



**Water & Sewerage
Department**

DIRECTOR'S REPORT

October 20, 2021



CONTENTS*

Metrics by Function:

• Director's Message	3
• Customer Care	4
• Field Services	7
• Finance	12
• Legal Services	15
• Investigations	17
• Human Resources	19
• Public Affairs	22
• Information Technology	25

DIRECTOR'S MESSAGE TO THE BOARD



Water & Sewerage
Department

In a column with the *Detroit Free Press* on September 30, I joined with Abdul El-Sayed, MD, Dphil, current University of Michigan Ford School of Public Policy professor and former Detroit Health Department Director, to make a case for keeping three provisions in the Build Back Better Reconciliation Bill. Below is an excerpt. Read the full column [online](#).

Water affordability, infrastructure, must be part of Biden bills | Opinion

The headlines this year speak volumes about what our families are facing.

Michigan has the third-highest childhood lead levels in the country. Climate change devastated thousands of families with unprecedented rainstorms this summer that backed up sewage lines into basements as the intense rain overwhelmed a sewer system built more than 100 years ago. Indeed, the first such storm prompted a national disaster declaration by President Joe Biden.

Despite being the Great Lakes state, water issues have emerged as front and center for the wellbeing of Detroit and Michigan residents. Across the region, households struggle to afford the water they need to care for their families, let alone combat the coronavirus pandemic and other illnesses.

The Infrastructure Investment and Jobs Act, a bipartisan bill that contains \$55 billion for water infrastructure, would help address these issues. With its companion Build Back Better Reconciliation Bill, the bills would invest in broader solutions for climate change, reinvest in our eroding water infrastructure, and restore our social safety net with assistance for low-income water customers.

But we are growing concerned that these key provisions may be casualties of the budget reconciliation process. It would be folly to pass one of these bills without the other.

There are three provisions in the reconciliation bill that are of vital necessity to preserve for southeast Michigan:

- \$30 billion for lead service line replacement and \$700 million for grants to reduce lead in school drinking water;
- \$500 million for grants to improve climate resiliency of community water systems; and
- \$500 million for a permanent Low Income Water Customer Assistance Program (LIWCAP) administered through the Environmental Protection Agency, Office of Water.



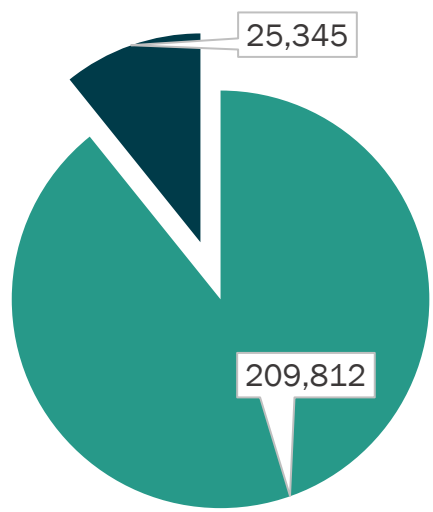
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Customer Care

CUSTOMER CARE: Number of Active Accounts

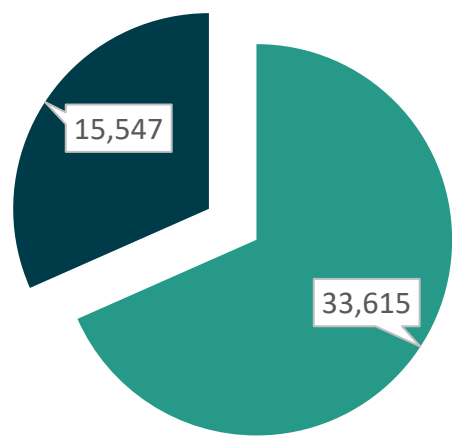


Active Residential Accounts



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

Active Non-Residential Accounts



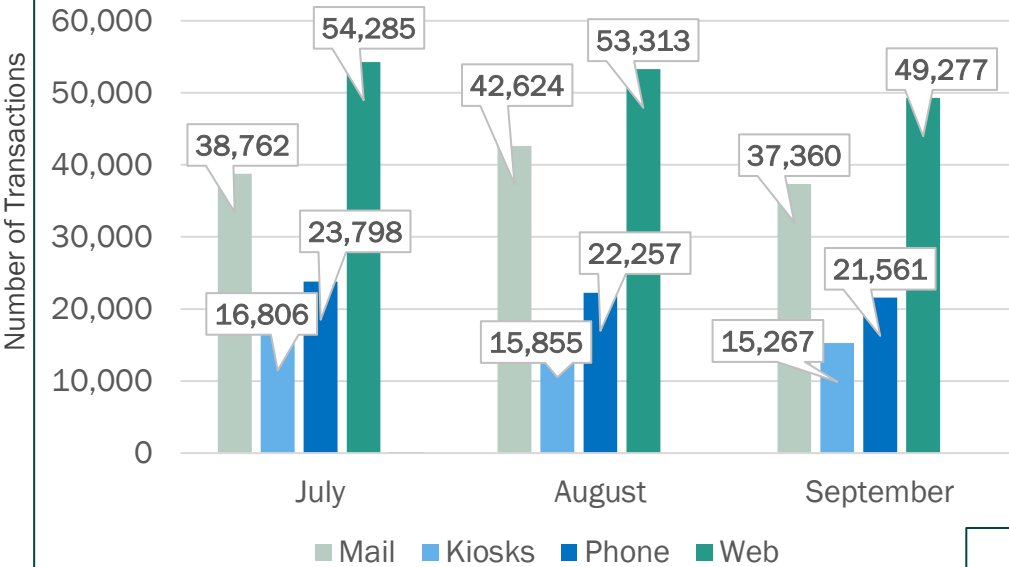
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

