



**Water & Sewerage
Department**

DIRECTOR'S REPORT

February 20, 2019



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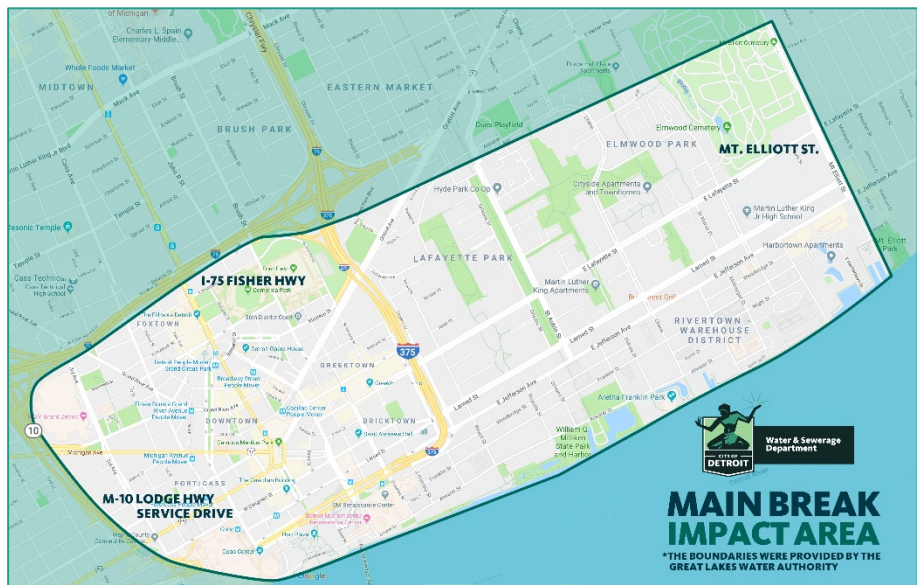
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DIRECTOR'S MESSAGE TO THE BOARD



- While the Detroit Water and Sewerage Department (DWSD) has several projects in progress and in the planning stages, along with our everyday operations, much of our effort in January 2019 was responding to two crises: The Great Lakes Water Authority 42-inch water main break that caused low pressure leading to a boil water advisory for downtown and parts of the lower eastside, and the increase in water main breaks (and customer emergency call volume) due to the Polar Vortex.
 - We were prepared in advance with lessons learned from the 2017 boil water advisory.
 - DWSD staff from Maintenance & Repair to Customer Service to Public Affairs to Fleet to Information Technology to Finance did extraordinary in managing the two crises, while maintaining regular operations.
 - We were able to get the work done in the face of 30-below temperatures, multi-day school closures which impact our employees who are parents, and the heating demands inside our facilities to keep temperatures comfortable, among other variables.





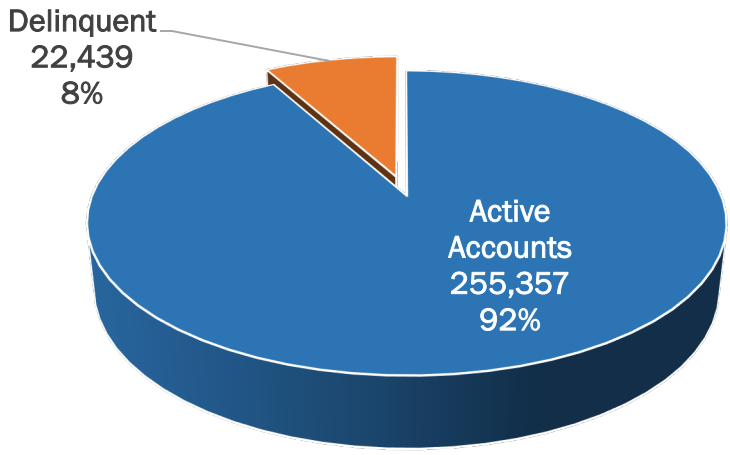
**Water & Sewerage
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Customer Care

