



**Water & Sewerage
Department**

DIRECTOR'S REPORT

September 16, 2020



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DIRECTOR'S MESSAGE TO THE BOARD



- The Detroit Water and Sewerage Department (DWSD), through several funding sources and in partnership with Wayne Metropolitan Community Action Agency, has **assisted Detroiters with water restoration, plumbing repairs and bill payment during the COVID-19 Pandemic.**
 - This chart displays the spent or committed dollars and how the funds were utilized.
 - DWSD and Wayne Metro are collaborating on additional programs using state resources, including Michigan Public Act 123 of 2020.
- DWSD is producing a **series of videos updating the public on construction projects and the Green Stormwater Infrastructure (GSI) Program.**
 - Three videos have been produced on the Oakman Boulevard GSI and water main replacement project.
 - An update on neighborhood-wide water and sewer upgrades in Cornerstone Village and North Rosedale Park is in production.
 - An update on the completed and in-progress DWSD projects, and the collaborative, integrative approach to project design.
 - A virtual GSI tour of the public and private GSI projects on the Detroit Stormwater Hub is in production.
 - Visit the DWSD YouTube Channel at: youtube.com/c/DWSDwater.

Leveraging Federal and State Funds to Assist Detroit Households			
Funding Source	Amount	Purpose	Outcome
EGLE & Kresge Foundation	\$650,000	COVID-19 Water Restart	Contracted plumbing services to restore water in occupied houses with plumbing issues; DWSD restored services to 1,275 occupied houses; 400 houses needed significant repairs
CARES Act	\$500,000	Plumbing repairs	Plumbing repairs to households identified by Wayne Metro
CARES Act	\$2,500,000	Bill assistance	\$250 credit to approximately 10,000 income-eligible DWSD customers, including 3,000 currently enrolled in WRAP, to help households economically impacted by COVID-19





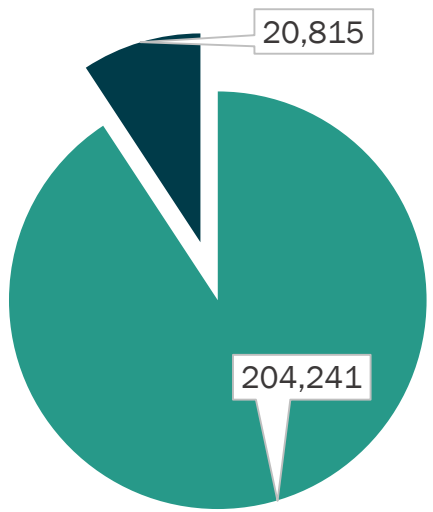
**Water & Sewerage
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Customer Care

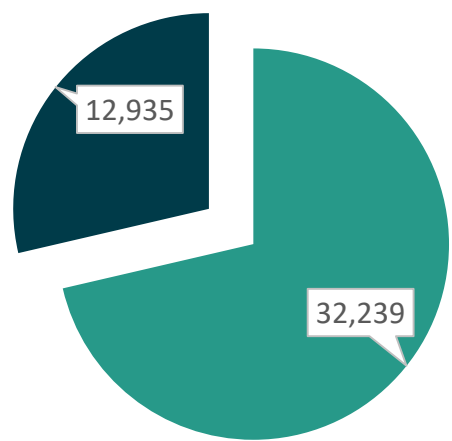
CUSTOMER CARE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



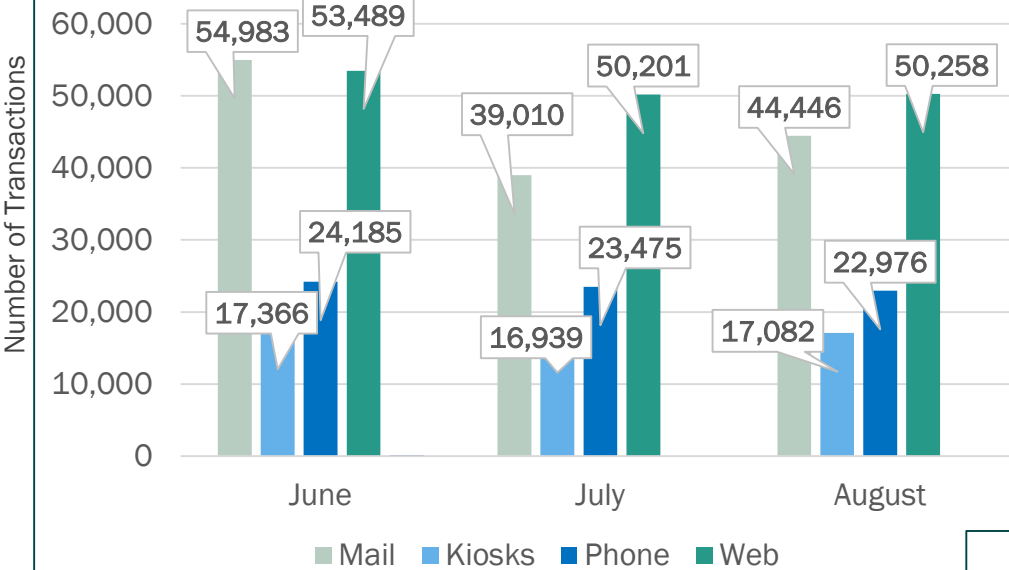
■ Water/Sewerage/Drainage ■ Drainage Only (no water service) ■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