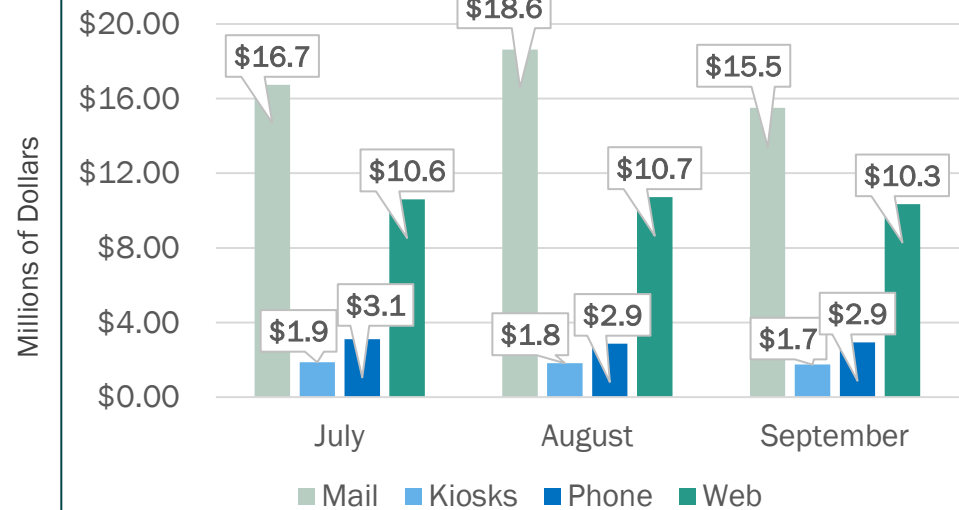
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



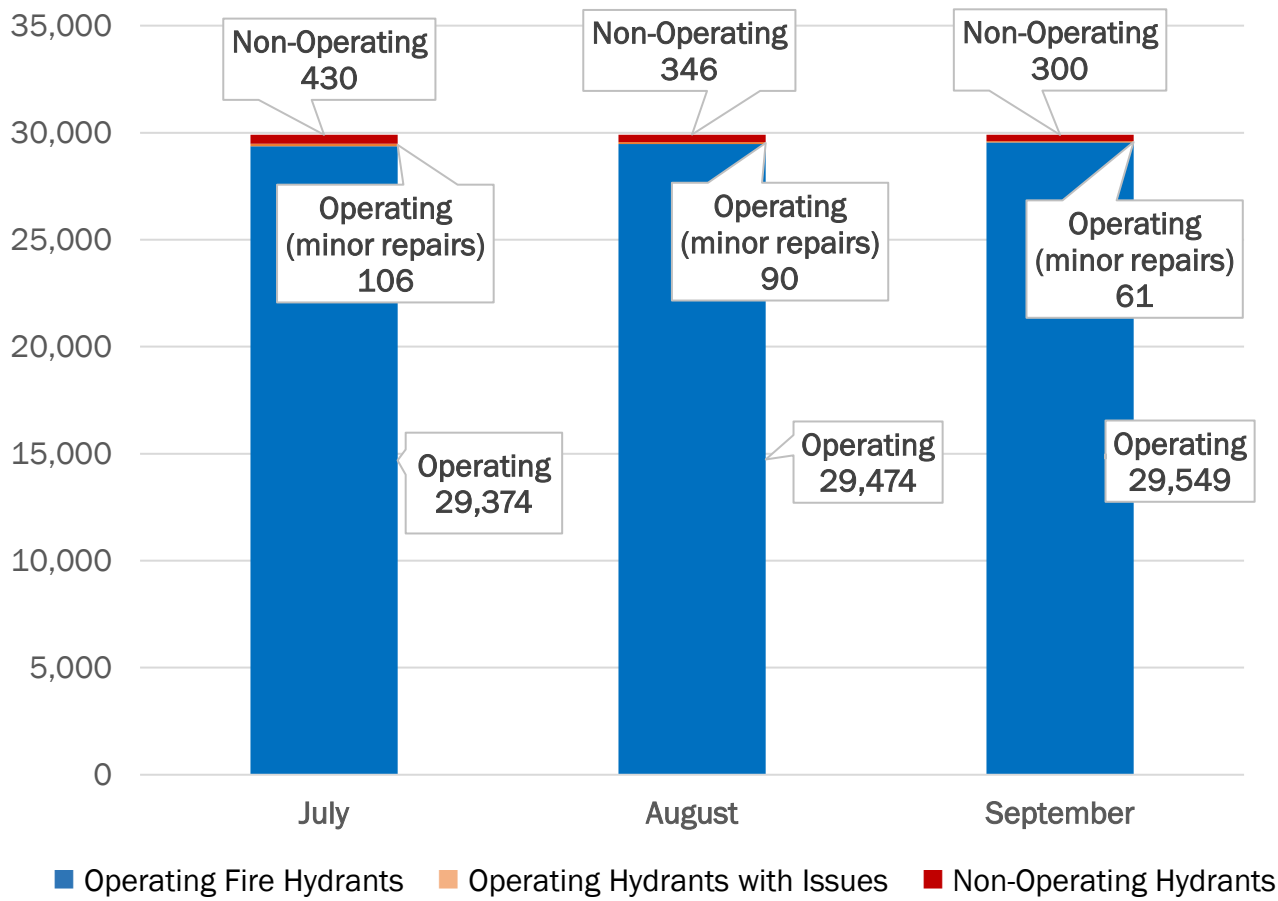
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including contact via email at mydwsd@detroitmi.gov. DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).



