



**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

January 20, 2021



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# DIRECTOR'S MESSAGE TO THE BOARD



Seven Detroit Water and Sewerage Department (DWSD) employees have received or advanced their state certification after successfully completing courses and examinations for the State of Michigan Drinking Water Operator Certification Program.

- **Maher Abbasi** – F-3
- **Mazin Malallah** – S-3
- **Timothy Armstead** – S-4
- **Ronald Cook** – S-4
- **Thomas E. Dotson, II** – S-4
- **Winston L. Flennoy, II** – S-4
- **Priscilla Lovely** – S-4

The S license is for Distribution System Operator. The F stands for Filtration/Water Treatment Operator. The levels range from one to five. One is the highest level of certification, such as S-1. The licenses are certified by the Michigan Department of Environment, Great Lakes and Energy (EGLE).

We are so very proud of these employees and today we want to publicly recognize their accomplishment. Their certifications benefit the people, businesses and nonprofits DWSD serves. We are continuing to uplift our employees in their career paths and create a culture where the management team, including supervisors and team leaders, have proper certifications/degrees for their roles, as well as advanced certifications. **Compliance Manager Sam Smalley** has been instrumental in the achievement of these certifications by teaching the courses due to his expertise, approach, knowledge and relationship with the staff. To have Sam as an internal resource has been a great benefit to us all.



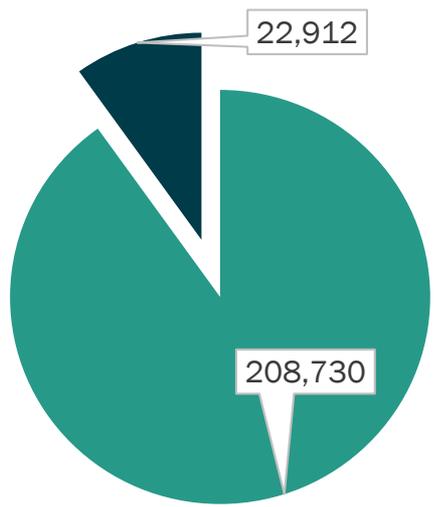
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# Customer Care

# CUSTOMER CARE: Number of Active Accounts

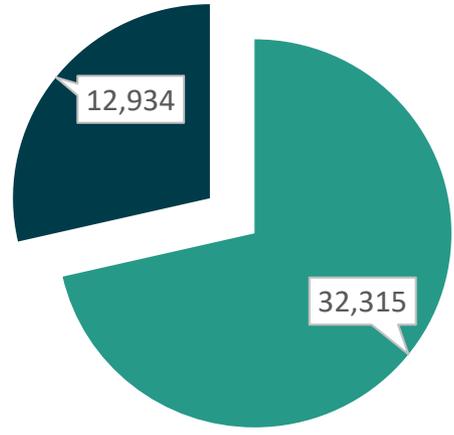


### Active Residential Accounts



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

### Active Non-Residential Accounts



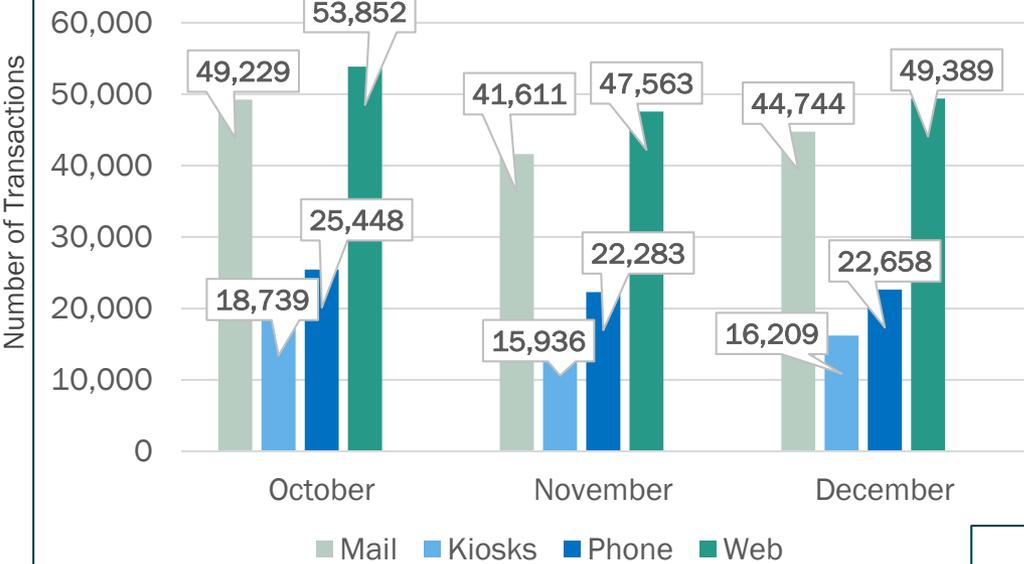
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