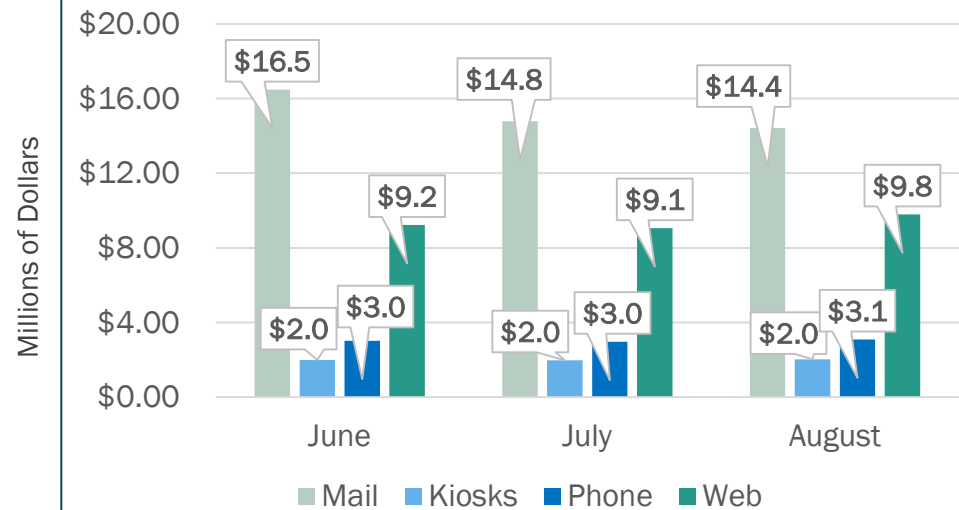
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



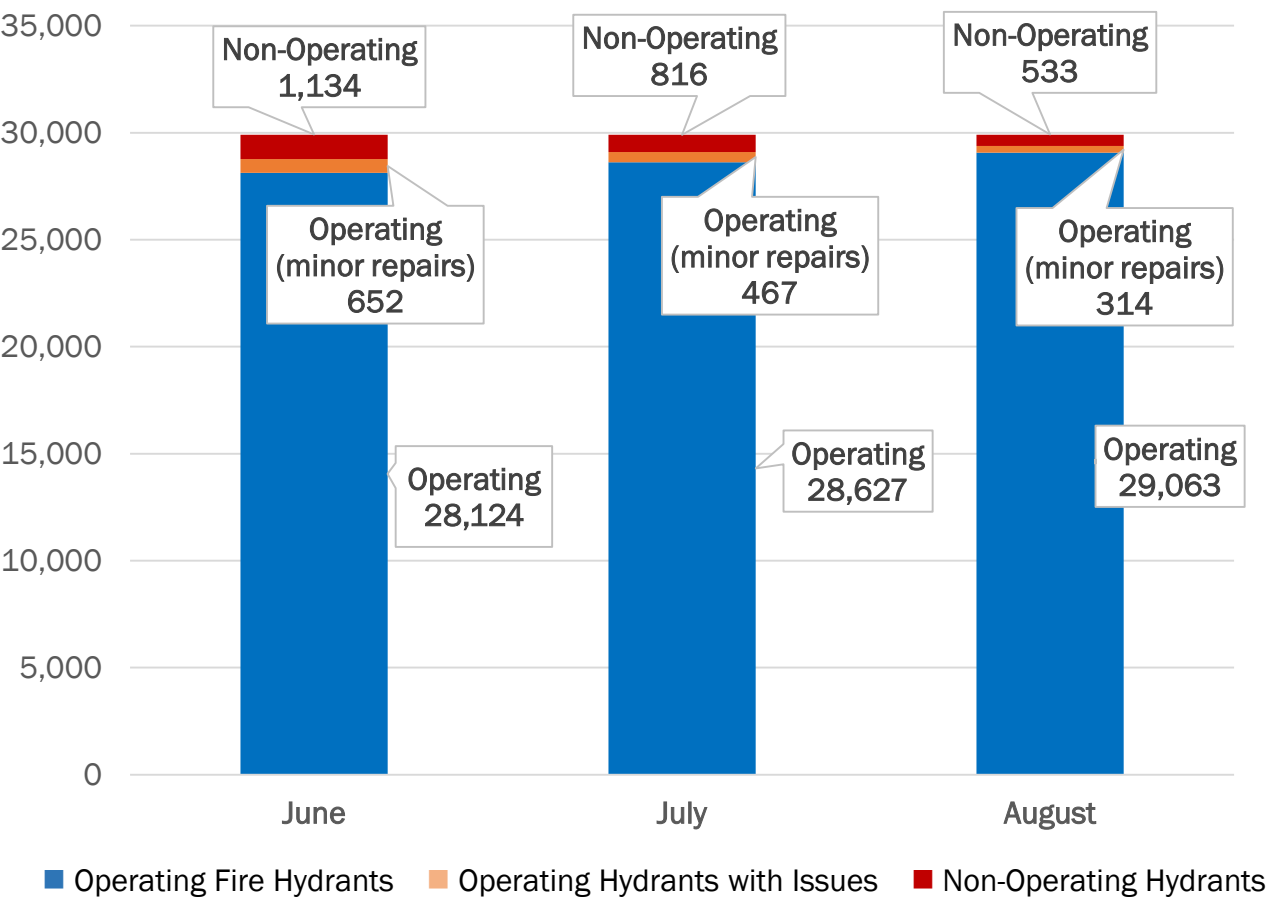
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including contact via email at mydwsd@detroitmi.gov. DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).



