



**Water & Sewerage
Department**

DIRECTOR'S REPORT

September 15, 2021



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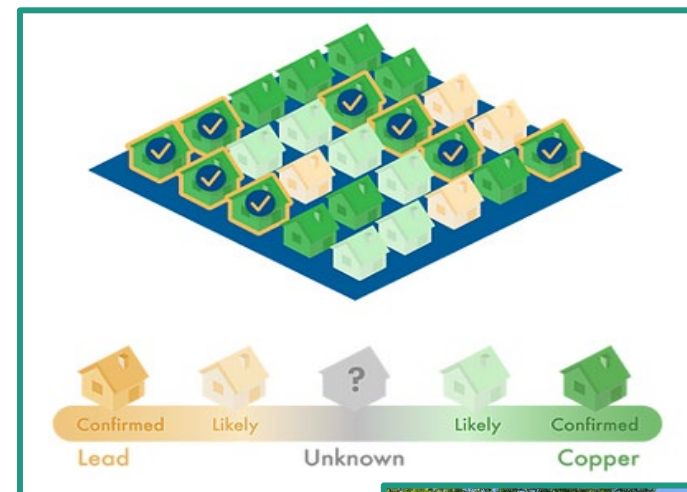
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DIRECTOR'S MESSAGE TO THE BOARD



- The **Detroit Water and Sewerage Department (DWSD)** is partnering with Ann Arbor-based **technology company BlueConduit** to determine service line inventory and meet state-required reporting regulations for January 2025 under the Michigan Lead & Copper Rule.
- Stop box excavation data that visually verifies the service line material at 384 houses and City permit/parcel data will be inputted into a **predictive modeling** to map the **probable locations of lead service lines**.
- Funding is from a **\$50,000 grant from the Rockefeller Foundation** and a **\$50,000 grant from the Kresge Foundation** to support BlueConduit's analysis and predictive modeling, and a **\$154,000 grant from the Michigan Department of Environment, Great Lakes & Energy (EGLE)** for the stop box excavations.
- The project will **save an estimated \$165 million** – the projected cost of excavating EVERY stop box in the city of Detroit to provide a report.
- The model will also inform future planning for the DWSD Capital Improvement Program.





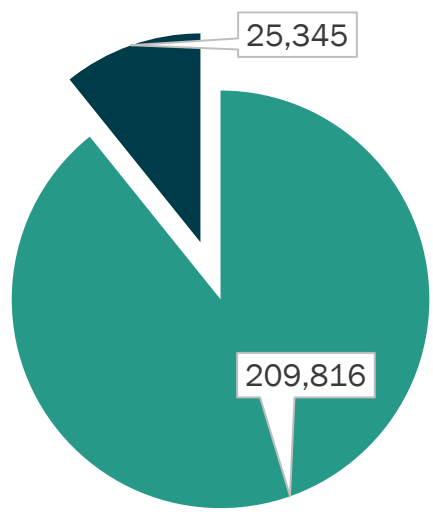
**Water & Sewerage
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Customer Care

CUSTOMER CARE: Number of Active Accounts

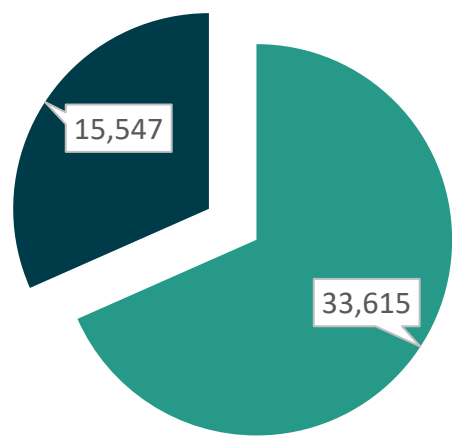


Active Residential Accounts



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

Active Non-Residential Accounts



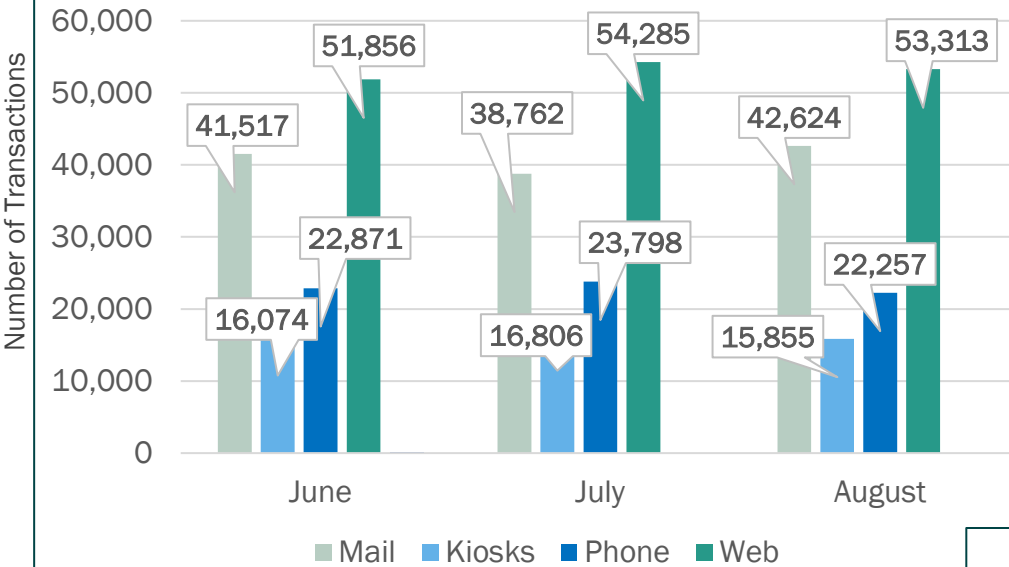
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

