



DIRECTOR'S REPORT

March 15, 2017

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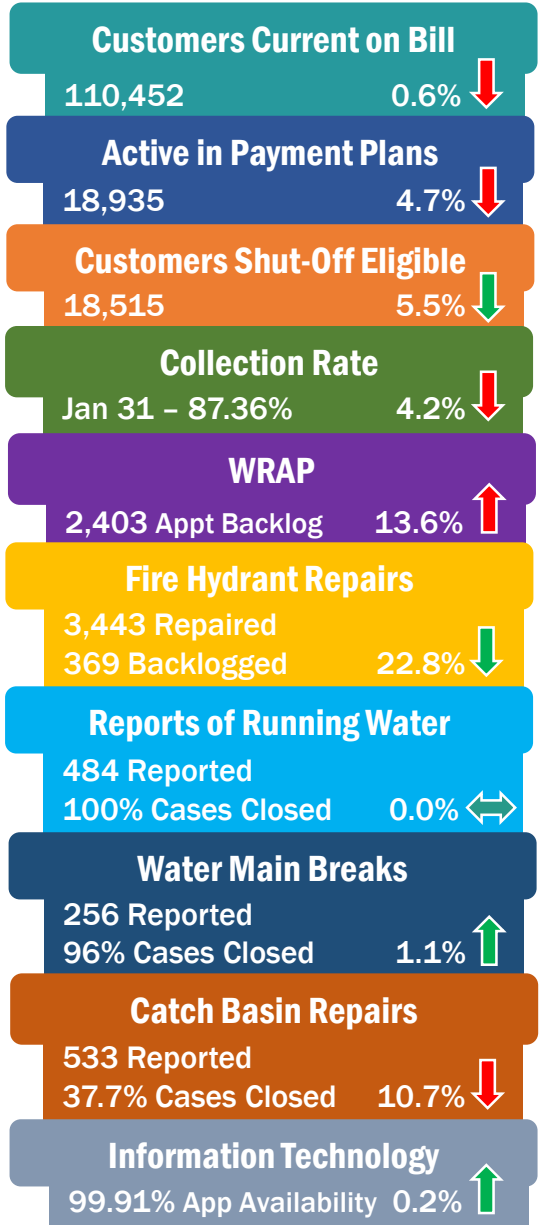
Director's Update

Recent Actions and Events:

- A boil water advisory was issued for a large portion of the city on the evening of February 28 and lifted on the morning of March 3 following low-pressure from the Great Lakes Water Authority (GLWA) Water Works Park facility.
 - Homeland Security hosted an internal after-action report meeting on March 7 with DWSD, GLWA, the Mayor's Office, Health Department, Police, Fire, EMS and Detroit Public Schools (hospitals were invited).
 - An improved response and communication policy will be delivered to the Mayor's Office on March 17 –a framework for all city agencies.
- The Drainage Charge Program staff participated in several outreach events to educate customers, and continues work on policy and communication.
- Director Gary Brown was a keynote speaker at the Water Infrastructure Conference on March 7 co-hosted by the MDEQ, City of Flint and the American Water Works Association.
 - The presentation focused on water affordability, lead service line replacement and green infrastructure, with a call-to-action for funding and legislation to address those areas.

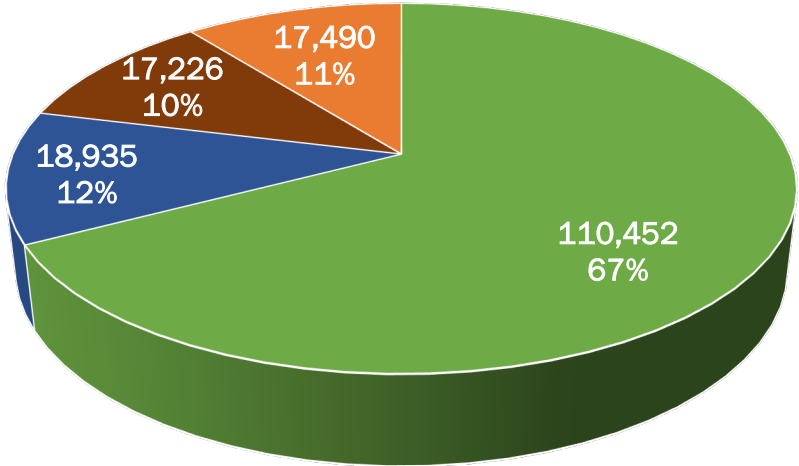
Upcoming Actions and Events (March - April):

- The availability for DWSD customers to conveniently pay at more than 30 kiosks is expected to launch in March, pending internal testing.
- The Drainage Charge and Credit Program will have a reboot in order to address concerns from the community.
 - The phase-in remains the same: commercial accounts in April, tax-exempt in June, residential in October and faith-based in January.
- DWSD will partner with a community organization on a pilot project to address water and sewer maintenance in a specified neighborhood.



Customer Care

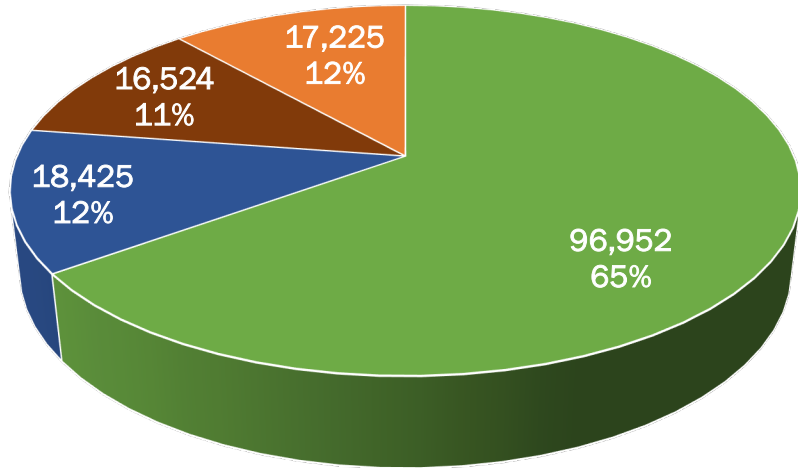
Customer Care: Account Status*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

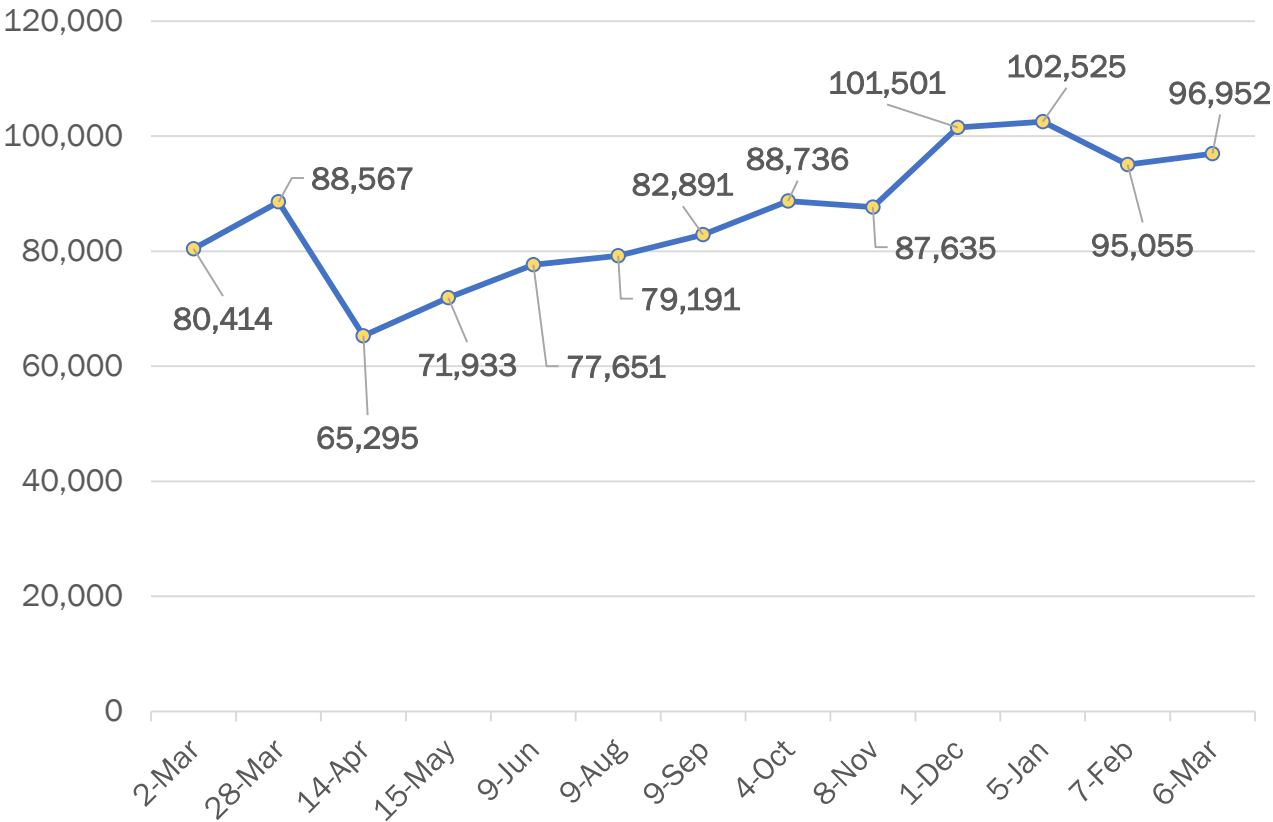
Customer Care: Residential Account Status*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

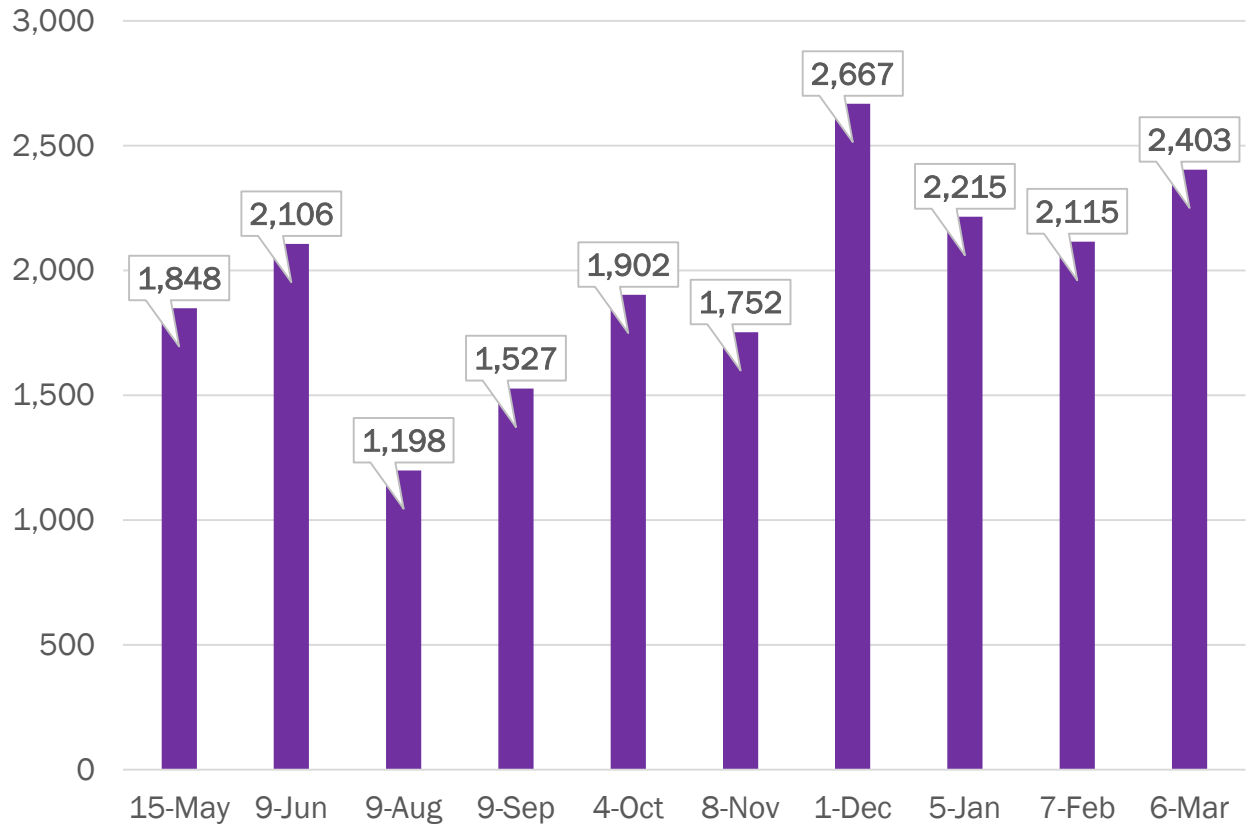
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Customer Care: Residential Current on Bill*