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Field Services

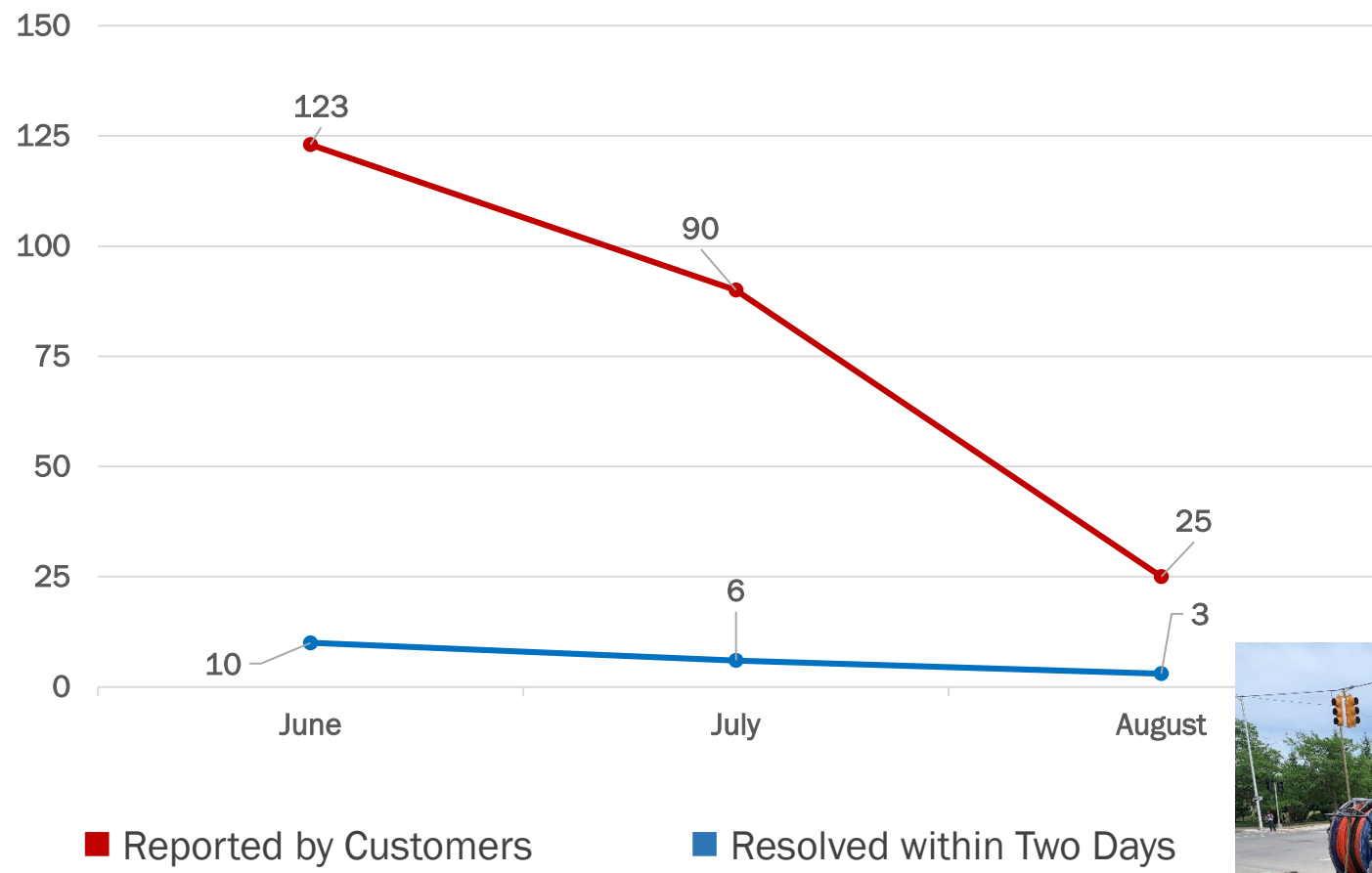
FIELD SERVICES: Fire Hydrant Maintenance



DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group.