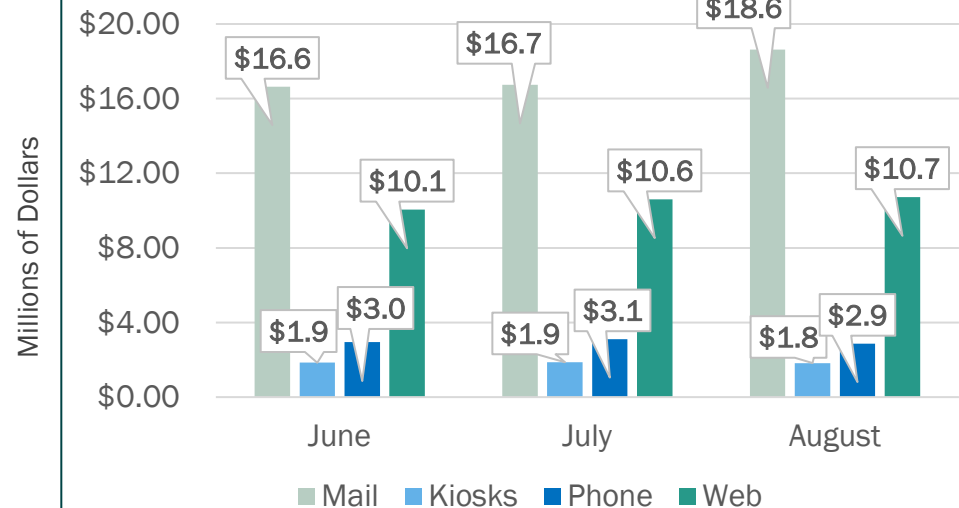
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



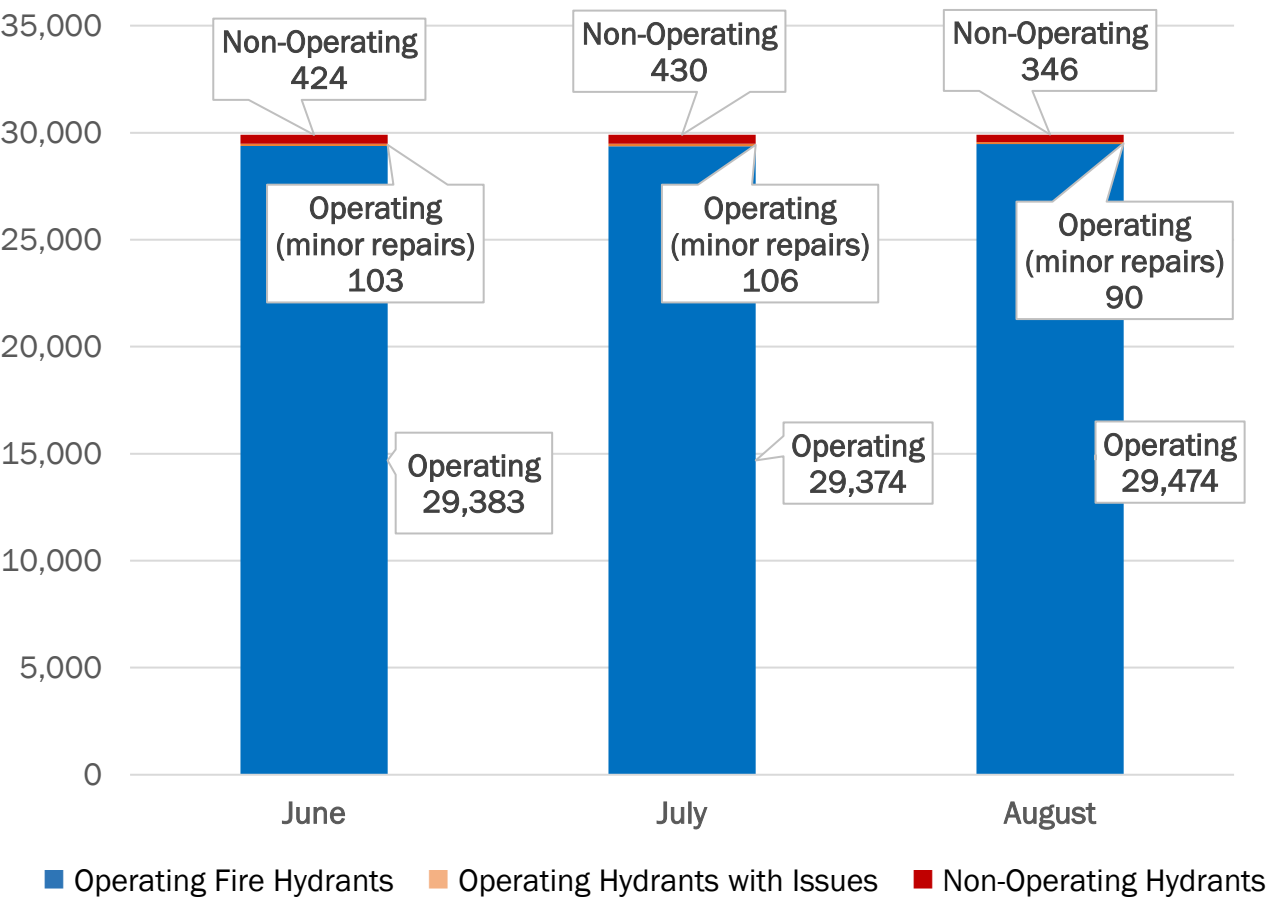
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including contact via email at mydwsd@detroitmi.gov. DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).



