



**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

April 21, 2021



# CONTENTS\*

## Metrics by Function:

• Director's Message	3
• Customer Care	4
• Field Services	7
• Capital Improvement Program	12
• Finance	14
• Legal Services	17
• Investigations	19
• Human Resources	21
• Public Affairs	23
• Information Technology	27

# DIRECTOR'S MESSAGE TO THE BOARD



- The Detroit Water and Sewerage Department (DWSD) has **several projects underway or starting in this new construction season**:
  - Cornerstone Village water/sewer upgrades in year two (WS-712 and DWS-908)
  - New Center Commons and Virginia Park water system upgrades (WS-718)
  - North Rosedale Park water/sewer upgrades in year two (DWS-907)
  - Sewer upgrades almost completed in Barton-McFarland (DWS-903)
  - Sewer upgrades in Piety Hill, Virginia Park, New Center Commons, Brewster Homes and Brewster Douglas (DWS-916)
  - Stormwater project at Charles Wright Academy (PC-806)
  - Water main and lead service line replacements on several streets under contracts WS-710 and WS-711 to be completed this spring
- In addition, there will be **water system condition assessments in 39 neighborhoods starting this month**, which provides data for DWSD engineers to determine upgrades, where necessary, and it also alerts Field Services if there are urgent issues to fix (contract CS-1909A).



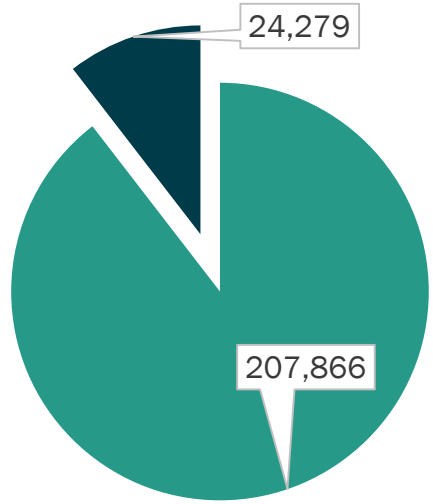
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# Customer Care

# CUSTOMER CARE: Number of Active Accounts

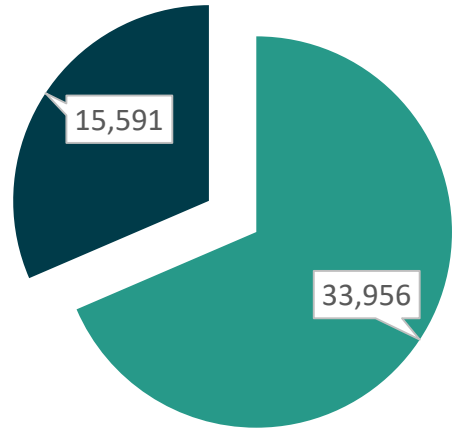


### Active Residential Accounts



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

### Active Non-Residential Accounts



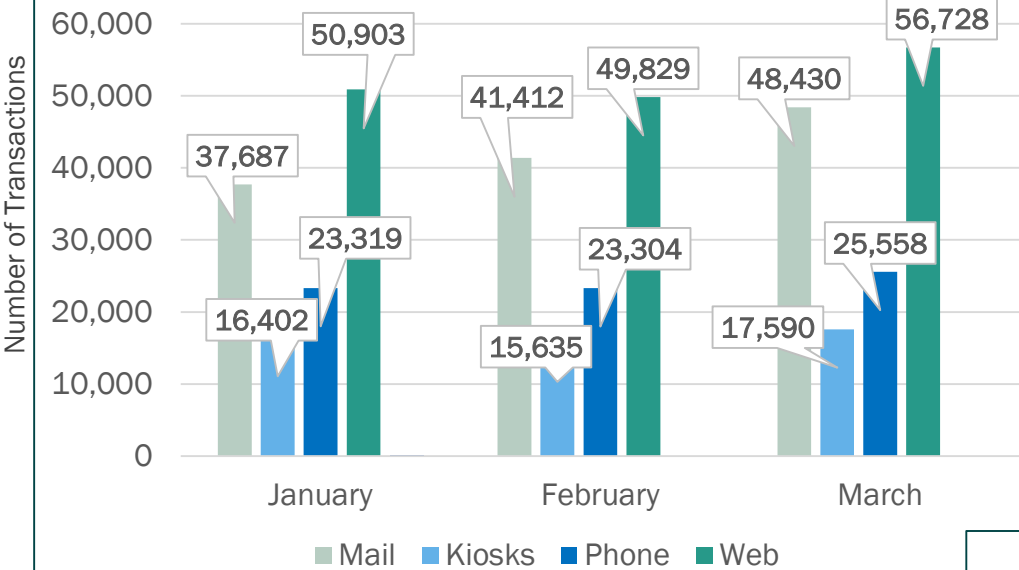
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

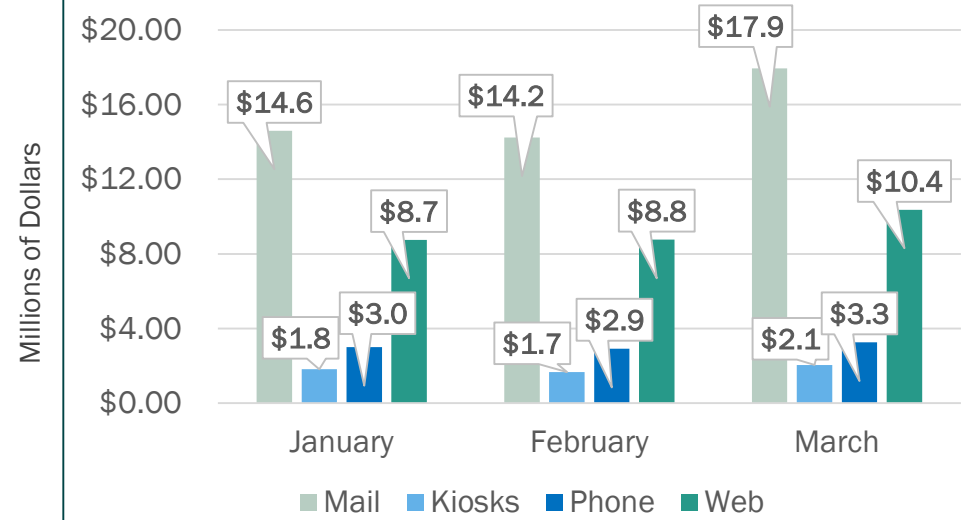
# CUSTOMER CARE: Transactions



### 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](mailto:mydwsd@detroitmi.gov). DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).