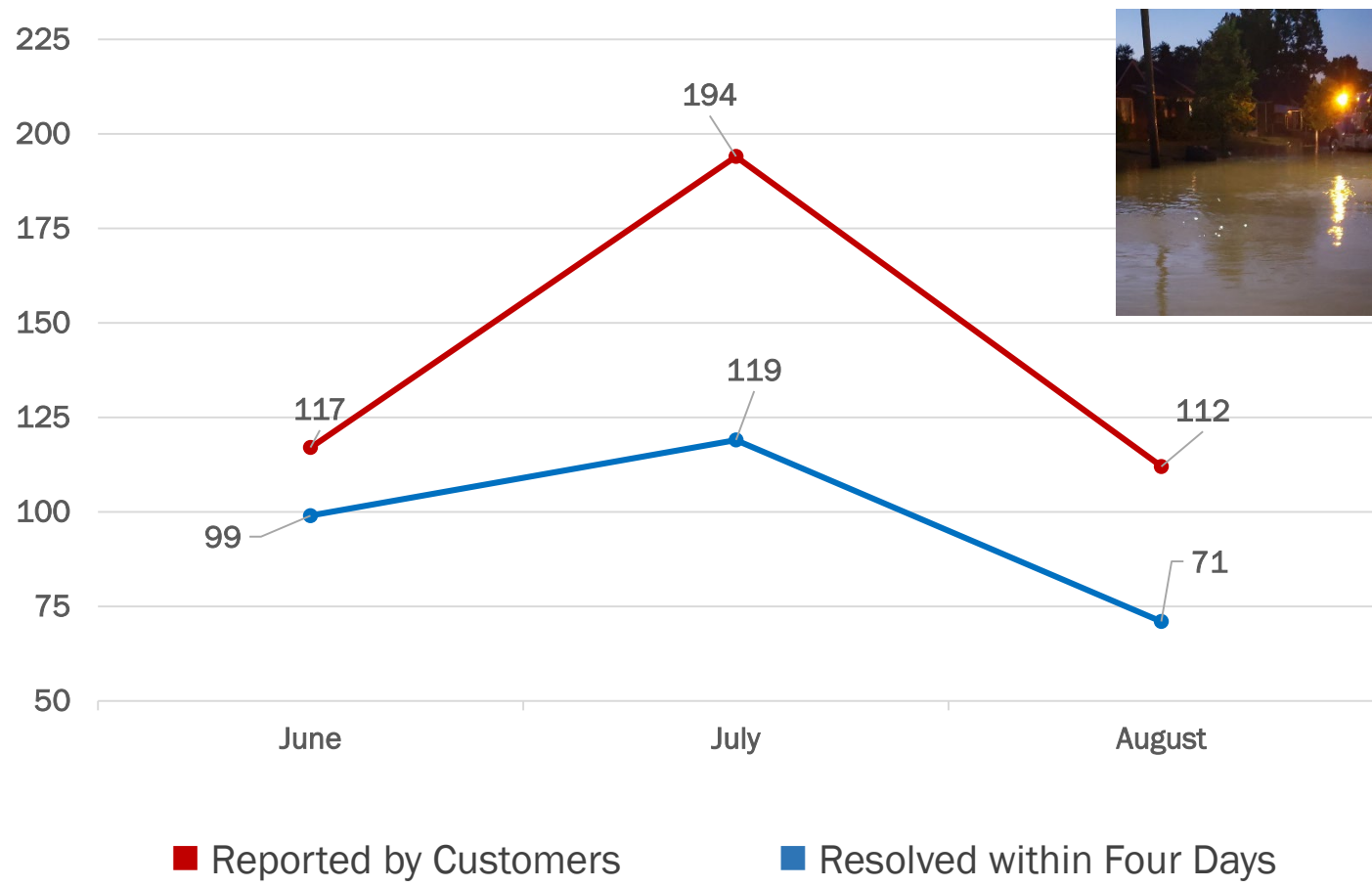
FIELD SERVICES: Running Water



Complaint volume in this category has decreased over the summer. DWSD Operations continues to prioritize work orders based on level of impact, with water main repairs, street flooding and water-in-basement complaints taking priority.

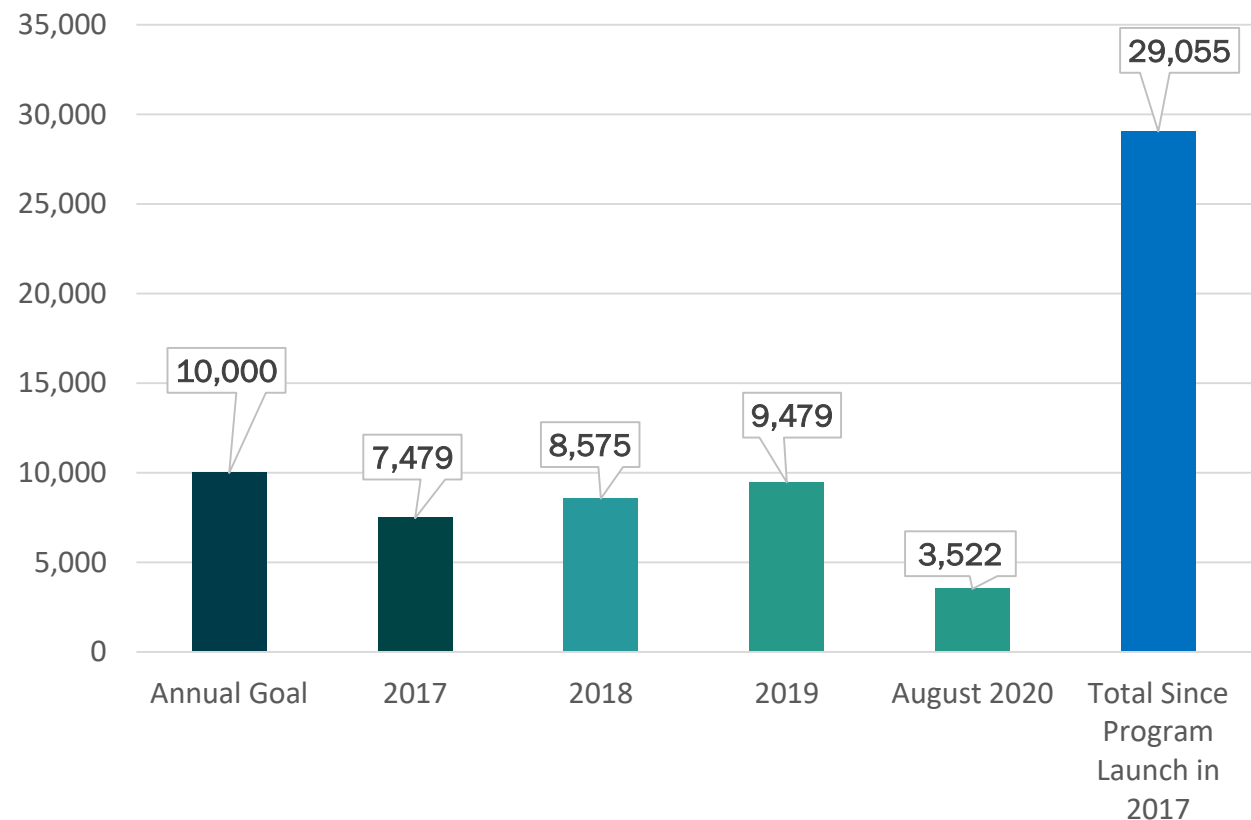


FIELD SERVICES: Water Main Breaks



The number of water main breaks significantly rose in June and July and began to decline in August. The early to mid-summer weeks had several days of above 90-degree weather. 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



