBLIC AFFAIRS: Social Media Activity



44
New Facebook Followers

7,890
Total Followers on Facebook

7,769
Engagement on Facebook



17
New Twitter Followers

1,627
Total Followers on Twitter

185
Engagement on Twitter



30
New Instagram Followers

1,308
Total Followers on Instagram

30
Engagement on Instagram

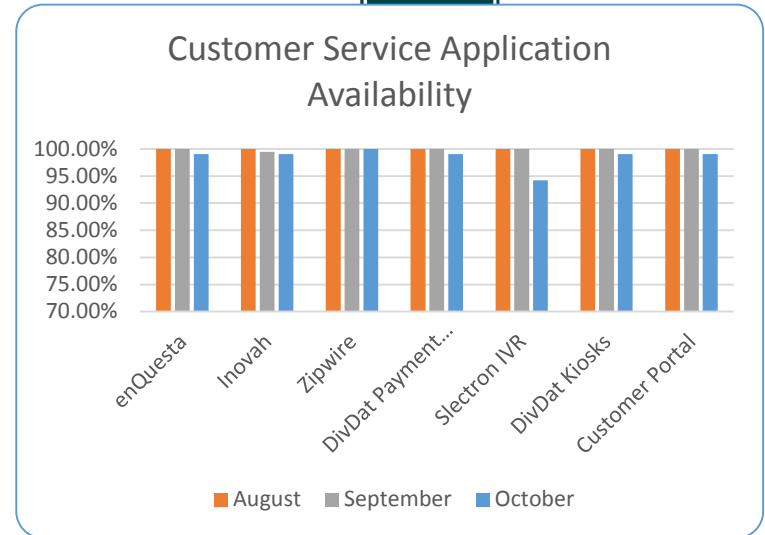
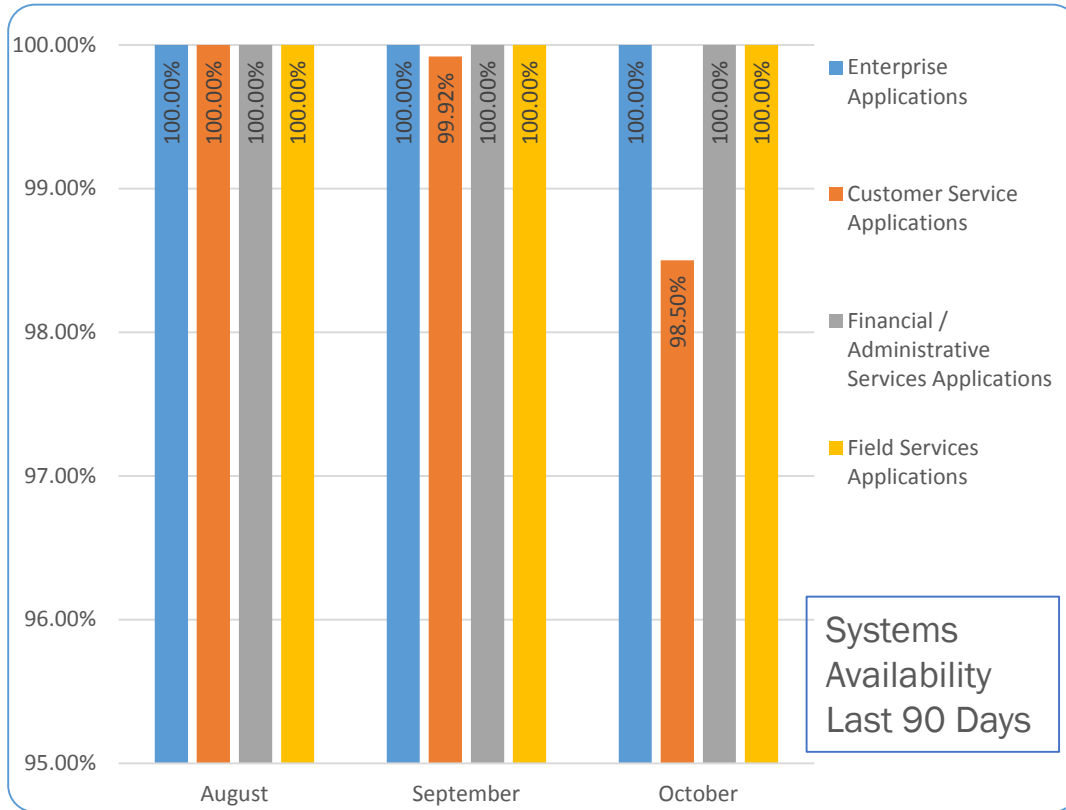


The DWSD Public Affairs team gained **91** new followers on social media in October 2019, bringing the total number of followers to **10,825**. In addition to the metrics above, Facebook saw a total of 604,008 impressions and 3,931 link clicks for the month. The top performing post on Facebook was on October 8 when DWSD Deputy Director Palencia Mobley discussed DWSD’s sustainability efforts, with 241 reactions, 19 comments and 49 shares. The top performing post on Twitter was on October 24 about “Halloween in the D” and the top performing post on Instagram was the EPA Administrator’s visit on October 22.



Information Technology

Technology: Application Availability



99.48%

MONTHLY AVAILABILITY
99.9% = TARGET

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.