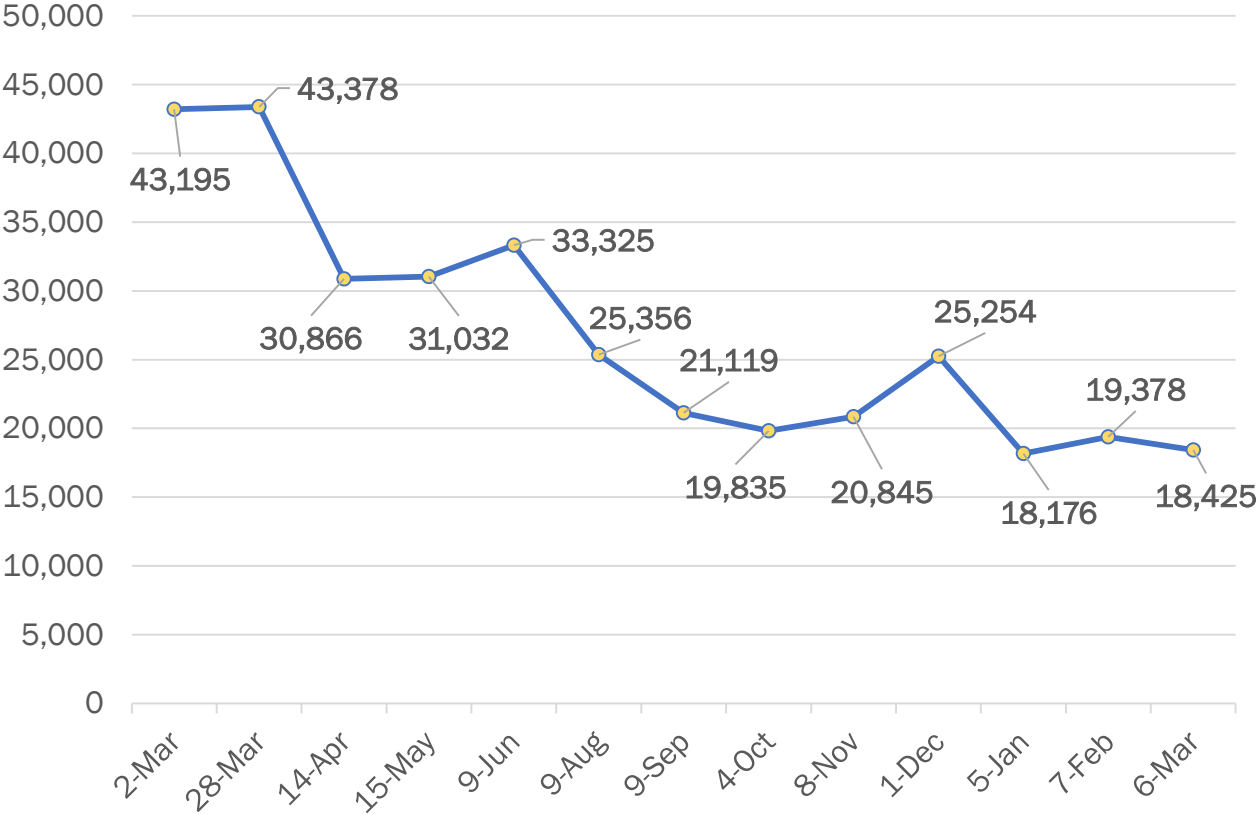


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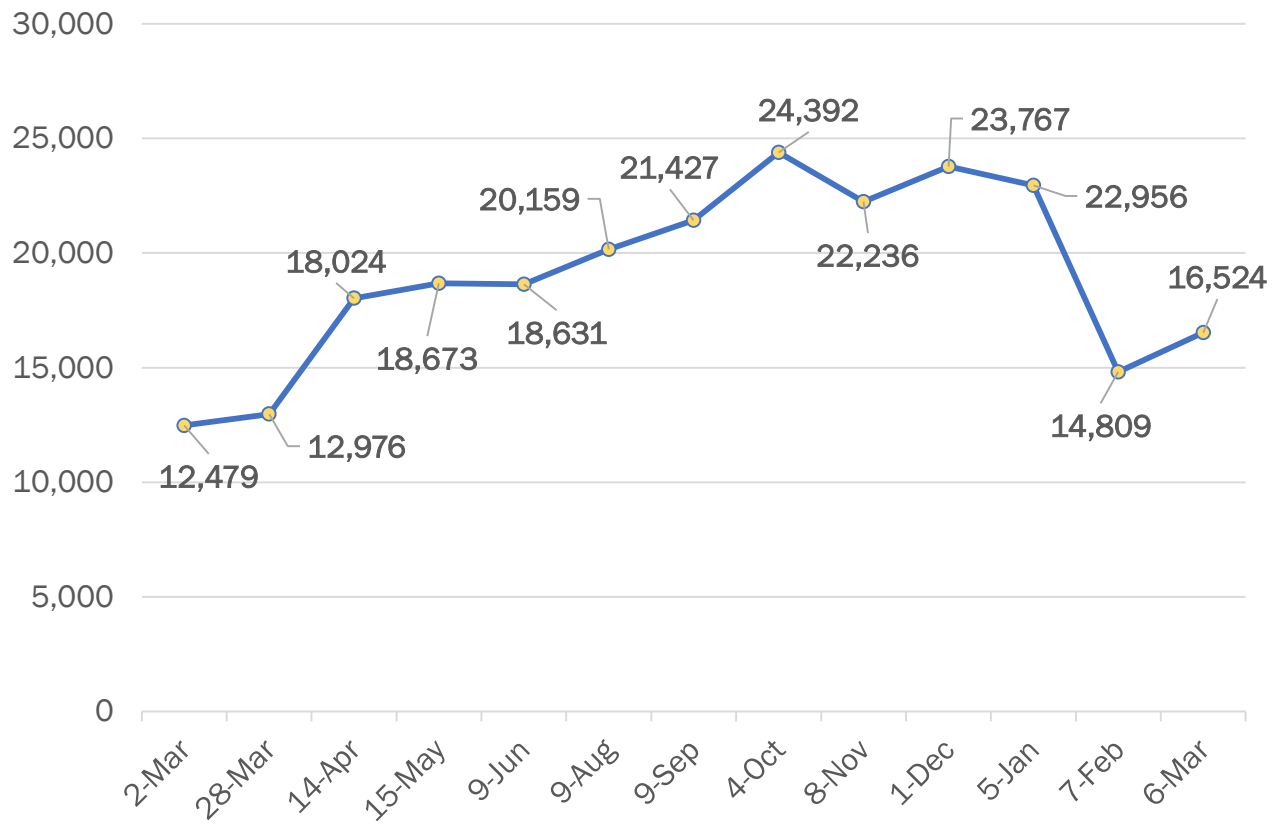
Customer Care: Appointments for Water Residential Assistance Program (WRAP)



Customer Care: Residential Payment Plans

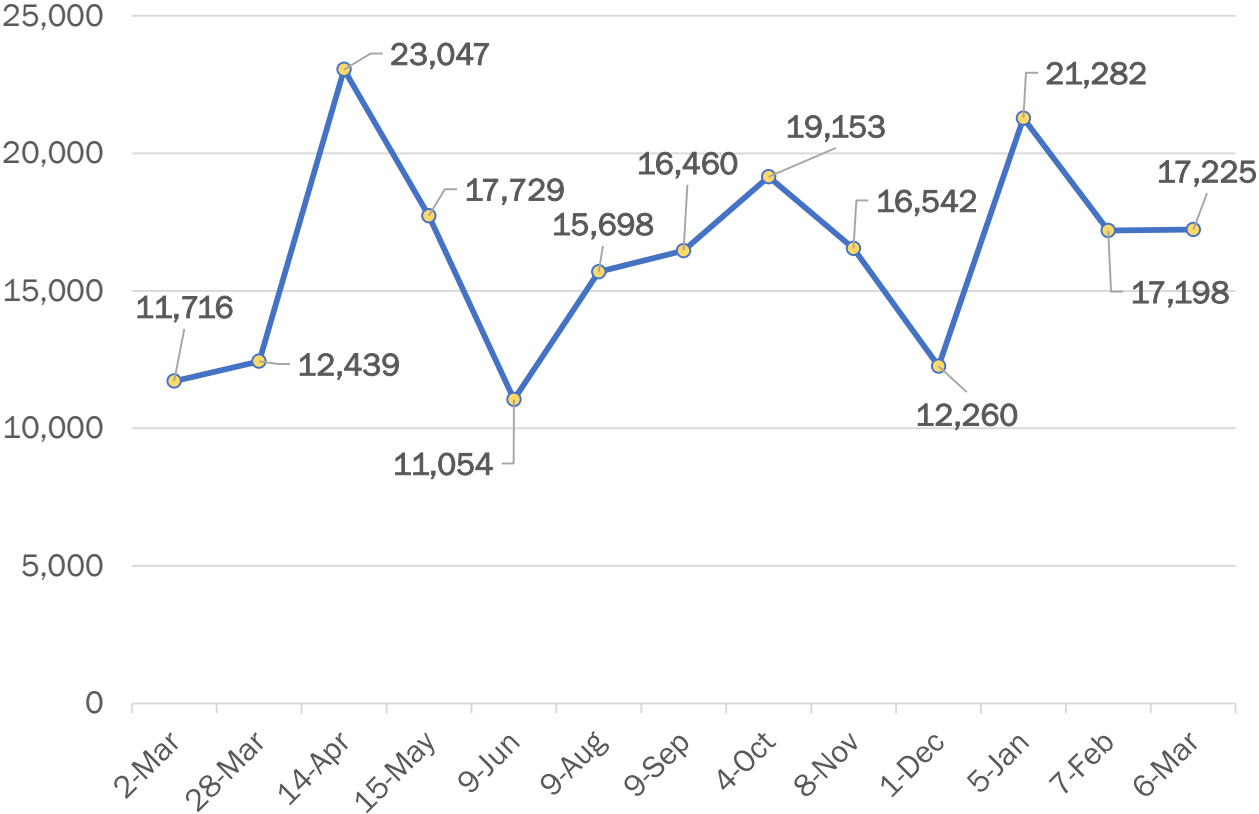


Customer Care: Residential On the Bubble*

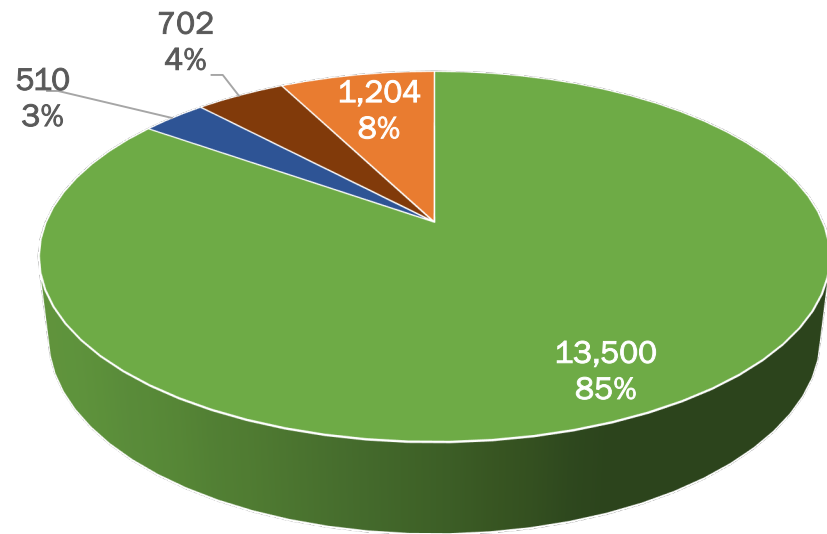


*Past due more than 60 days and less than \$150.