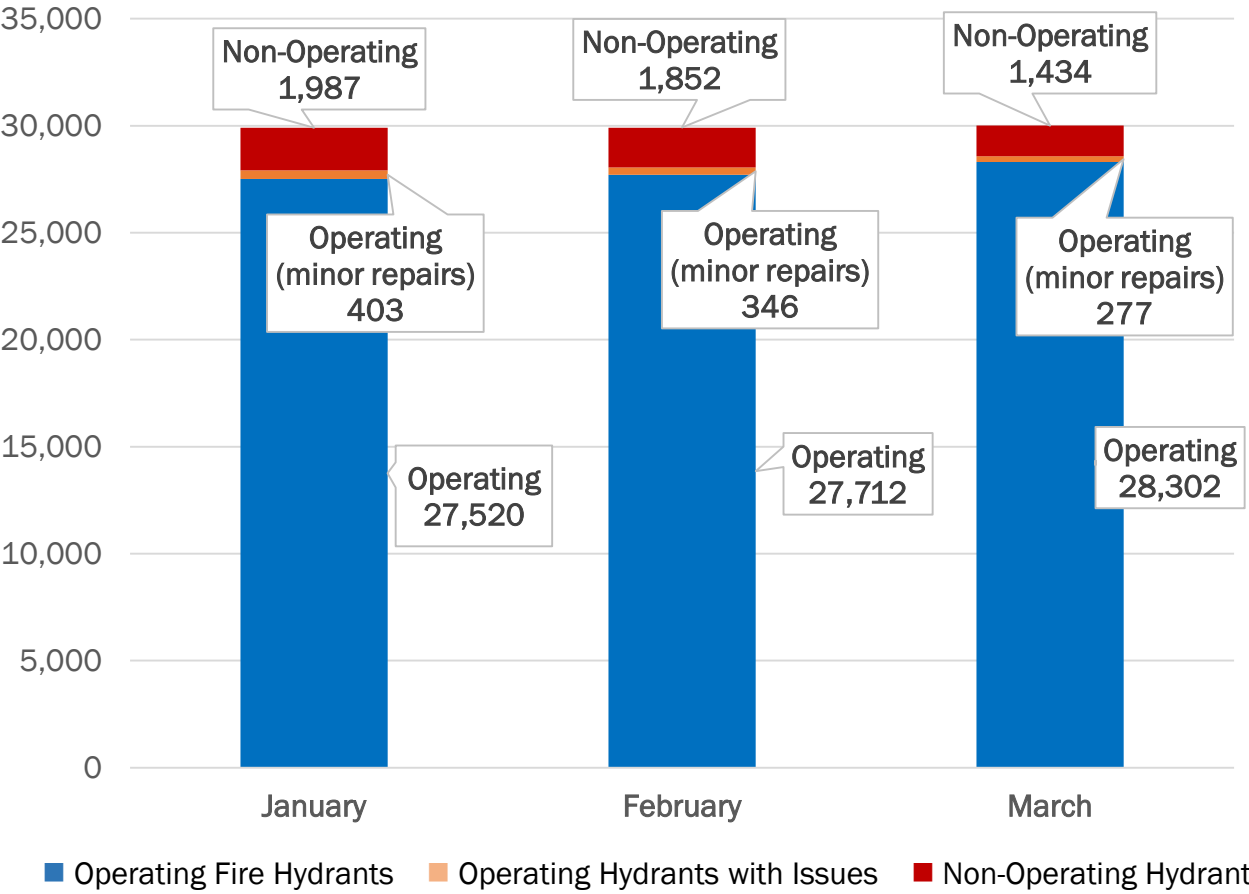


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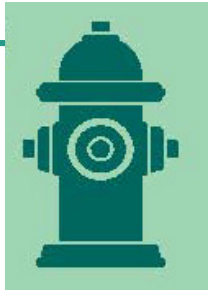
# Field Services