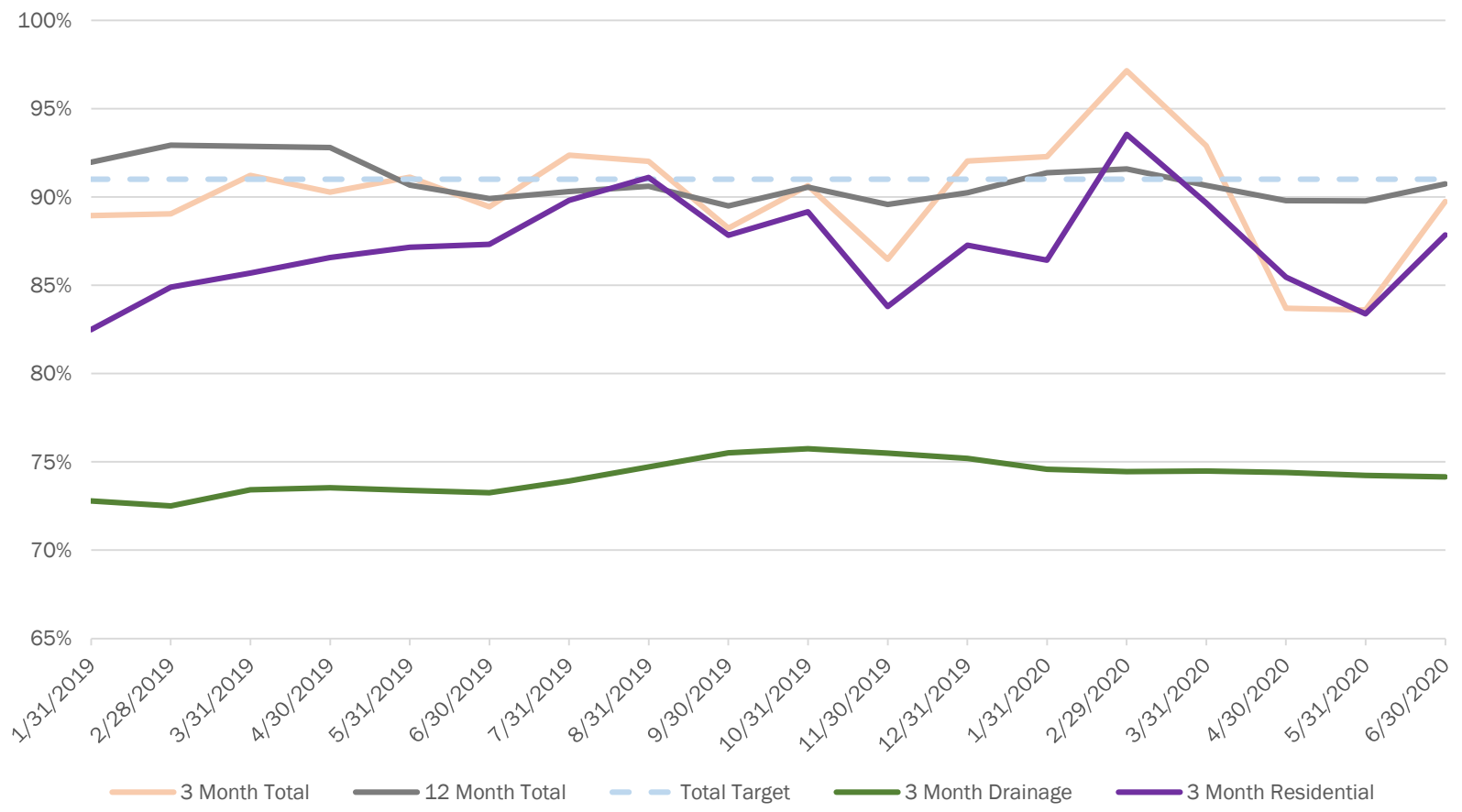
The catch basin inspection and cleaning program launched in 2017. DWSD crews have touched more than 29,000 of the estimated 90,000 catch basins. The goal was 30,000 by August 2020, which is expected to be achieved this calendar year (delayed due to pandemic stay-at-home orders in March-May and the pandemic furloughs).



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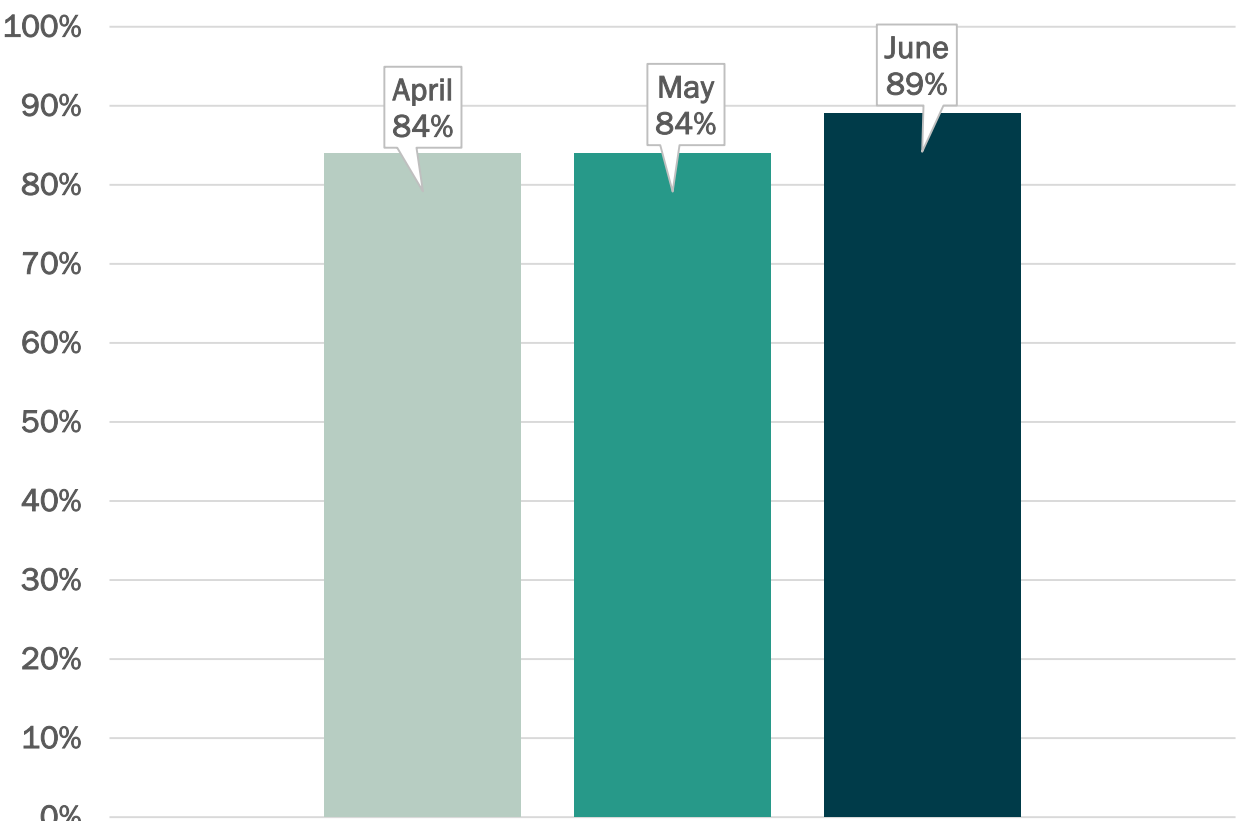
Finance

FINANCE: Bill Collection Rate



Until completion of the audit, the Finance Group is not providing updated data for this report. This same data shown here was shared in the July 2020 Director’s Metrics.

