



DIRECTOR'S REPORT

October 19, 2016

Table of Contents



- Department Update from Director Gary Brown 3
- Metrics:
 - Customer Care 4
 - Finance 18
 - Field Services 23
 - Legal Services 32
 - Public Affairs 35
 - Information Technology 39

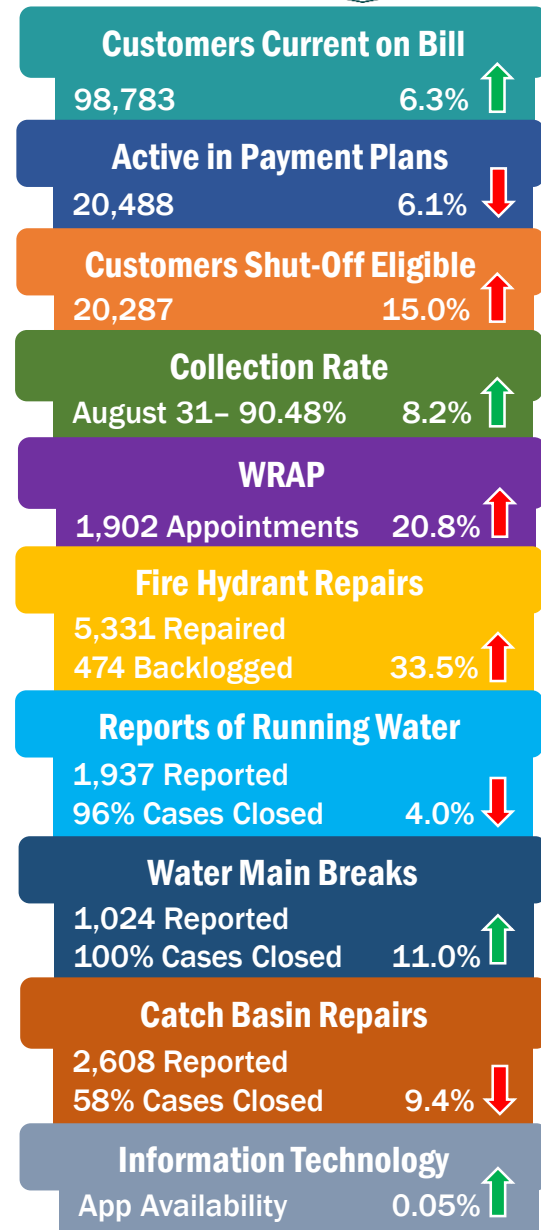
Director's Update

Recent Actions and Events:

- The collection rate increased from 83.22% as of June 30 to 90.48% on August 31.
- The new customer bill format was tested, and feedback was received and utilized from a customer advisory group.
 - DWSD customers received a flier about the new bill design included in their recent monthly bill mailing.
- The lead and copper testing initiative exceeded minimum sampling goals with results to be made public this month.
- The Jefferson Chalmers engineering study is complete and will be released soon, and reviews of property damage claims are in process.
- The first public workshop for the Drainage Charge Credit program was today, October 19.

Upcoming Actions and Events (Oct - Nov):

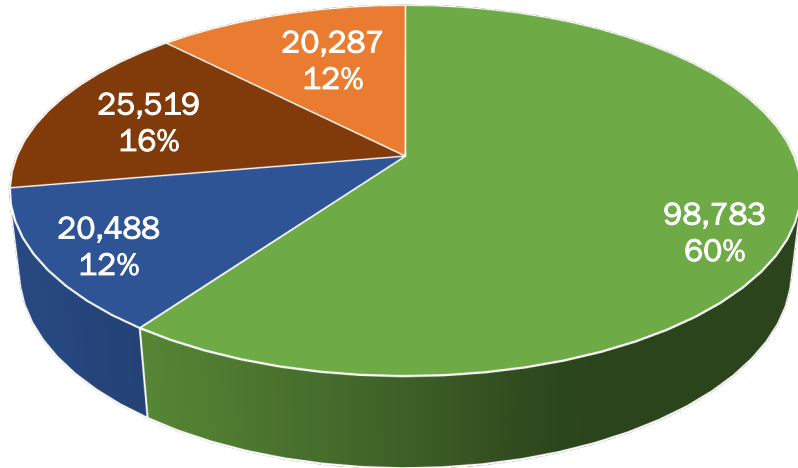
- The department will begin using the new bill format in November 2016.
- Notification letters will be mailed soon for industrial customers that will move to the impervious acreage rate for drainage charges as of January 2017.
- DWSD will host a second Drainage Charge Credit Workshop for nonresidential customers on November 9 (residential customer meetings will be held in 2017).
- DWSD employees will volunteer for Angels' Night on October 30 to patrol neighborhoods, and the department is partnering with the Great Lakes Water Authority staff to conduct a Thanksgiving Food Drive through November 18.





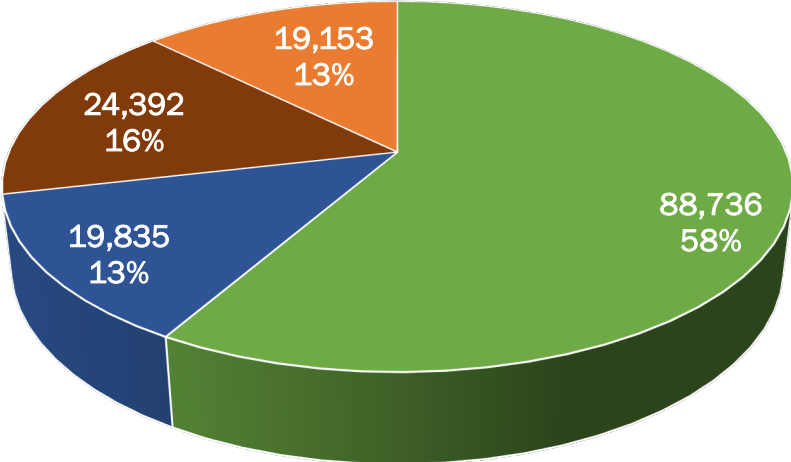
Customer Care

Customer Care: Account Status



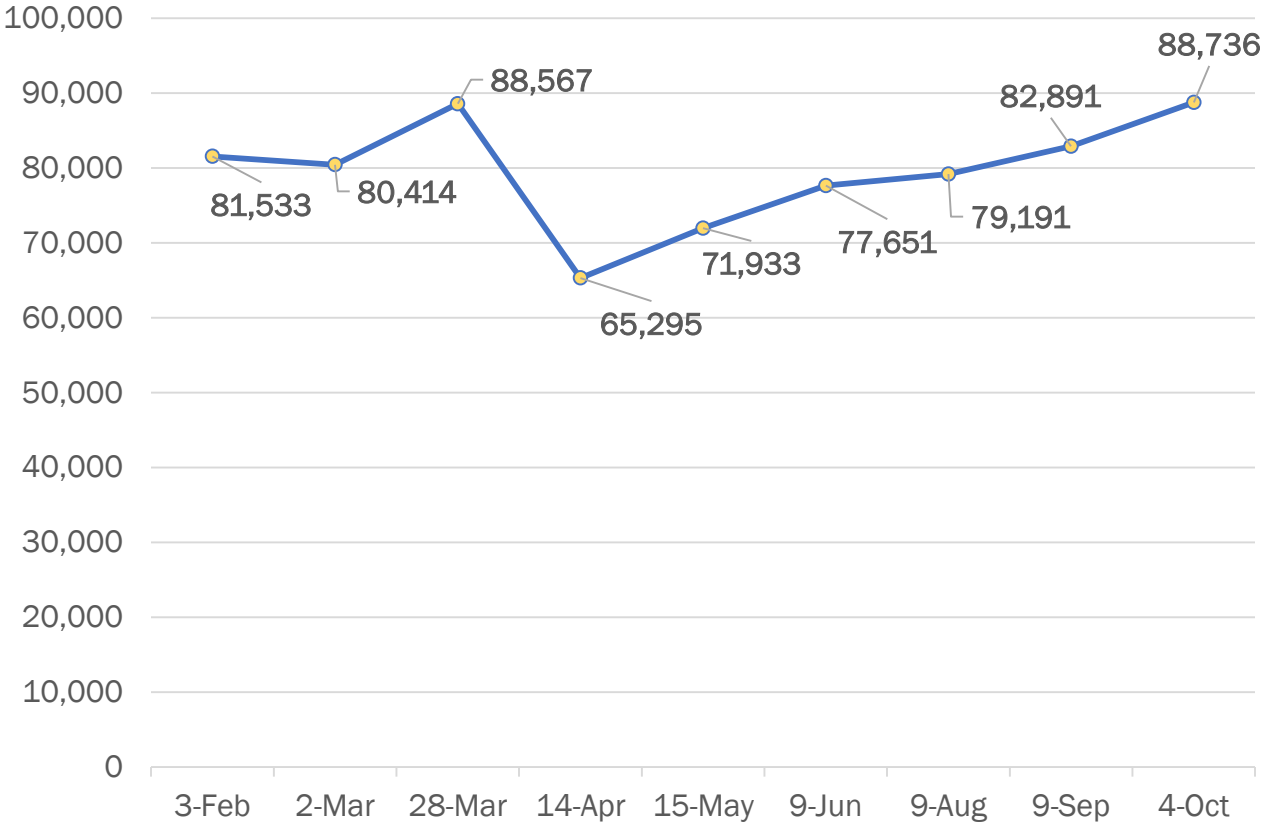
- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