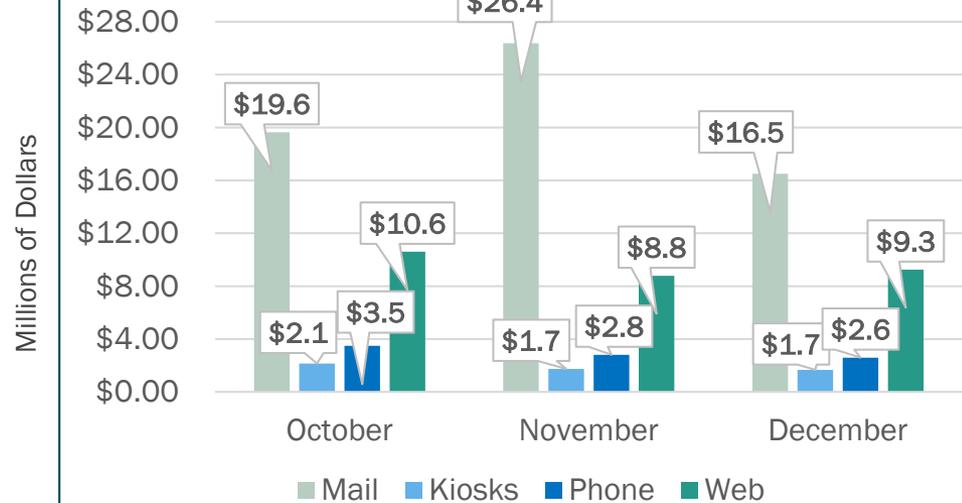
# CUSTOMER CARE: Transactions



### Payment Transactions by Platform Type



### Revenue Collected by Platform Type



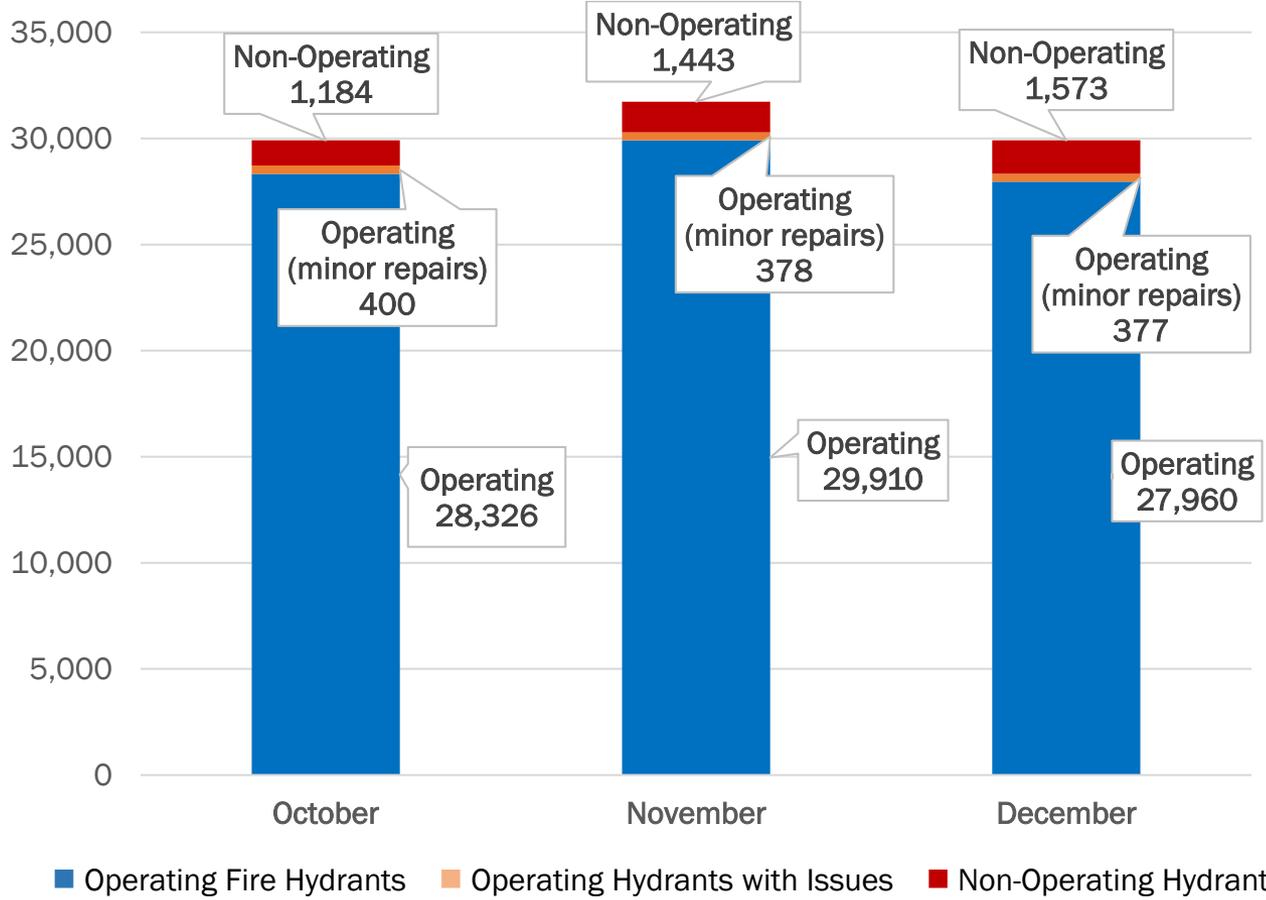
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including contact via email at [mydw@detroitmi.gov](mailto:mydw@detroitmi.gov). DWSD is also communicating the convenient, safe ways to pay and how customers can access their account(s).