# FIELD SERVICES: Fire Hydrant Maintenance

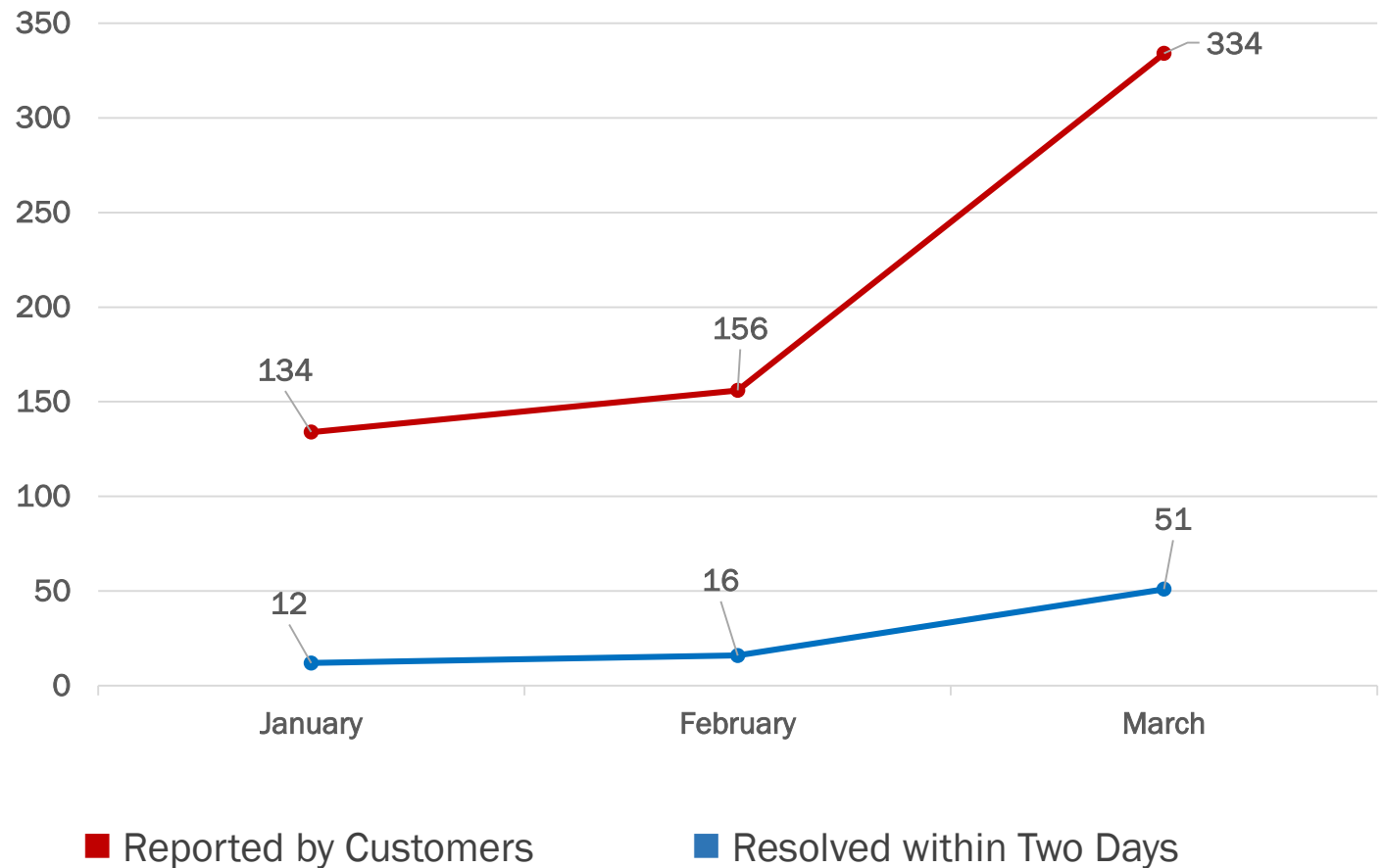


DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season and into December, the number of hydrants needing repair typically increases significantly as the Detroit Fire Department staff do annual hydrant inspections.