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Field Services

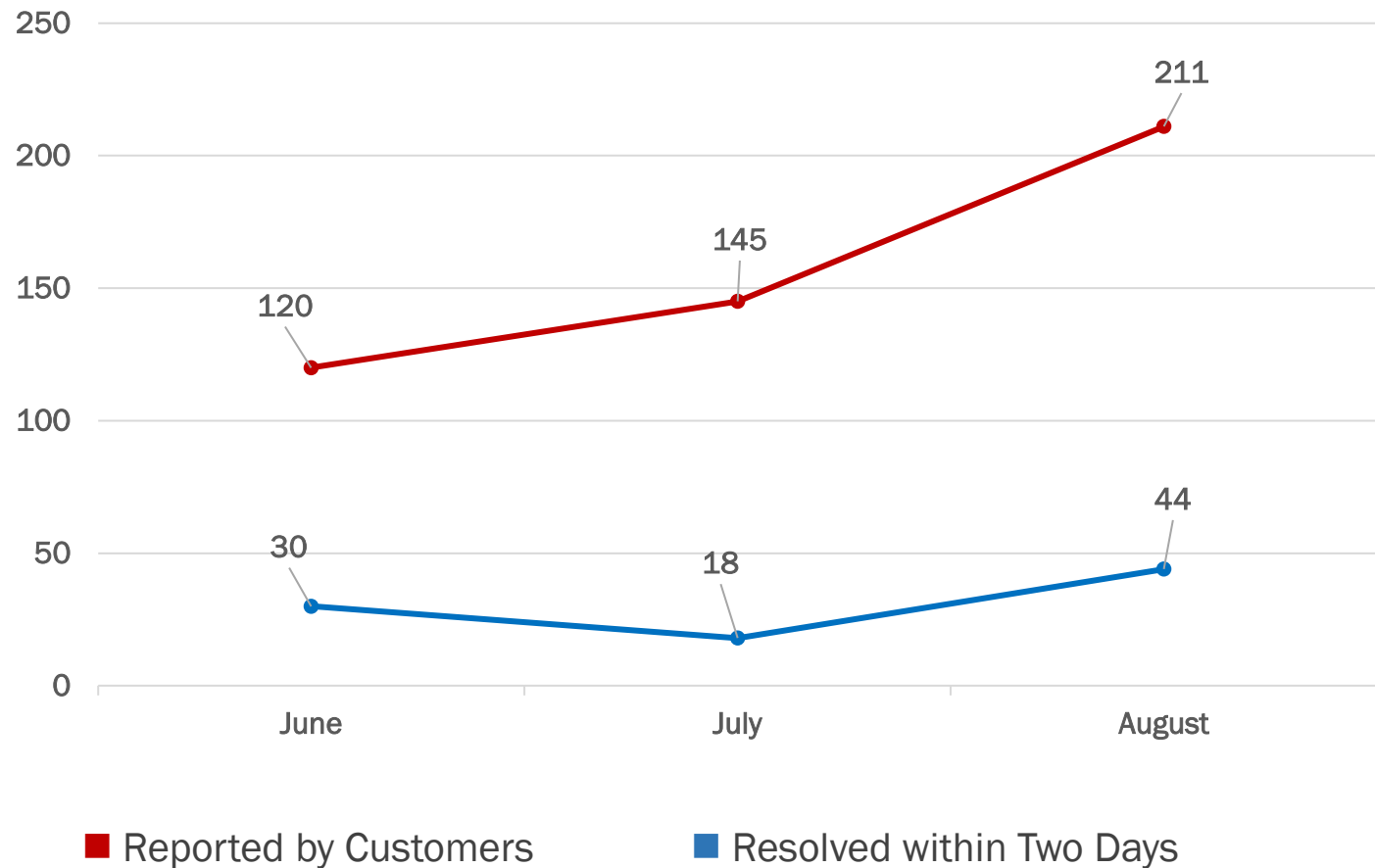
FIELD SERVICES: Fire Hydrant Maintenance



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. During the Fall season, Detroit Fire Department staff conduct inspections and share the data through a dashboard with DWSD if hydrants need to be repaired or replaced. The community can report hydrant issues via the Improve Detroit mobile app.