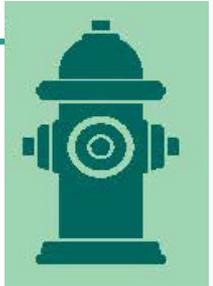
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# Field Services

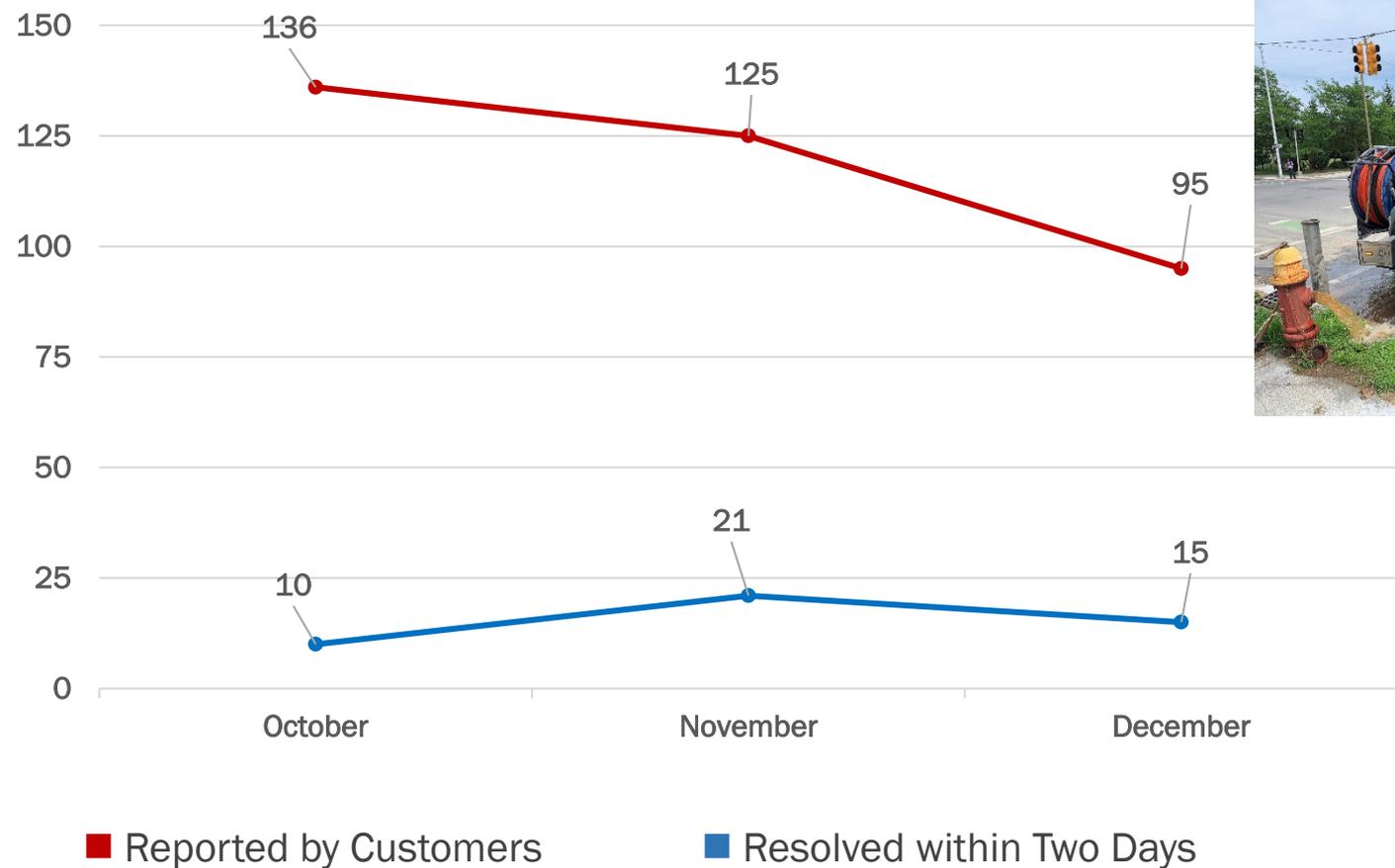
# FIELD SERVICES: Fire Hydrant Maintenance