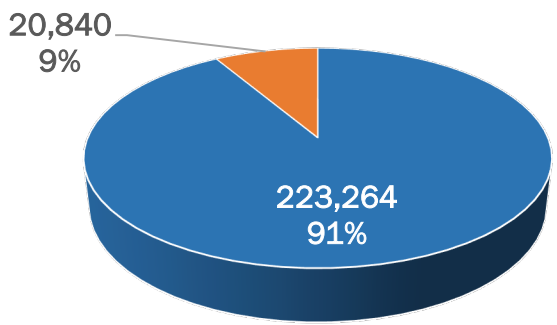
CUSTOMER CARE: Account Status



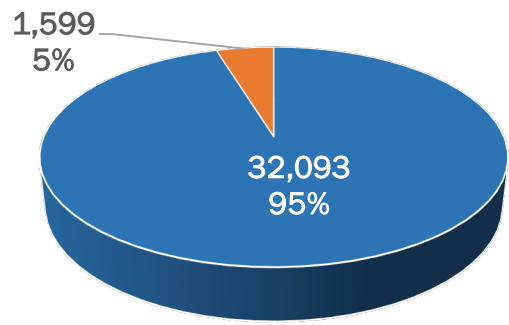
All Customers



Residential Only



Non-Residential Only



■ Active customer accounts in good standing
■ Delinquent accounts

DWSD OFFERS 5 EASY WAYS TO PAY*

MAIL

IN-PERSON

ONLINE
Added new features
in August 2017

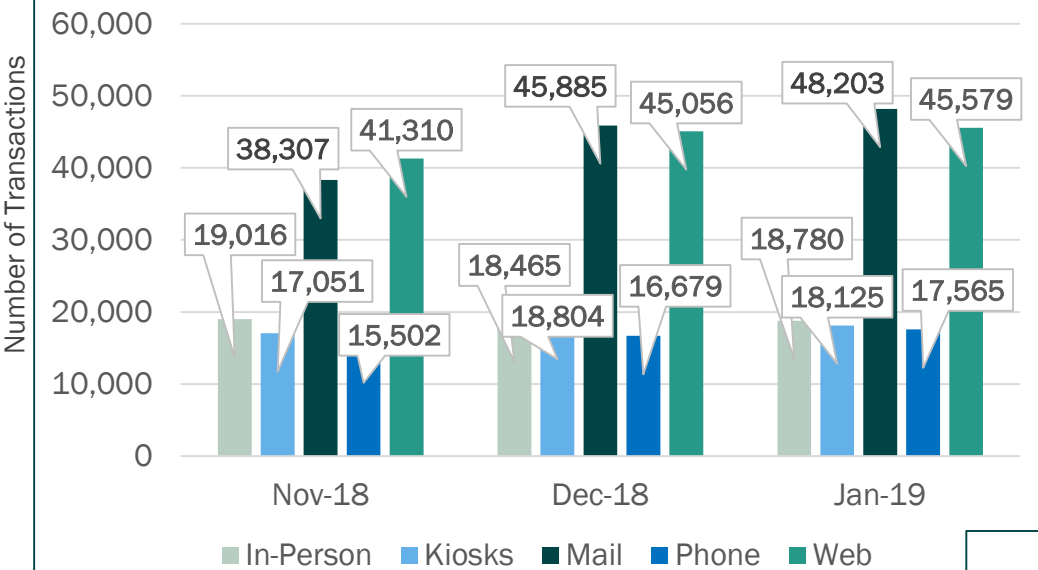
KIOSK
Launched
June 2017

PHONE

CUSTOMER CARE: Transactions

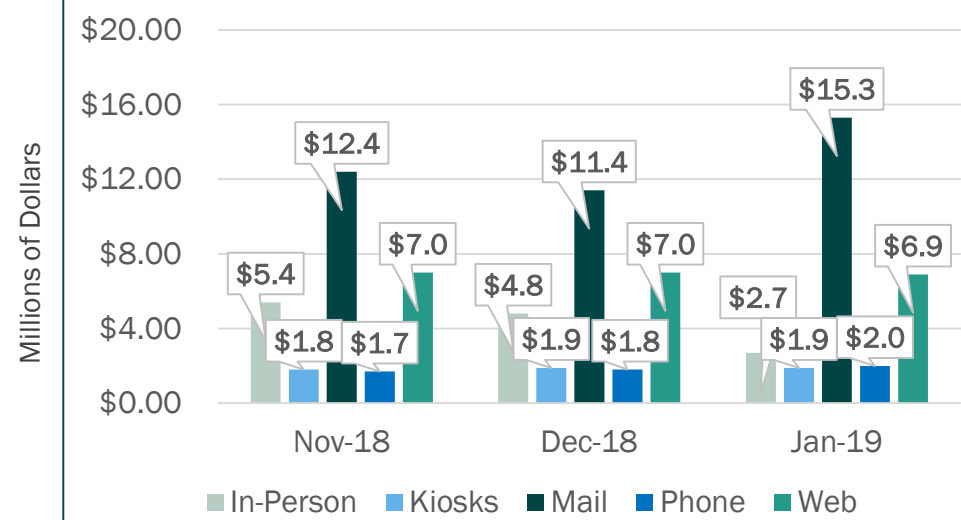


Payment Transactions by Platform Type



DWSD is presenting this payment transaction data in a three-month series to show trends, rather than one month at a time.