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Field Services

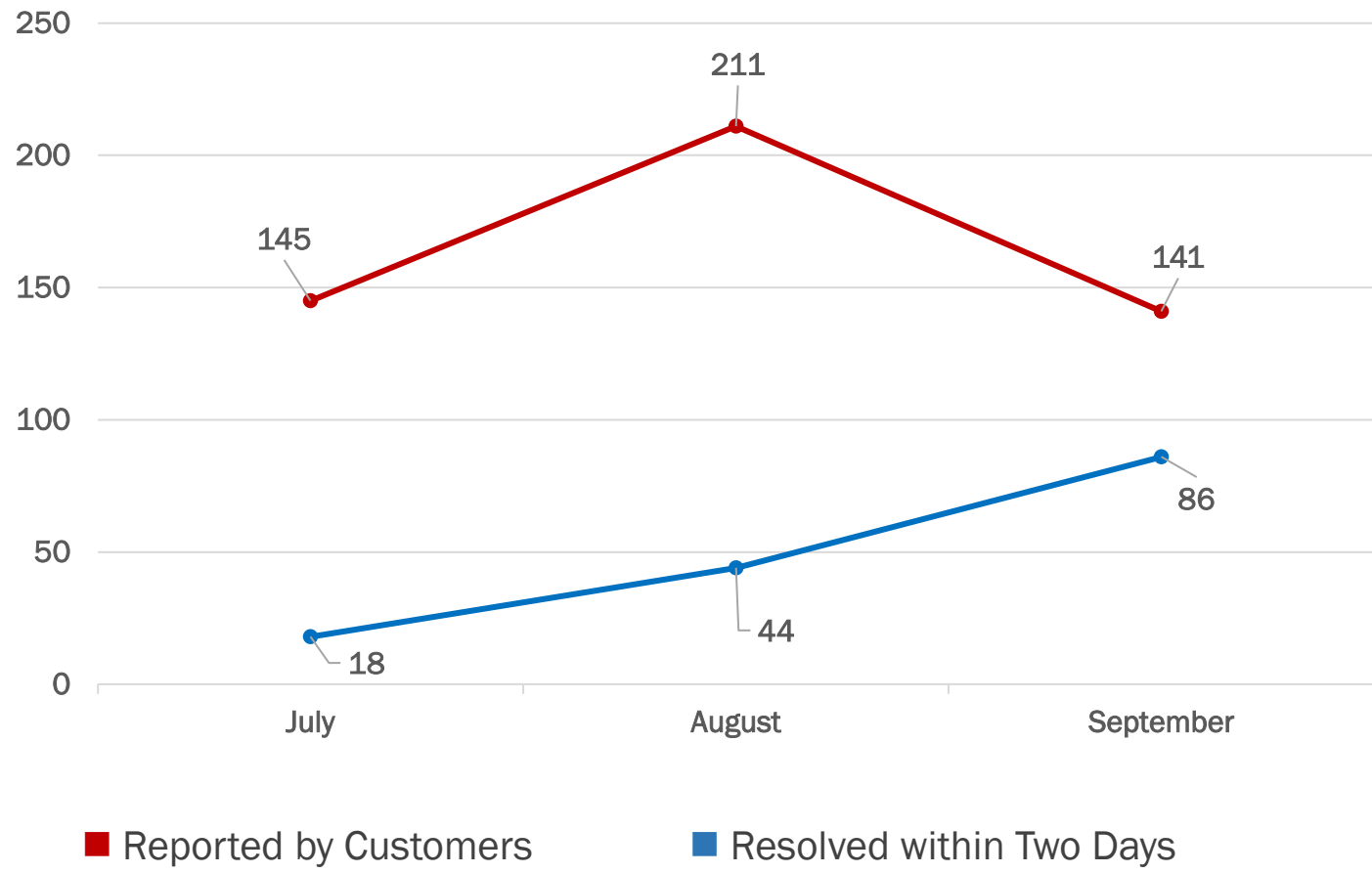
FIELD SERVICES: Fire Hydrant Maintenance



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.