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



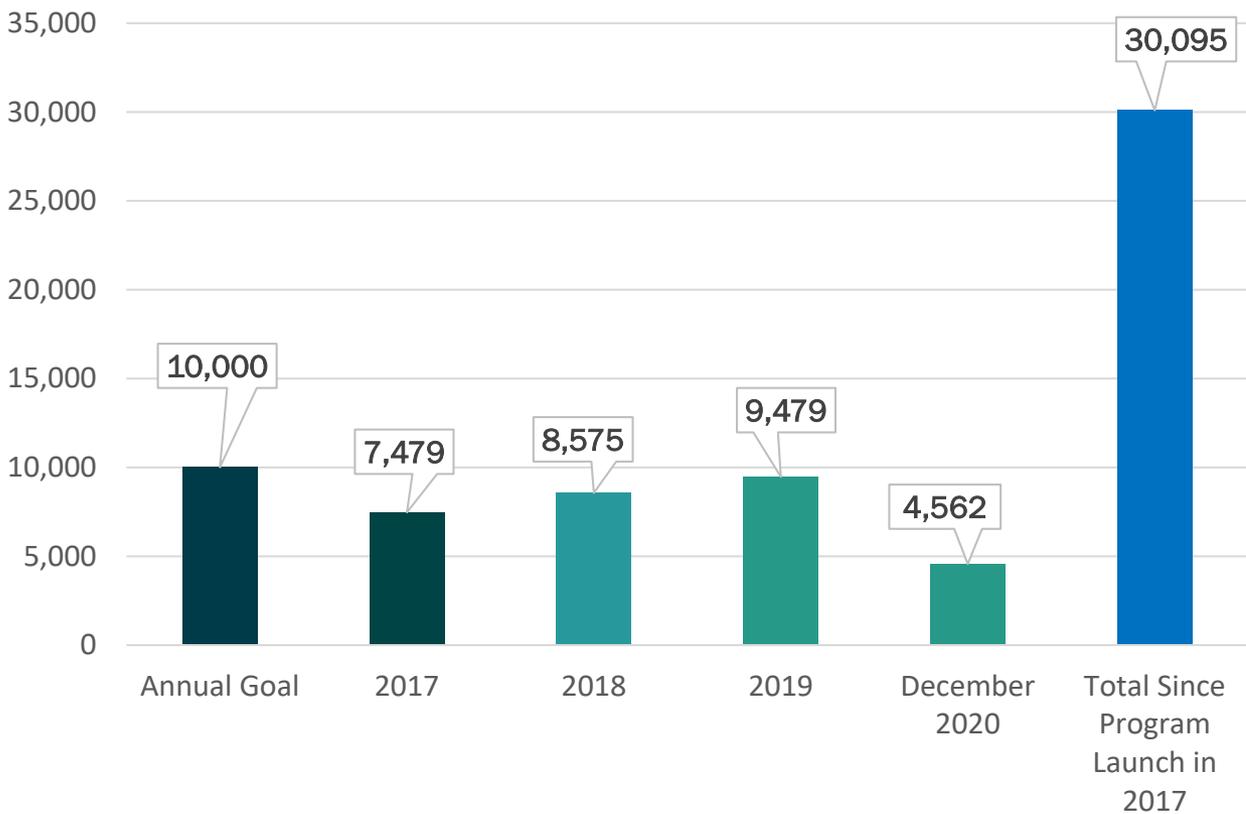
DWSD Operations continues to prioritize work orders based on level of impact, including number of customers affected, with water main repairs, street flooding and water-in-basement complaints taking priority.

# 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



DWSD held a media event on Nov. 10 with Deputy Director & Chief Engineer Palencia Mobley, P.E. and sewer section team leaders to commemorate the 30,000<sup>th</sup> catch basin cleaned.