Revenue Collected by Platform Type

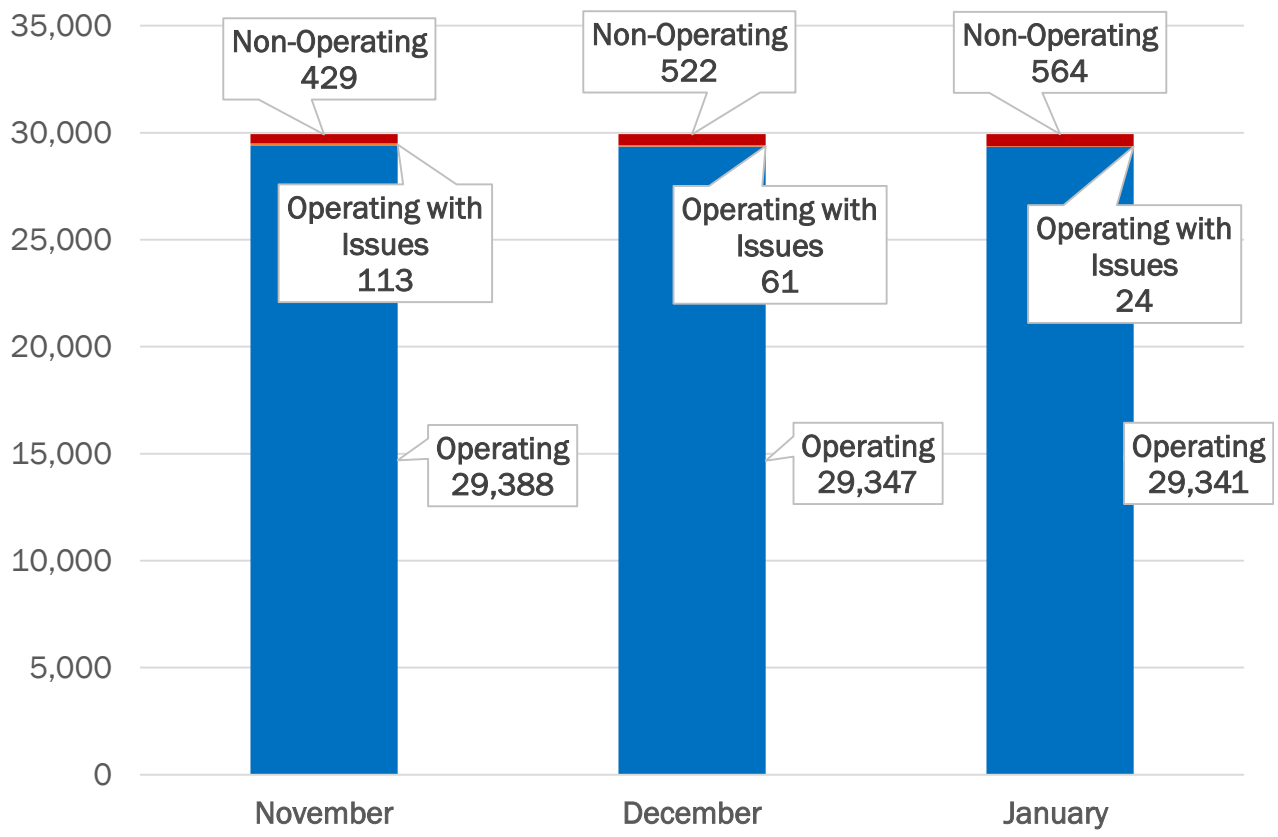




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Field Services

FIELD SERVICES: Fire Hydrant Maintenance

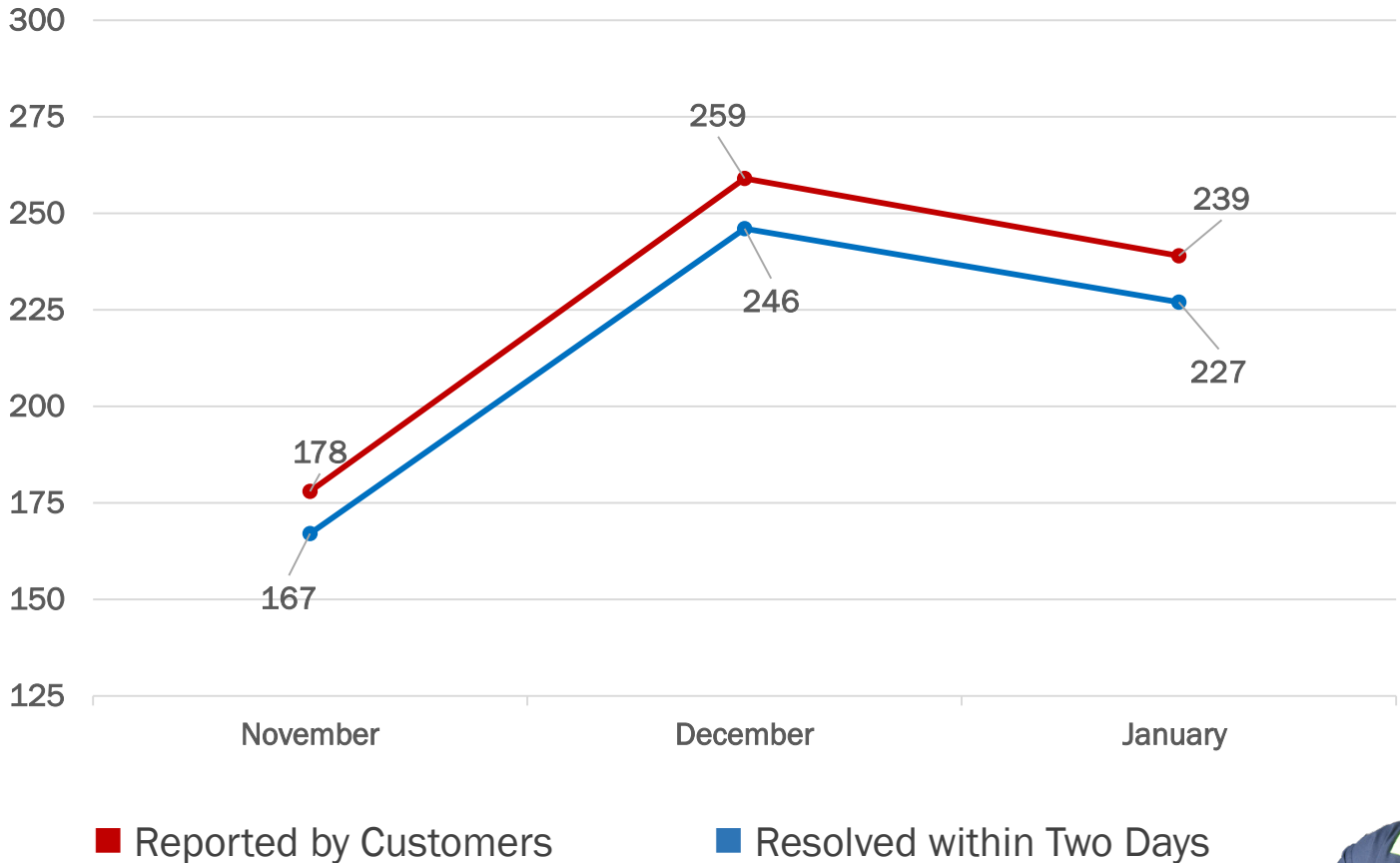


■ Operating Fire Hydrants
 ■ Operating Hydrants with Issues
 ■ Non-Operating Hydrants

2018 CALENDAR YEAR ACCOMPLISHMENTS
FIRE HYDRANTS
30,513
 TOTAL IN DETROIT
1.9%*
 IN NEED OF REPAIR
* The national standard is 2%.