Customer Care: Residential Shut-Off Eligible



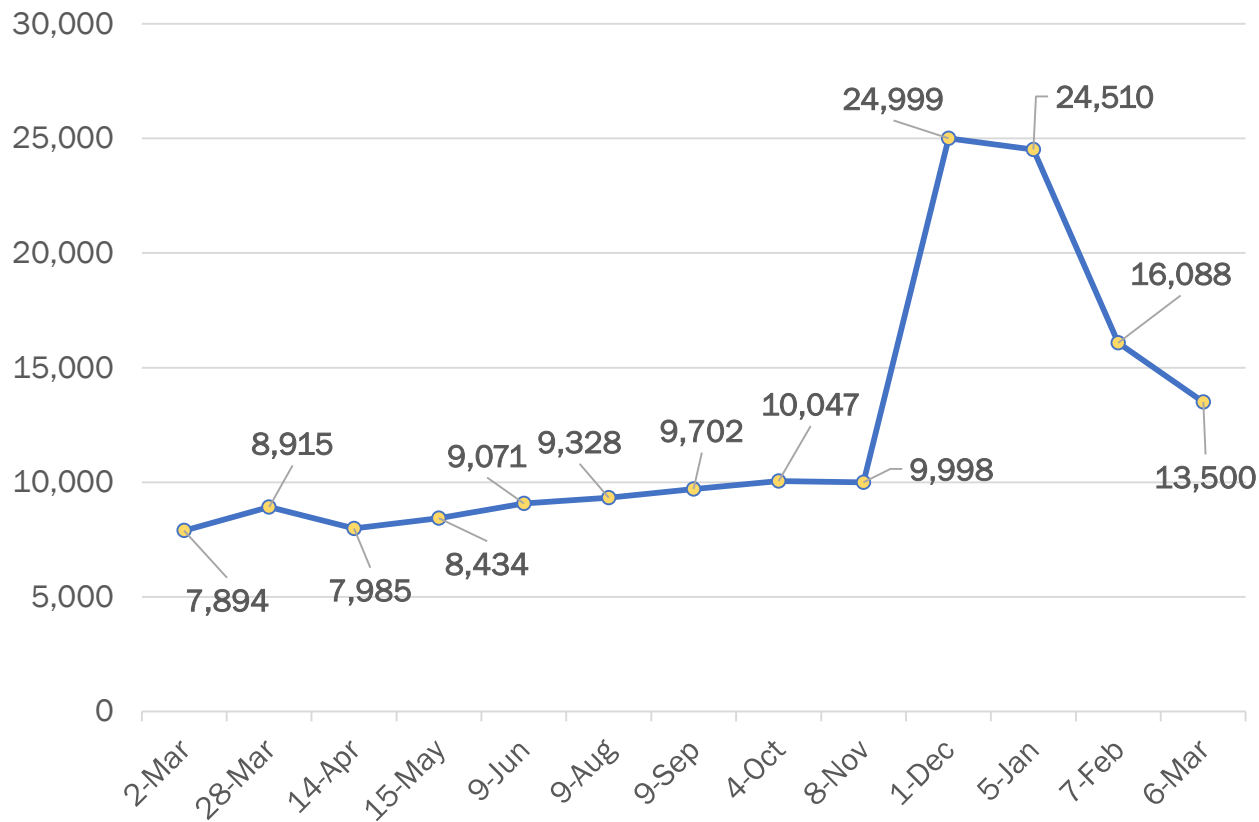
Customer Care: Commercial Account Status*



- Current
- Active in Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

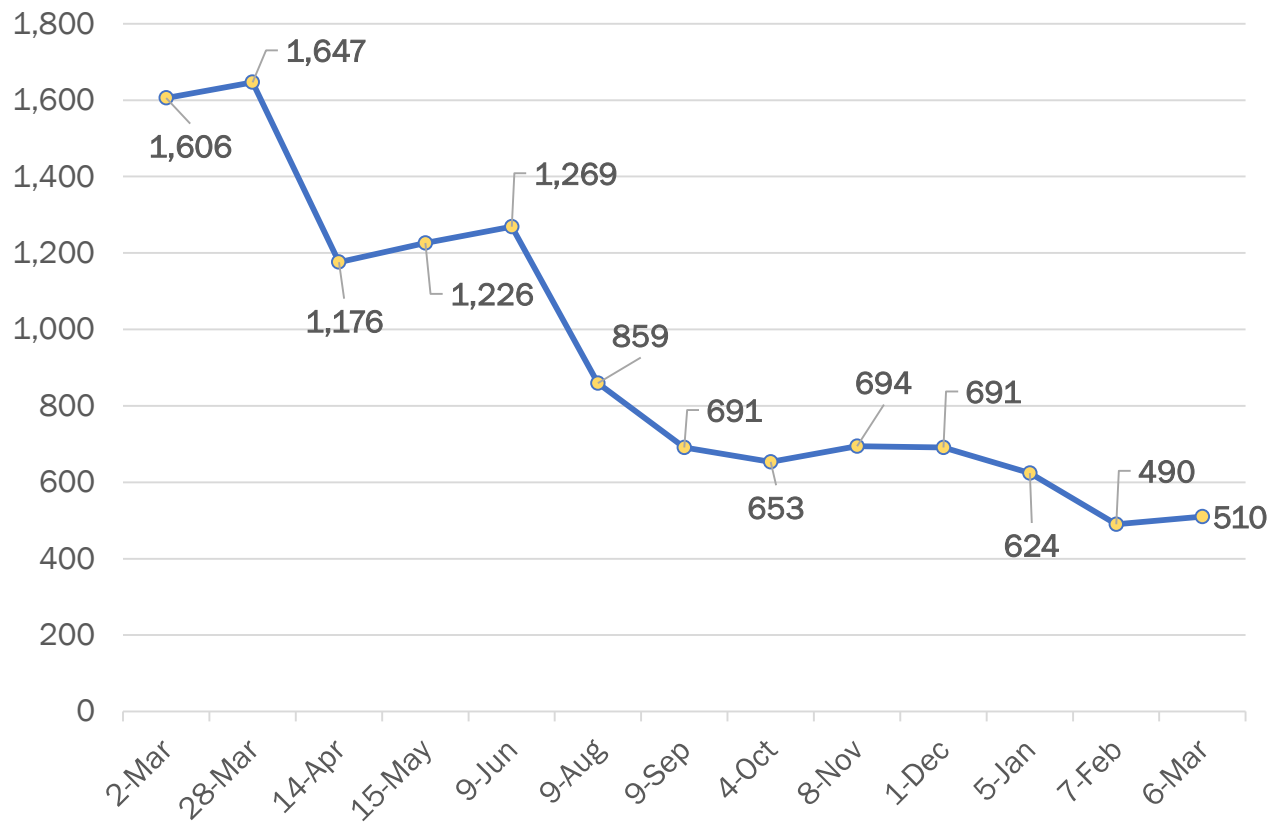
*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Commercial Current on Bill*