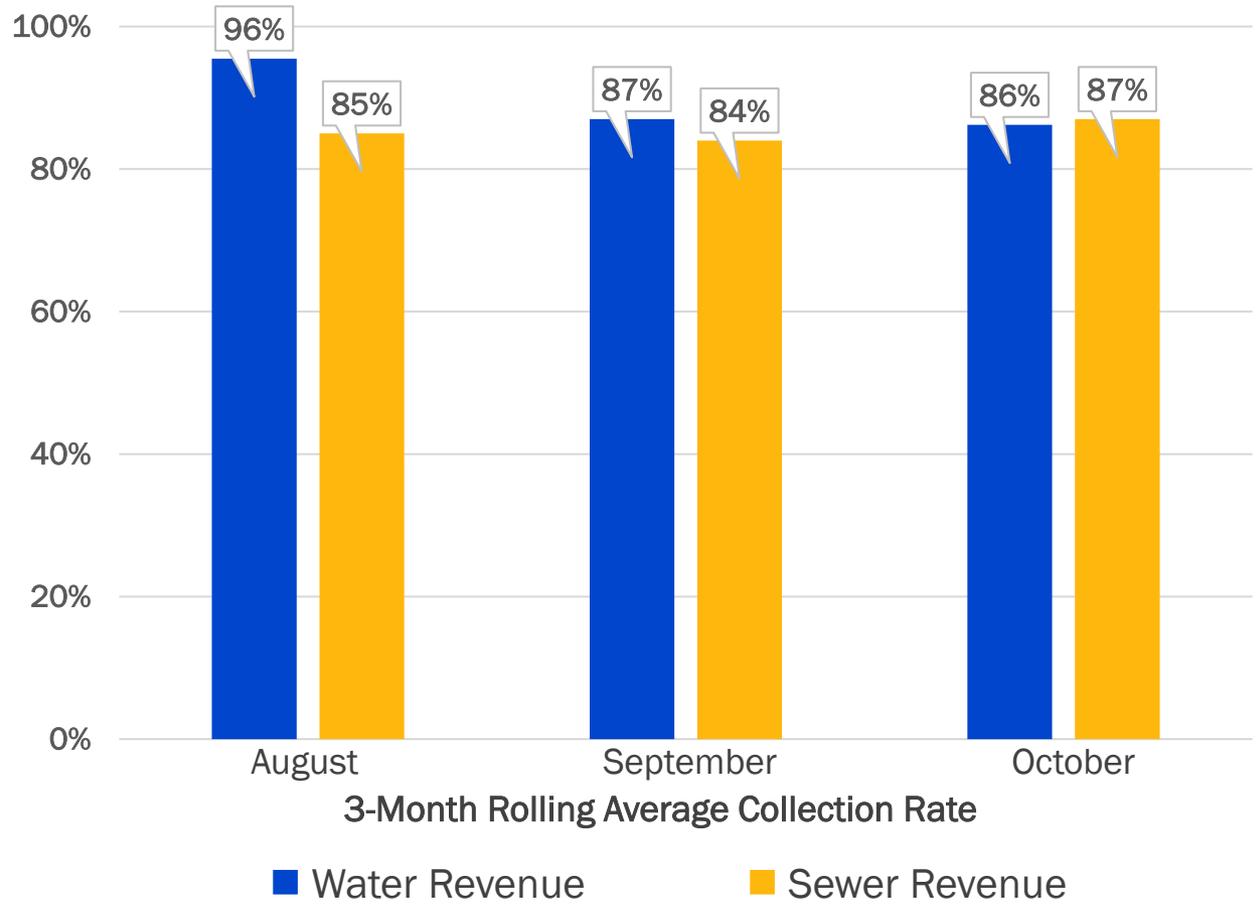
The catch basin inspection and cleaning program launched in 2017. DWSD crews have touched more than 30,000 of the estimated 90,000 catch basins, including tracking them through a mapping app for asset inventory. The 30,000 goal was achieved in the three-year commitment as announced by DWSD and Mayor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



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# 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



**\$167,693**

(thousands)

Water cash balance as of  
October 31, 2020

**\$111,389**

(thousands)