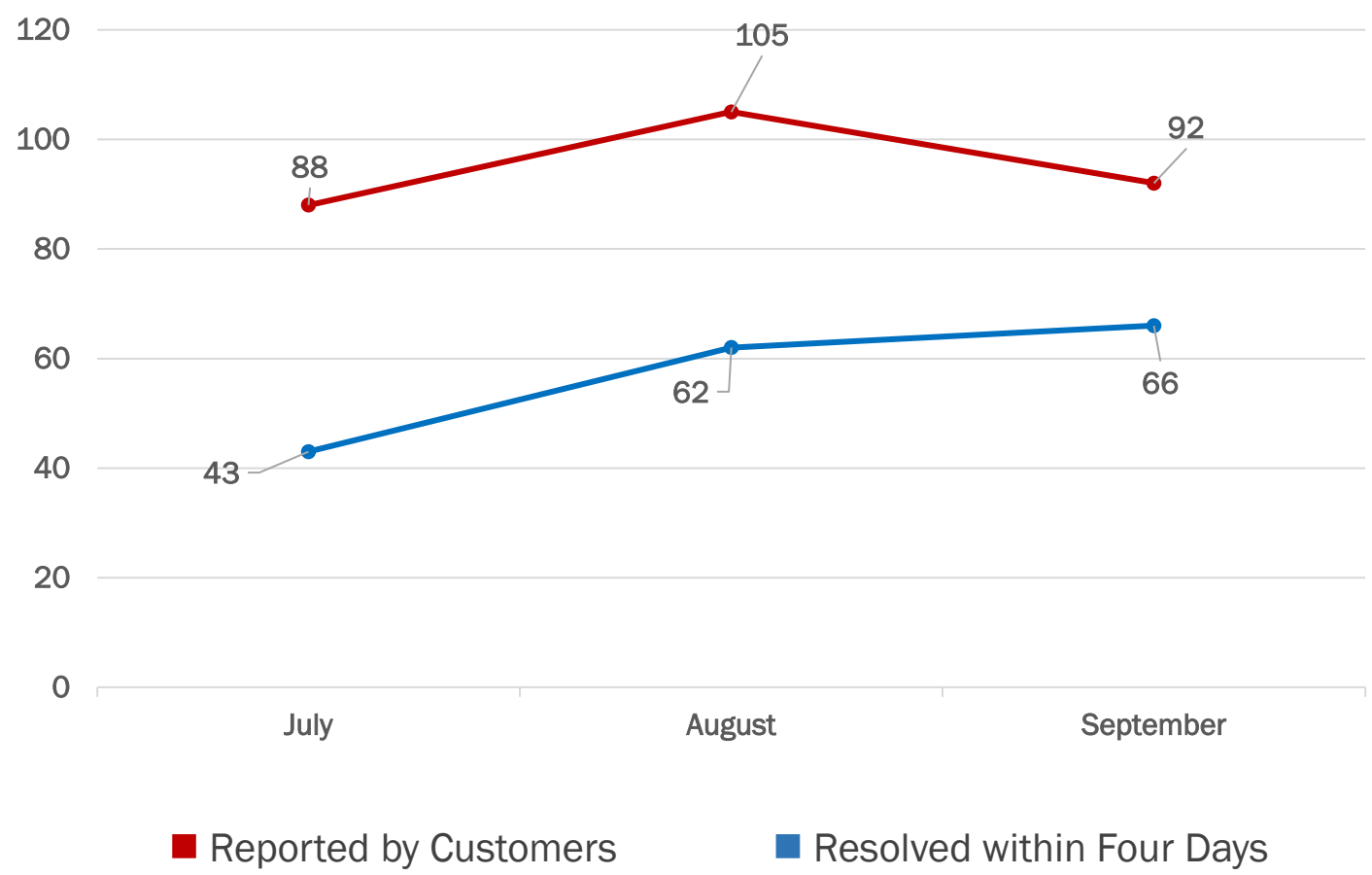


FIELD SERVICES: Running Water



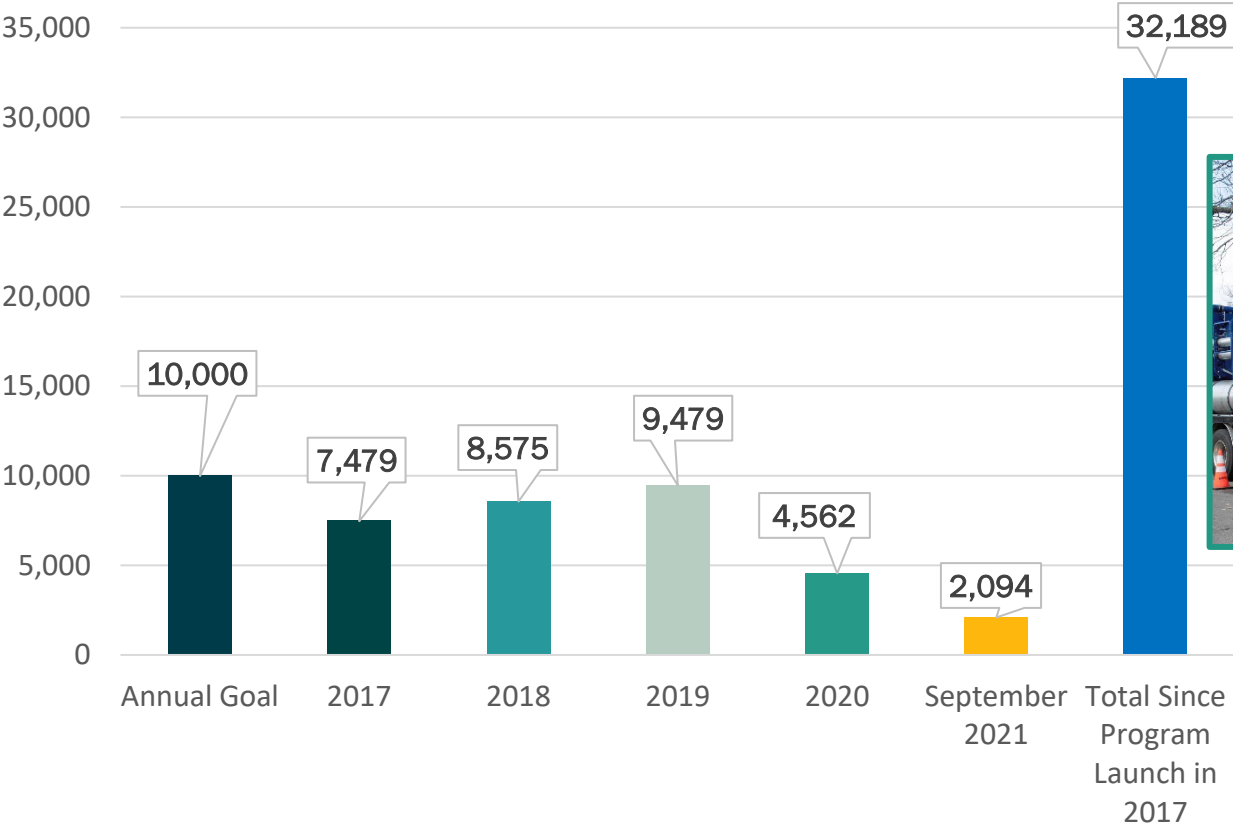
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