Customer Care: Residential Account Status

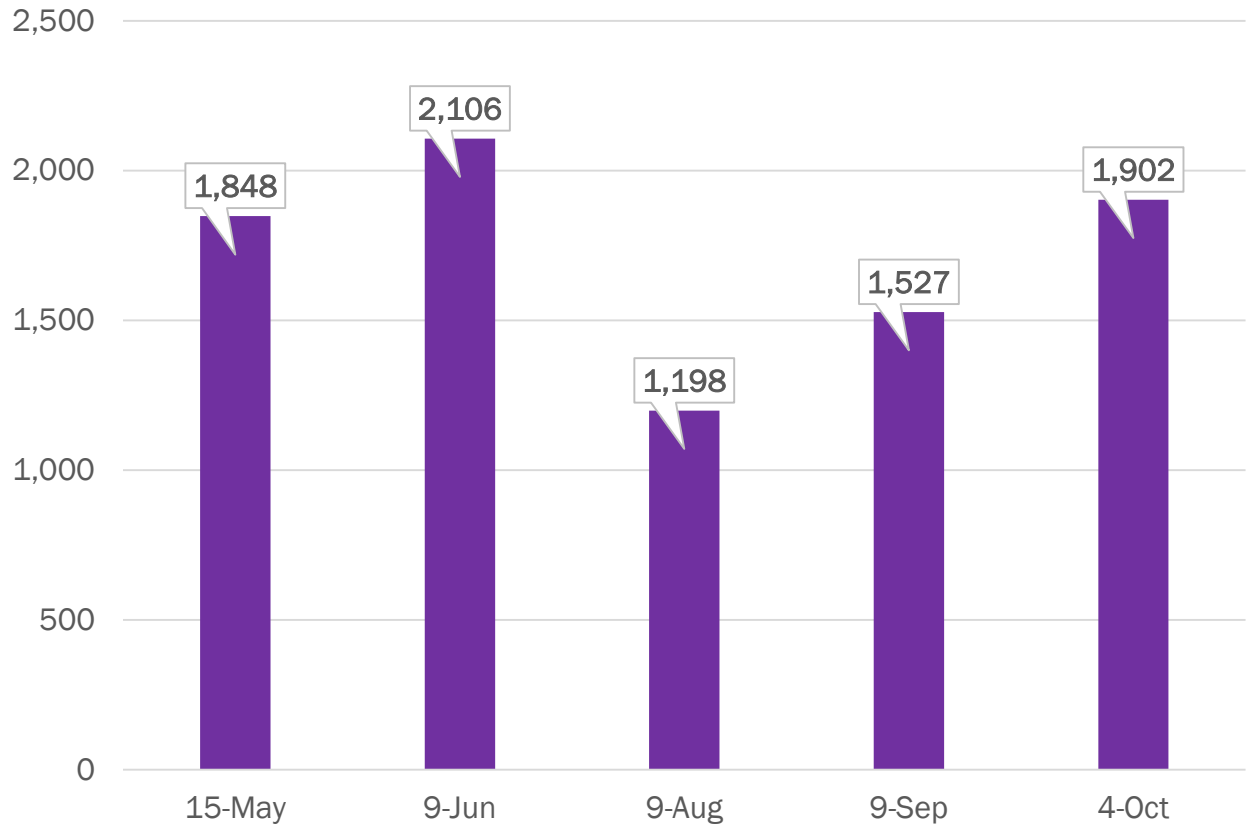


- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

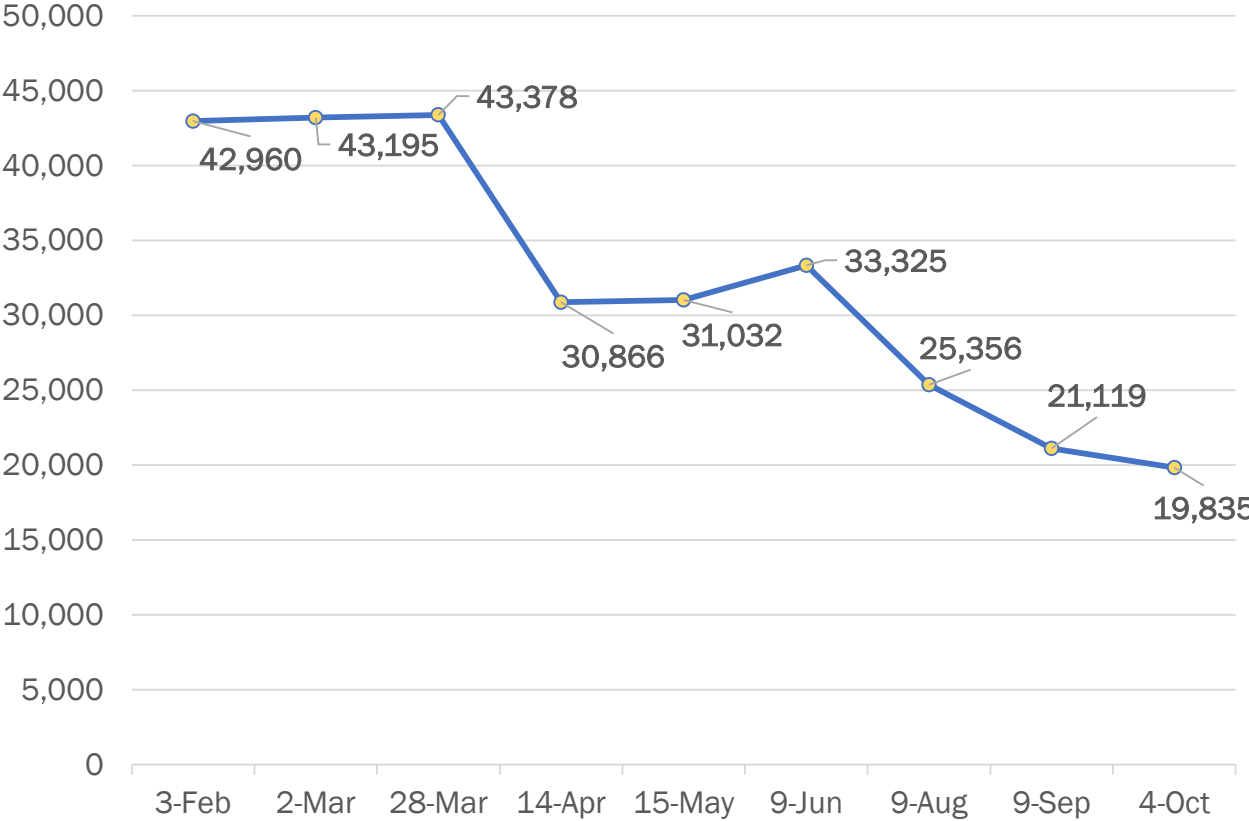
Customer Care: Residential Current on Bill