Sewer cash balance as of  
October 31, 2020

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



**21**  
Cases handled by in-house staff

**8**  
Cases handled by outside counsel

**0**  
Lawsuits dismissed

**5**  
Lawsuits dismissed in FY2020

**38**  
Dispute hearings

**3**  
Number of cases DWSD prevailed

**17**  
Number of accounts given adjustments

**N/A**  
Property damage claims

**N/A**  
Amount in property damage claims

**N/A**  
Amount of total claims recommended to be paid

**\$27,452**  
Amount in dispute

**\$14,823**  
Credited to customers based on hearing outcomes

**\$12,628**  
Owed to DWSD after hearing

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

**377**

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



Money Owed to DWSD identified by Investigators

**\$1,188,379**

Total since July 1, 2020

**\$147,757**

Back billed

**\$613,004**

Future owed in 12 months

**\$427,618**

Water loss



Revenue Identified Since Investigation Unit Began

**\$14,321,398**

Total since August 14, 2017

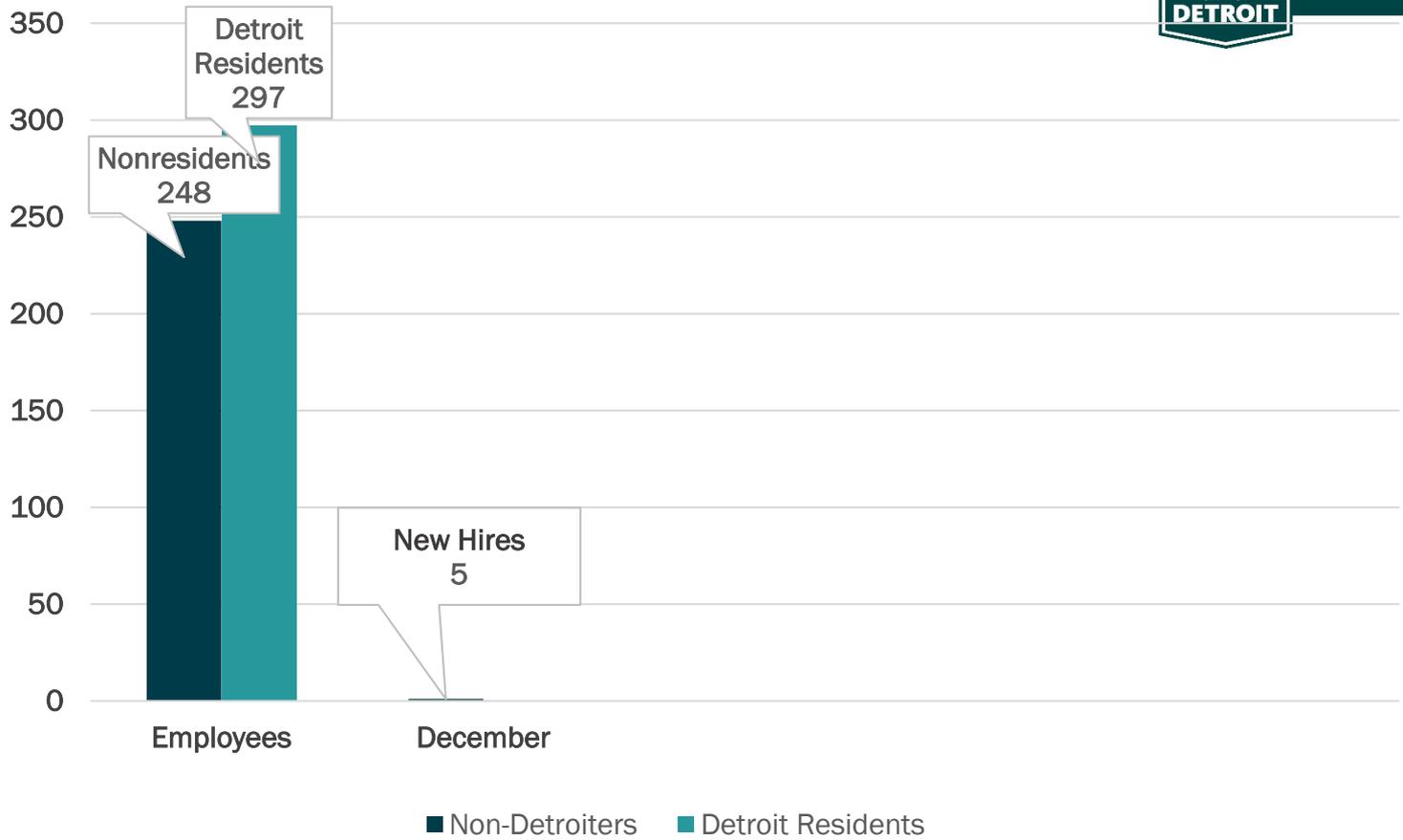
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$14 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's 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

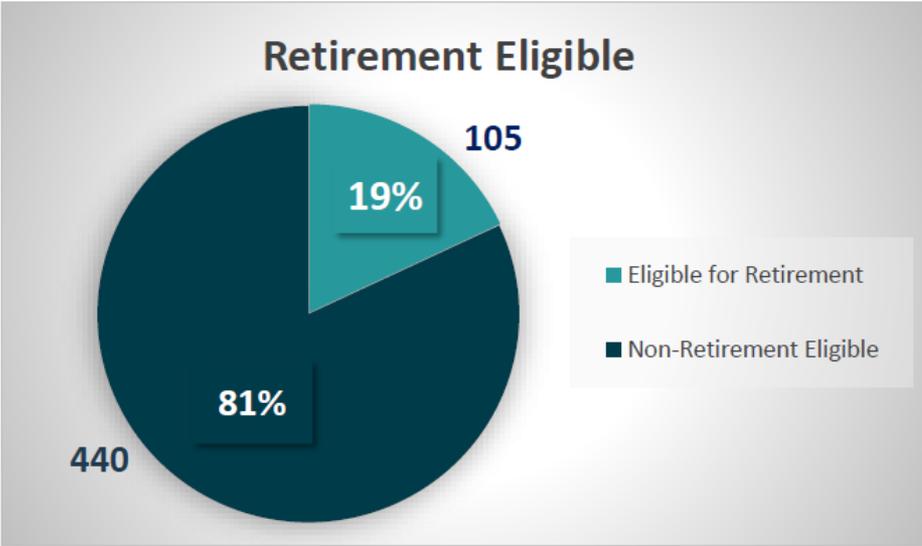
# HUMAN RESOURCES: Detroit Residents and Hiring



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)	57
10 YOS/60 years old (Legacy)	48
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>105</b>

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

With a current population of 545 employees, there are 105 DWSD employees eligible for retirement.