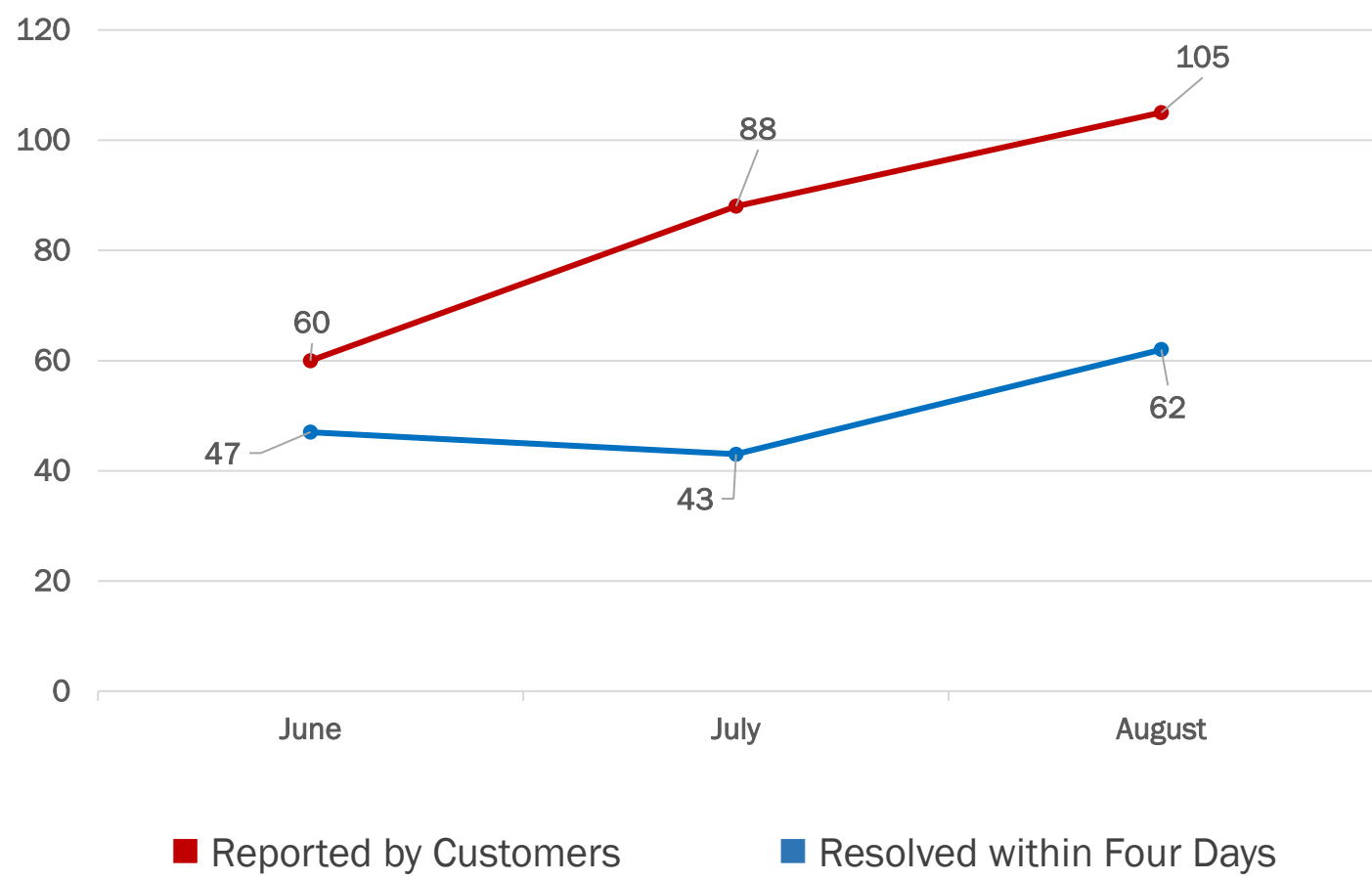


FIELD SERVICES: Running Water



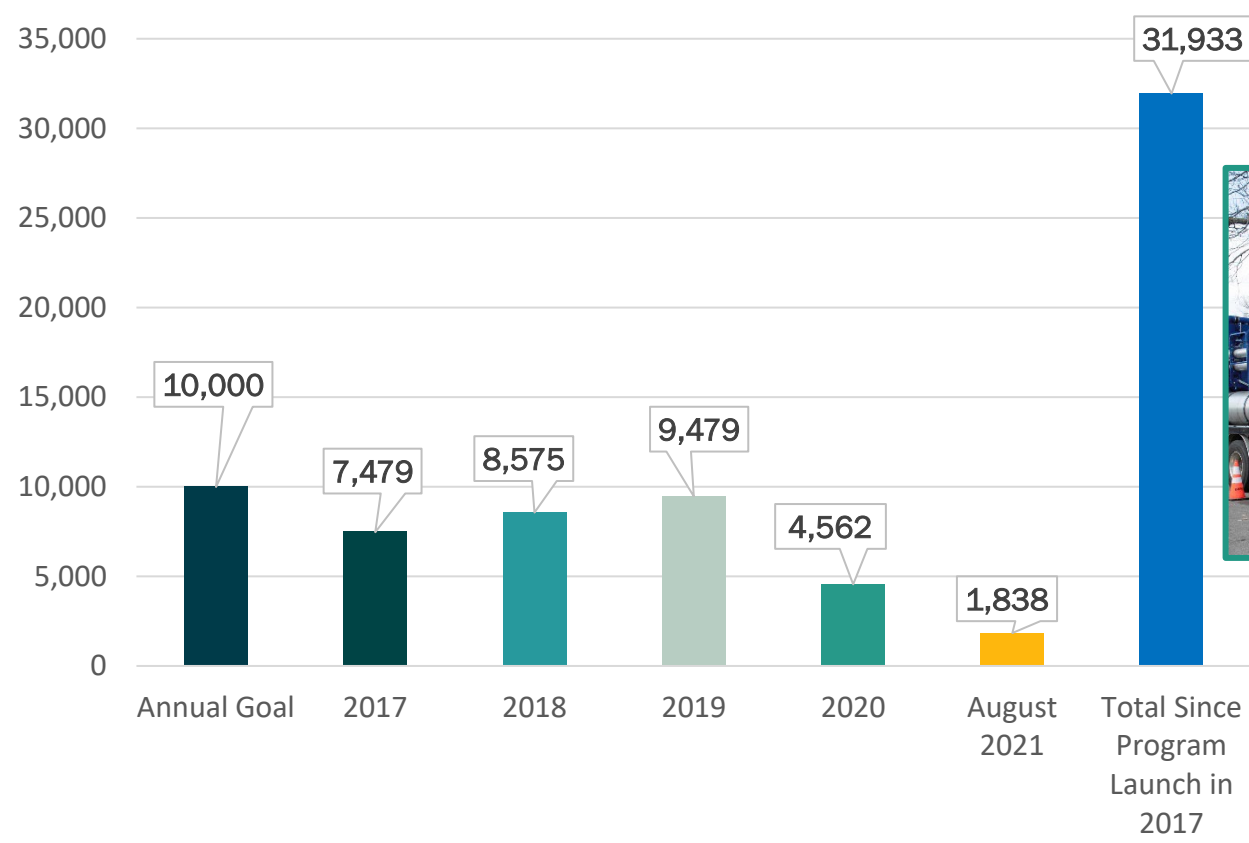
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