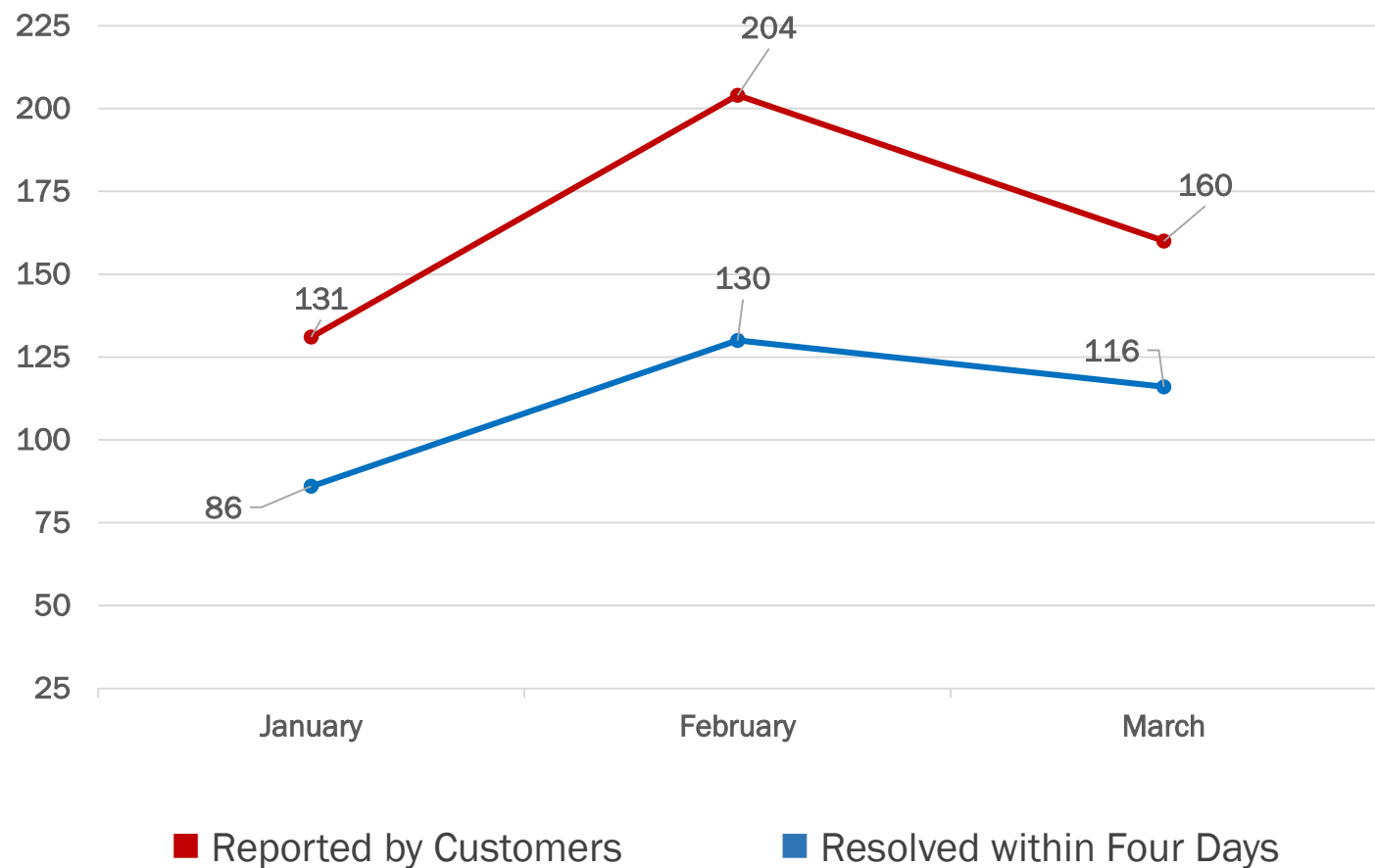


# FIELD SERVICES: Running Water



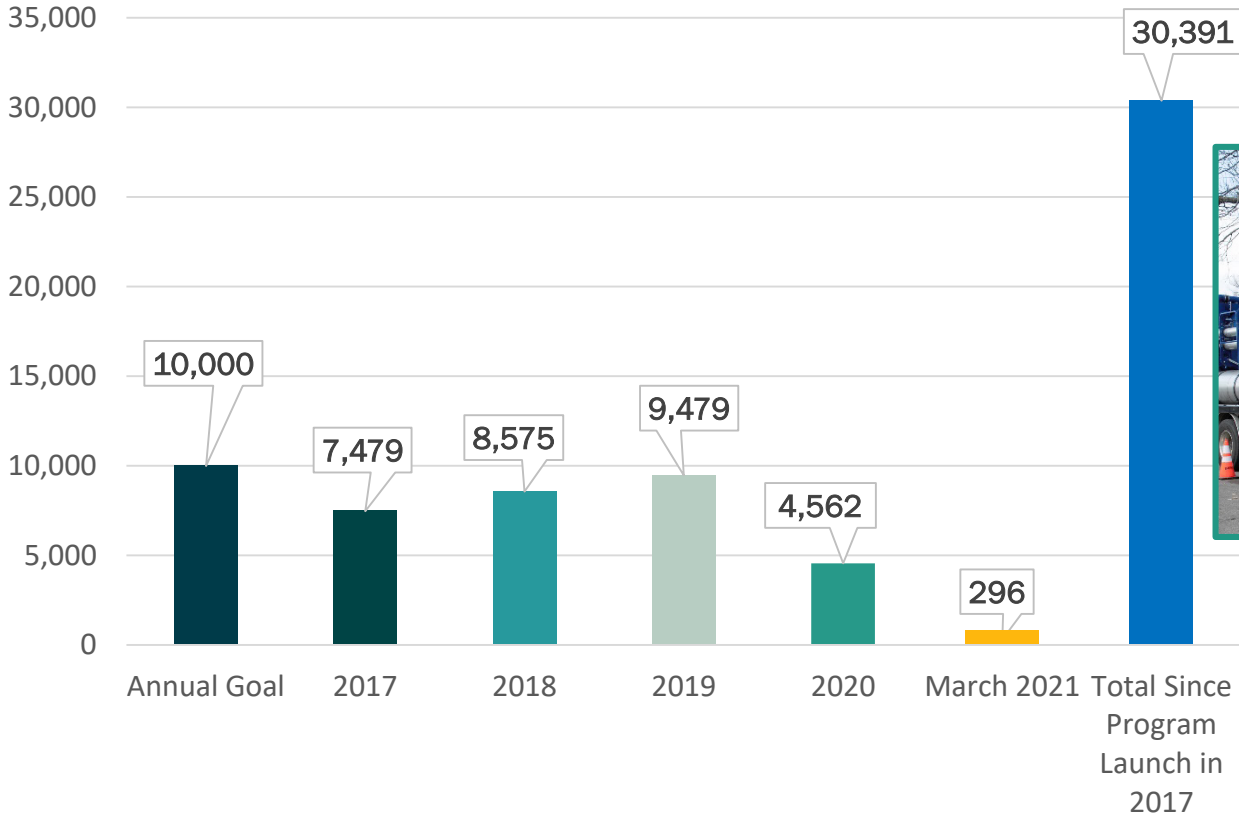
DWSD Operations continues to prioritize work orders based on level of impact, including number of customers affected, with water main repairs, street flooding and water-in-basement complaints taking priority.

# FIELD SERVICES: Water Main Breaks



DWSD Operations continues to prioritize work orders based on level of impact, including number of customers affected, with water main repairs, street flooding and water-in-basement complaints taking priority.

# FIELD SERVICES: Catch Basin Inspection & Cleaning



During the winter months, the Catch Basin Inspection & Cleaning program is placed on hiatus as equipment can freeze; however Vector crews are used to assist with cleaning basins when street flooding occurs due to water main breaks.

This program launched in 2017. DWSD crews have touched more than 30,000 of the estimated 90,000 catch basins, including tracking them through a mapping app for asset inventory. The 30,000 goal was achieved in the three-year commitment as announced by DWSD and Mayor Duggan in 2017.



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# Capital Improvement Program

# CIP: Program Update



- DWSD has invested **more than \$200M** in capital improvement projects since 2019
  - Water main, hydrant and lead service line replacement
  - Sewer lining and replacement
  - Green Stormwater Infrastructure installations
- DWSD and our contractors have:
  - Replaced **66 miles** of water main
  - More than **1,155 lead service lines**
  - Replaced or lined **50 miles** of sewer collection piping