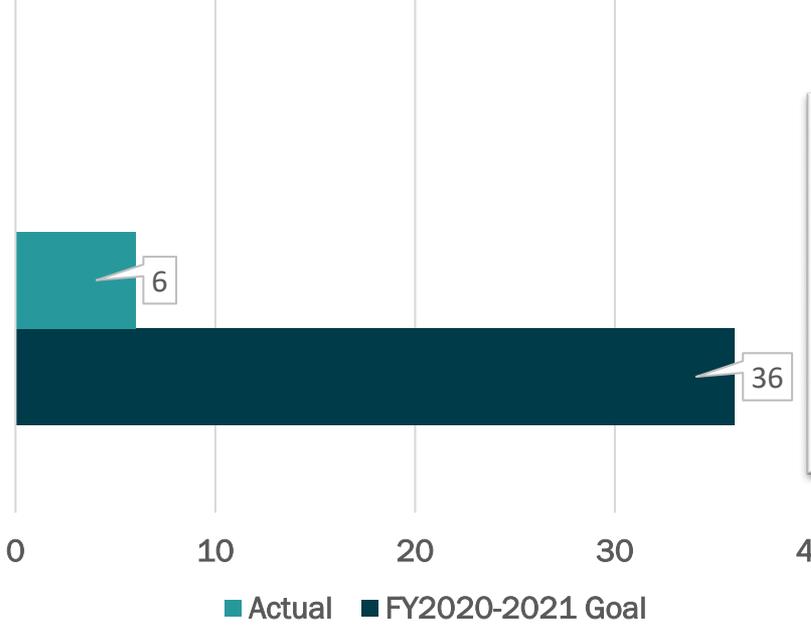
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# Public Affairs

# PUBLIC AFFAIRS: Good News



## DWSD Good News Media Stories: FY2020-2021



### CRAIN'S DETROIT BUSINESS

#### Detroit to halt water shutoffs through 2022, look for permanent solution

ANNALISE FRANK

- TWEET
- SHARE
- SHARE
- EMAIL

REPRINTS PRINT

- The city of Detroit says it's seeking a way to permanently end water service interruptions
- Temporary ban on shutoffs in place during pandemic crisis
- Community organization says announcement is "a long time coming"

#### Wastewater research program with Detroit, MSU to be used in predicting COVID-19 outbreaks

By Ingrid Kelley and David Komer online producer | Published December 1, 2020 | Coronavirus in Michigan | FOX 2 Detroit

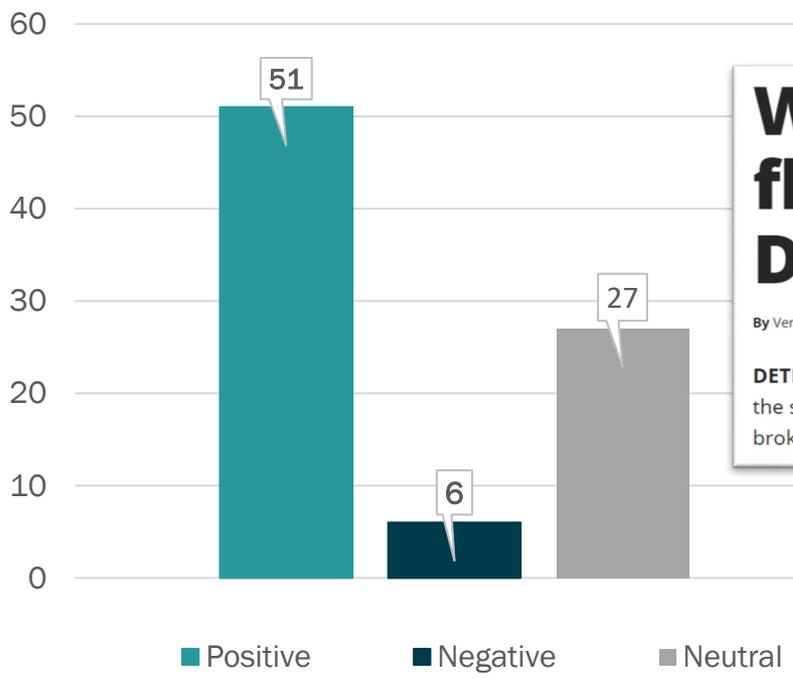


This month, the team garnered 2 positive pitched news stories. The first story featured DWSD's partnership with Michigan State University (MSU) and the Great Lakes Water Authority (GLWA) to continue the research program to use wastewater to predict various viruses outbreaks. The second story was regarding DWSD's extension of the water service moratorium through 2022.