FIELD SERVICES: Water Main Breaks



DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

FIELD SERVICES: Catch Basin Inspection & Cleaning



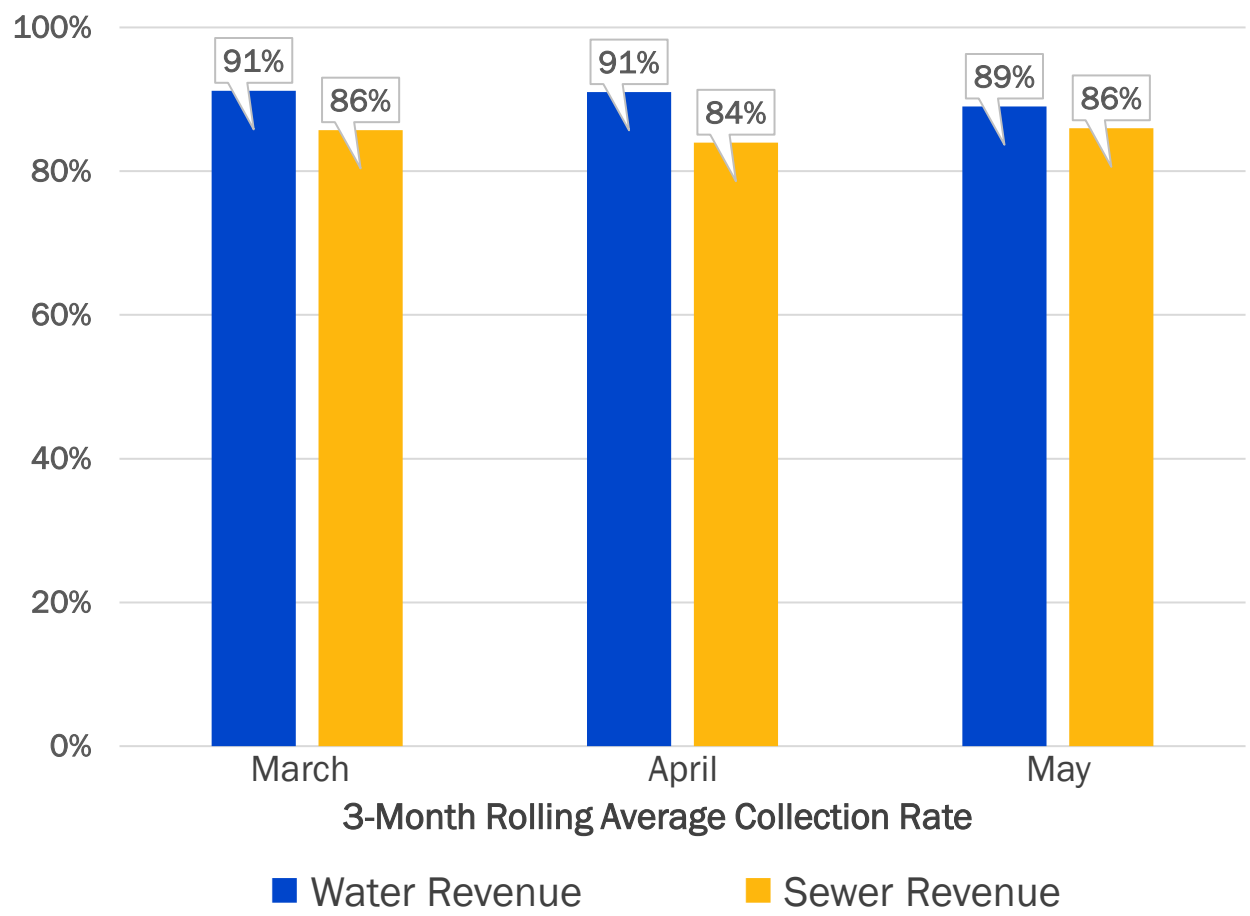
DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. As of this report, crews have cleaned 425 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



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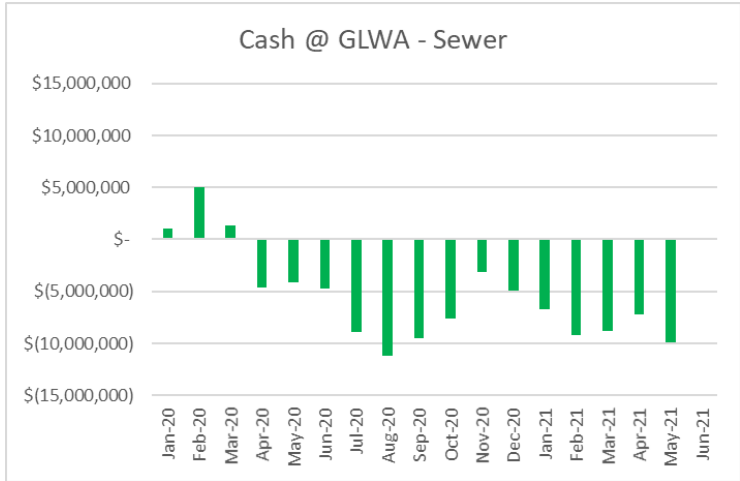
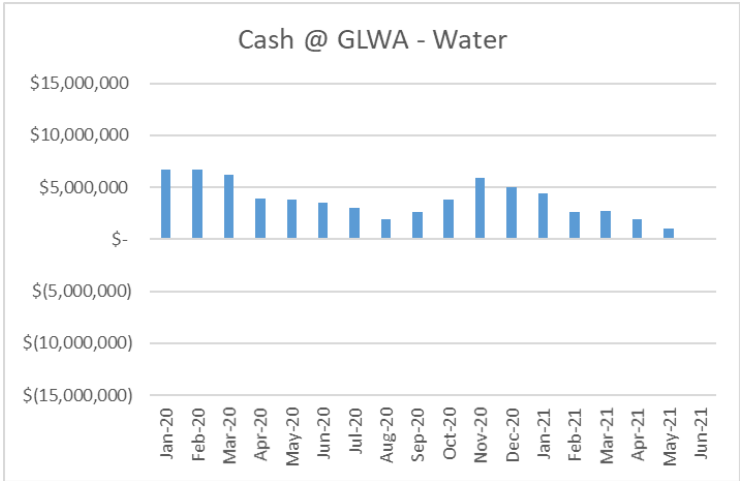
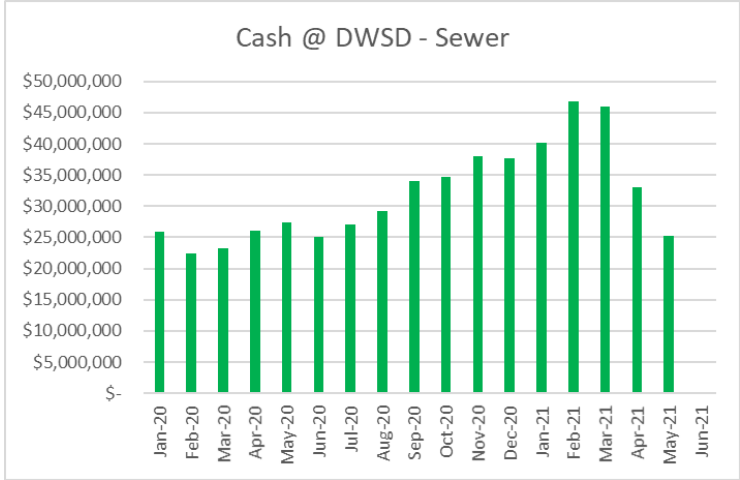
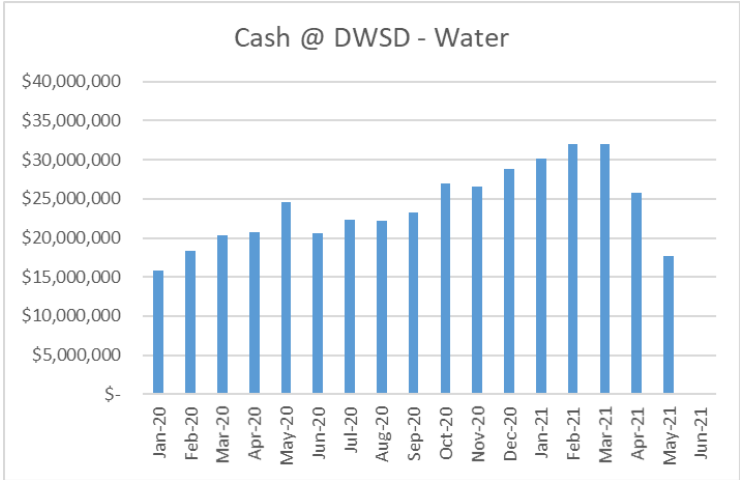
Finance