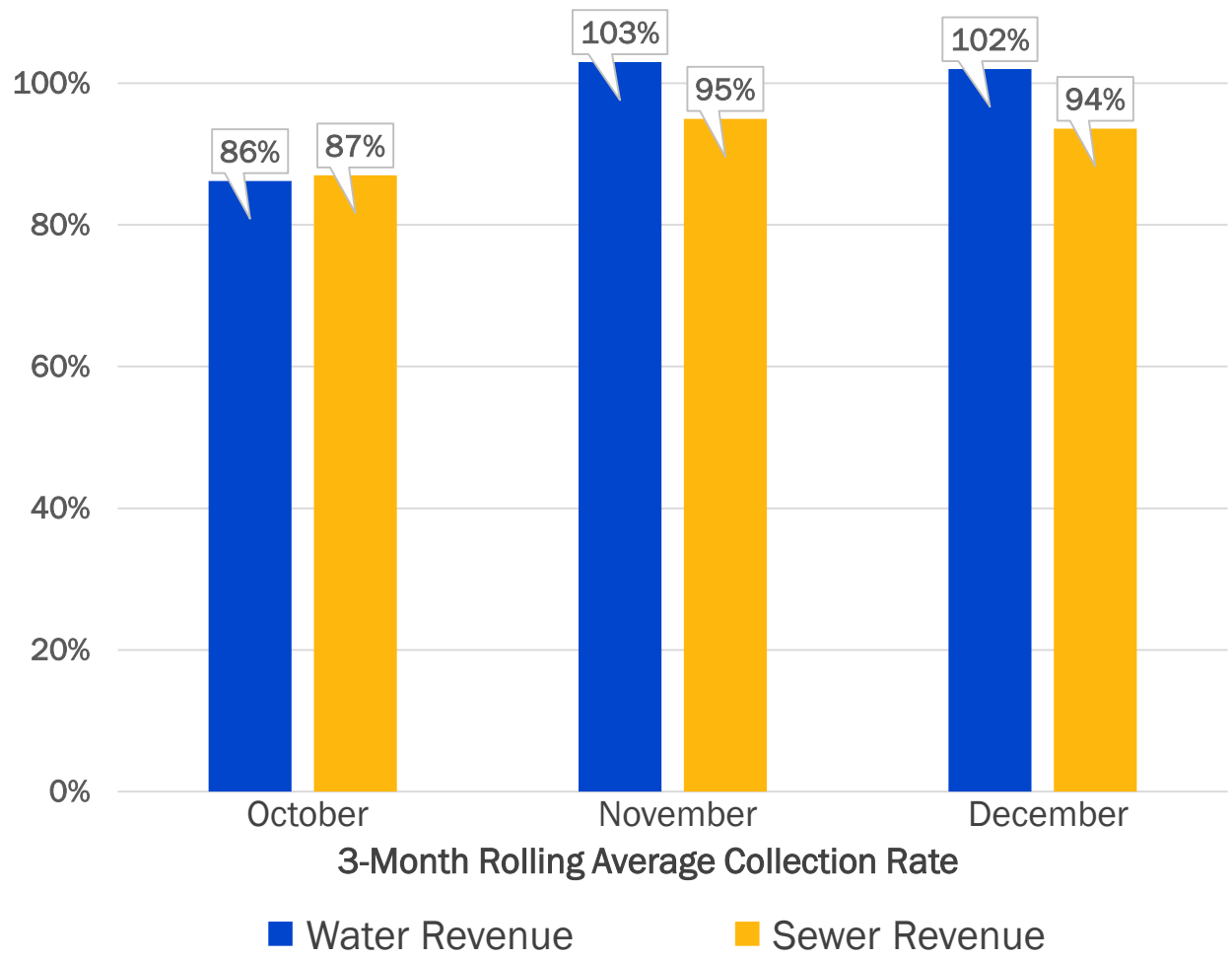


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# Finance



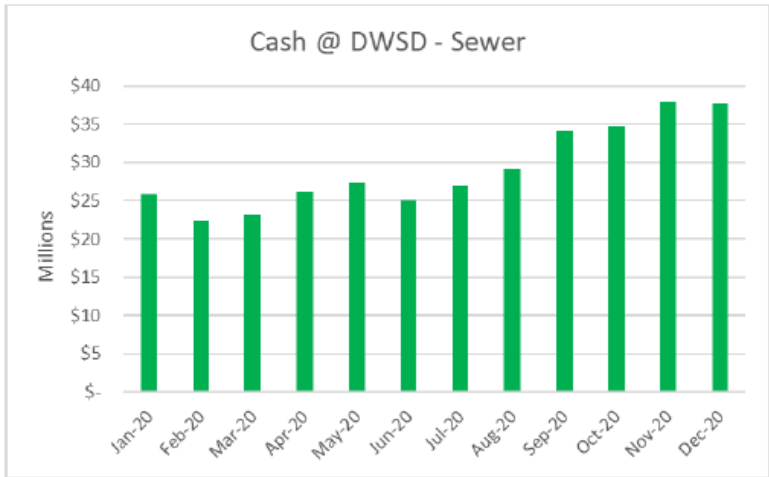
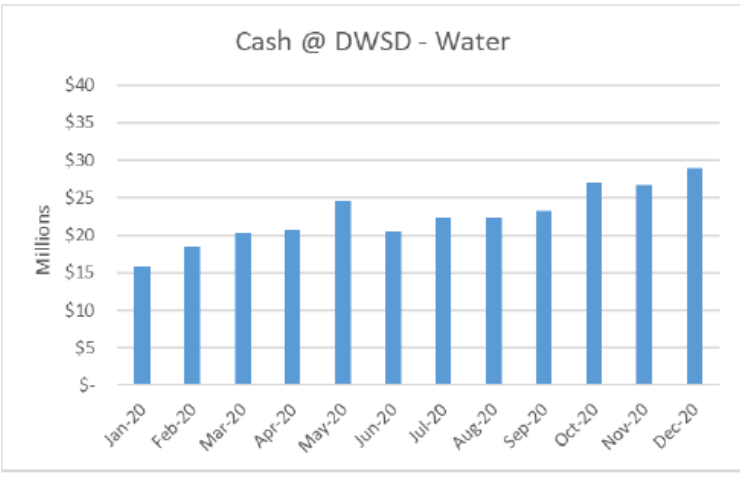
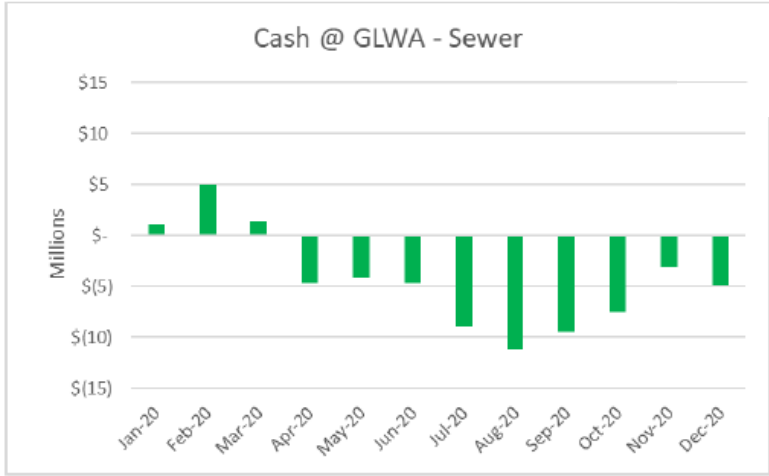
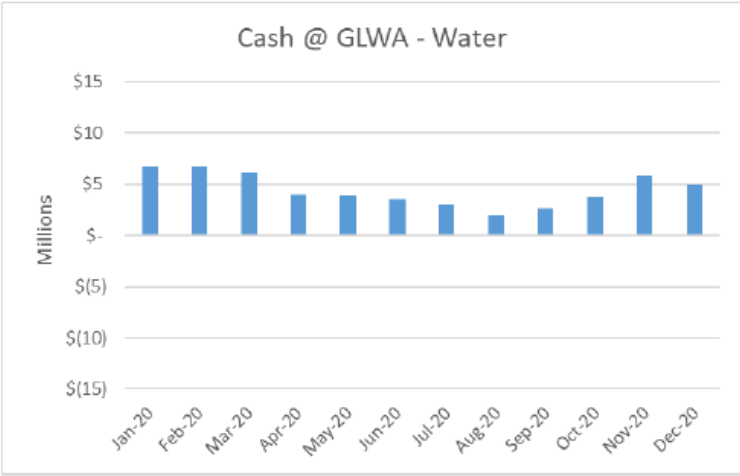
# FINANCE: Bill Collection Rate