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



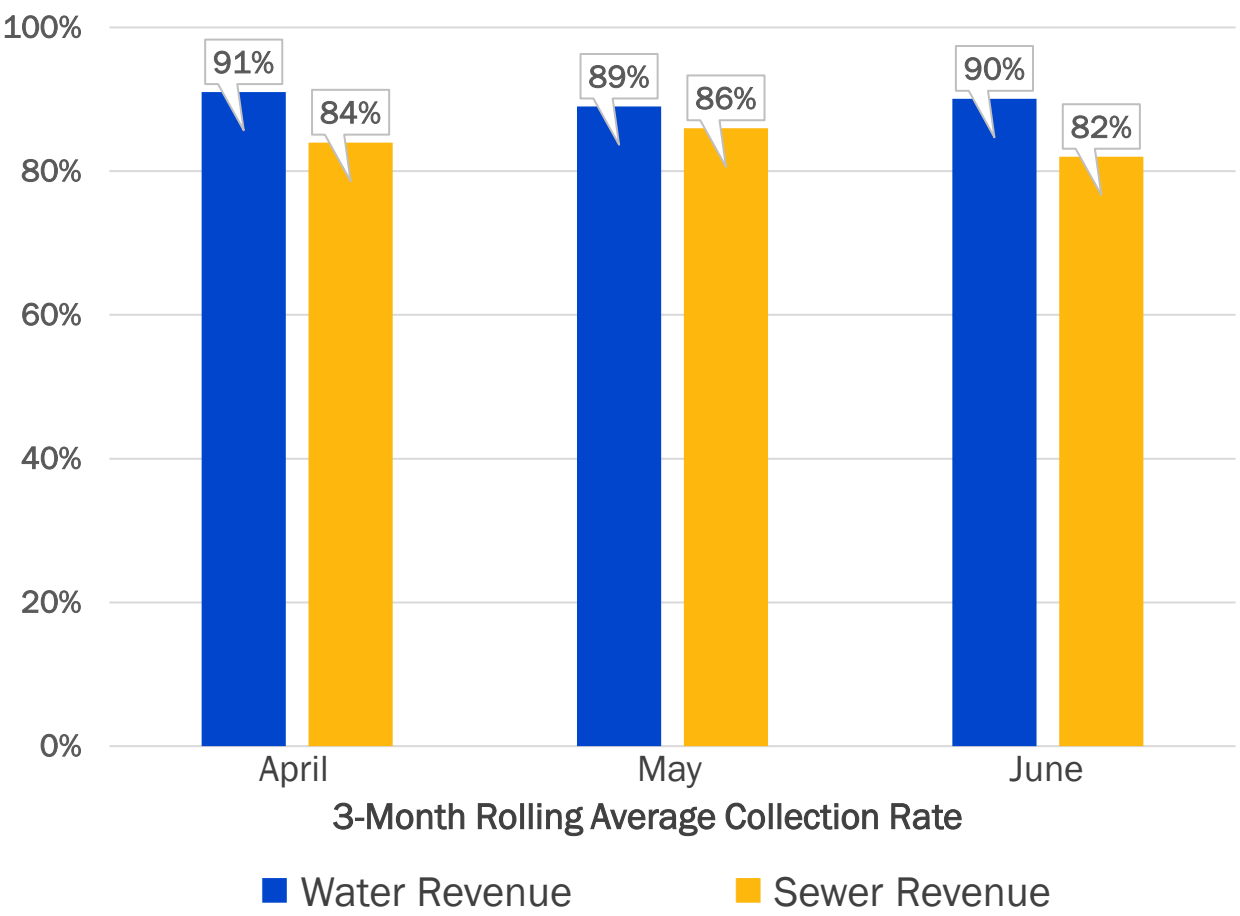
DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. As of this report, crews have cleaned 425 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