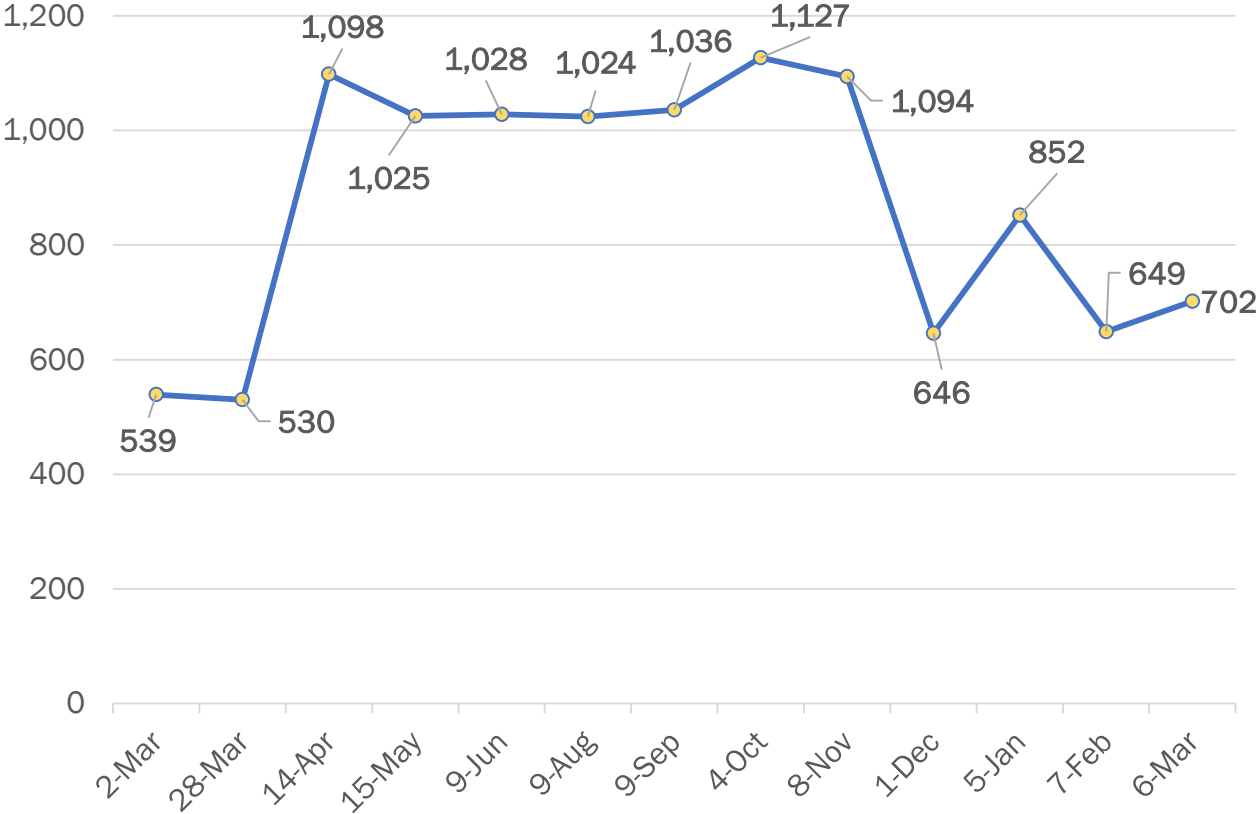


*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Commercial Payment Plans

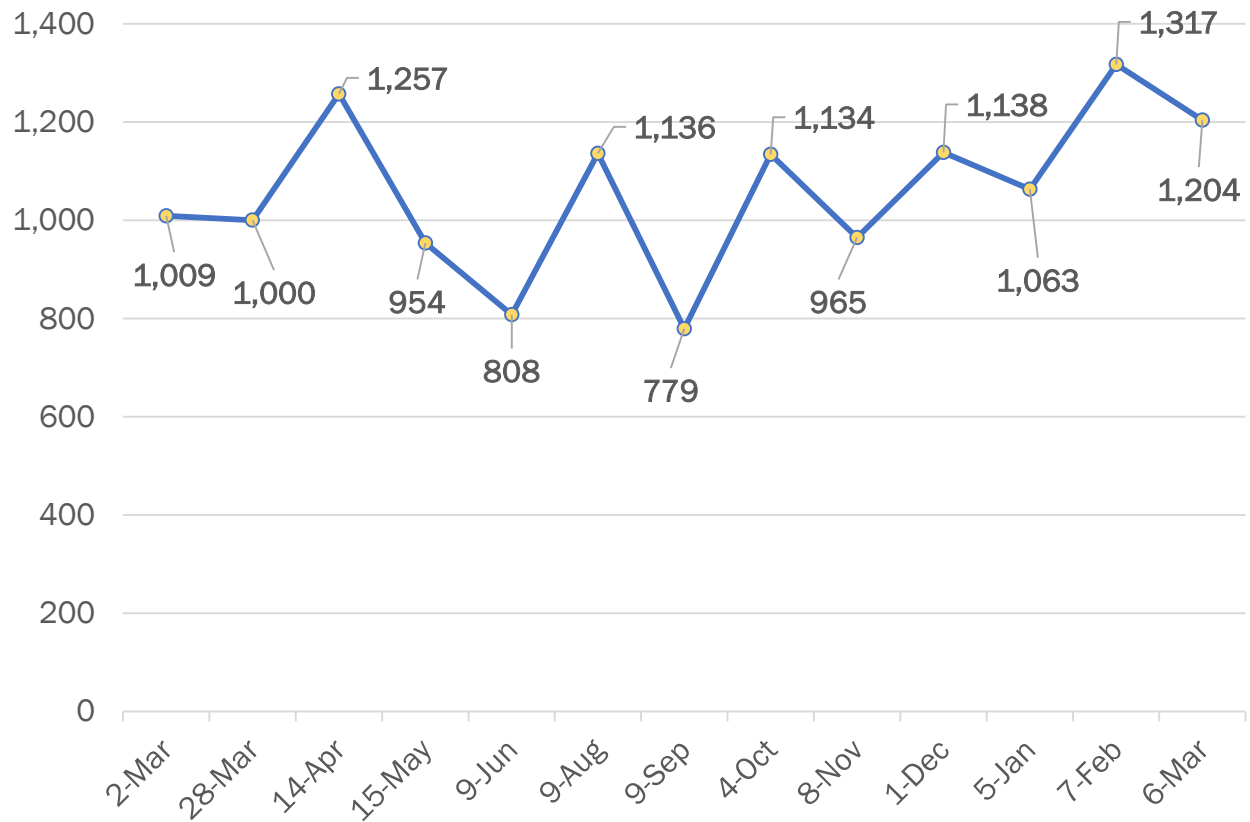


Customer Care: Commercial On the Bubble*

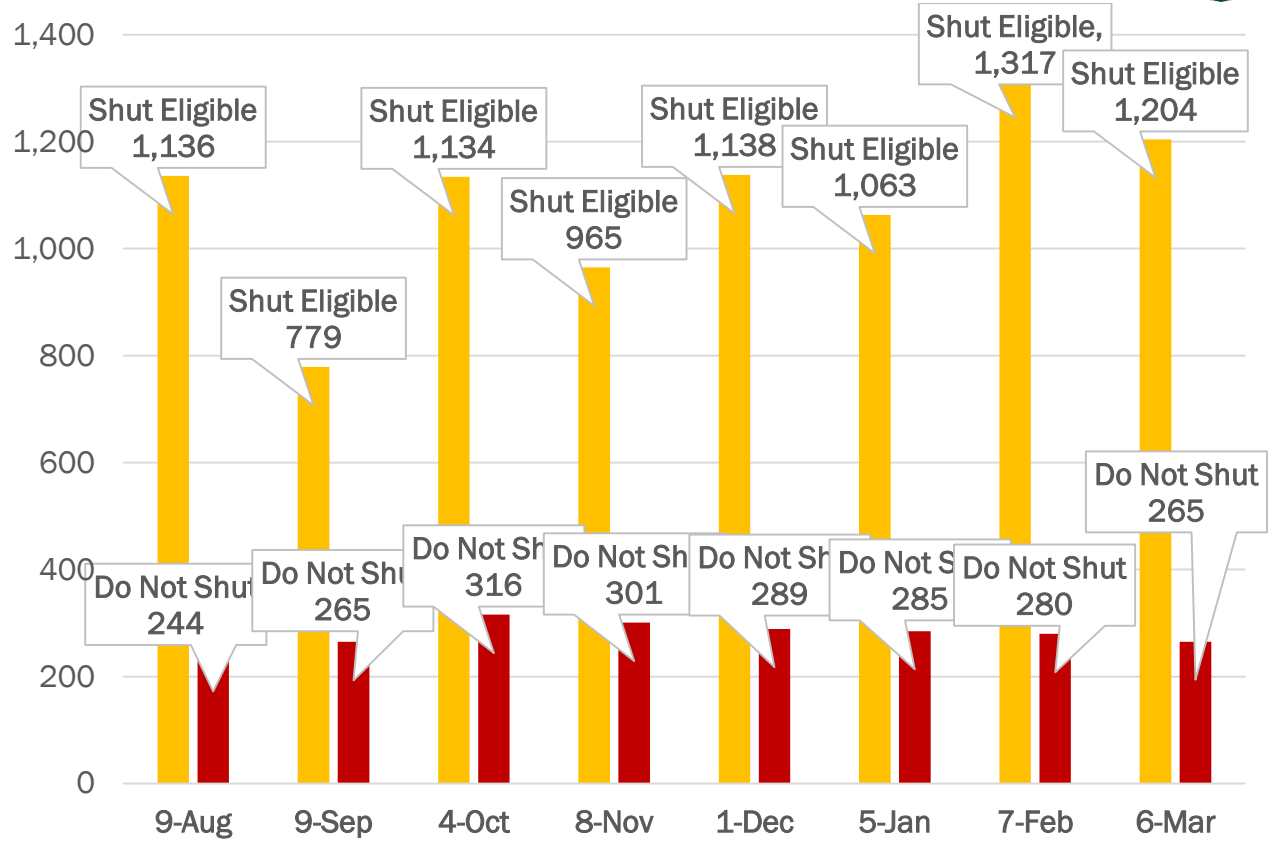


*Past due more than 60 days and less than \$150.

Customer Care: Commercial Shut-Off Eligible



Customer Care: Commercial Shut-Off Status*

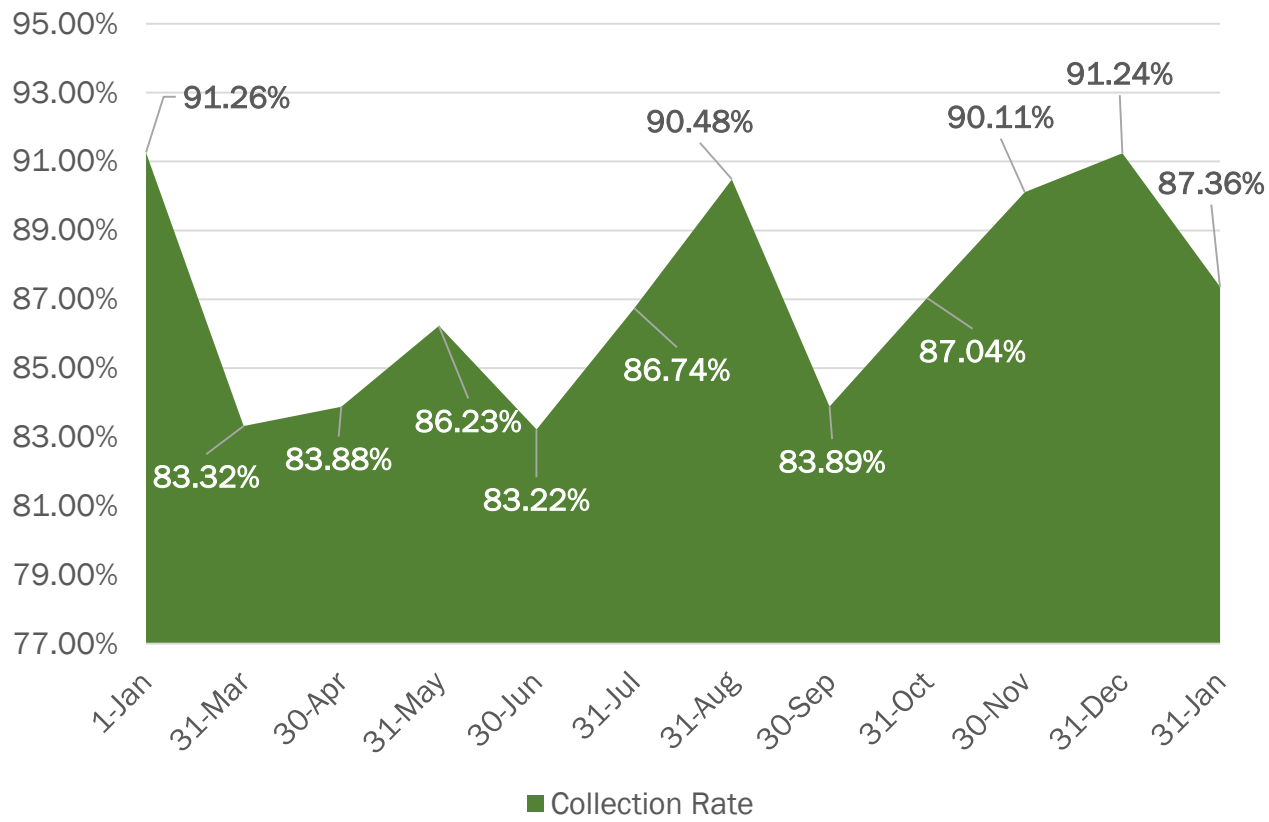


*Customers in the “do not shut” category include nursing homes and apartment buildings.