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



**22**  
Cases handled by in-house staff

**8**  
Cases handled by outside counsel

**0**  
Lawsuits dismissed

**6**  
Lawsuits dismissed in calendar year 2021

**25**  
Property damage claims

**0**  
Damage claims approved

**\$104,259**  
Amount in property damage claims

**\$0**  
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 were held in January 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

**827**

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



Money Owed to DWSD identified by Investigators

**\$4,484,092**

Total since July 1, 2020

**\$243,633**

Back billed

**\$905,734**

Future owed in 12 months

**\$3,334,725**

Water loss



Revenue Identified Since Investigation Unit Began

**\$17,617,111**

Total since August 14, 2017

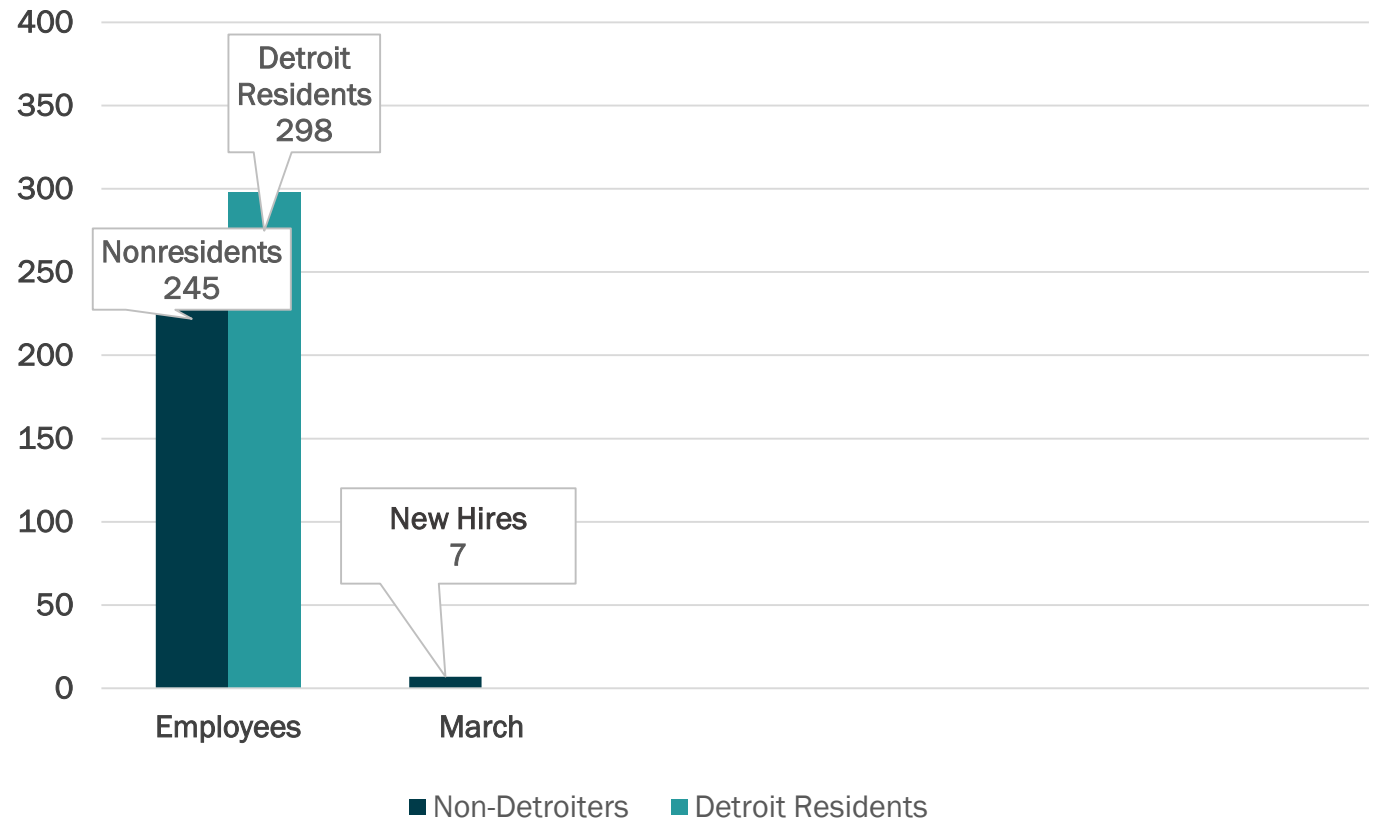
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$17 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's 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