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Department**

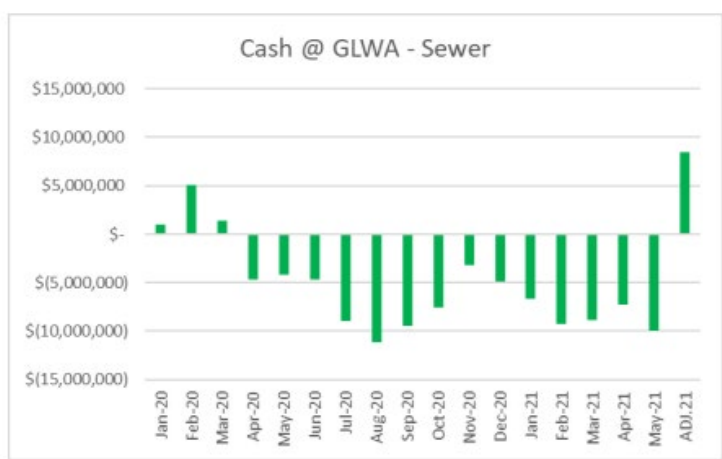
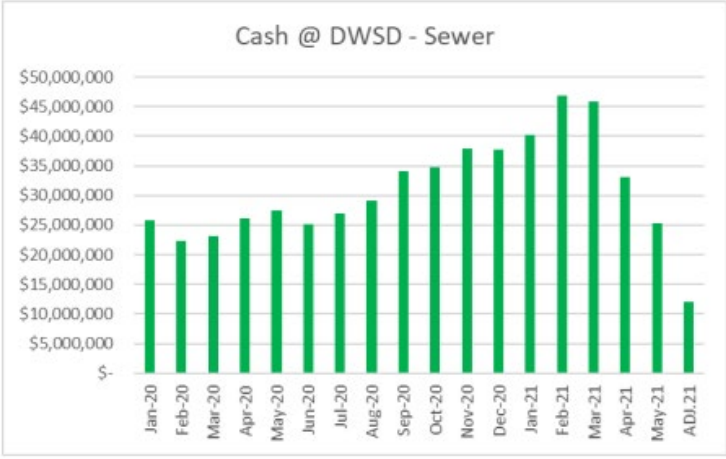
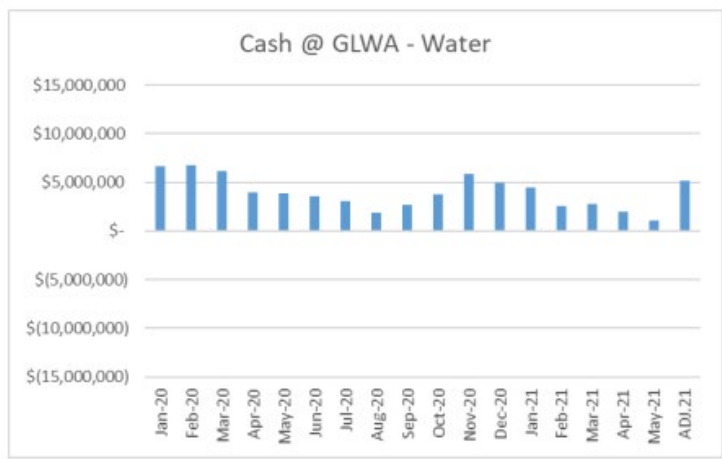
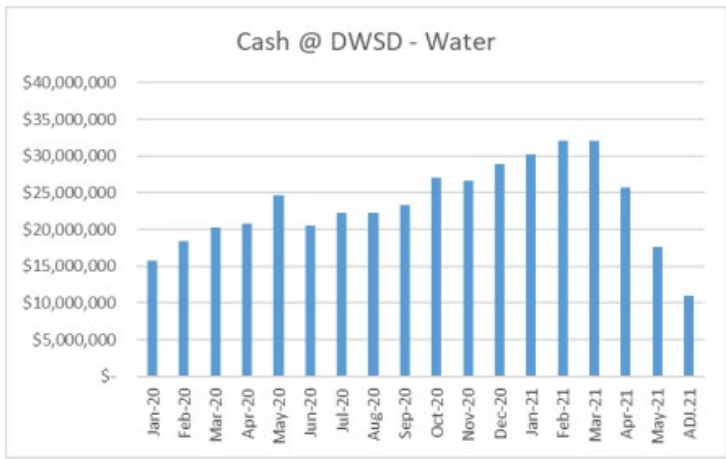
Finance

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



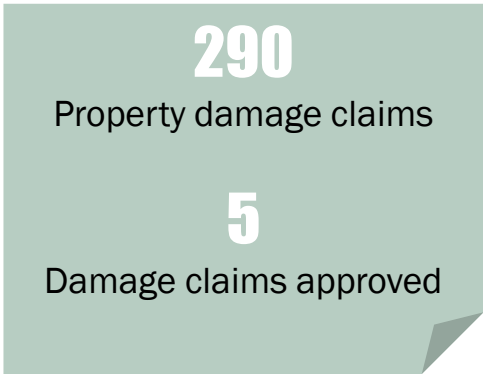
The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.



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Legal Services

LEGAL: Claims, Hearings and Cases



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.

Damage claims data is for July 2021 and August 2021.



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Investigations

INVESTIGATIONS: Results

146

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



Money Owed to DWSD identified by Investigators

\$910,985

Total since July 1, 2021

\$136,405

Back billed

\$221,689

Future owed in 12 months

\$552,891

Water loss



Revenue Identified Since Investigation Unit Began

\$20,119,425

Total since August 14, 2017

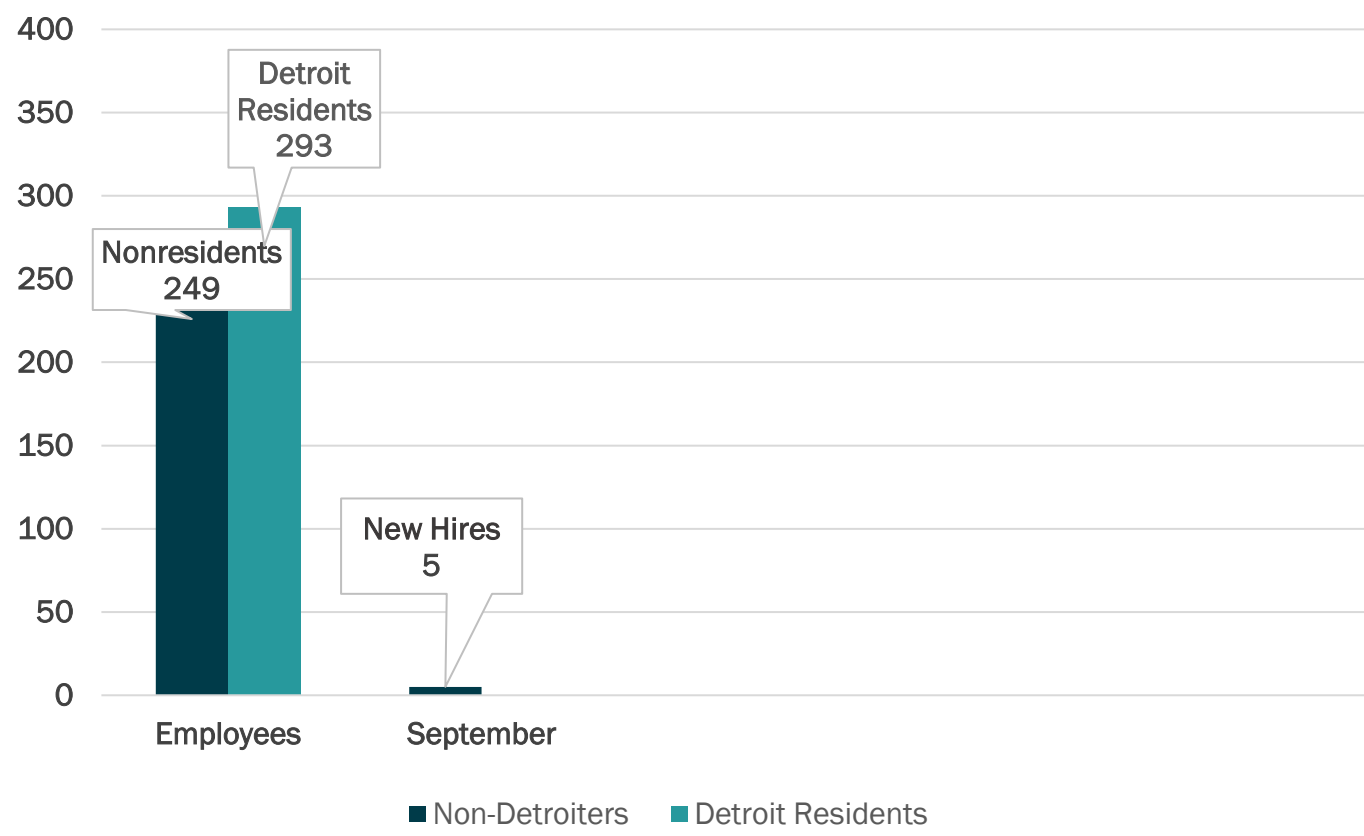
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$20 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city’s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