FINANCE: Bill Collection Rate



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

FINANCE: Cash Balance



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.



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Legal Services

LEGAL: Claims, Hearings and Cases



27
Cases handled by
in-house staff

8
Cases handled by
outside counsel

0
Lawsuits dismissed

7
Lawsuits dismissed in
calendar year 2021

N/A
Property damage claims

N/A
Damage claims approved

N/A
Amount in property
damage claims

N/A
Amount of total claims
recommended to be paid

0
Dispute hearings*

0
Number of cases
DWSD prevailed*

0
Number of accounts
given adjustments*

**No hearings held in July 2021*

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.



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Investigations

INVESTIGATIONS: Results

95

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2021



Money Owed to DWSD
identified by
Investigators

\$711,354

Total since July 1, 2021

\$128,782

Back billed

\$177,896

Future owed in 12 months

\$404,676

Water loss



Revenue Identified Since
Investigation Unit Began

\$19,919,794

Total since August 14, 2017

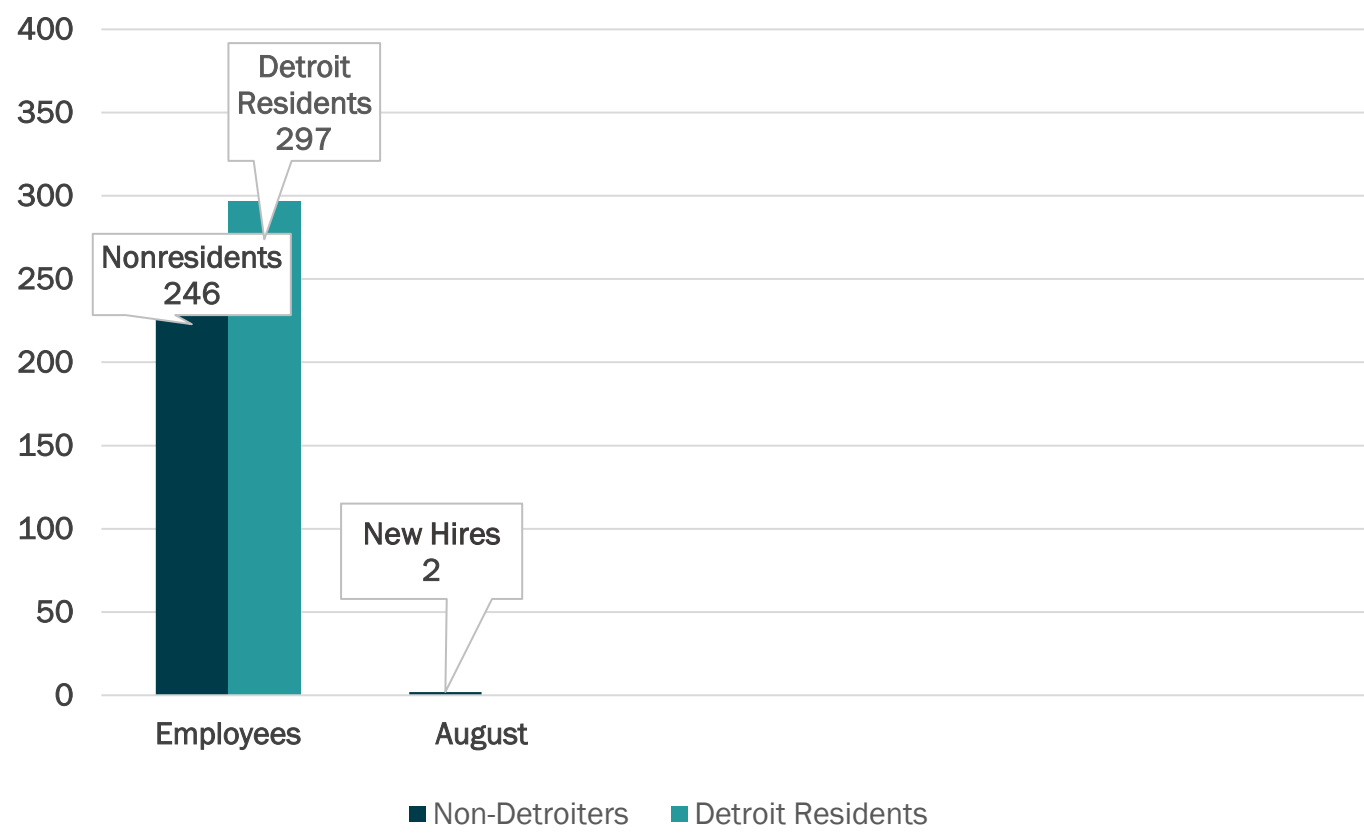
Since August 2017, the unit, in collaboration with customer service/billing, has identified nearly \$20 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