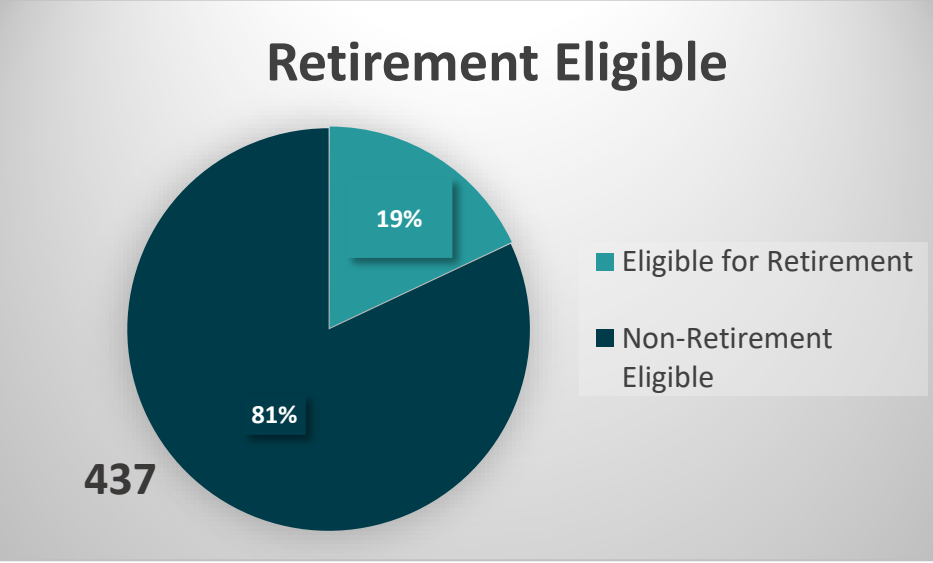


Fifty-four percent of the DWSD workforce lives in Detroit.\*

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



# HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	56
10 YOS/60 years old (Legacy)	47
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>103</b>

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

With a current population of **543** employees, there are **103** DWSD employees eligible for retirement.

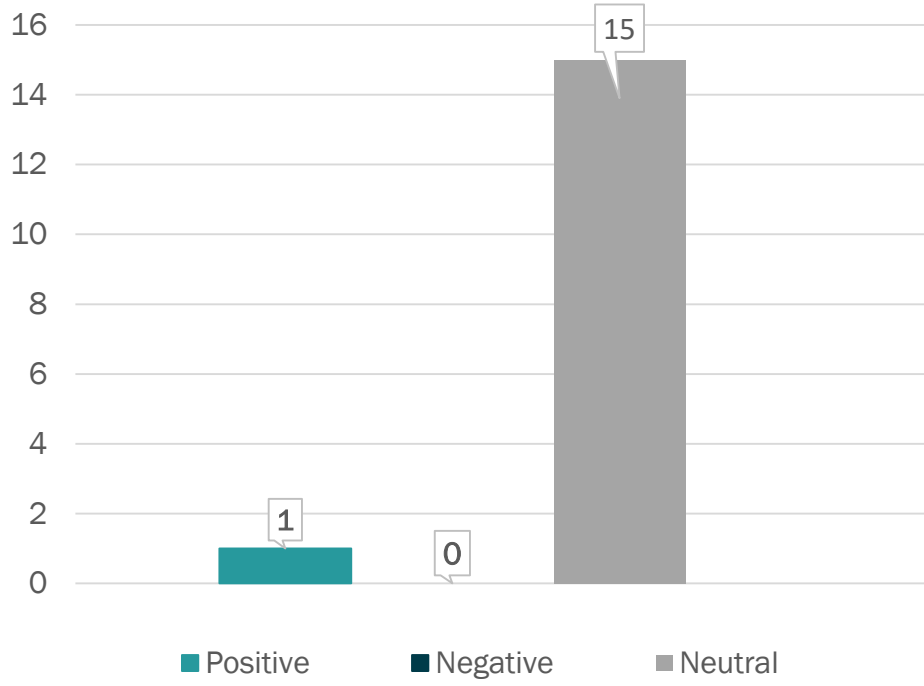


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# Public Affairs

# PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: March 1 – March 31, 2021



## Local groups announce three projects to preserve the Rouge

*'This is truly a unique solution to reduce untreated overflows in Oakland County'*

By: Zachary Manning | C&G Newspapers | Published March 9, 2021

“We have been planning the Far West Detroit Stormwater Improvement Project for three years in an effort to continue our work in reducing untreated combined sewer overflows to our rivers,” **Palencia Mobley, the deputy director and chief engineer of the DWSD**, said via a release. “The partnership with GLWA and Oakland County is beneficial for the city and region at large. And, like we have been doing the last five years under our current leadership, we will continue engaging and gathering input from the community in all phases of the project.”

In March, the DWSD Public Affairs team saw a total of **15** media stories, **1** positive and the rest neutral. The positive story was about DWSD’s Far West Detroit Stormwater Improvement project. The neutral stories ranged from the Flint Water settlement to the City of Detroit’s budget.

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



# PUBLIC AFFAIRS: Social Media Activity



**21**  
New Facebook Followers

**8,609**  
Total Followers on Facebook

**4,823**  
Engagement on Facebook



**11**  
New Twitter Followers

**2,444**  
Total Followers on Twitter

**232**  
Engagement on Twitter



**N/A**  
New Instagram Followers

**1,509**  
Total Followers on Instagram

**54**  
Engagement on Instagram



The DWSD Public Affairs team gained **32** new followers on social media in March 2021, bringing the total number of followers to **12,562**. In addition to the metrics above, Facebook saw a total of 163,984 impressions and 1,718 link clicks for the month. The top performing Facebook post was on March 11 and was about DWSD's Customer Affordability Programs. The post had a total engagement of 2,870, 110 reactions and 20 comments. The top performing Twitter post was on March 30 about DWSD's water main replacement program. The top performing Instagram post was on March 25 about DWSD recruiting Field Services Technicians.