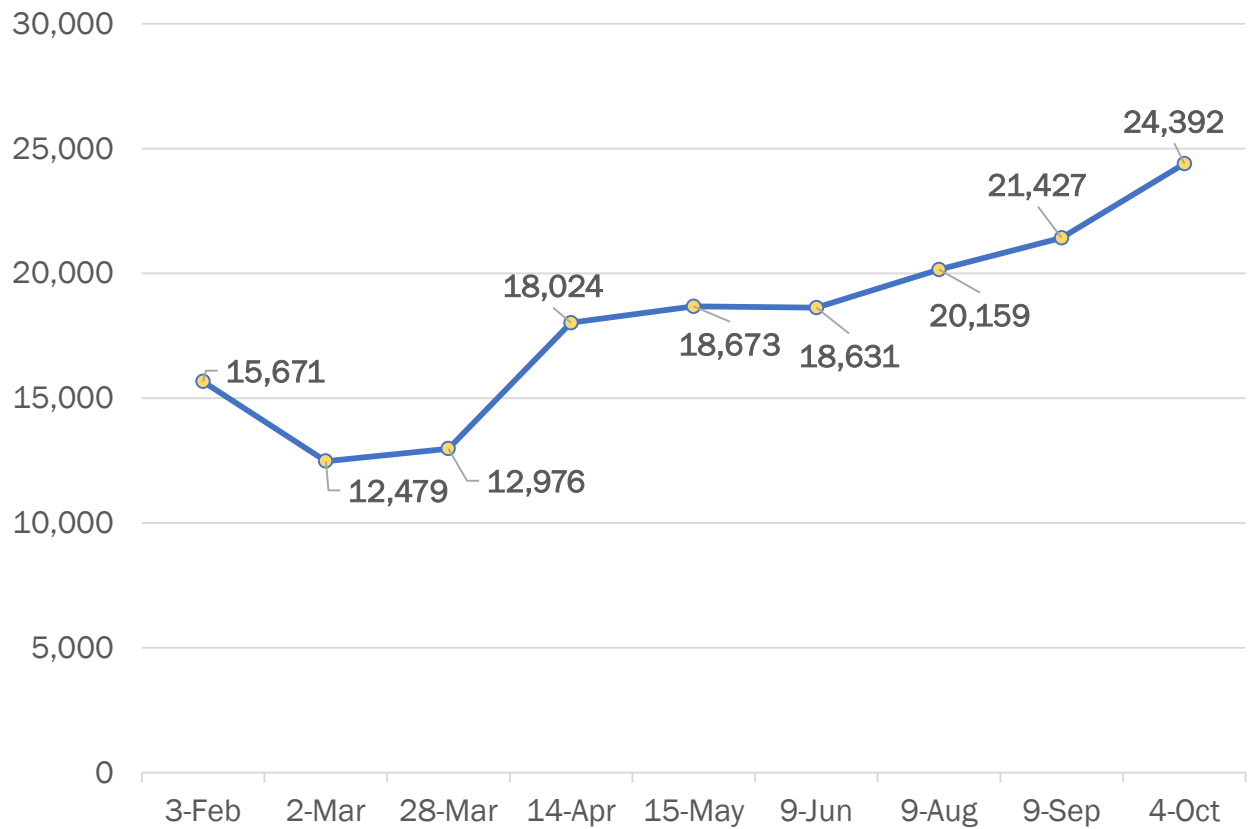
Customer Care: Appointments for Water Residential Assistance Program (WRAP)



Customer Care: Residential Payment Plans



Customer Care: Residential On the Bubble*

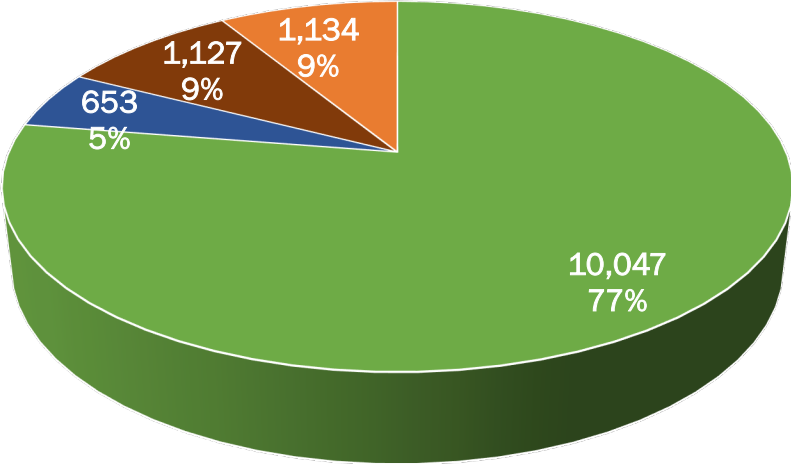


*Past due more than 60 days and less than \$150.