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Human Resources

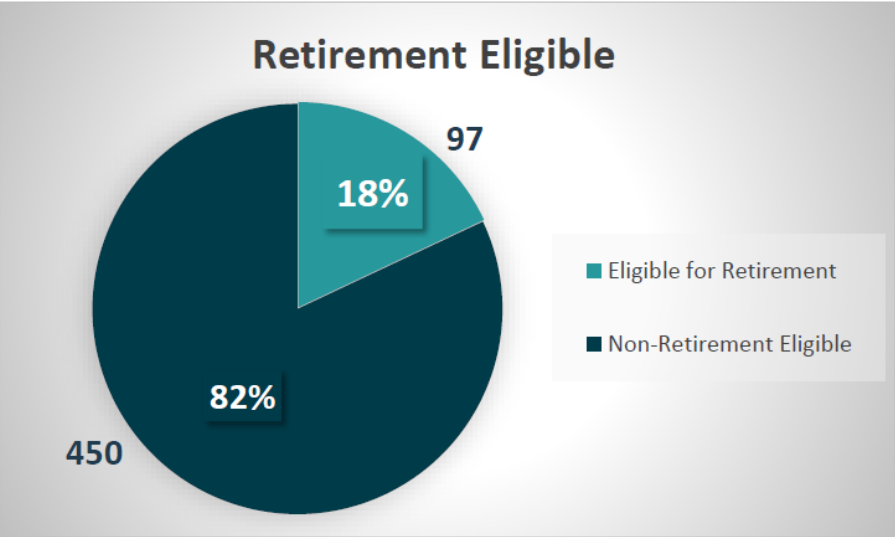
HUMAN RESOURCES: Detroit Residents and Hiring



Total of 543 DWSD employees, 54% of which live in Detroit.*

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

HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	52
10 YOS/60 years old (Legacy)	45
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
TOTAL	97

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

With a current population of **547** employees, there are **97** DWSD employees eligible for retirement.

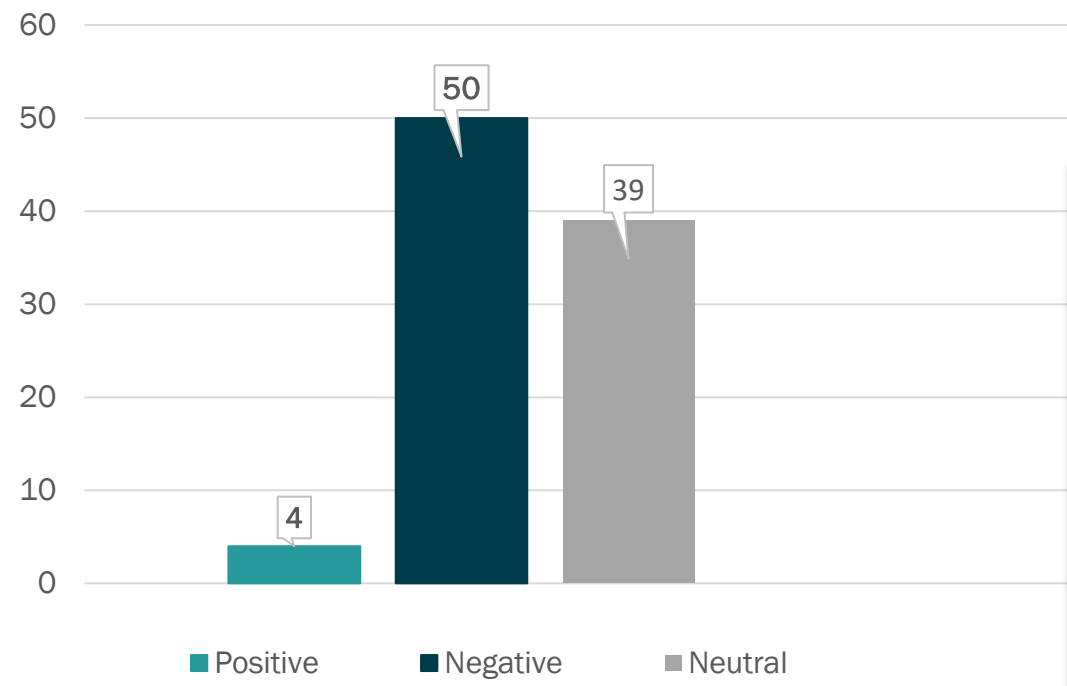


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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: August 1 – August 31, 2021



In August, the DWSD Public Affairs team saw a total of **93** media stories. The **four** positive stories were on the East Jefferson streetscape project in which DWSD will be doing water main upgrades starting in 2023. Most of the neutral stories were regarding the Mayoral primary in August, mentioning candidate Anthony Adam’s time as interim director of DWSD. Other neutral stories focused on flood relief from FEMA.



Detroit Plans Major Streetscape Upgrades for East Jefferson Avenue

The project requires several underground utility updates, including from the Detroit Water and Sewerage Department (DWSD). As part of its capital improvement program to upgrade the water and sewer systems, DWSD is planning to rehabilitate or replace existing water mains in coordination with the Great Lakes Water Authority. The complete streetscape project is currently in the design phase.

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

PUBLIC AFFAIRS: Social Media Activity



34
New Facebook Followers

8,864
Total Followers on Facebook

5,069
Engagement on Facebook



3
New Twitter Followers

1,814
Total Followers on Twitter

433
Engagement on Twitter



8
New Instagram Followers

1,628
Total Followers on Instagram

N/A
Engagement on Instagram



The DWSD Public Affairs team gained 45 new followers on social media in August 2021, bringing the total number of followers to **12,306**. In addition to the metrics above, Facebook saw a total of 96,511 impressions and 2,039 link clicks for the month. The top performing Facebook and Twitter post was on August 27 when DWSD posted a flier from the City of Detroit Health Department on how to stay healthy and safe during flood events. The Facebook post had 167 total engagements and 30 reactions. The Twitter post had 88 engagements.