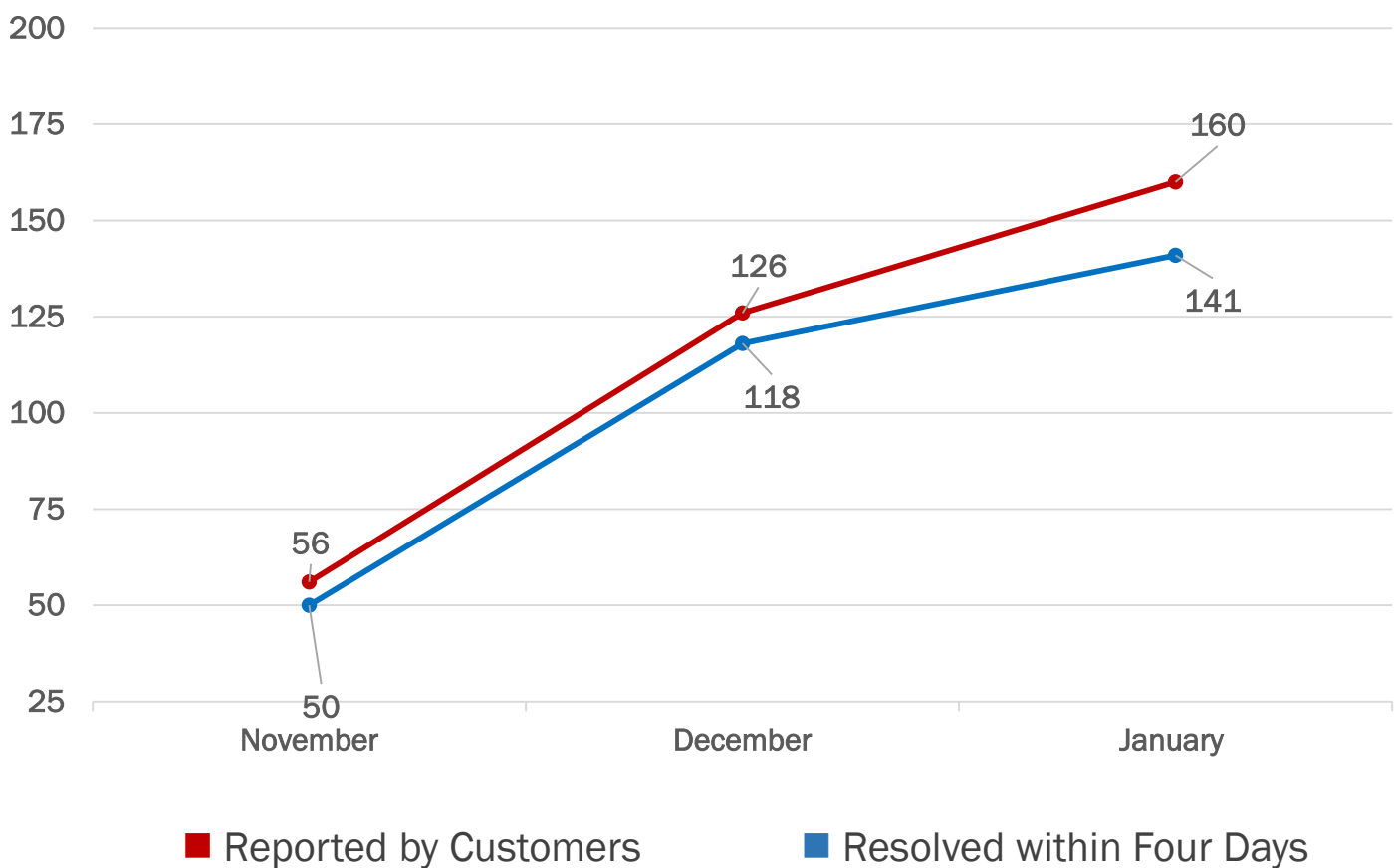
During the winter months, the Detroit Fire Department uses a mobile collector app to inspect the hydrants. As a result there is typically a change in hydrant maintenance status during the winter months. For instance, during the summer approximately 1% of the hydrants need some level of repair, while during this winter the figure is 1.9%.

FIELD SERVICES: Running Water



Running water reports include water flowing on a street, issues at vacant properties, and calls by residents who see gushing/flowing water that is out of the ordinary. This can increase during the fall/winter months due to clogged basins from leaves and dramatic temperature changes.