FINANCE: Bill Collection Rate



3-Month Rolling Average Collection Rate for All Accounts

Until completion of the audit, the Finance Group is not providing updated data for this report. This same data shown here was shared in the July 2020 Director’s Metrics.



\$179,969,412

Water cash balance as of
May 31, 2020

\$124,664,088

Sewer cash balance as of
May 31, 2020

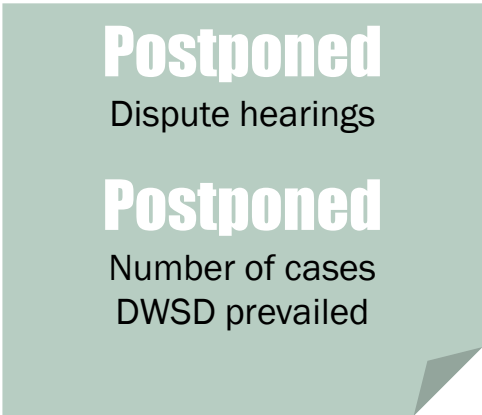
The operating cash days-on-hand as of May 31, 2020 is 143 days. The target is 120 days.

Until completion of the audit, the Finance Group is not providing updated data for this report. This same data shown here was shared in the July 2020 Director’s Metrics.



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.

Due to the COVID-19 Pandemic and Governor Gretchen Whitmer’s emergency orders, the legal proceedings have been postponed.



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Investigations

INVESTIGATIONS: Results

115

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2020



Money Owed to DWSD identified by Investigators

\$514,994

Total since July 1, 2020

\$40,892

Back billed

\$141,952

Future owed in 12 months

\$332,150

Water loss



Revenue Identified Since Investigation Unit Began

\$13,648,013

Total since August 14, 2017

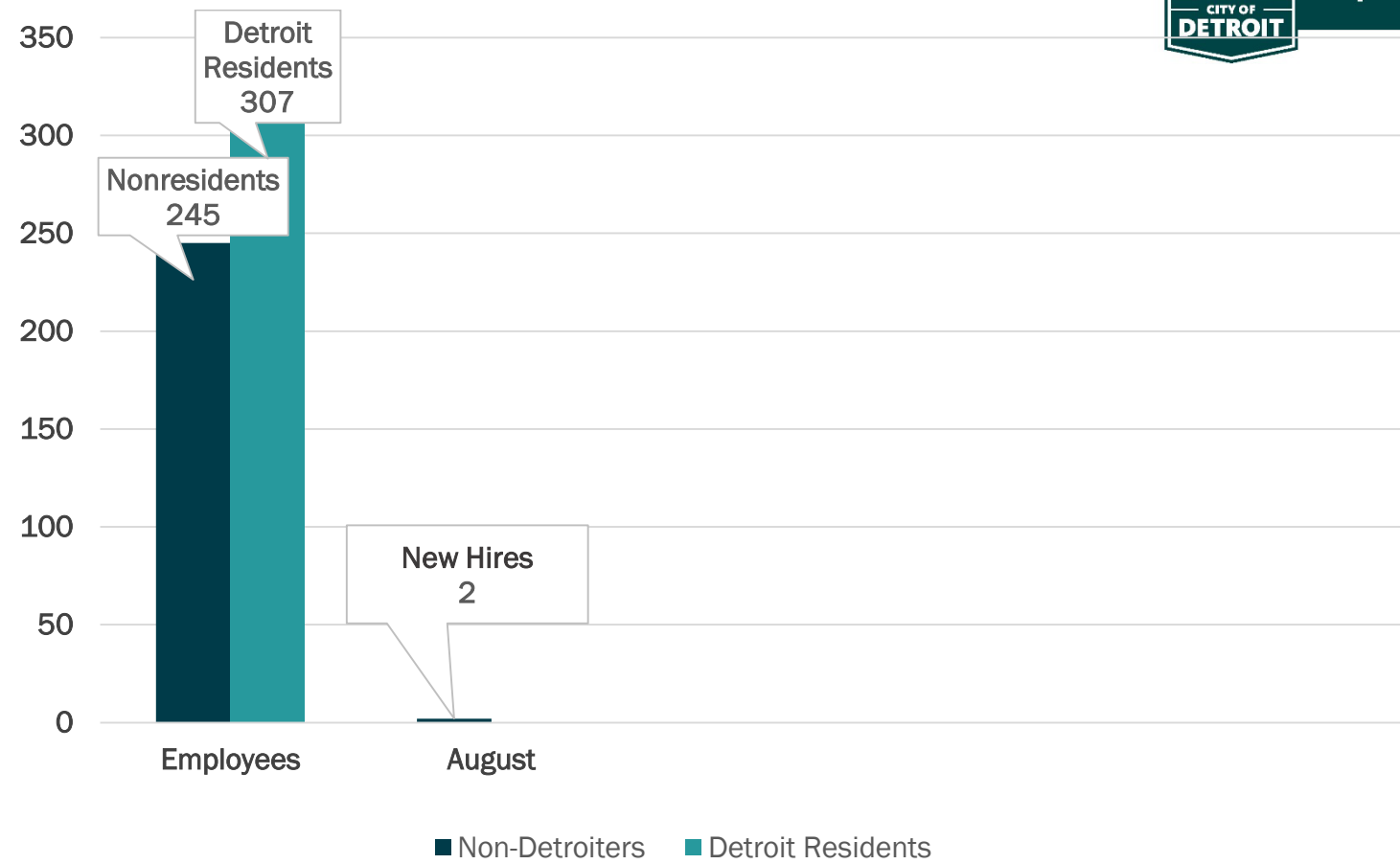
Since August 2017, the unit, in collaboration with customer service/billing, has identified nearly \$13 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city’s water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