Customer Care: Residential Shut-Off Eligible

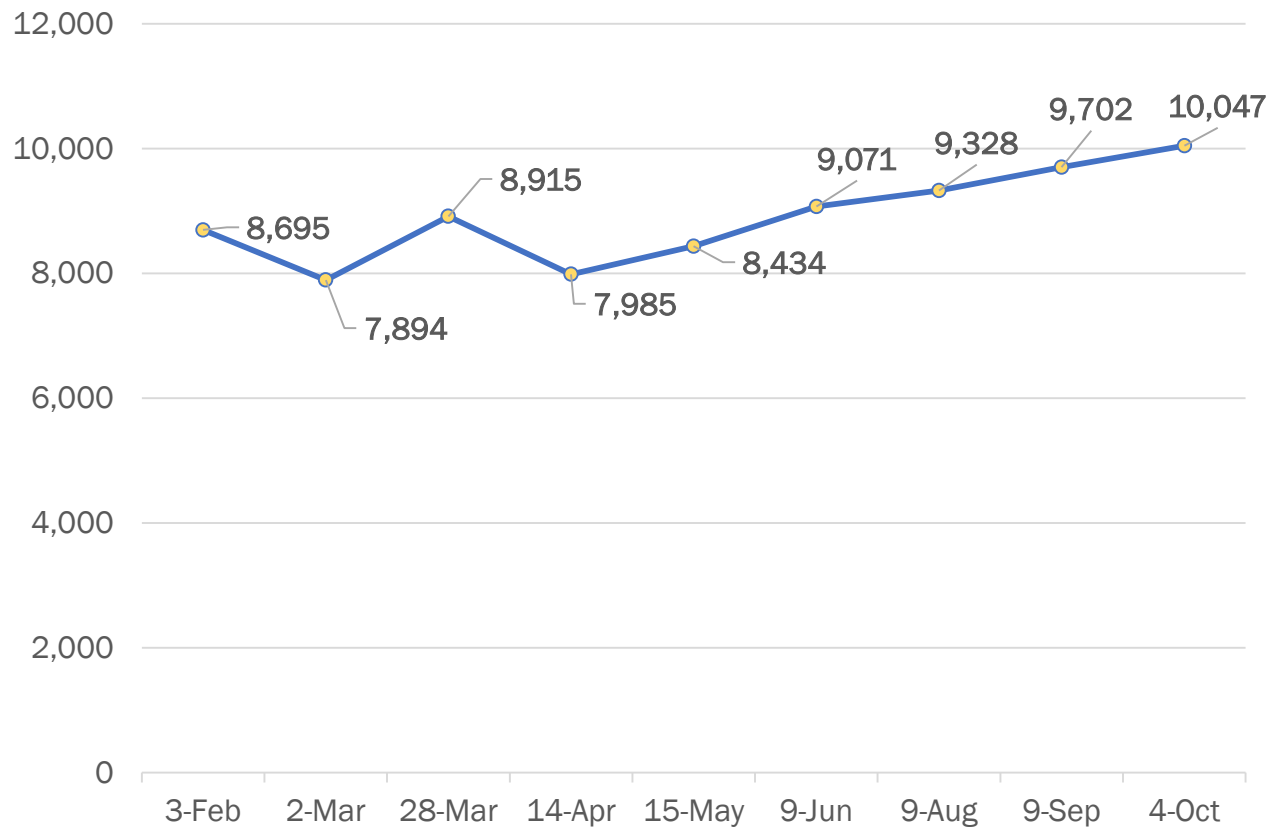


Customer Care: Commercial Account Status

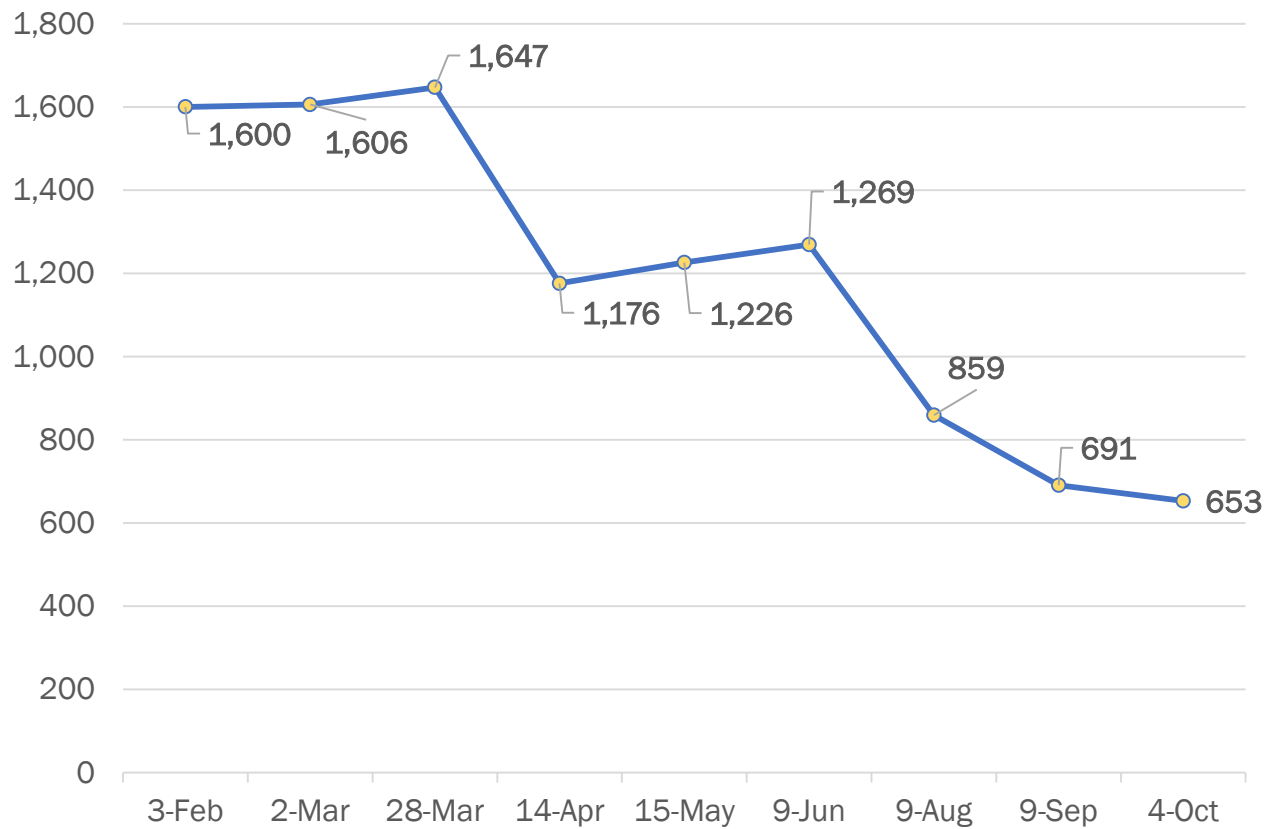


- Current
- Active in Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

Customer Care: Commercial Current on Bill



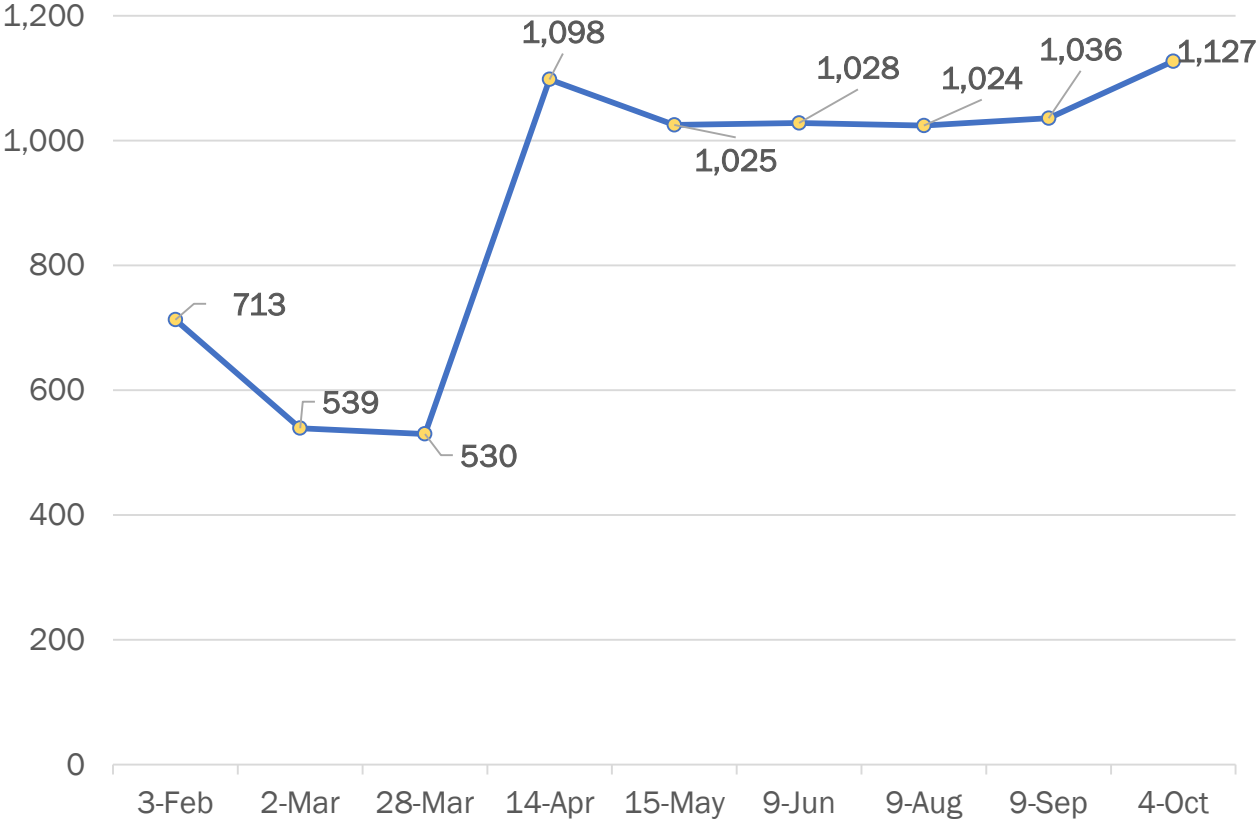
Customer Care: Commercial Payment Plans