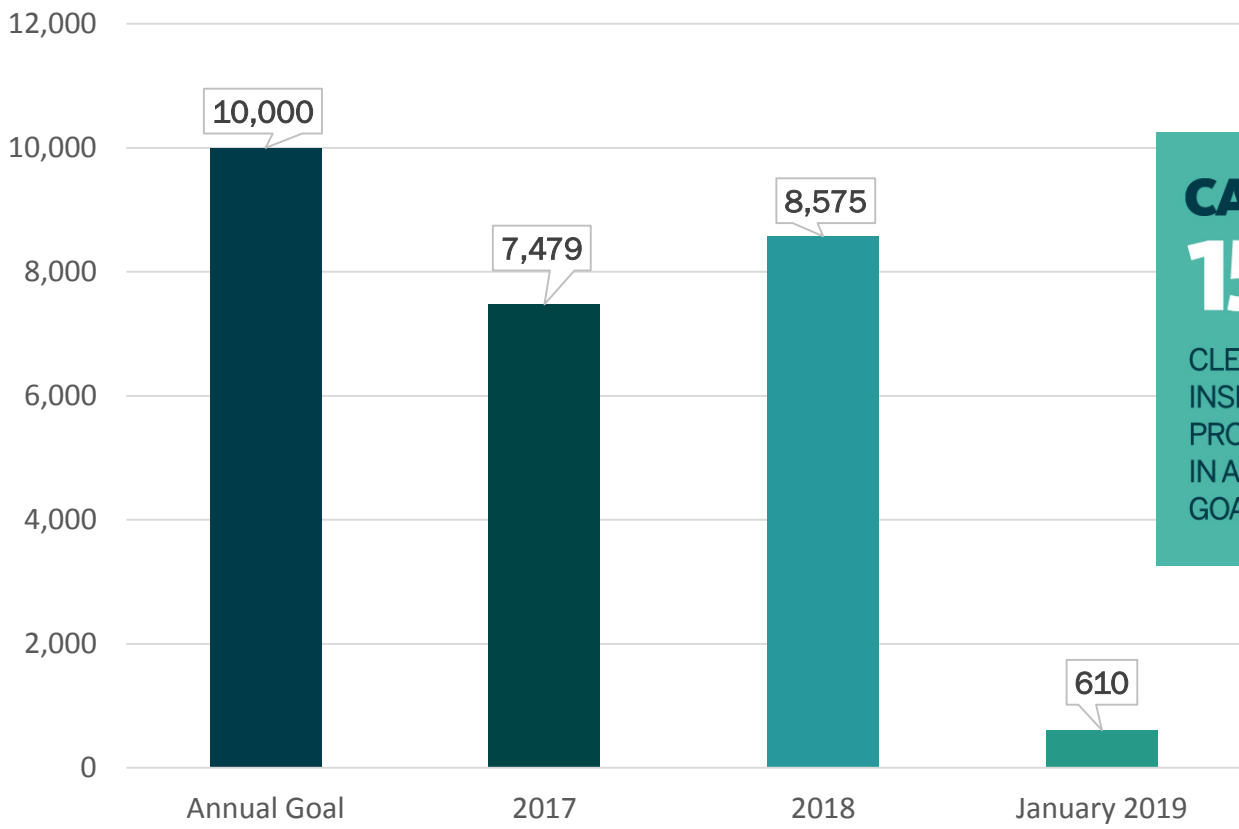
FIELD SERVICES: Water Main Breaks



The increase in water main breaks is due to freezing temperatures, notably the Polar Vortex in January. Whenever there is a significant change in temperature – hot or cold – it alters the condition of the soil and shifts the pipes.

DWSD has a service level agreement with contractors to have reported water main breaks repaired within four days.

FIELD SERVICES: Catch Basin Inspection & Cleaning



CATCH BASINS
15,184
 CLEANED AND INSPECTED SINCE PROGRAM LAUNCHED IN AUGUST 2017 – GOAL IS TO CLEAN 30,000 IN THREE YEARS

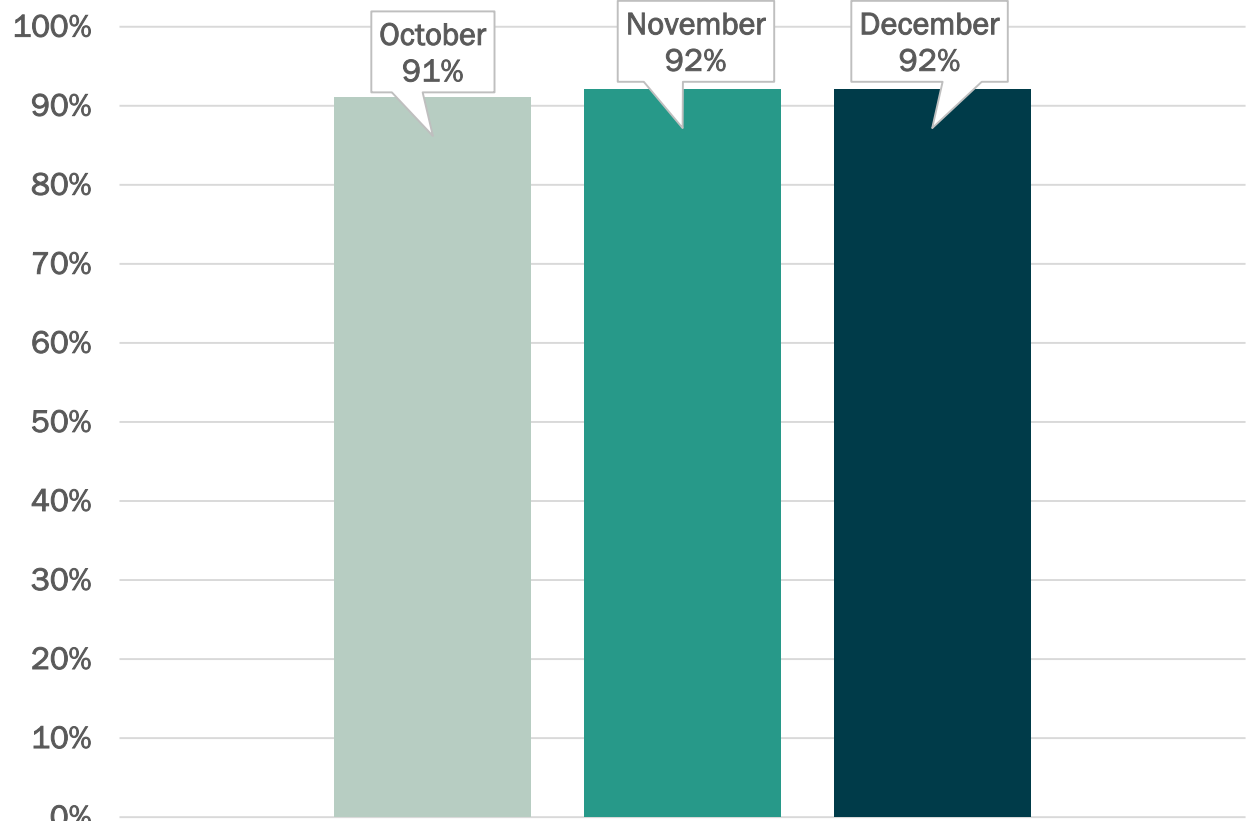
The catch basin inspection and cleaning program is on target to reach its 30,000 basin goal within three years (launched August 2017). Due to the efforts of the crews, DWSD is seeing a decrease in the volume of catch basin complaints.



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Finance

FINANCE: Bill Collection Rate



12-Month Rolling Average Collection Rate

Every percentage increase in the collection rate above 80 percent is an additional \$4 million which can be applied to the maintenance and rehabilitation of the water and sewer infrastructure.