**PLEASE NOTE:** For this metric, news stories are only counted once per topic, not by the number of media outlets picking up the story.

# PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: December 1 – December 31, 2020



## Water main break causes major flooding in neighborhood on Detroit's east side

By Veronica Meadows | Published December 28, 2020 | Detroit | FOX 2 Detroit

**DETROIT (FOX 2)** - For people living on Marquette Drive on Detroit's east side, the street in front of their home looked more like a river after a water main broke on Dec. 18.

## The Detroit News

**DETROIT**

### Detroit extends water shutoff moratorium through 2022

**Sarah Rahal and Christine Ferretti** The Detroit News  
Published 1:51 p.m. ET Dec. 8, 2020 | Updated 6:51 p.m. ET Dec. 8, 2020

[View Comments](#)

*Detroit* — The city is continuing a moratorium on residential water shutoffs through 2022 and working on a plan that would end them permanently, Mayor Mike Duggan and water department officials said Tuesday.

Detroit Water and Sewerage Department Director Gary Brown and Dr. Abdul El-Sayed, the city's former public health director, joined with Duggan to announce the voluntary two-year extension of the shutoff ban, which was set to expire Dec. 31.

In December, the DWSD Public Affairs team saw a total of **84** media stories. The positive and neutral stories were about DWSD's moratorium on water service interruptions through 2022. The main negative story was about a water main break on Marquette Drive that caused street flooding and flooded basements. DWSD activated a crew immediately to repair the issue.

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

# PUBLIC AFFAIRS: Social Media Activity



**7**  
New Facebook Followers

**8,576**  
Total Followers on Facebook

**166**  
Engagement on Facebook



**10**  
New Twitter Followers

**1,722**  
Total Followers on Twitter

**296**  
Engagement on Twitter



**4**  
New Instagram Followers

**1,501**  
Total Followers on Instagram

**81**  
Engagement on Instagram



The DWSD Public Affairs team gained **21** new followers on social media in December 2020, bringing the total number of followers to **11,799**. In addition to the metrics above, Facebook saw a total of 6,908 impressions and 26 link clicks for the month. The top performing Facebook post was on Dec. 18 when DWSD sent condolences for the passing of Benny Napoleon, which had 31 total engagements and 11 reactions. Dec. 2 was the top performing Twitter post about MSU’s sewage study partnership with 35 total engagements. The top performing Instagram post was on Dec. 16 about the extension of the moratorium on water service interruptions.



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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	8 BPA's signed, 12 in progress and 3 pending	Active Design
2	Operations (M&R, MTR OPS,Fleet)-1:CityWorks	C Penozza	\$ 970,000	12/31/2020	Facility Maintenance on track for December 2020	Active Implementation
3	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$ 800,000	4/1/2021	Issue with Tax Clearances – Project at Risk!	Procurement
4	Administrative and Compliance-1:GLWA Separation - Network (Not WiFi)	R Burke	\$ 1,000,000	3/31/2021	Hardware 95% complete, deployment delayed due to COVID-19 team	Active Implementation
5	Administrative and Compliance-2:GLWA Separation - Computers / Active Directory	R Burke	\$ 300,000	3/31/2021	Applications testing complete; SCCM servers installed in IDFs; deployment delayed due to COVID-19 team	Active Design
6	Customer Service-7:enQuestaLink (ServiceLink Replacement)	C Penozza	\$ 500,000	6/30/2021	Going to board in January	Procurement
7	Engineering-1:eBuilder	C Penozza	\$ 300,000	7/31/2020	Data warehouse config underway; Pilot metrics completed; SFTP technology implemented; data prep underway on eBuilder	Active Implementation
8	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,434,657	TBD	Pre-Procurement; Meeting with integrators to see if we can reduce cost with limited installation	Pre-Procurement
9	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	6/30/2021	Working w/ City to establish DWSD DocuSign subaccount / envelopes. Business stakeholders aligned. SME/technical resources have not been assigned.	Active Implementation
10	Operations (M&R, MTR OPS,Fleet)-3:GPS/AVL For Vehicles	C Penozza	\$ 90,000	12/31/2020	Installations occurring now. Should complete by January 2020.	Procurement



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# TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

## Customer Service Application Availability



**95.39%**  
SYSTEMS AVAILABILITY

99.9% = TARGET

**SYSTEM UPGRADE:  
NO DECEMBER SERVICE  
DESK DATA AVAILABLE**

**Service Desk Performance**