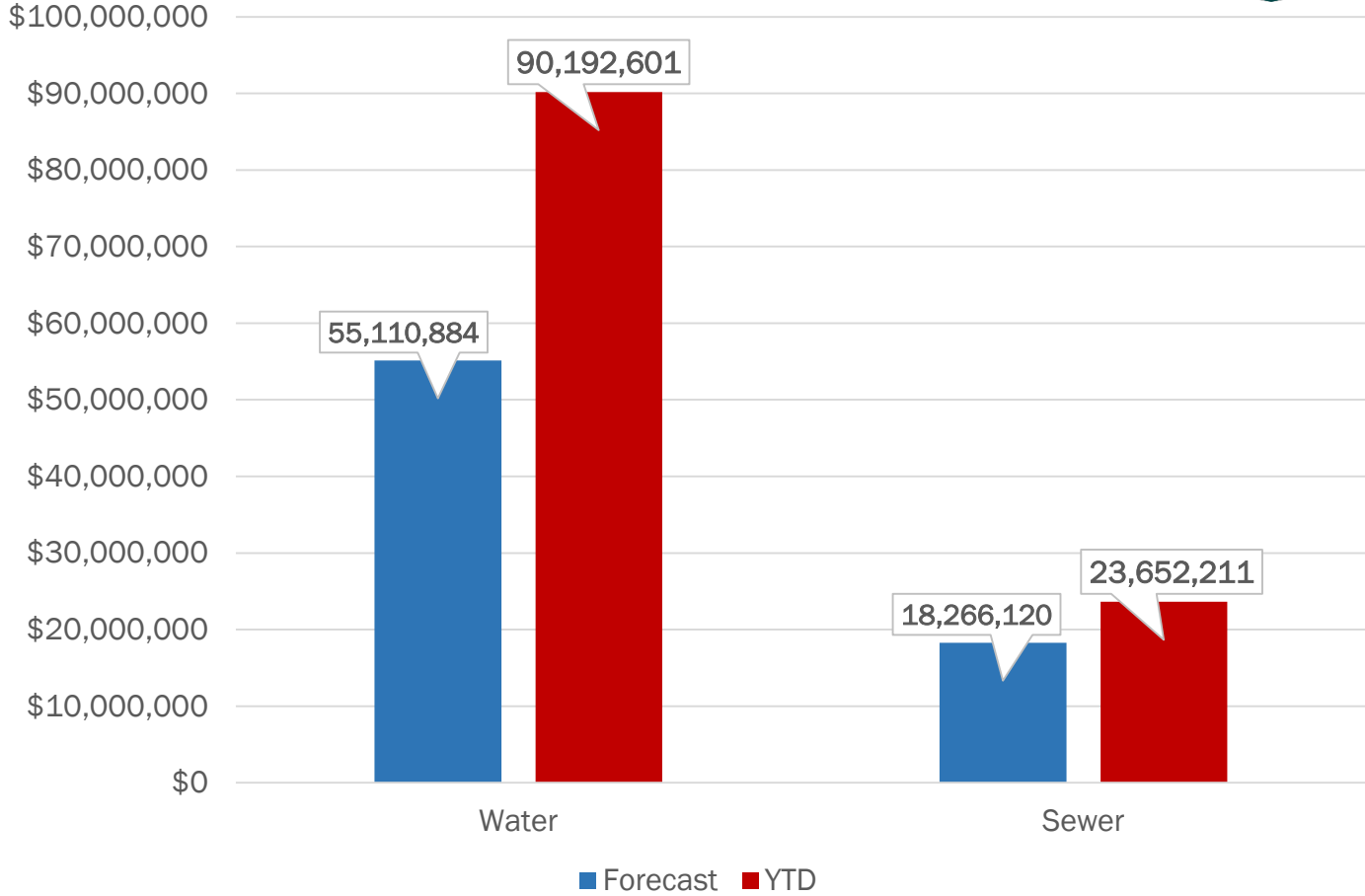
Finance

Finance: Collection Rate*



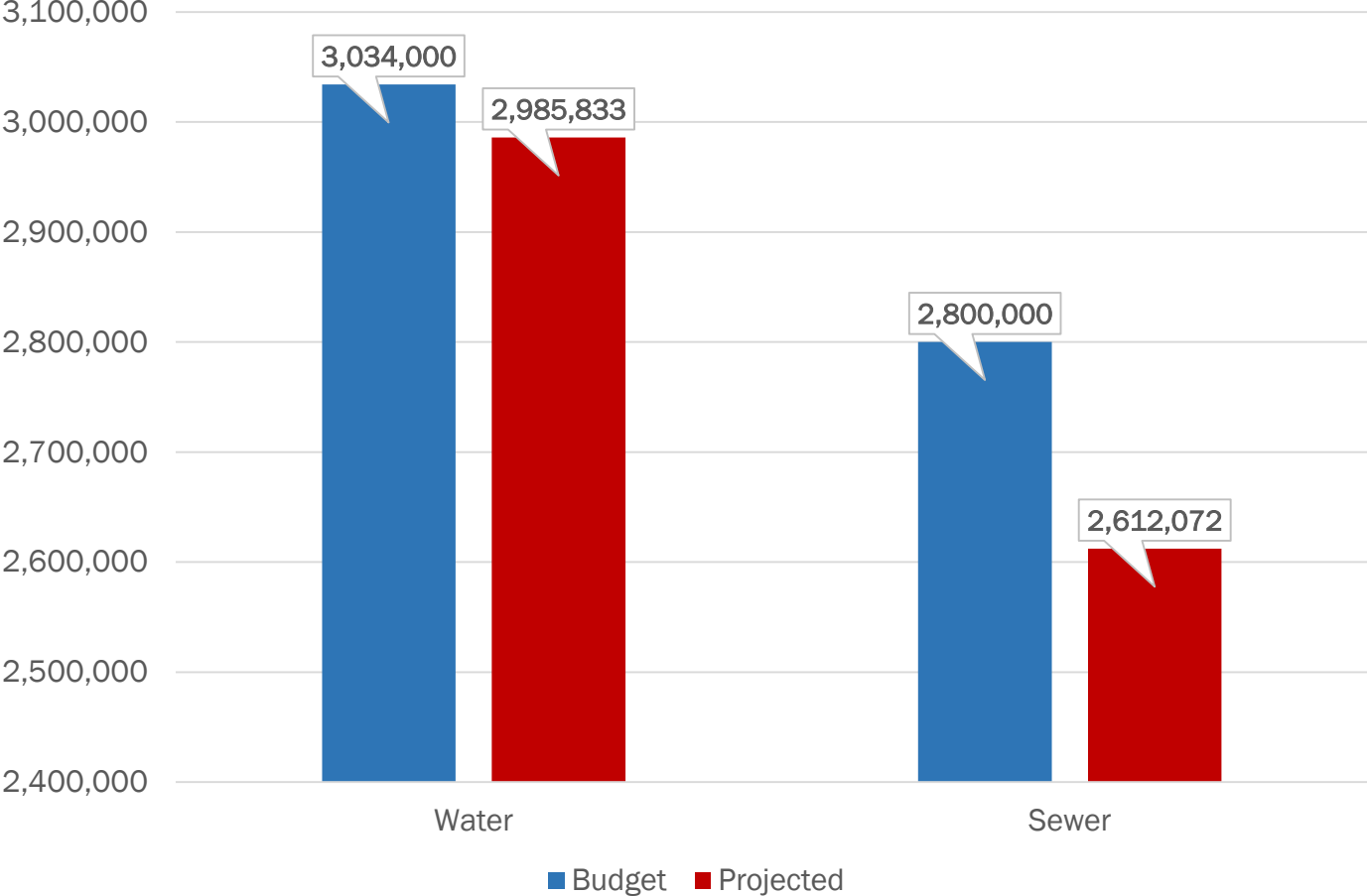
*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

Finance: Cash Flow Status*

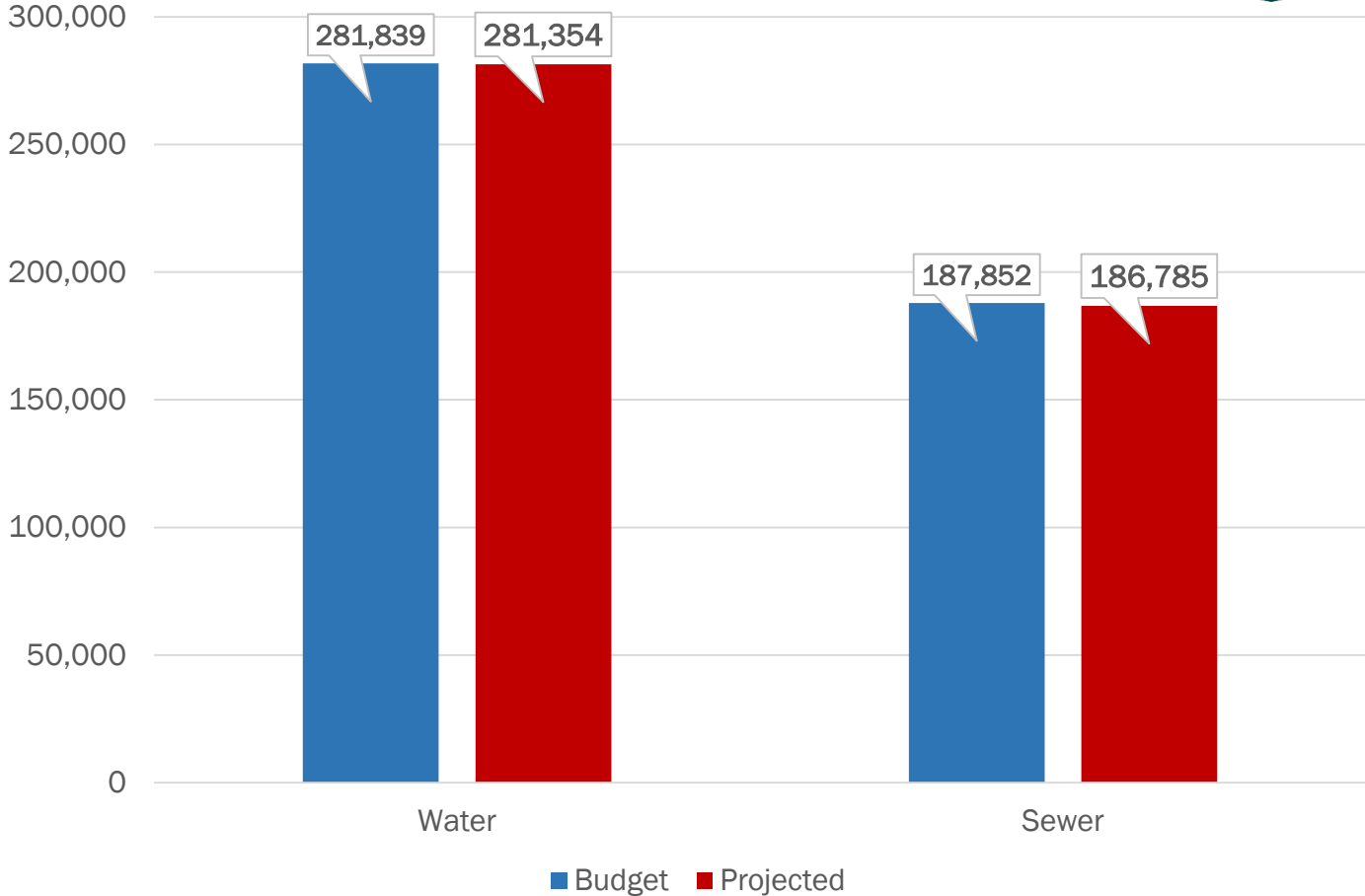


*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of September 30, 2016 approximates \$67,000. Unreconciled bank to ledger balance approximates \$400,000 due to City of Detroit failure to book certain cash payments from DWSD.