\$99,160,270

Water cash balance as of
December 31, 2018

\$173,038,257

Sewer cash balance as of
December 31, 2018

As of December 31, 2018, DWSD had 227 days of cash on hand. The target is 120 days.



DETROIT
Water & Sewerage
Department

Legal Services

LEGAL: Claims, Hearings and Cases



10
Property damage claims

0
Basement backup damage claims appeals

36
Dispute hearings

10
Number of cases DWSD prevailed

15
Cases handled by in-house staff

8
Cases handled by outside counsel

\$79,099
Amount in property damage claims

D/N/A
Basement backup damage claim appeals

\$22,350
Total claims recommended to be paid

\$57,701
Amount in dispute

\$15,019
Credited to customers based on hearing outcomes

\$42,682
Owed to DWSD after hearings

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.

Customers who have bill disputes may request a hearing at the City of Detroit Department of Appeals and Hearings. The cases are heard by an administrative hearing officer, which will restart in October after a recently vacated position is filled.



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Investigations

INVESTIGATIONS: Results



748
[125 per month, on average]
Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2018

\$3,015,691
Money owed to DWSD identified since July 1, 2018



Water theft with unauthorized turn-on

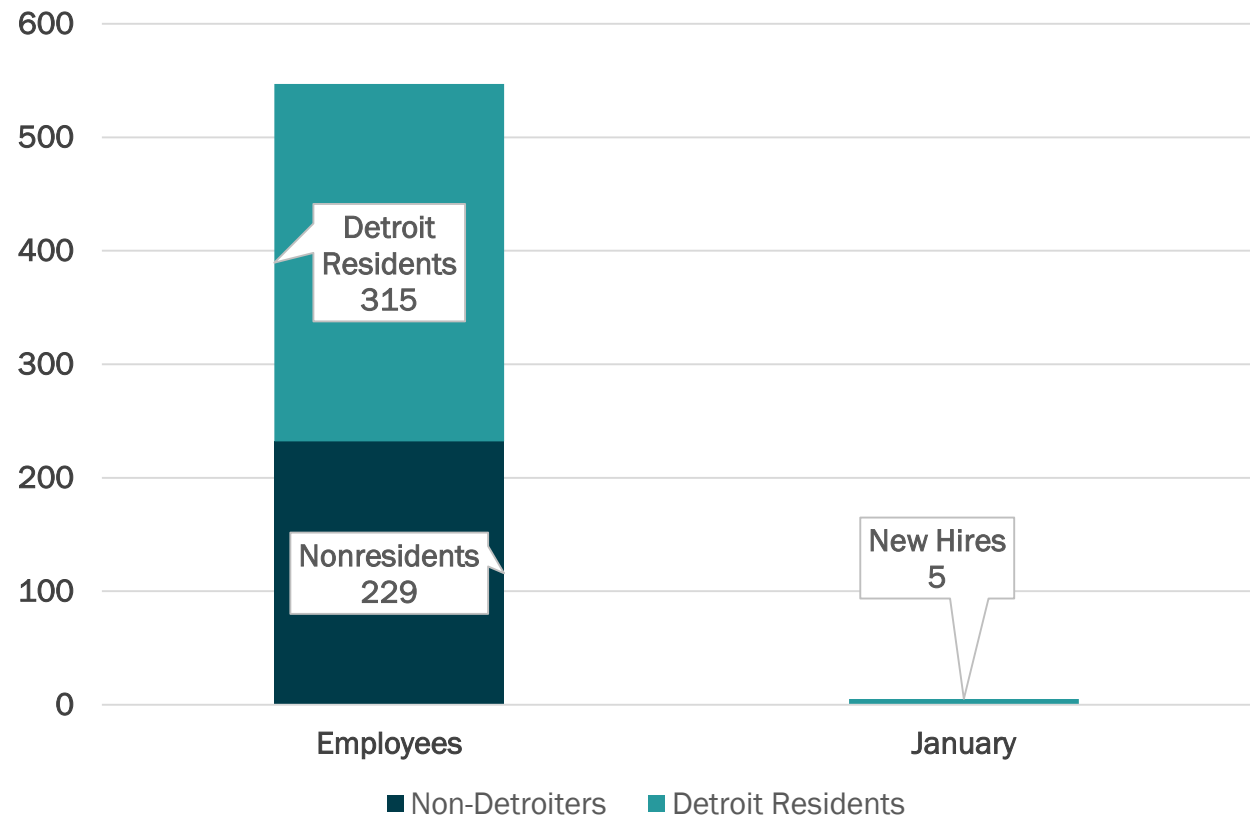
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$7 million in services owed by primarily commercial customers since its creation in August 2017. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering 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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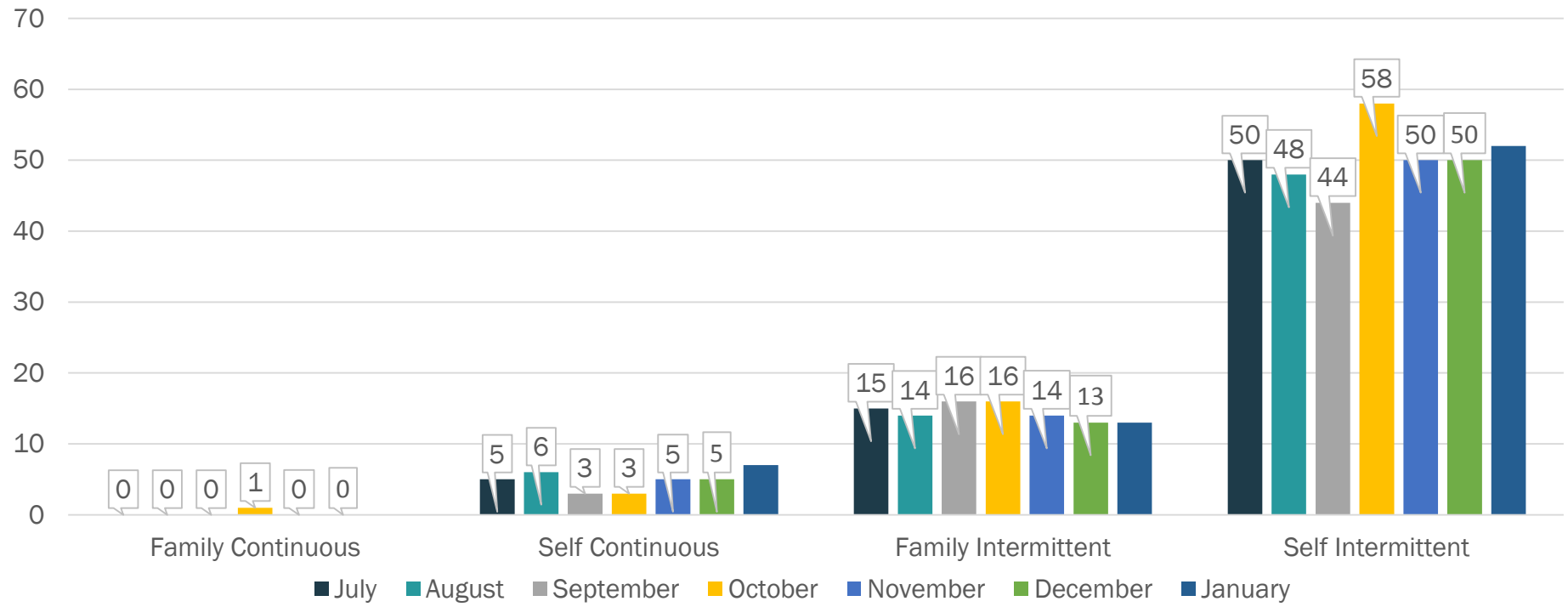
Human Resources

HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-eight percent of the DWSD workforce lives in Detroit.

HUMAN RESOURCES: Family Medical Leave Act





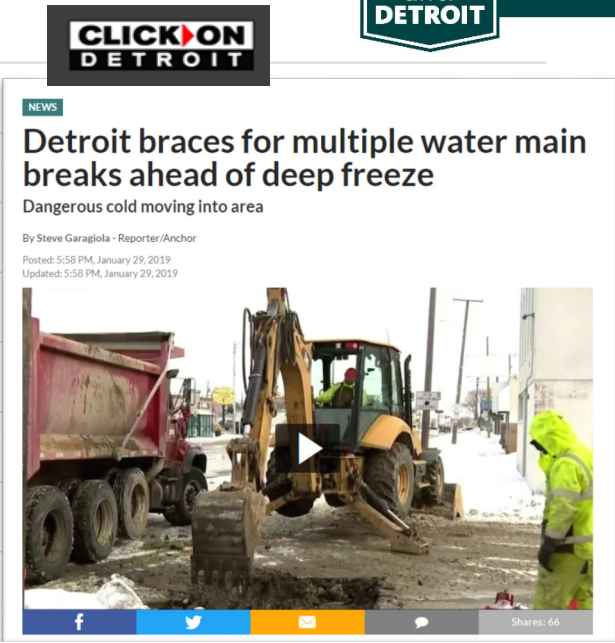
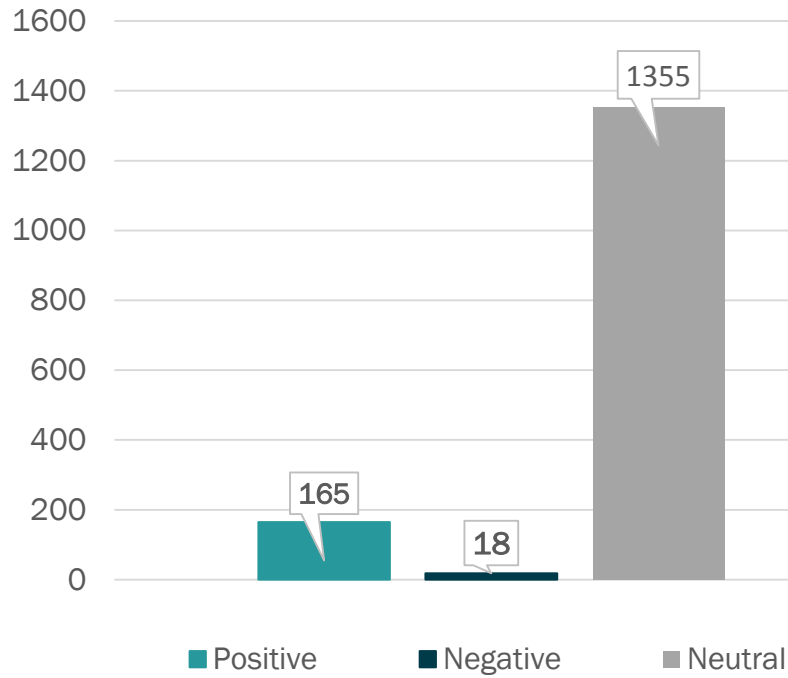
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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: January 1 – January 31, 2019



This month the DWSD Public Affairs team saw a total of **1,538** media stories. The majority of the neutral coverage was related the Boil Water Advisory that occurred on January 13 as well as the Polar Vortex. The DWSD team was able to convert some neutral stories to positive stories by highlighting DWSD’s CIP projects that will help with the aging infrastructure and our hard working employees working through frigid and dangerous temperatures. Of the stories, 37 were broadcast, 1,414 were print/online and 87 were radio.