Customer Care: Commercial On the Bubble*

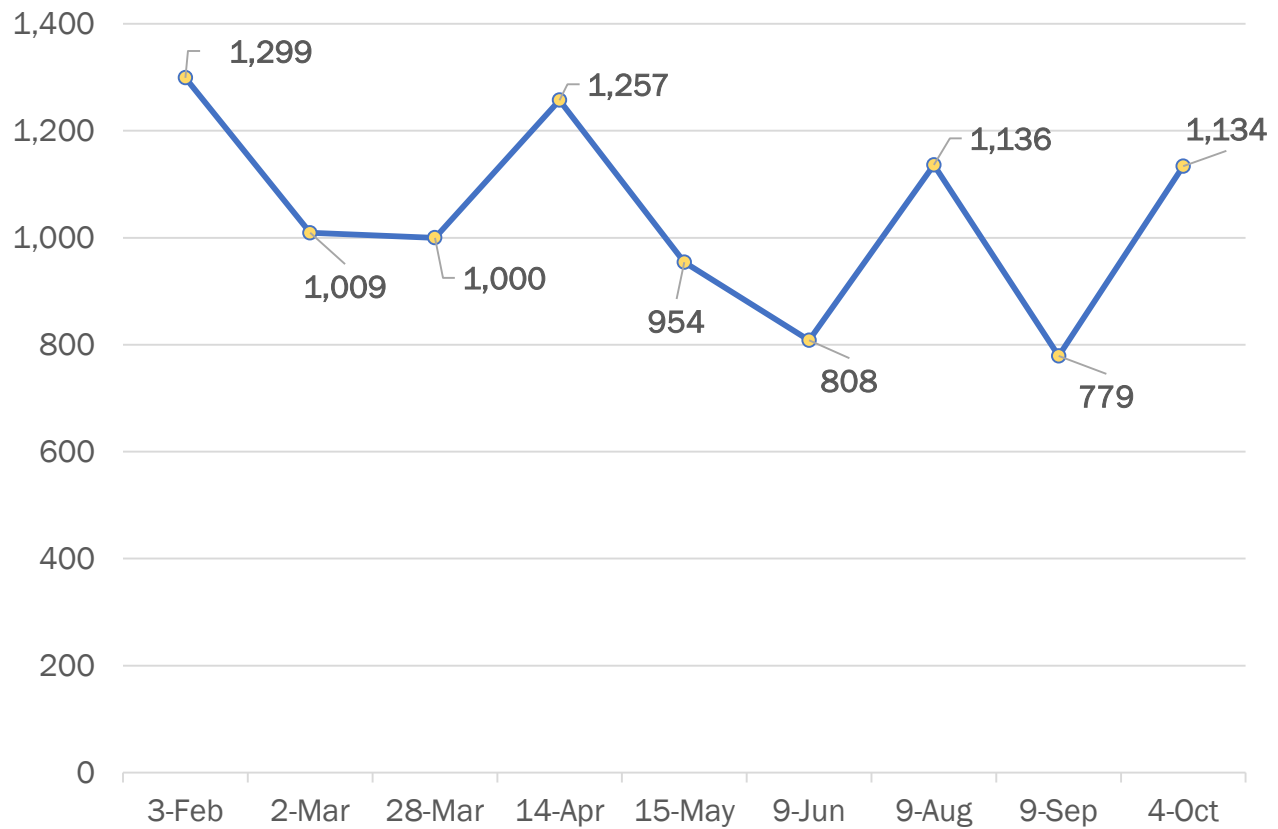


DETROIT
Water & Sewerage
Department

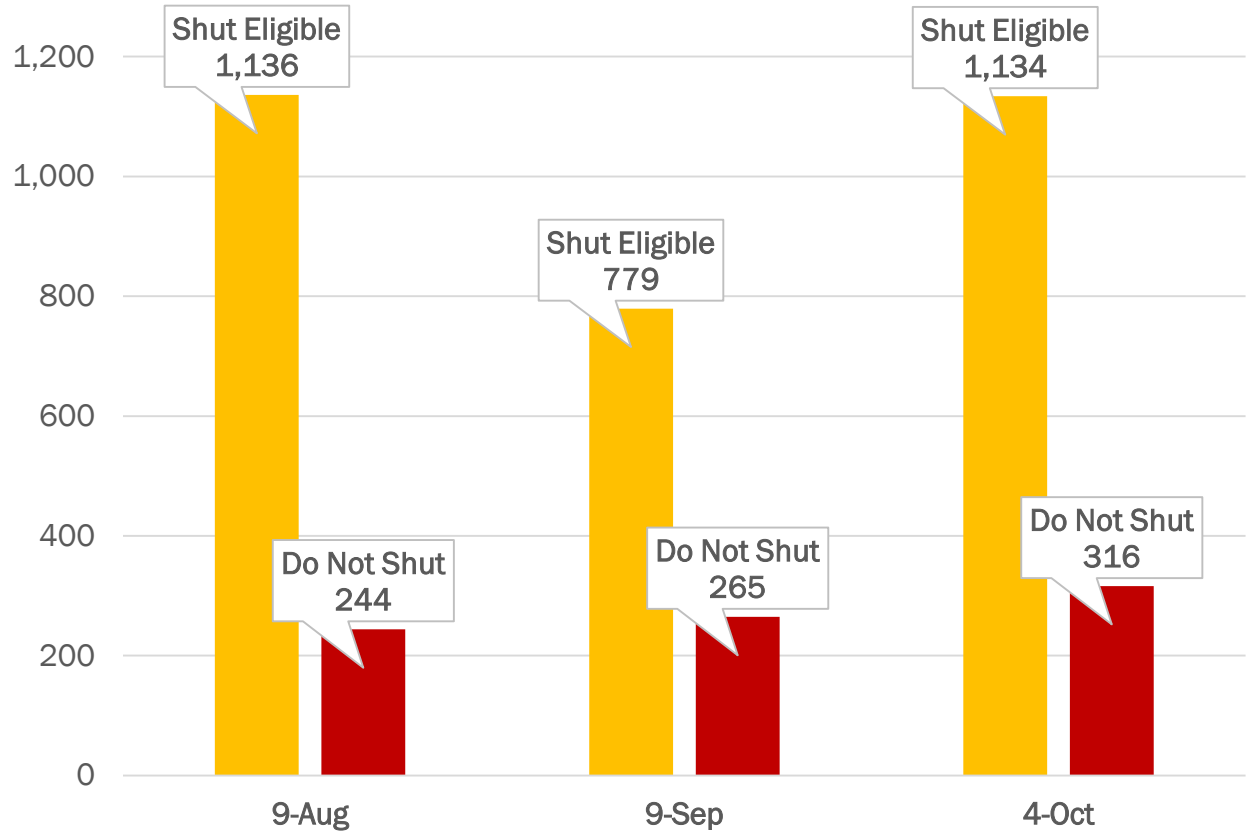


*Past due more than 60 days and less than \$150.

Customer Care: Commercial Shut-Off Eligible



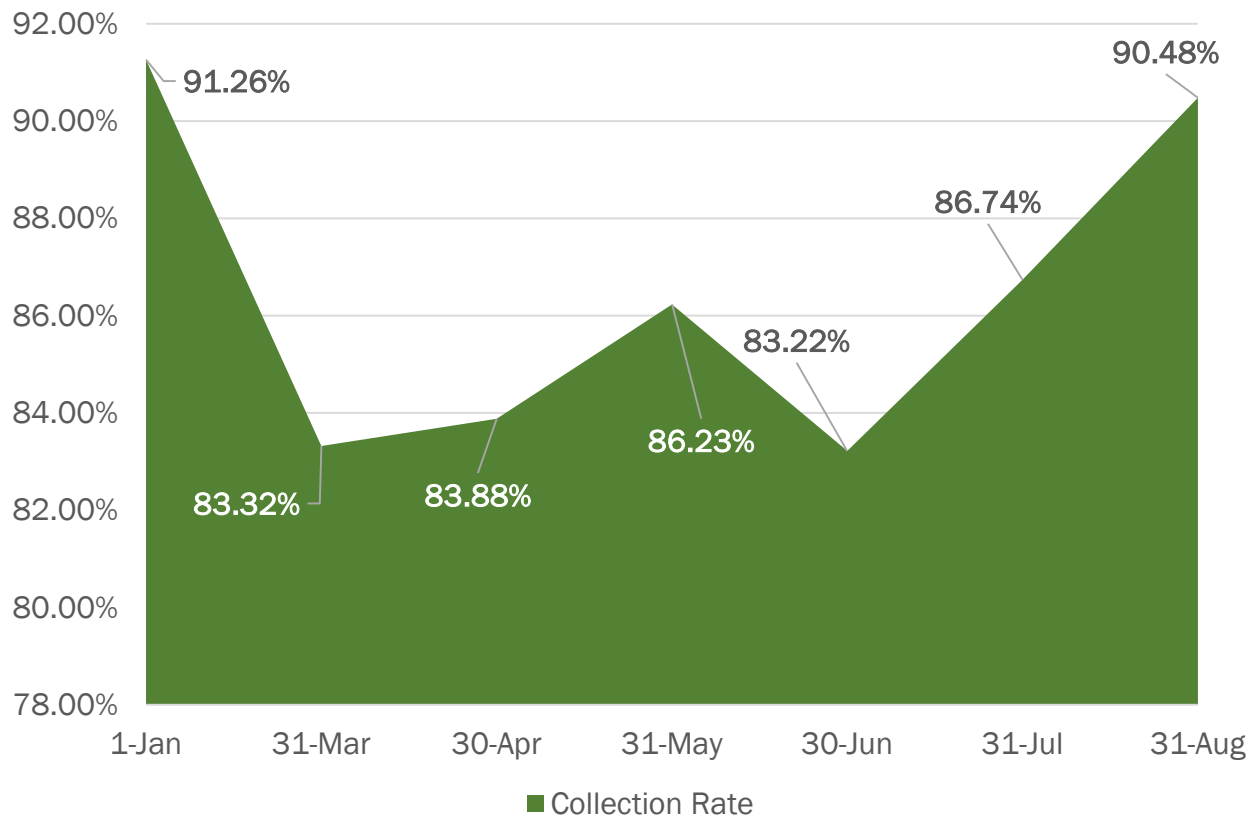
Customer Care: Commercial Shut-Off Status*