Finance: Commodity Volumes

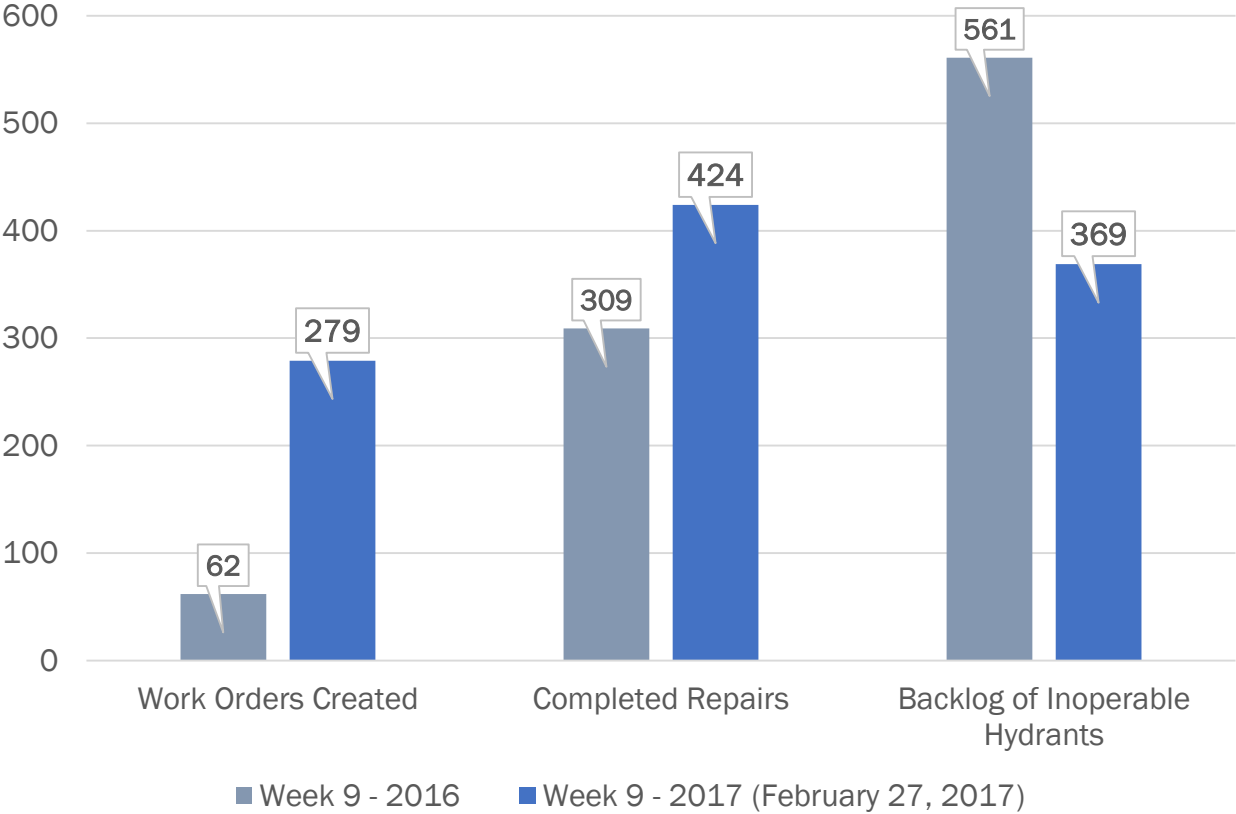


Finance: Equivalent Accounts

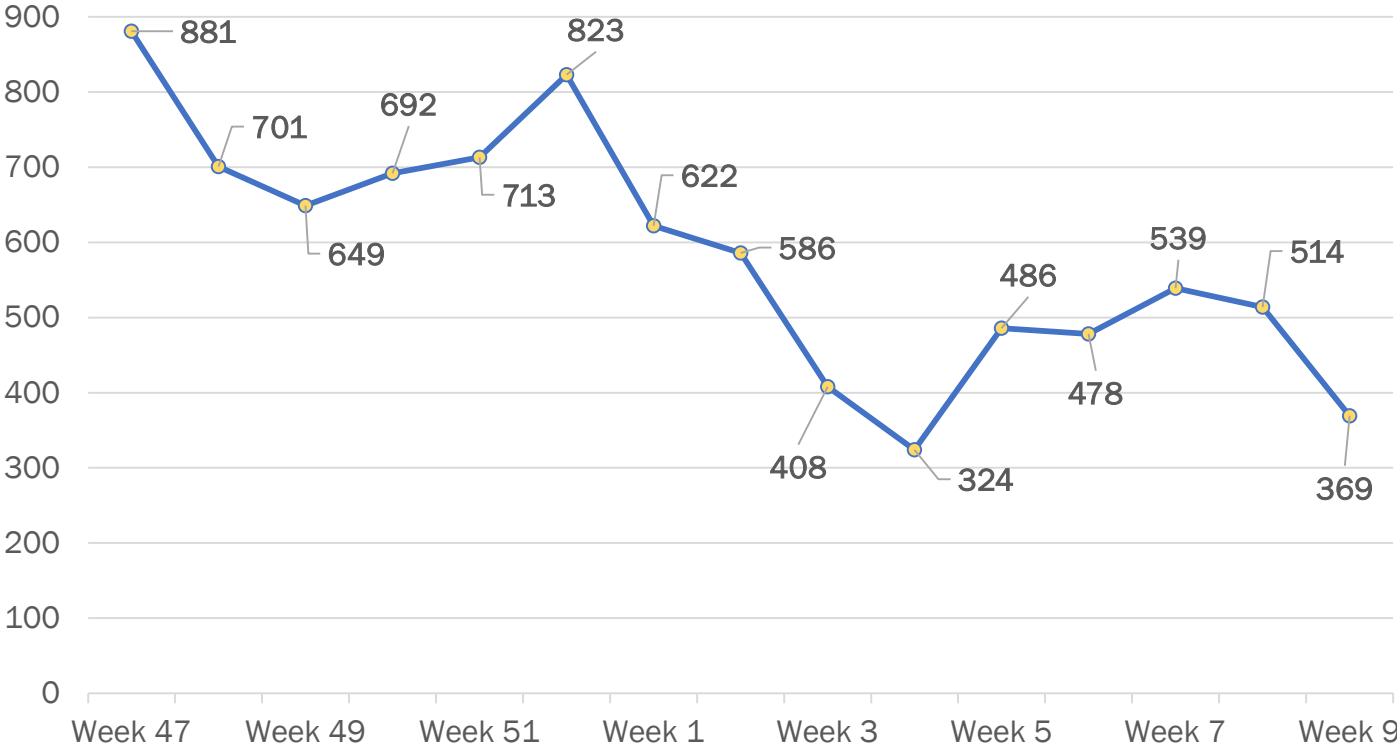


Field Services

Field Services: Fire Hydrant Repairs



Field Services: Backlog of Inoperable Fire Hydrants



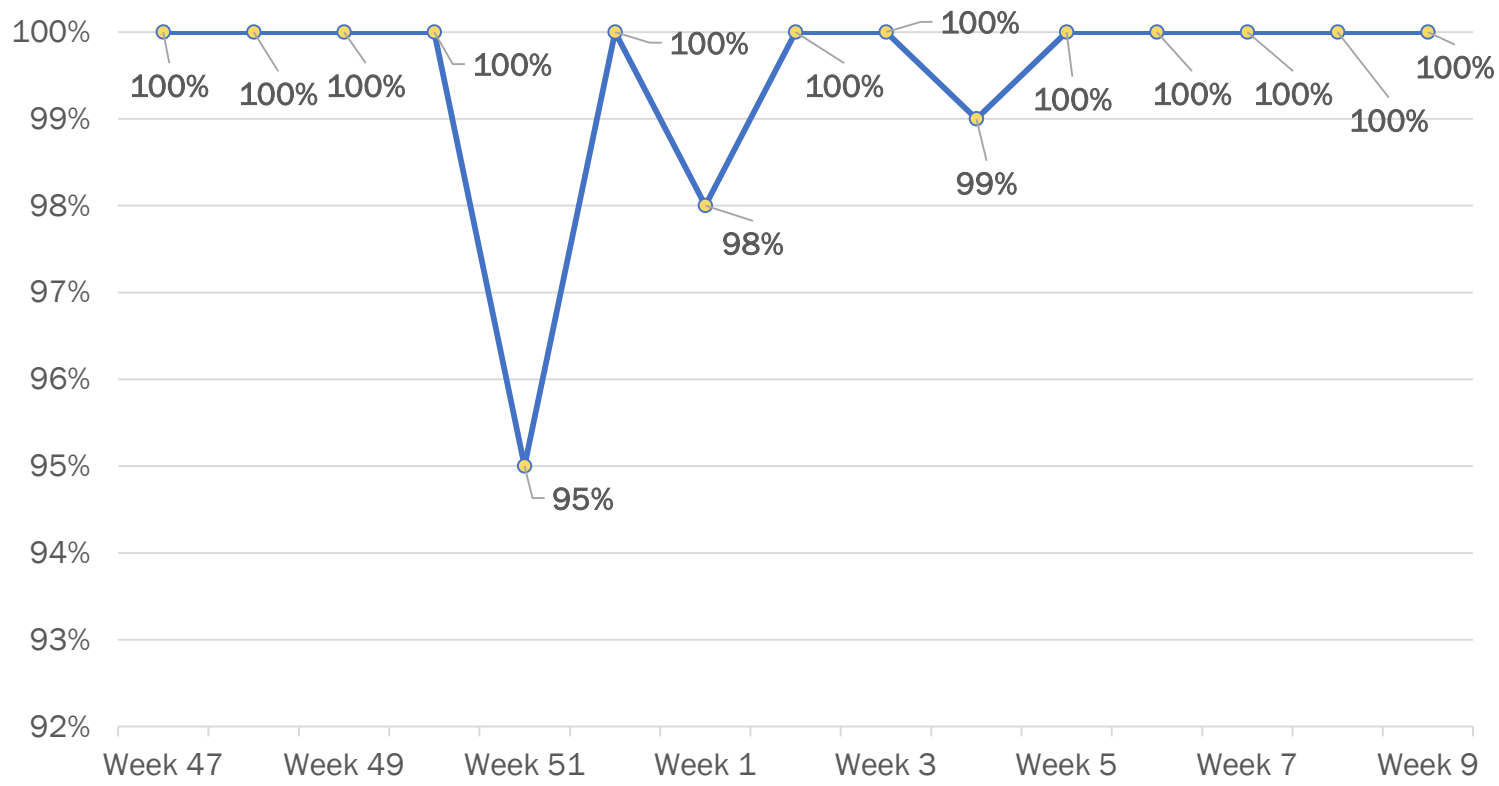
Field Services: Reports of Running Water