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Human Resources

HUMAN RESOURCES: Detroit Residents and Hiring

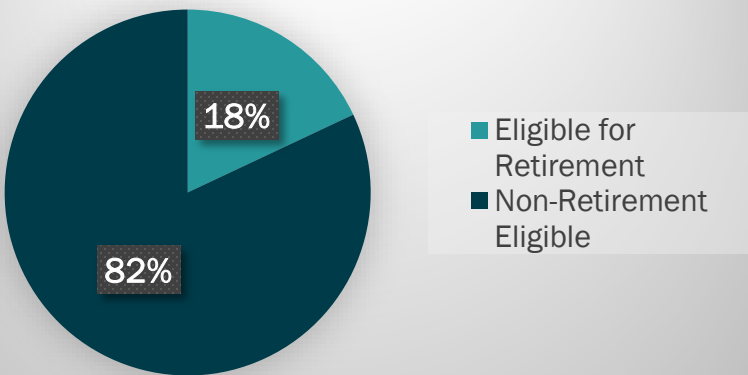


Fifty-six percent of the DWSD workforce lives in Detroit.*

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



Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	59
10 YOS/60 years old (Legacy)	46
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	2
TOTAL	107

LEGACY = HIRED BEFORE 2014
HYBRID = HIRED AFTER JANUARY 1, 2014

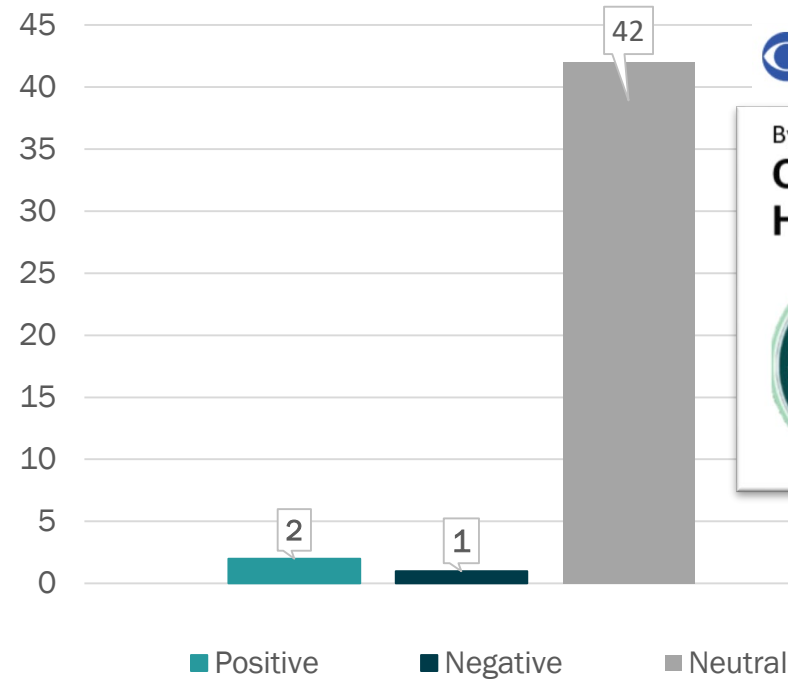
With a current population of 552 employees, there are 107 DWSD employees eligible for retirement.



Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: August 1 – August 31, 2020



By [Tim Lawlis](#) August 14, 2020 at 7:10 pm

Community Health Corps To Revolutionize How Detroit Helps Its Most Vulnerable Residents



Mayor Mike Duggan today announced a new initiative he says will revolutionize how the city can change quality of life for its most vulnerable residents. For many Detroiters, the current pandemic has exacerbated previously existing issues related to everything from food, housing and utility insecurity to behavioral health support, job training and employment.

Lansing Injury Law News

A **legal examiner** AFFILIATE

LEGAL | AUG 20, 2020 | 1 MIN READ

State of Michigan Settles Flint Water Crisis Lawsuits for \$600 Million



KELLY MCCLINTOCK
Grewal Law, PLLC
(888) 211-5798

CONTACT KELLY

A years-long legal battle has finally come to a resolution as sources report the Flint Water Crisis class-action lawsuits have

In August, the DWSD Public Affairs team saw a total of **45** media stories. Majority of all the stories were neutral and were about Flint’s \$600 million water settlement. DWSD was only mentioned by name as the original water provider. The other neutral story was about DWSD’s COVID-19 Restart Water Plan. There was 1 negative water shut-off story. The positive stories focused on the City’s new Community Health Corps. DWSD was mentioned as a partner of the new Corps.

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

PUBLIC AFFAIRS: Social Media Activity



20
New Facebook Followers

8,562
Total Followers on Facebook

5,846
Engagement on Facebook



1
New Twitter Followers

1,698
Total Followers on Twitter

308
Engagement on Twitter



10
New Instagram Followers

1,473
Total Followers on Instagram

25
Engagement on Instagram



The DWSD Public Affairs team gained **31** new followers on social media in August 2020, bringing the total number of followers to **11,733**. In addition to the metrics above, Facebook saw a total of 504.8K impressions and 3,887 link clicks for the month. The top performing post on Facebook was on August 3 when DWSD posted about all the convenient ways to pay while the Customer Care Centers remain closed due to COVID-19. The top performing post on Twitter was on August 4 regarding DWSD’s restorations progress. The post had 66 total engagements. The top Instagram post was on August 27, highlighting a water saving tip.