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

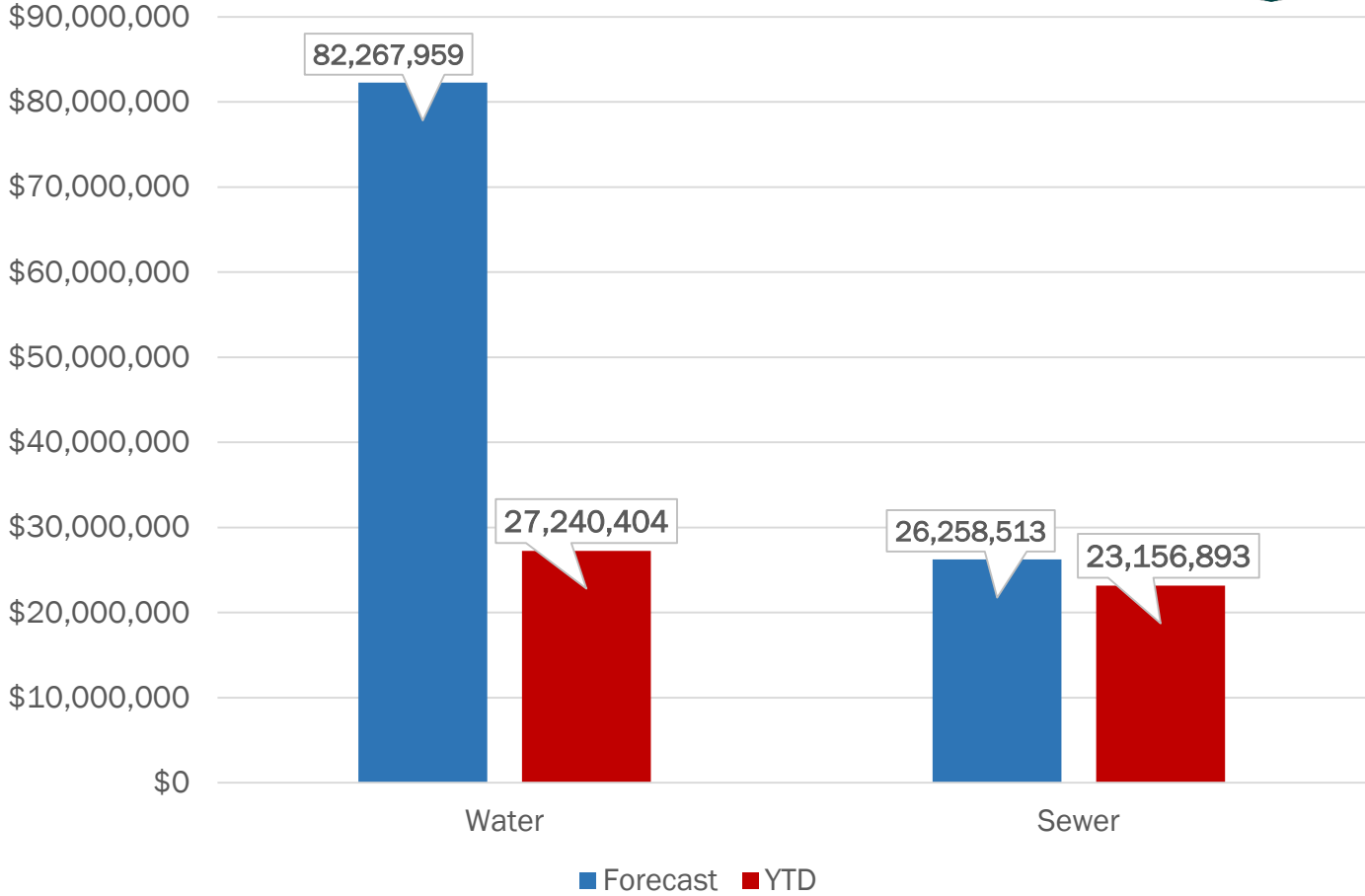
Finance

Finance: Collection Rate*



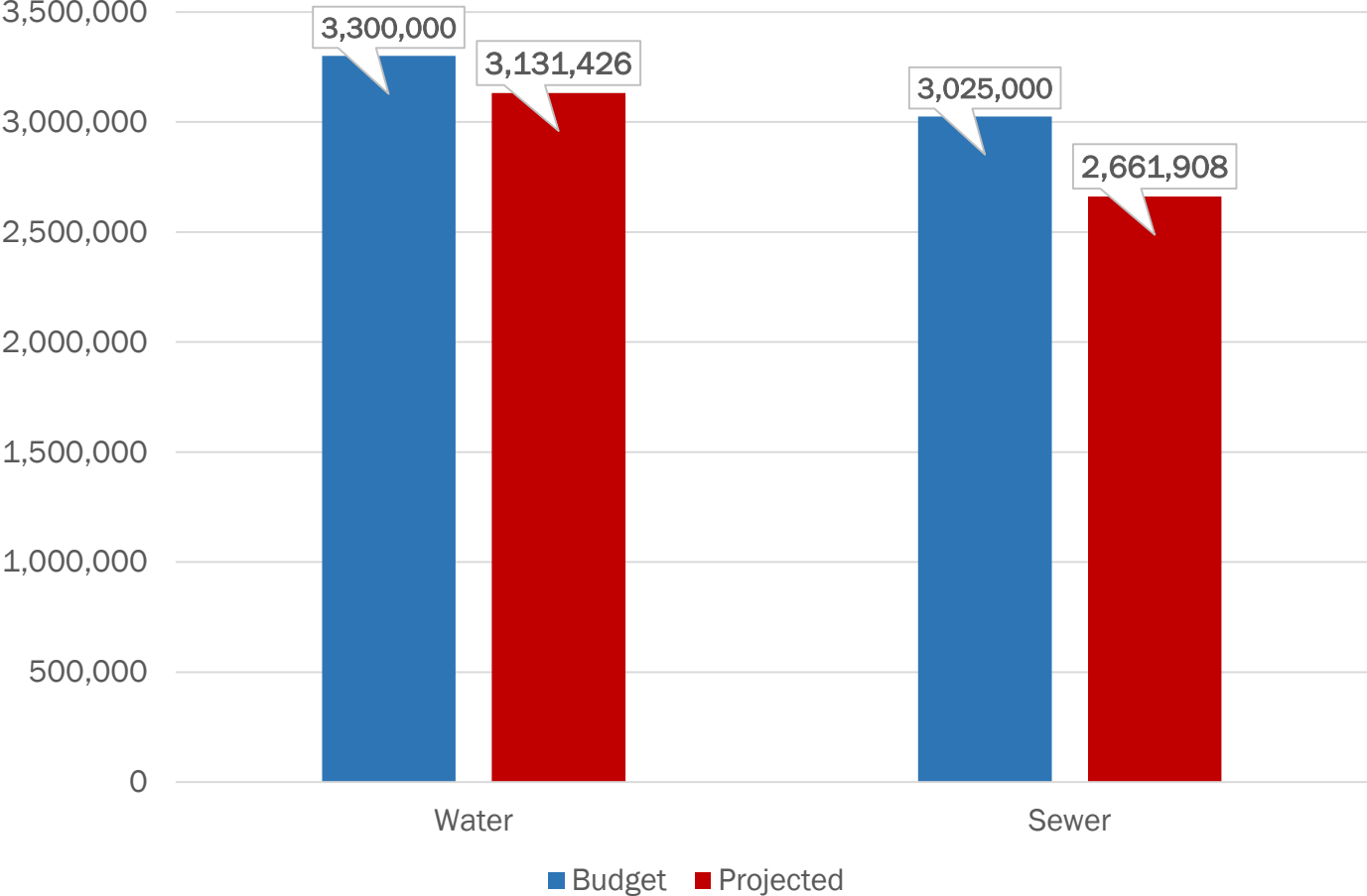
*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