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Department**

Human Resources

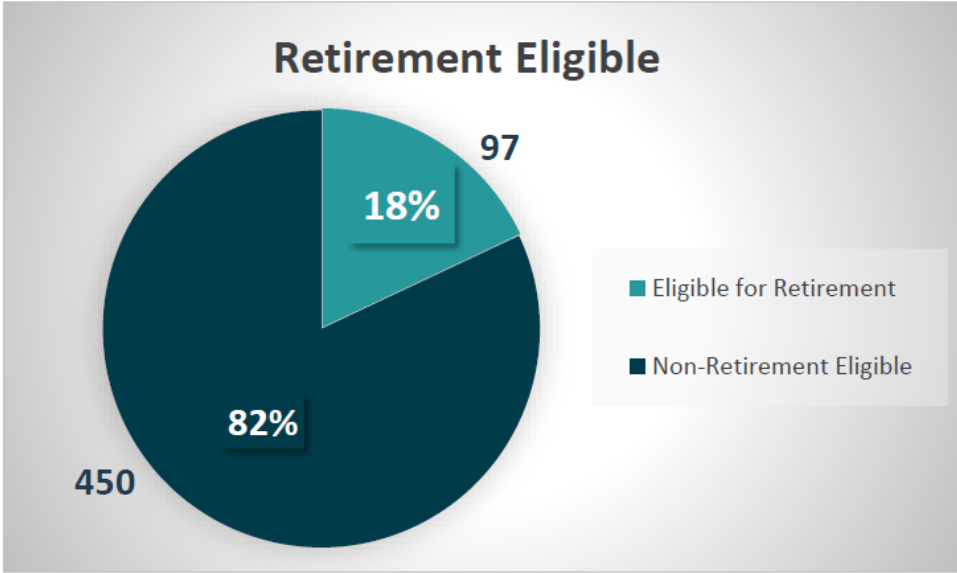
HUMAN RESOURCES: Detroit Residents and Hiring



Total of 542 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.