Information Technology

TECHNOLOGY: Top Ten Projects Scorecard



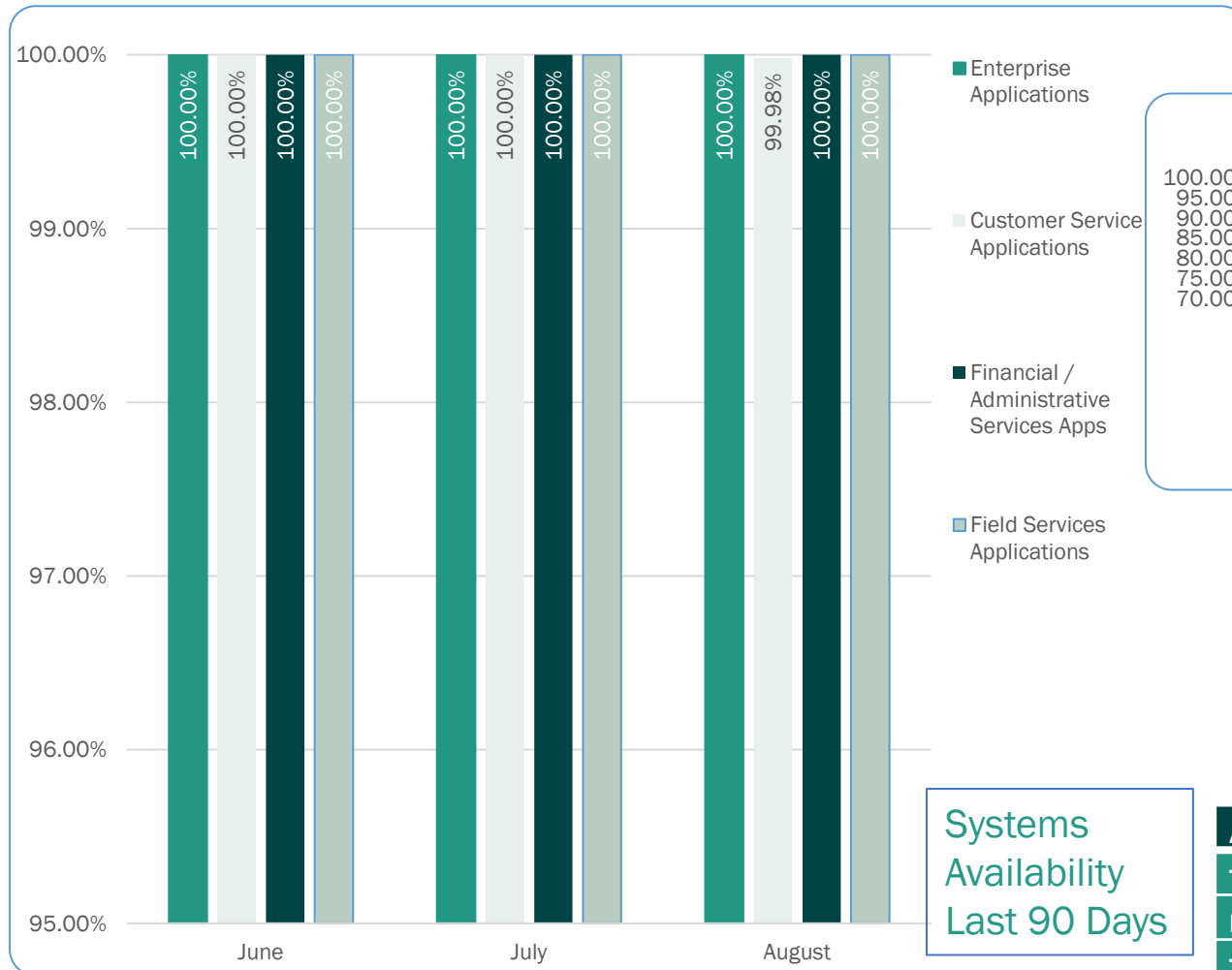
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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	E Taiariol	\$ 1,400,000	5/1/2022	Project Impacted due to Resources being allocated to Flood Response. Currently preparing for functional testing starting 9/20	Active Design
2	Customer Service-7:enQuestaLink (Service Link Replacement)	C Penozza	\$ 619,500	3/31/2022	Servers have been provisioned and have been turned over to the vendor.	Active Design
3	Operations (M&R, MTR OPS, Fleet)-2:Itron Meter Replacement	C Penozza	\$ 1,000,000	12/31/2023	Development of work force management integration is delayed due to flood response. However, there is a long lead time due to hardware not being available until Feb 22.	Active Design
4	Engineering-2:GIS Maintenance/As-Builts into Box	R Burke	\$ 2500,000	6/30/21	Data has migrated to Box. All data connections between GLWA and DWSD have been shut down.	COMPLETE
5	Customer Service-3: Customer Service Portal v2.0	C Penozza	\$ 455,000	10/31/2021	Executing new plan for implementation. Testing of delivered components is scheduled for the end of September for an October Go Live	Active Implementation
6	Administrative and Compliance-2:GLWA Separation - Computers	R Burke	\$ 300,000	5/31/2021	Complete	COMPLETE
7	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	4/30/2021	Training is currently in progress for additional business units.	Active Implementation
8	Engineering-1:eBuilder	C. Penozza	\$ 300,000	7/04/21	Project impacted due to flood response. Prototype is currently being developed	Active Implementation
9	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	TBD	License contract approved in August, Implementation contracts going to BOWC in September	Procurement
10	Customer Service-1:IVR Call Center Replacement	G Burrell	\$ 800,000	6/30/2021	Outbound Dialing changed in order to assist June Flood Response. Additional Outbound Dialing Campaigns being implemented. Work Force Management has been delayed due to Flood Response bust estimated to complete by 9/30.	Active Implementation

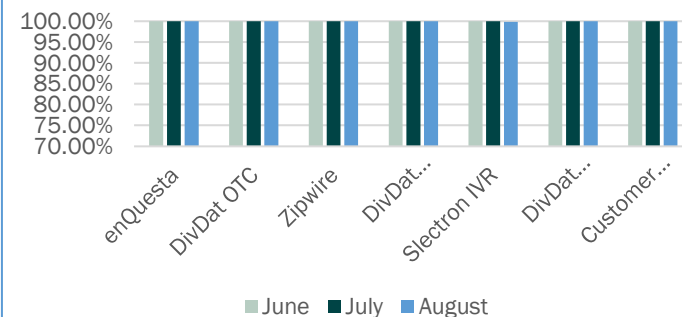


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TECHNOLOGY: Application Availability



Customer Service Application Availability



100%
**SYSTEMS
AVAILABILITY**

99.9% = TARGET

August 2021 Cherwell Stats	Totals
Total Tickets	858
New Tickets Received	602
Total Tickets Resolved	626
Average Time to Resolve in Days	10
Total Tickets Resolved within SLA	472
Total Tickets Resolved not in SLA	154