Finance: Cash Flow Status*

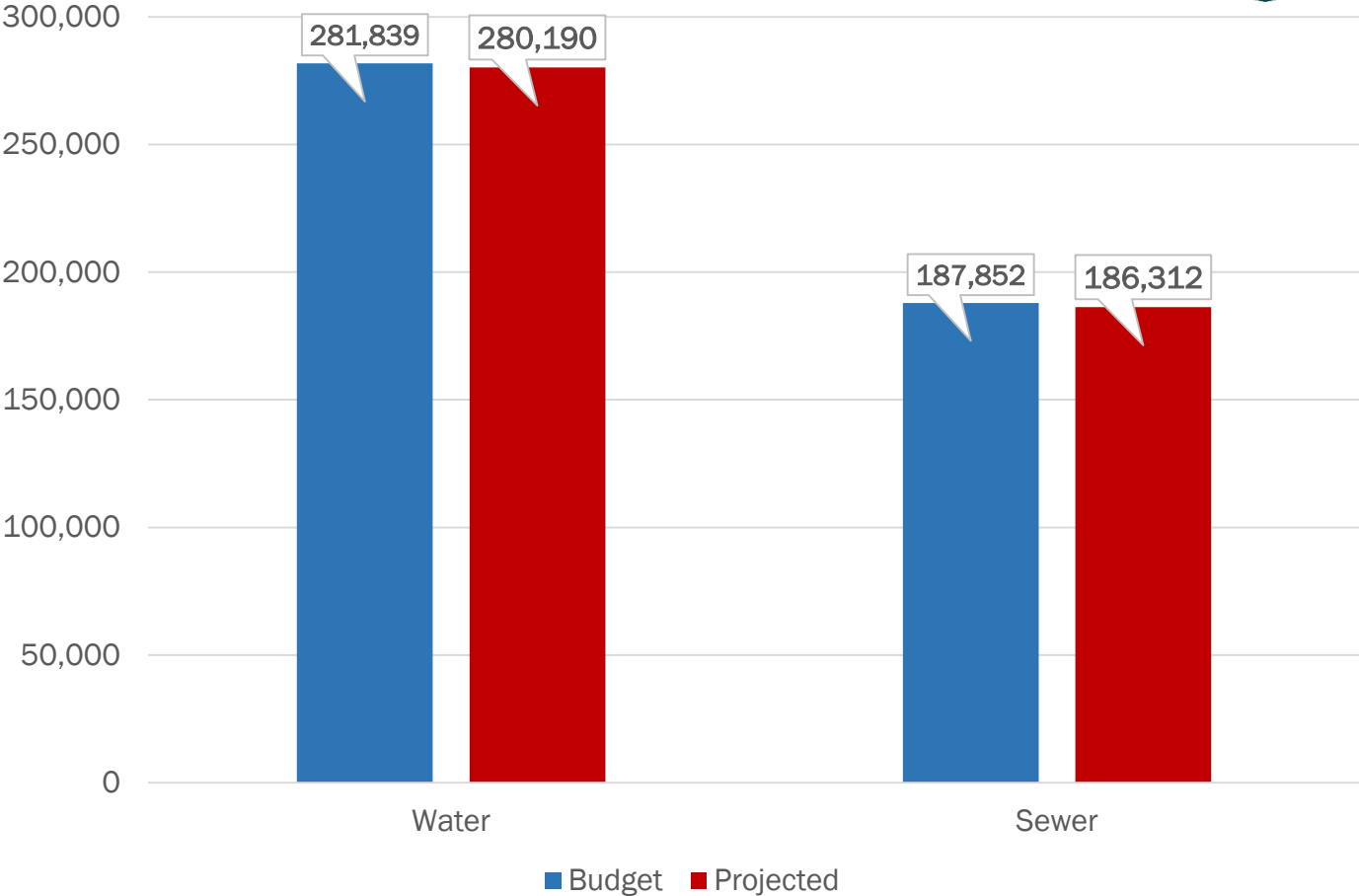


*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of 6/30/2016 approximate \$0.4 million.