Field Services: Reports of Running Water



Completion Rate within TWO Days



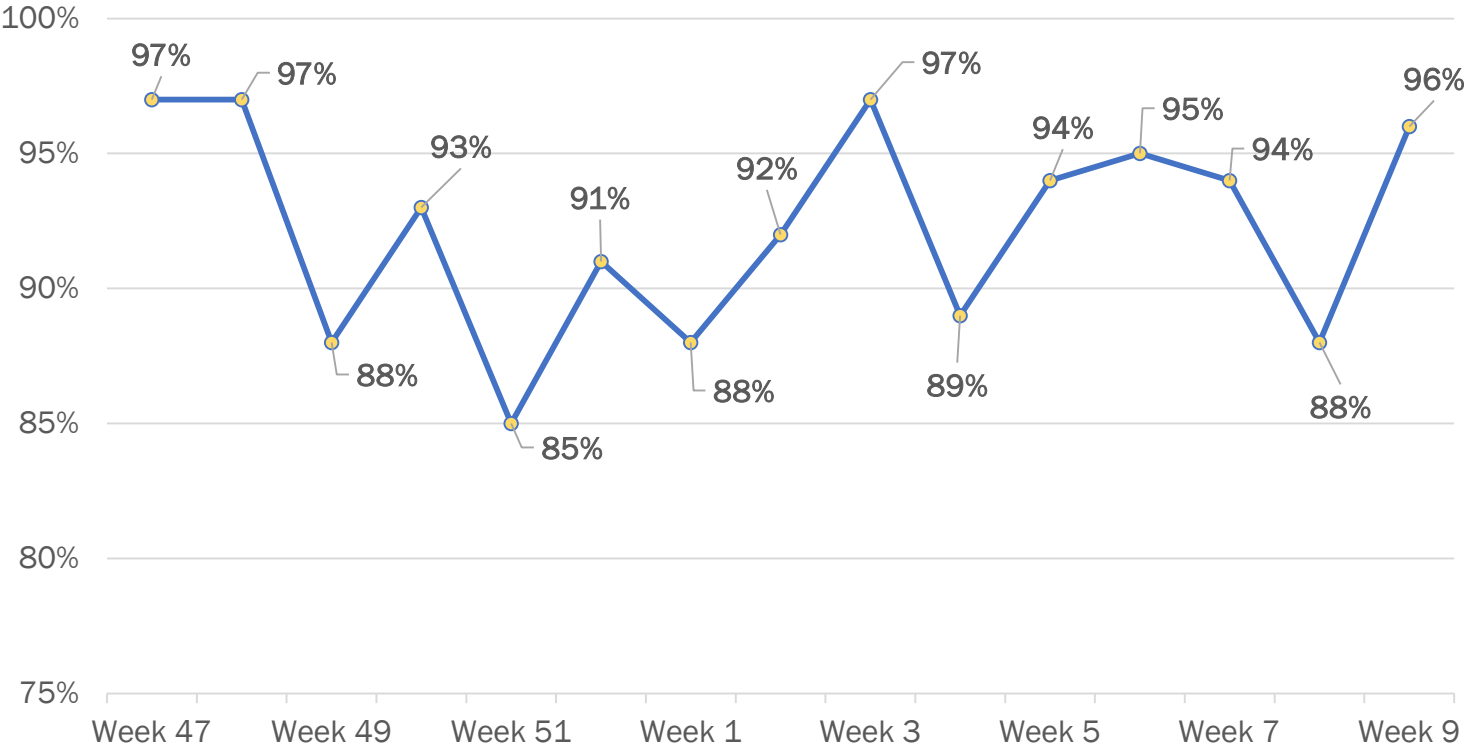
Field Services: Water Main Repairs



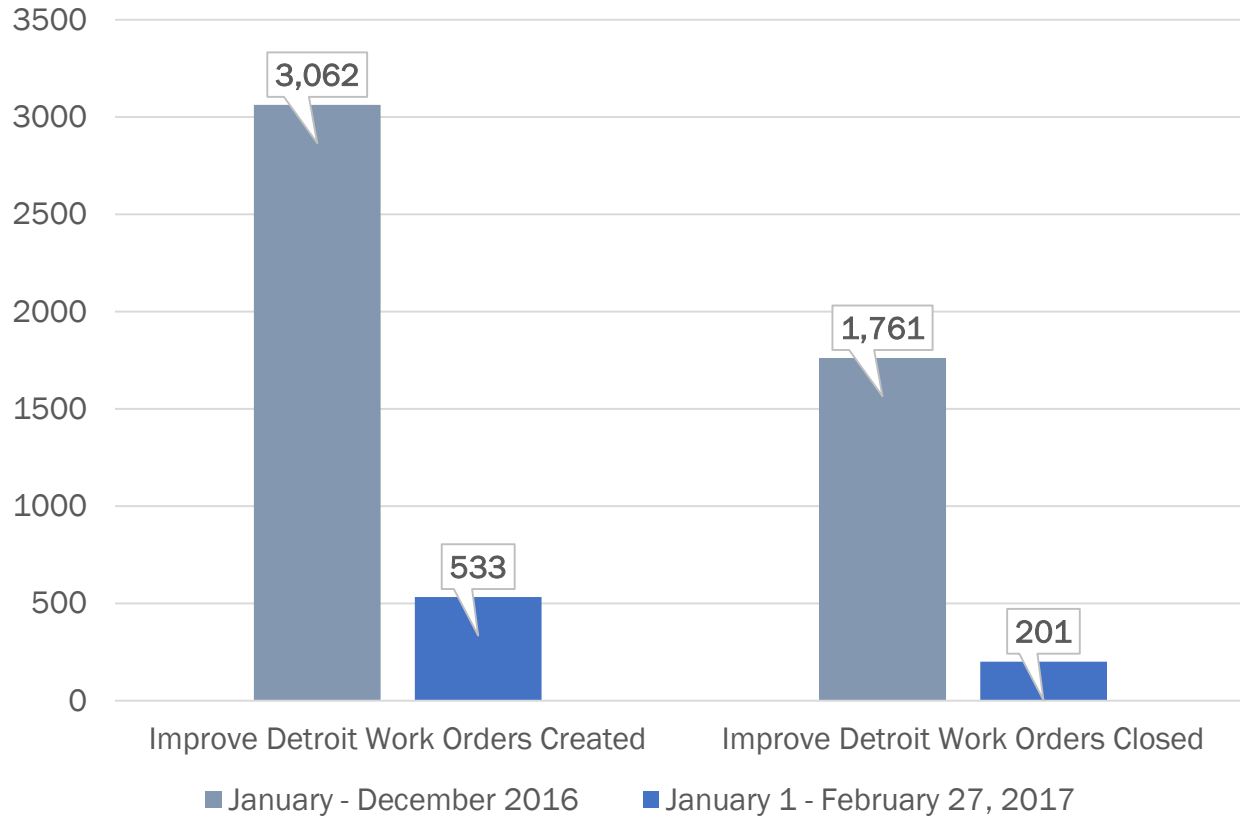
Field Services: Water Main Repairs



Completion Rate within FOUR Days

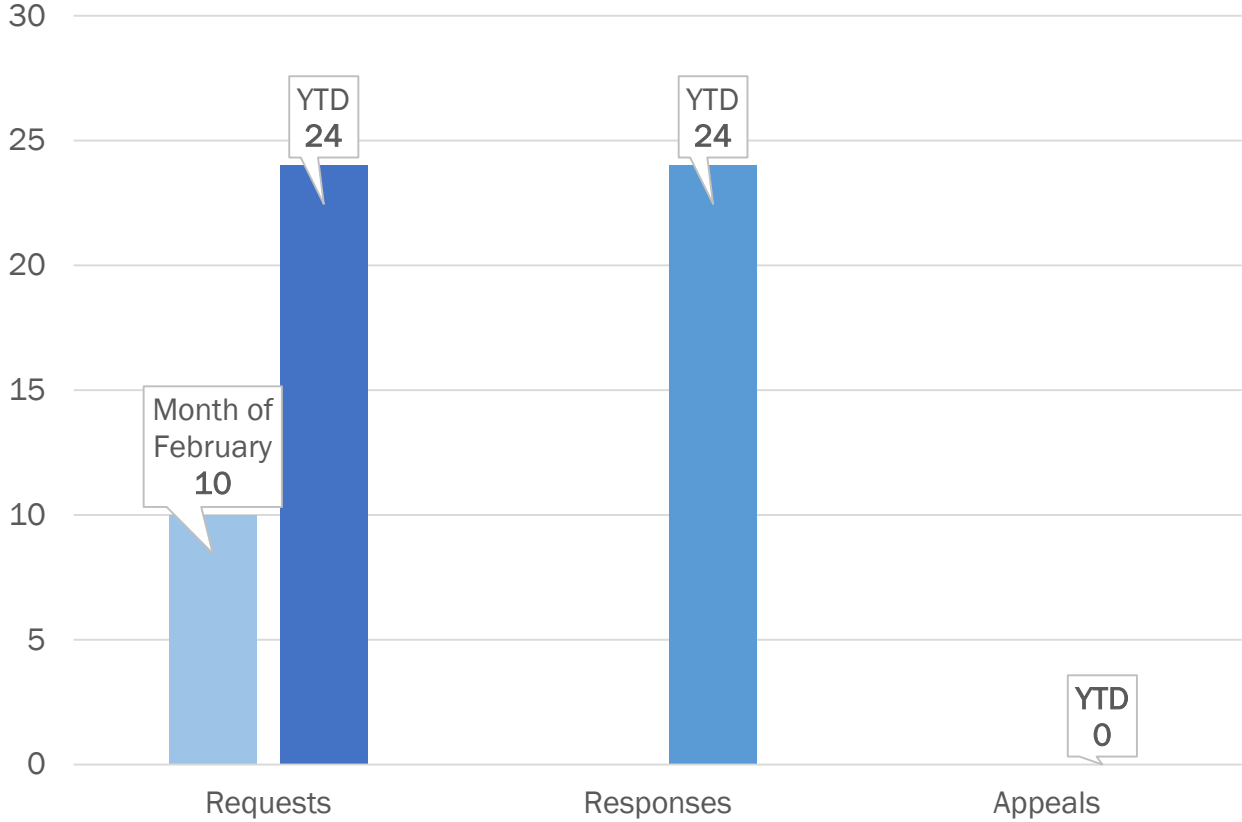


Field Services: Catch Basins

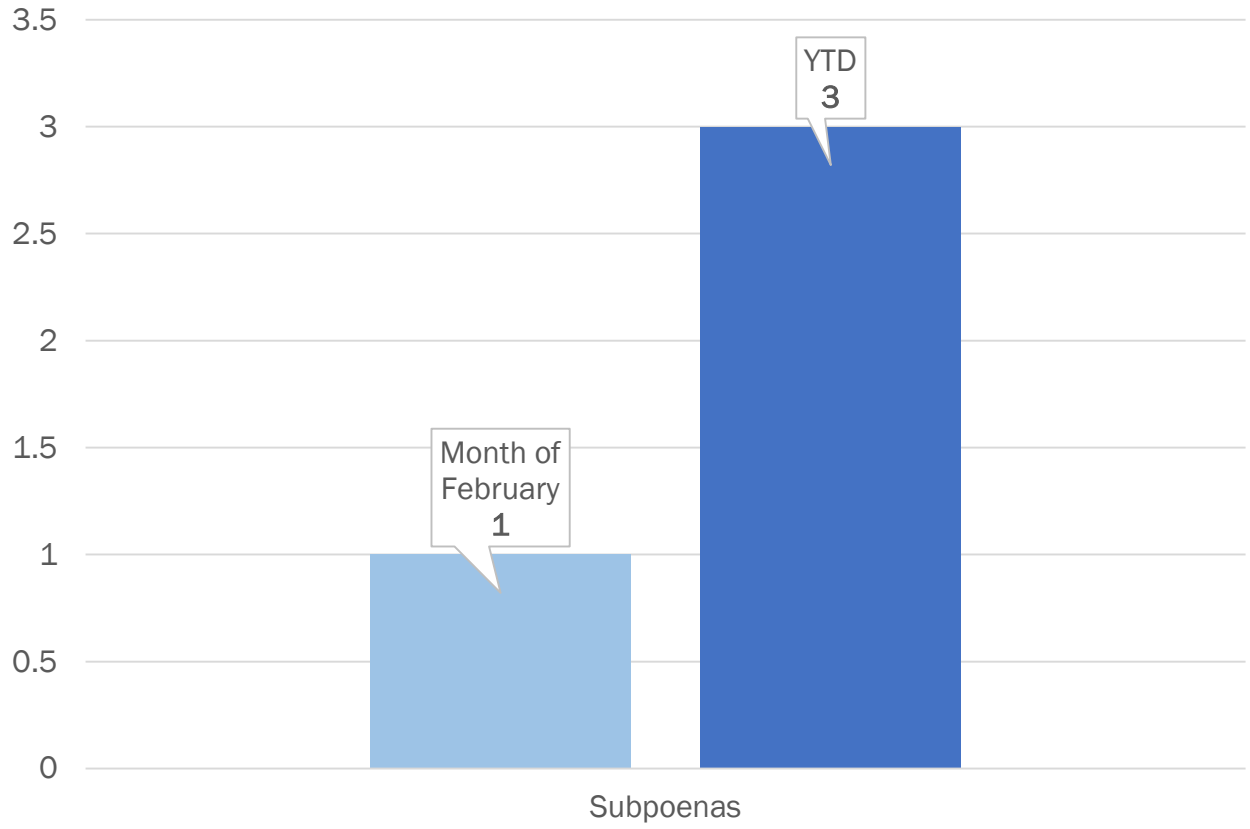


Legal Services

Legal: FOIA Requests



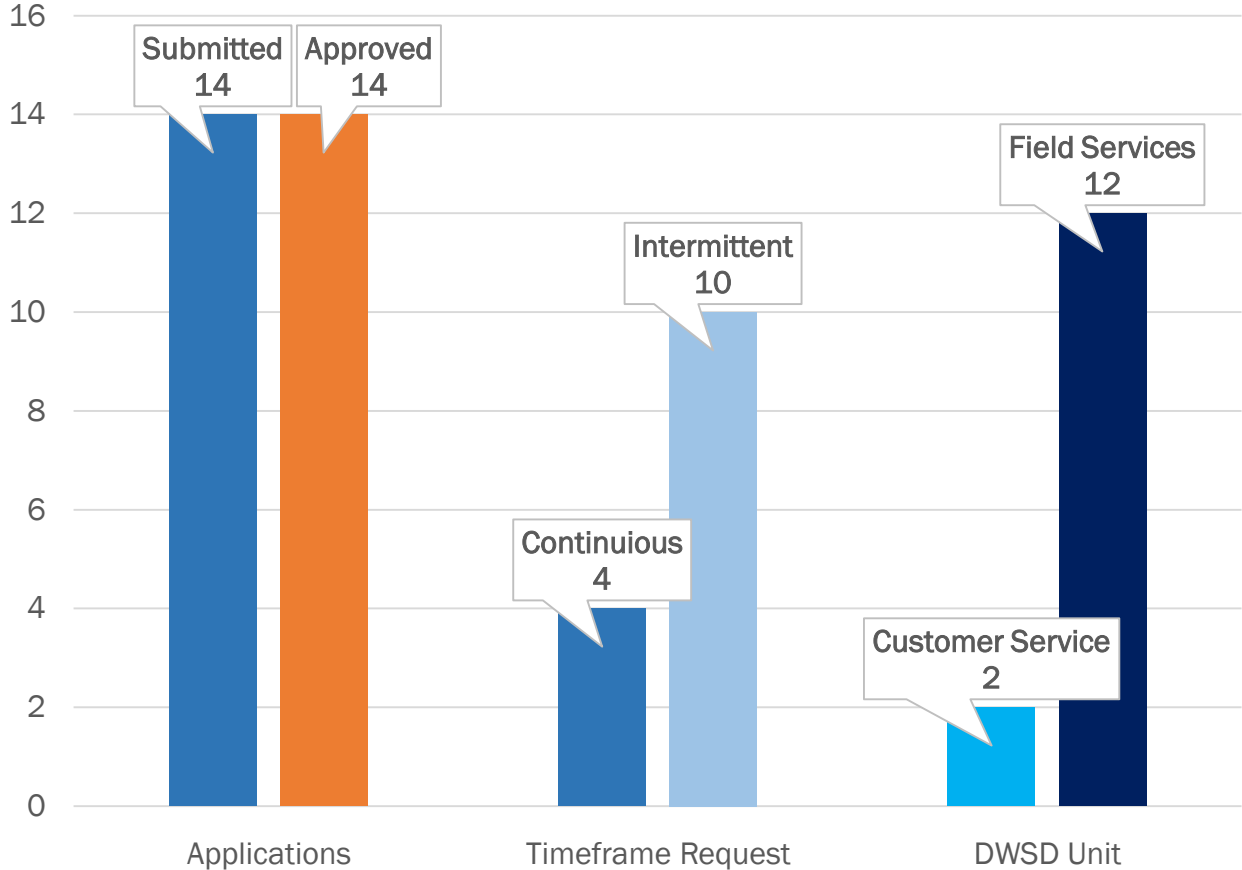
Legal: Subpoenas



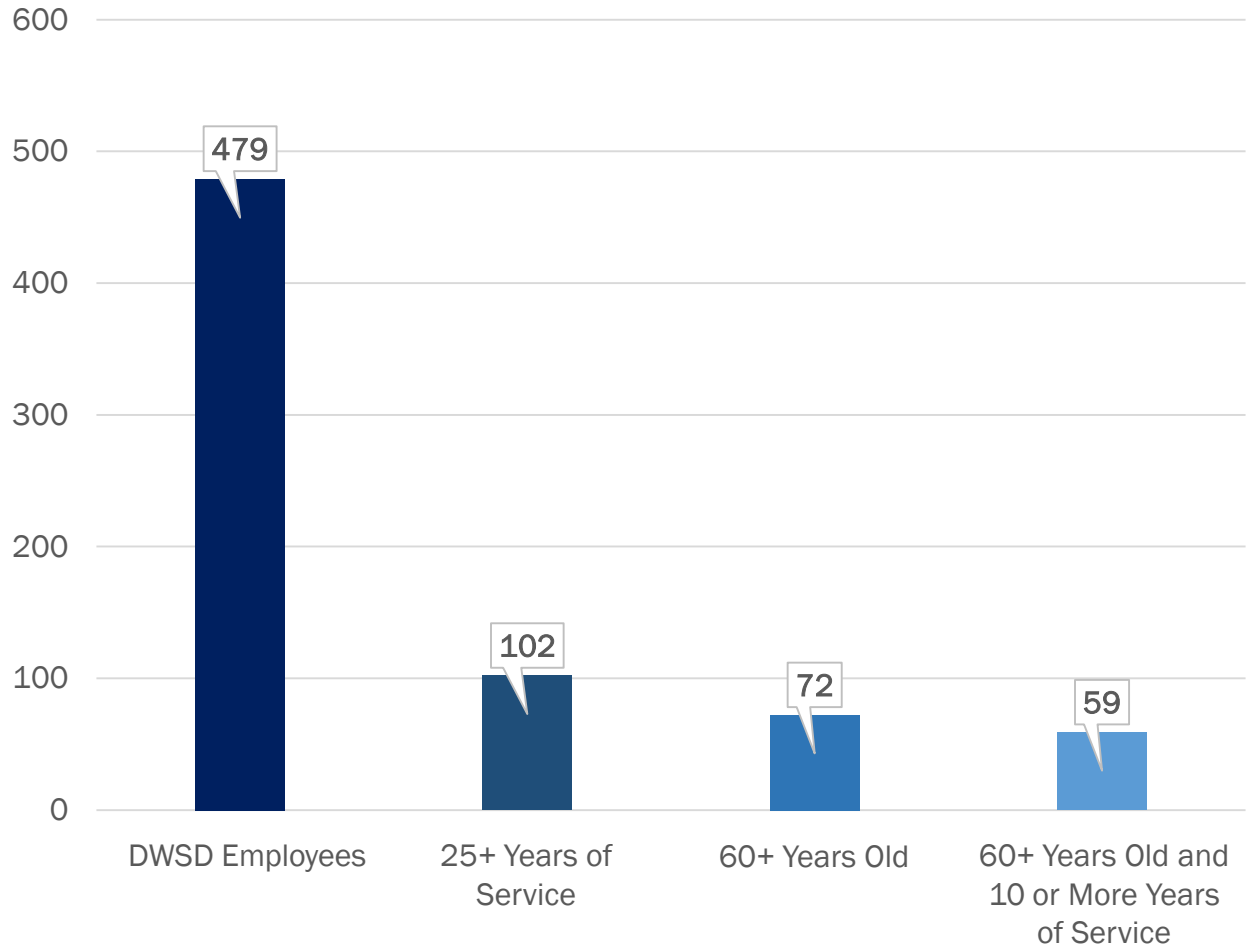


Human Resources

HR: Family Medical Leave Act