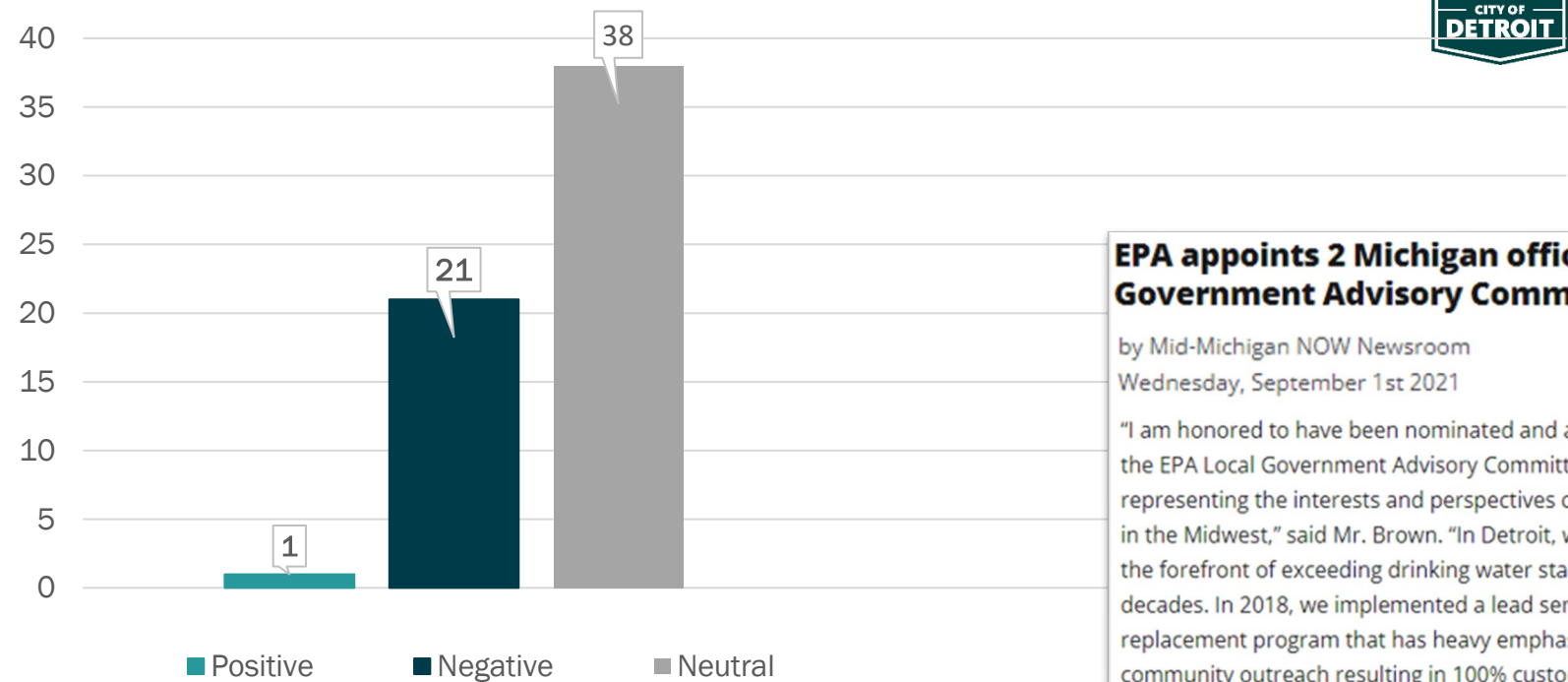


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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: September 1 – September 30, 2021



EPA appoints 2 Michigan officials to Local Government Advisory Committee

by Mid-Michigan NOW Newsroom
Wednesday, September 1st 2021

"I am honored to have been nominated and appointed to the EPA Local Government Advisory Committee, representing the interests and perspectives of an urban city in the Midwest," said Mr. Brown. "In Detroit, we have been at the forefront of exceeding drinking water standards for decades. In 2018, we implemented a lead service line replacement program that has heavy emphasis on community outreach resulting in 100% customer compliance. And, like many other communities, we are looking at innovation to address climate resiliency. I look forward to meeting my fellow committee members, hearing their perspectives, and presenting our recommendations to EPA Administrator Michael Regan."

In September, the DWSD Public Affairs team saw a total of 60 media stories. The one positive story covered Director Brown’s EPA appointment to the Local Government Advisory Committee. The most popular neutral story was an interview with Deputy Director and Chief Engineer Palencia Mobley, P.E. on NPR radio’s “All Things Considered” regarding the June flooding. The majority of the other neutral stories focused on weather reports, rain predictions and flood reduction tips.

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

PUBLIC AFFAIRS: Social Media Activity



25

New Facebook Followers

8,867

Total Followers on Facebook

434

Engagement on Facebook



8

New Twitter Followers

1,821

Total Followers on Twitter

297

Engagement on Twitter



9

New Instagram Followers

1,637

Total Followers on Instagram

49

Engagement on Instagram



The DWSD Public Affairs team gained 42 new followers on social media in September 2021, bringing the total number of followers to **12,325**. In addition to the metrics above, Facebook saw a total of **15,507** impressions and 48 link clicks for the month. The top performing Facebook post was on September 20 when DWSD posted tips on preparation for heavy rain over the week of September 19. The post had 75 total engagements and 15 reactions. September 21 was the top performing Twitter post sharing a flood watch for that evening.



Information Technology

TECHNOLOGY: Top Ten Projects Scorecard



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Department

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	3/31/2023	Phase II is underway with planning and eQ6 impact analysis being performed by DWSD, S&S, and AECOM. Monthly milestones have been established as detail has been added to the plan.	Active Design
4	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/30/22	All contracts have been setup and initial discussions have begun. Planning discussions with Oracle & AST have begun.	Active Design
4	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. BSRD Discussions with iTron ongoing in order to begin rollout by Feb 22.	Active Design
5	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	4/30/2021	Additional training is currently in progress for additional business units.	Live
6	Engineering-1:eBuilder	C. Penozza	\$ 300,000	7/04/21	Project impacted due to flood response. Scope is being reviewed	Active Design
3	Customer Service-1:IVR Call Center Replacement	G Burrell	\$ 800,000	6/30/2021	Outbound Dialing complete. Work Force Management is the remaining component but due to short staff, this is being rescheduled. Will require a change order.	Active Implementation
8	Customer Service-3: Customer Service Portal v2.0	C Penozza	\$ 455,000	10/31/2021	Went live October 10 th , 2021.	Complete



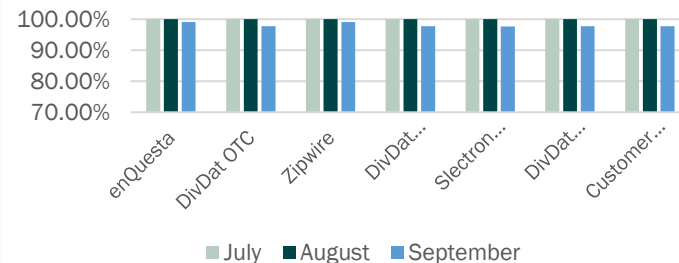
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TECHNOLOGY: Application Availability



Systems
Availability
Last 90 Days

Customer Service Application Availability



99.2%

**SYSTEMS
AVAILABILITY**

99.9% = TARGET

Sept 2021 Cherwell Stats	Totals
Total Tickets	786
New Tickets Received	553
Total Tickets Resolved	582
Average Time to Resolve in Days	17
Total Tickets Resolved within SLA	433
Total Tickets Resolved not in SLA	149