Information Technology

TECHNOLOGY: Top Ten Projects Scorecard



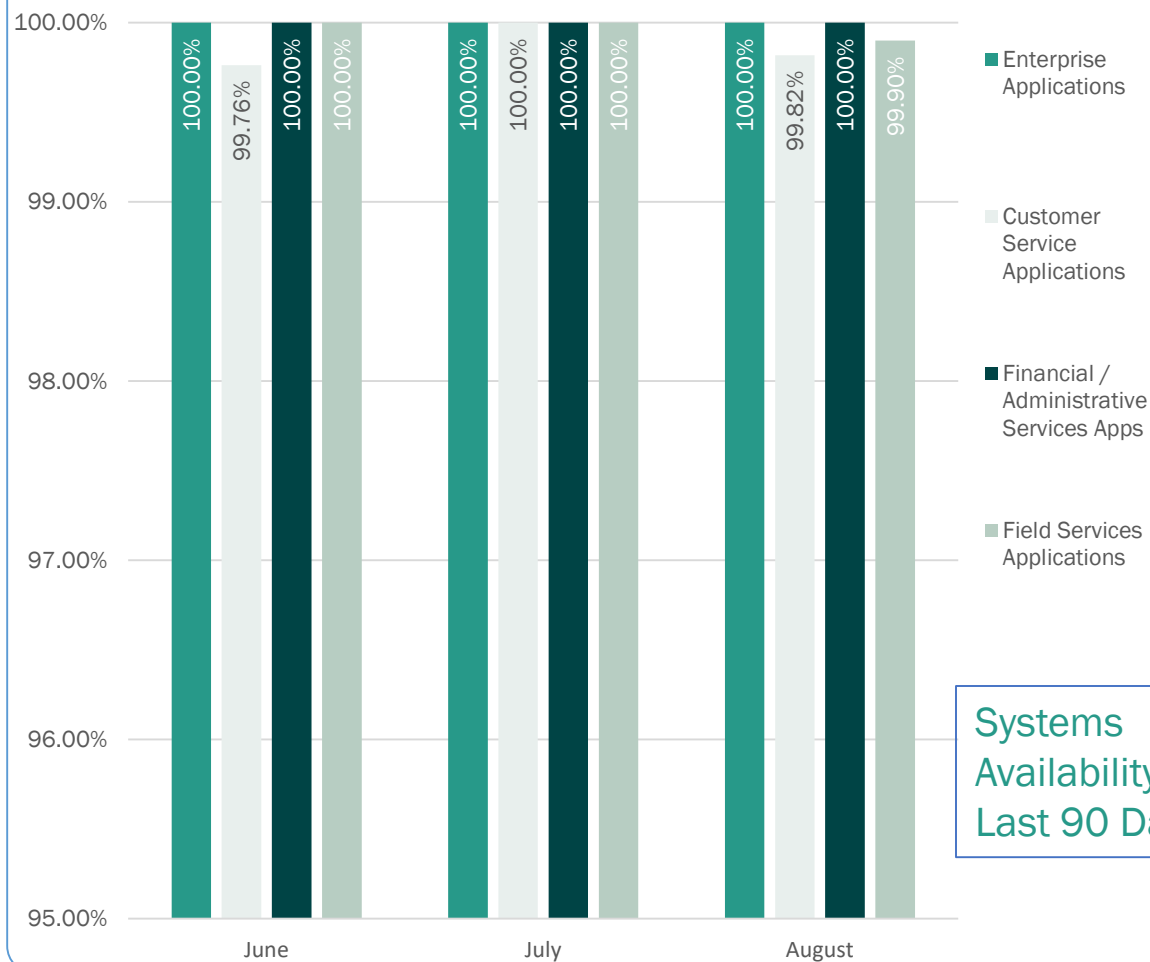
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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Start Date	Target Date	Status/ Issues	Current Phase
1	Customer Service-7:enQuestaLink (ServiceLink Replacement)	C. Penozza	\$ 500,000	3/1/2020	10/31/2020	PM Back. Moving back on track.	Procurement
2	Customer Service-2:enQuesta 6.0 Upgrade	E Taiariol	\$ 1,400,000	3/1/2020	5/1/2022	Re-working the plan with S&S to reflect COVID-19 and remote resource constraints	Active Design
3	Operations (M&R, MTR OPS,Fleet)-1:CityWorks	C. Penozza	\$ 970,000	7/1/2018	10/31/2020	PM Back. Moving back on track.	Active Implementation
4	Administrative and Compliance-1:GLWA Separation - Network (Not WiFi)	R Burke	\$ 1,000,000	7/1/2018	3/31/2021	Hardware 95% complete, deployment delayed due to COVID-19	Active Implementation
5	Administrative and Compliance-2:GLWA Separation - Computers / Active Directory	R Burke	\$ 300,000	7/1/2018	3/31/2021	Currently testing applications on the new network, deployment delayed due to COVID-19 impacts on schedule	Active Design
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$ 800,000	6/1/2020	3/31/2021	Reviewing results from call center demos. Should have decision by October.	Procurement
7	Contactless Customer Service Transformation	C. Penozza	\$ 300,000	6/1/2020	6/30/2021	Mapping out critical business processes; selected CityInsight to move forward with design and implementation on Customer Portal	Active Design
8	Administrative and Compliance-3:GLWA Separation - Phones & WiFi	R Burke	\$ 250,000	10/1/2020	6/30/2021	Architectural design, complete. Requisition in progress for hardware. COVID-19 related delays.	Active Design
9	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	7/1/2020	6/30/2021	On track. Working on developing workflows for first set of documents	Active Kick-Off
10	Operations (M&R, MTR OPS,Fleet)-3:GPS/AVL For Vehicles	C. Penozza	\$ 90,000	1/7/2019	10/31/2020	PM Back. Moving back on track.	Procurement



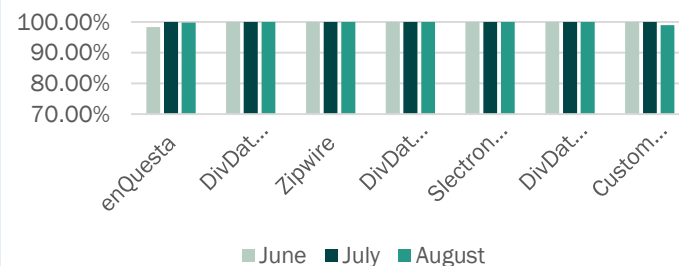
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TECHNOLOGY: Application Availability



Systems
Availability
Last 90 Days

Customer Service Application Availability



99.91%

SYSTEMS
AVAILABILITY

99.9% = TARGET

Tickets Created	Tickets Closed	Backlog	SLA Compliance
586	523	63	80%

Service Desk Performance