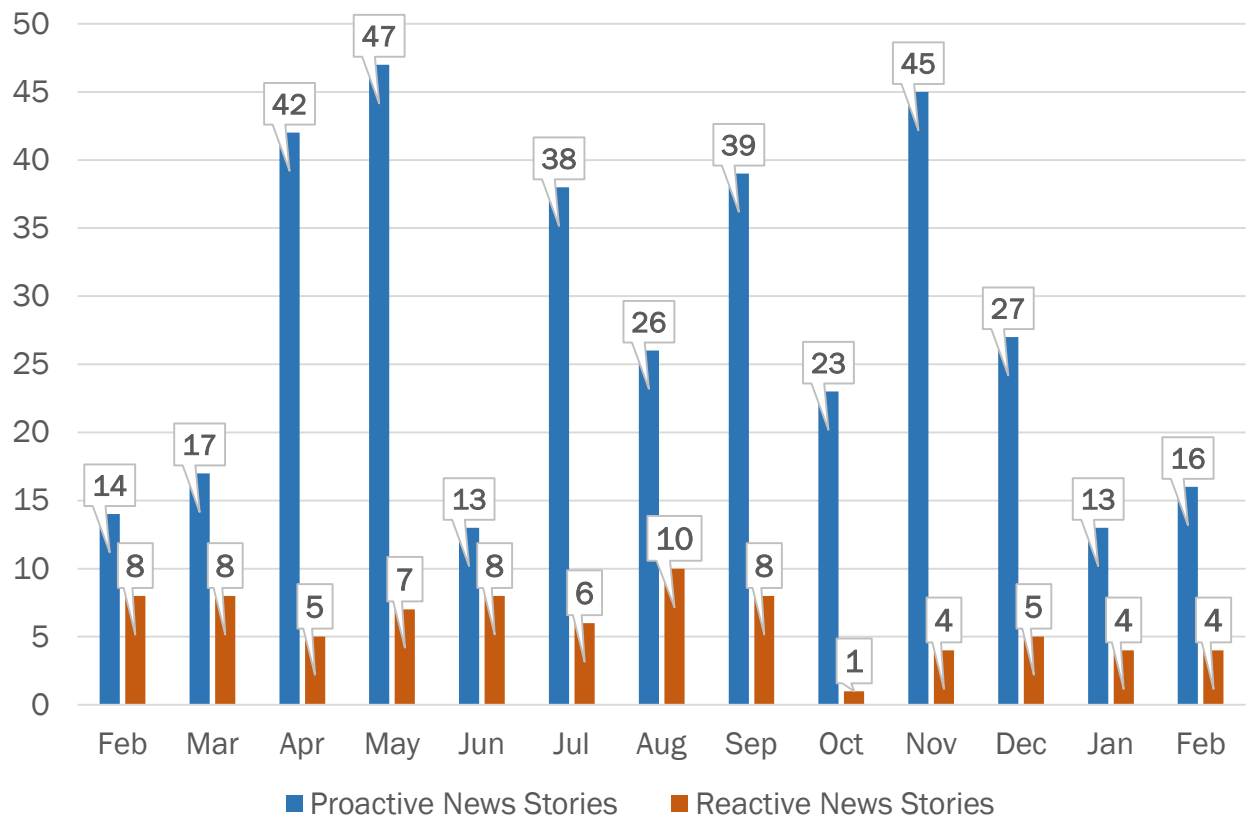


HR: Retirement Eligible

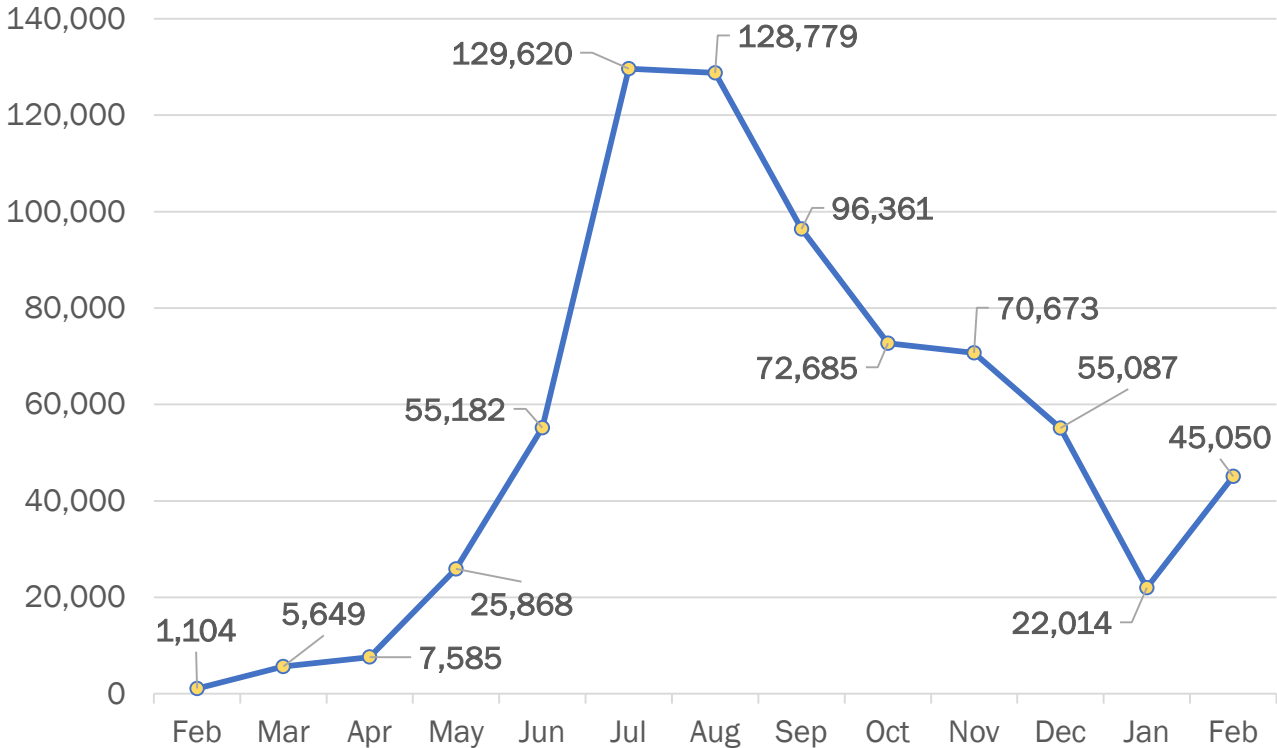


Public Affairs

Public Affairs: News Media Placements

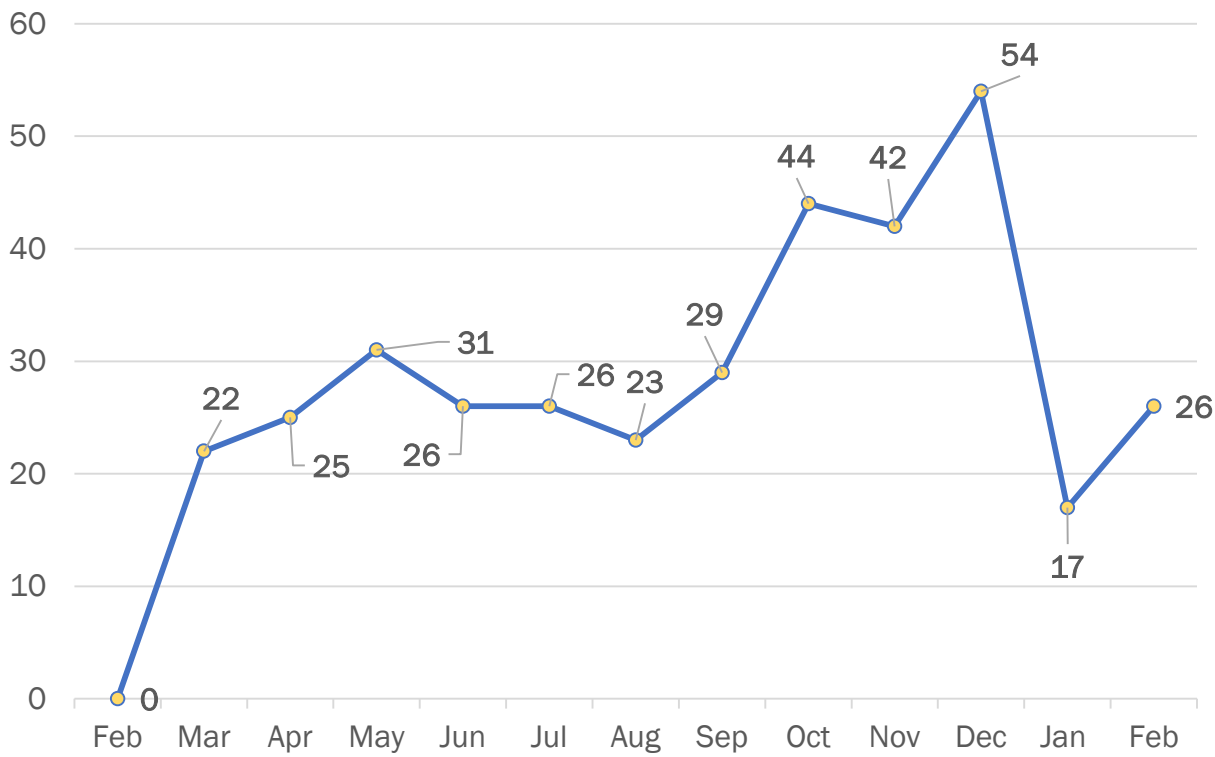


Public Affairs: Social Media Reach*



*The significant increase in July and August 2016 is mostly a result of targeted paid advertising on Facebook and Instagram by DWSD.

Public Affairs: Community Engagement Activities



Information Technology

Information Technology: Software Application Availability for Customer Care, Field Services and Finance



Customer Service Application Availability Last 90-Days