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



PUBLIC AFFAIRS: Social Media Activity



154
New Facebook Followers

7,697
Total Followers on Facebook

4,043
Engagement on Facebook



88
New Twitter Followers

1,468
Total Followers on Twitter

1,235
Engagement on Twitter



16
New Instagram Followers

1,074
Total Followers on Instagram

37
Engagement on Instagram



The DWSD Public Affairs team gained **258** new followers on social media in January 2019, bringing the total number of followers to **10,239**. In addition to the metrics above, Facebook saw a total of 805,100 impressions and 3,941 link clicks. The top performing post on Facebook and Instagram was on January 25 when DWSD participated in the “Then and Now Challenge” where we highlighted the revitalization of the Viola Liuzzo Park. The post regarding the large water main break on January 13 and when the Boil Water Advisory would be lifted was the top performing post on Twitter,



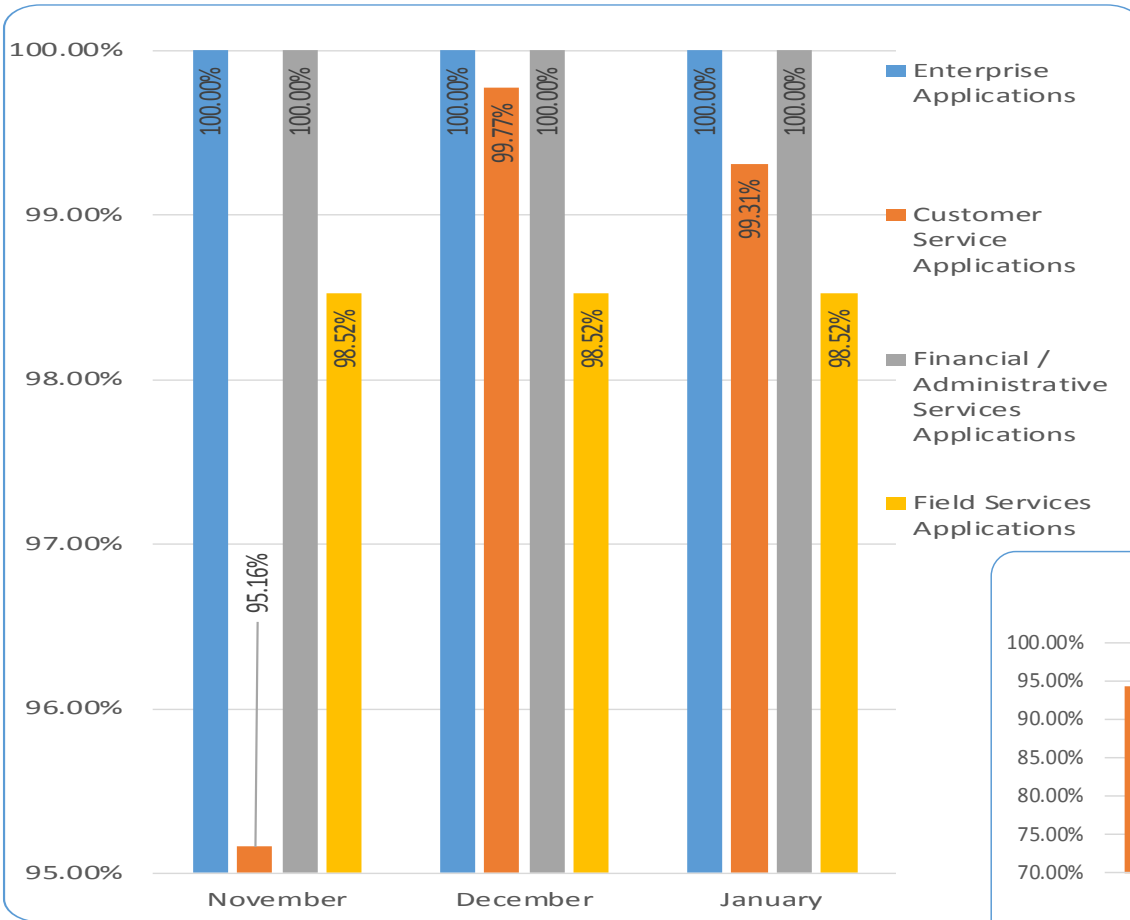
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Information Technology

Technology: Application Availability

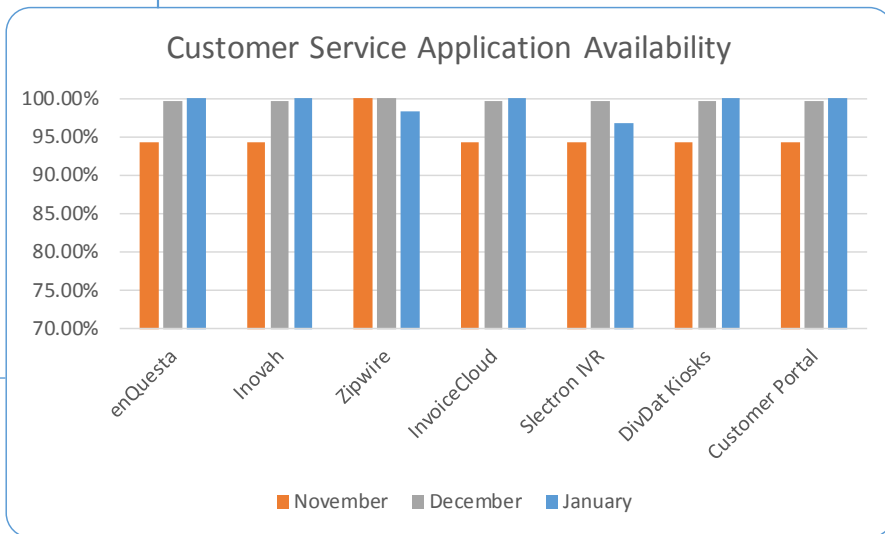


Water & Sewerage Department



99.55%

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.