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# Information Technology

# TECHNOLOGY: Top Ten Projects Scorecard

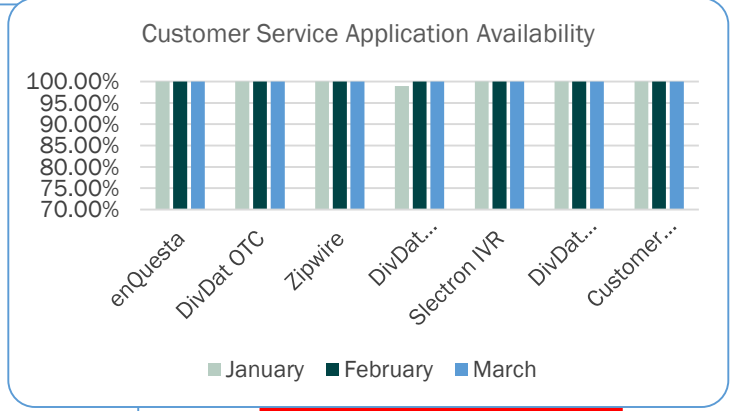
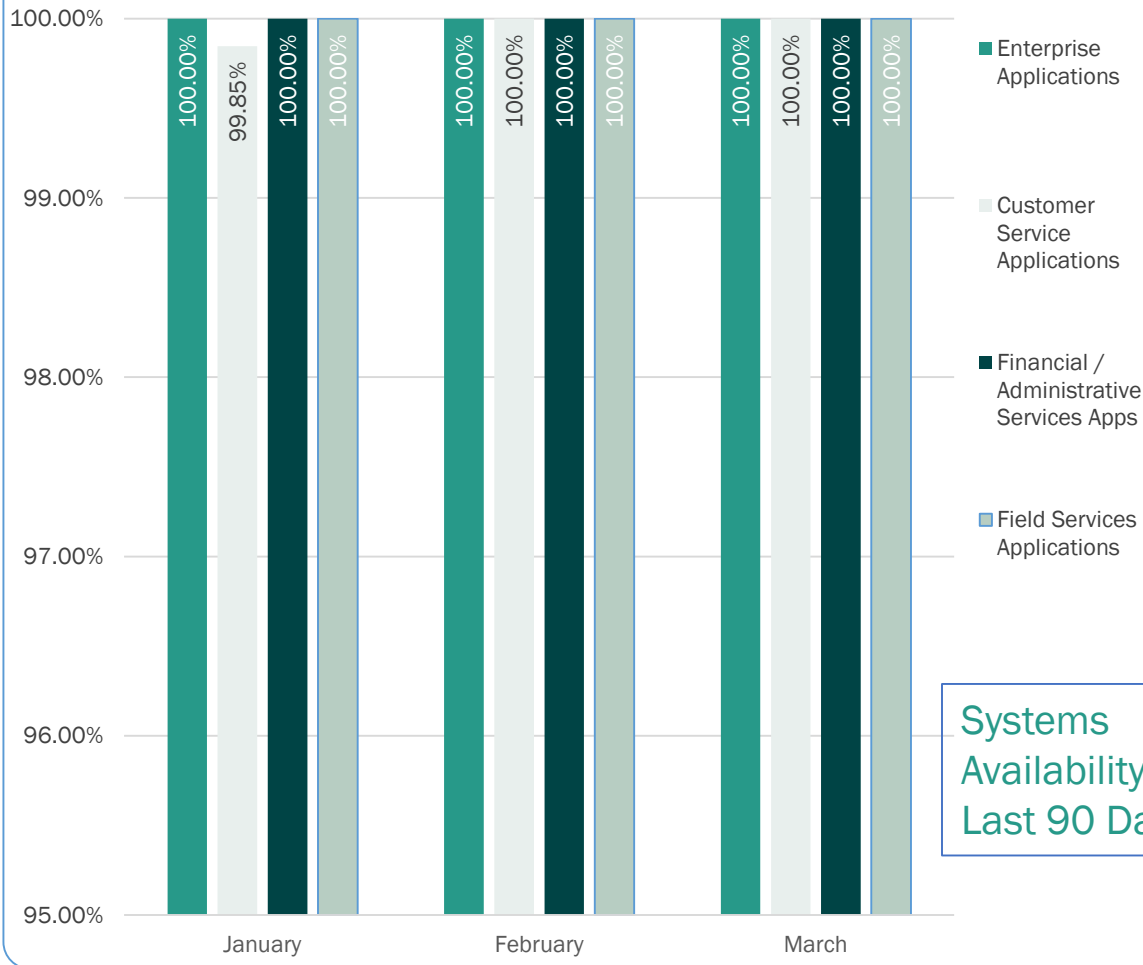


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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	E Taiariol	\$ 1,400,000	5/1/2022	Test List and Test Case development in full swing. Training Plan development is beginning.	Active Design
2	Operations (M&R, MTR OPS,Fleet)-1:CityWorks	C Penozza	\$ 970,000	6/30/2021	Cityworks Storeroom training has begun. On final task item. This will move to Complete status in May/June 2021.	Active Implementation
3	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$ 800,000	4/1/2021	Outbound calling and Call tree evaluation is currently on going. Workforce Management begins in late April. Moving to Priority 10.	Active Implementation
4	Administrative and Compliance-1:GLWA Separation - Network (Not WiFi)	R Burke	\$ 1,000,000	3/31/2021	Network is Operational. Waiting on Backup Internet Circuit to be installed. Moving to Priority 11.	Active Implementation
5	Administrative and Compliance-2:GLWA Separation - Computers / Active Directory	R Burke	\$ 300,000	5/31/2021	Project 85% Complete. Deployment to department computers has begun. Est. Completion 6/15. Moving to Priority 6.	Active Implementation
6	Customer Service-7:enQuestaLink (ServiceLink Replacement)	C Penozza	\$ 500,000	6/30/2021	Train/Development Environment has migrated. Completing testing and building production servers. Moving to Priority 2	Active Implementation
7	Engineering-1:eBuilder	C Penozza	\$ 300,000	5/01/2021	Data flows have been mapped and technical solution for delivery of data is being deployed. Moving to Priority 8	Active Implementation
8	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,434,657	TBD	Identified issue with City contract. Unable to move forward. Developing RFI in order to find alternate path forward. Moving to Priority 9	Pre-Procurement
9	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	6/30/2021	Training complete for Finance and Procurement. Training for Legal is next. Moving to Priority 7.	Active Implementation
10	Operations (M&R, MTR OPS,Fleet)-3:GPS/AVL For Vehicles	C Penozza	\$ 90,000	3/31/2021	Approximately 236 of 371 vehicles complete. All IT tasks complete. Moving to lower priority status.	Active Implementation



# TECHNOLOGY: Application Availability



**100%**  
SYSTEMS  
AVAILABILITY

99.9% = TARGET

Systems  
Availability  
Last 90 Days

March 2021 Cherwell Stats	Totals
Total Tickets	794
New Tickets Received	629
Total Tickets Resolved	585
Average Time to Resolve in Days	5
Total Tickets Resolved within SLA	487
Total Tickets Resolved not in SLA	98