Finance: Commodity Volumes



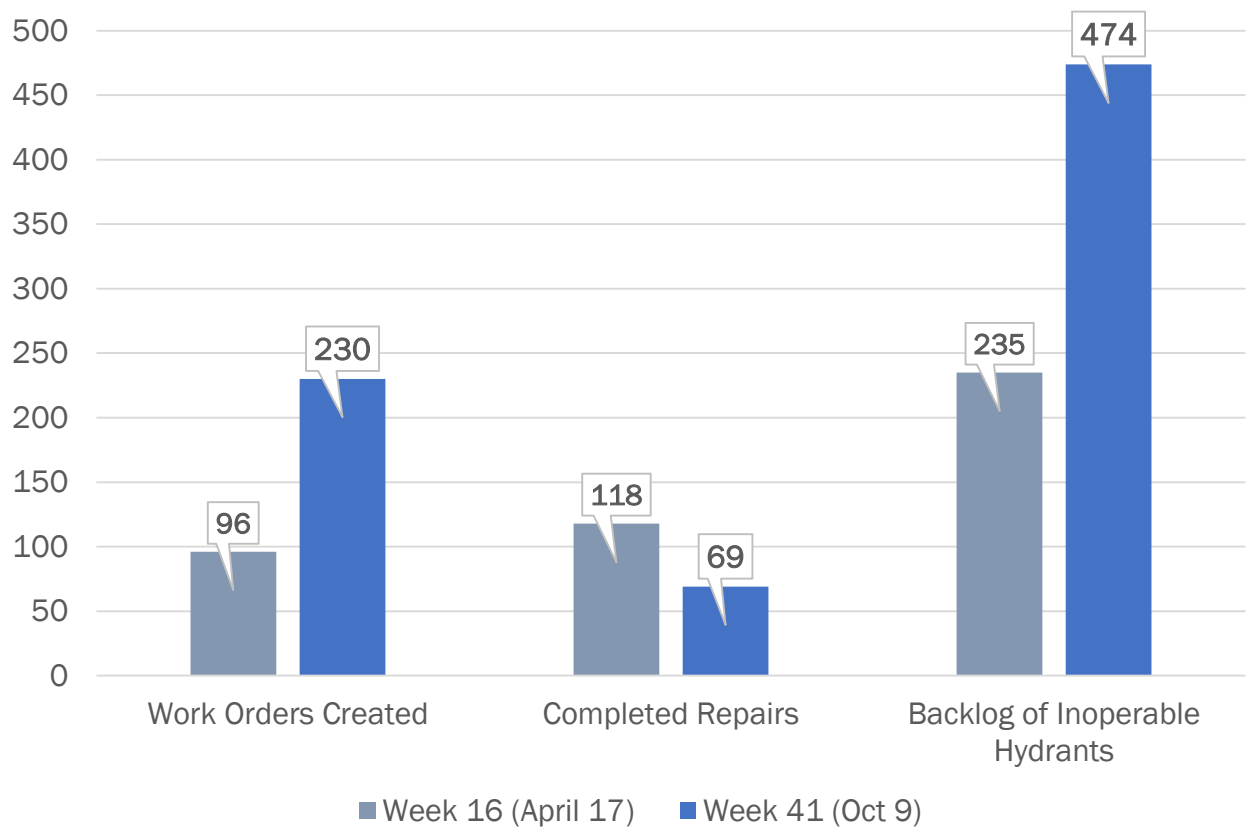
Finance: Equivalent Accounts



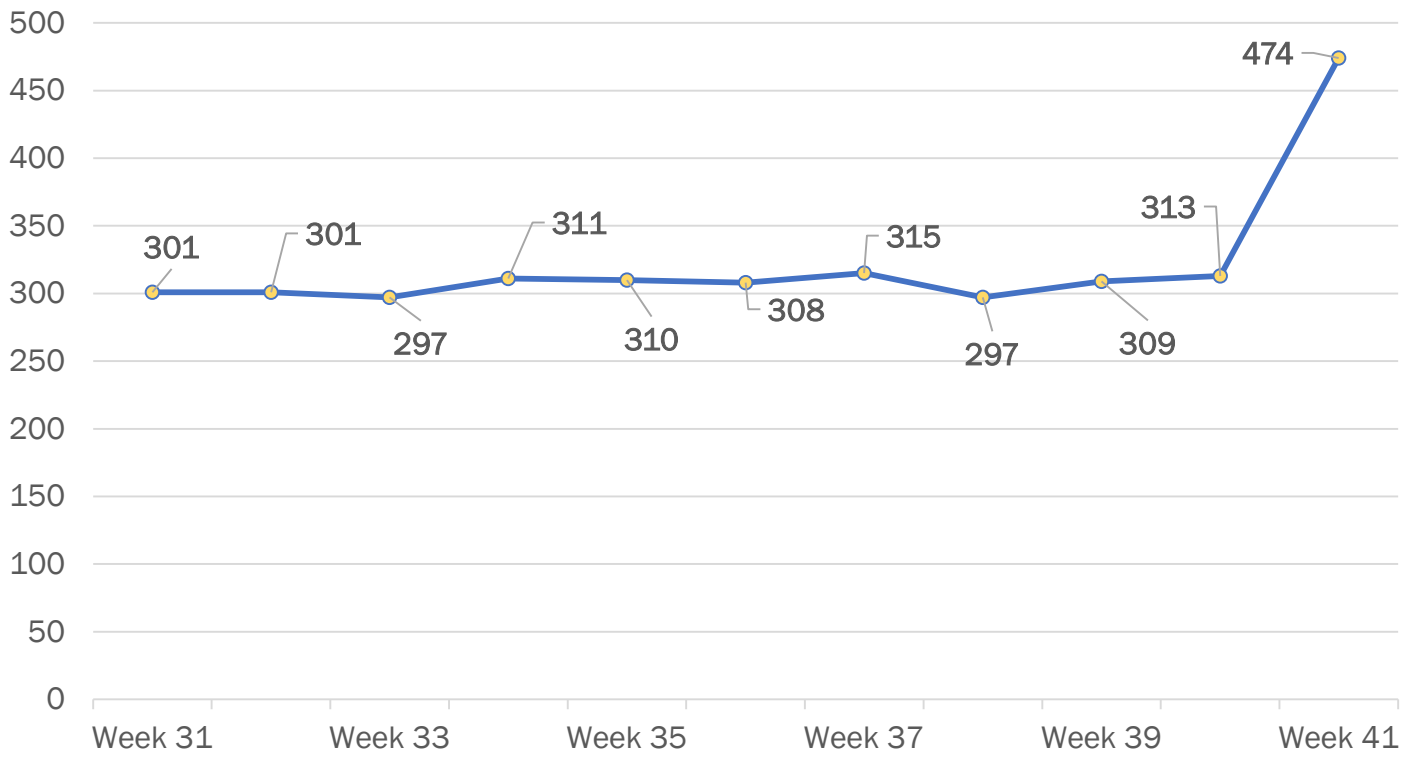


Field Services

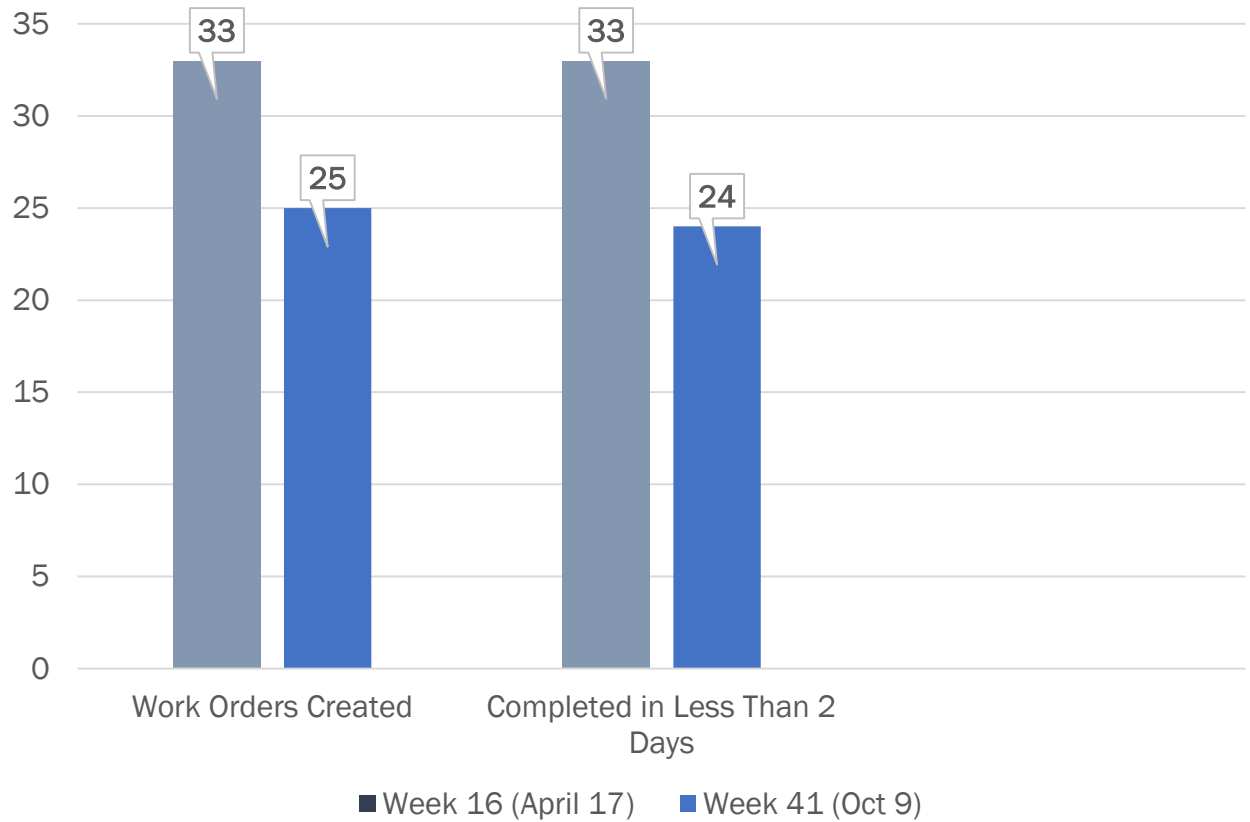
Field Services: Fire Hydrant Repairs



Field Services: Backlog of Inoperable Fire Hydrants



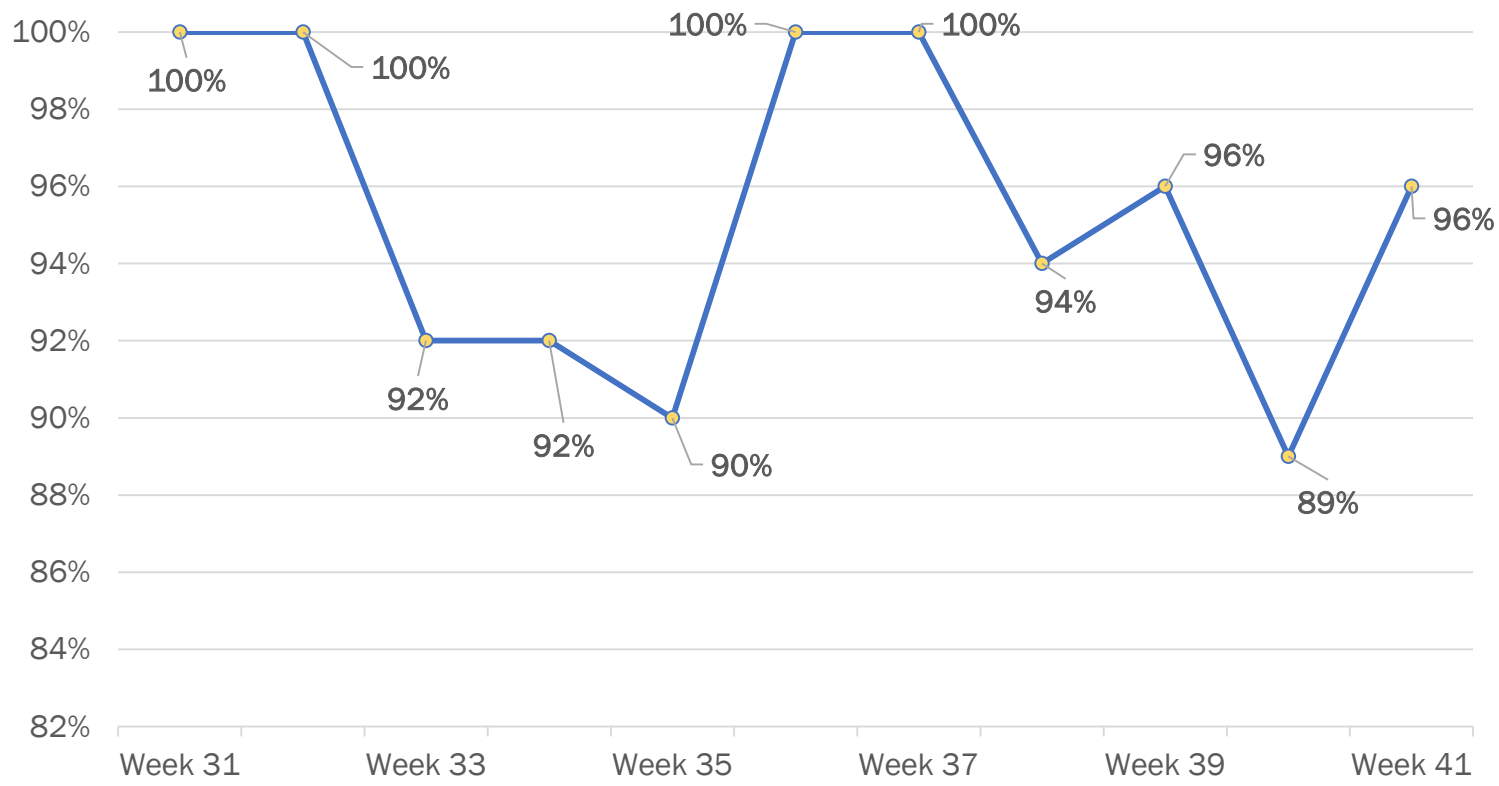
Field Services: Reports of Running Water



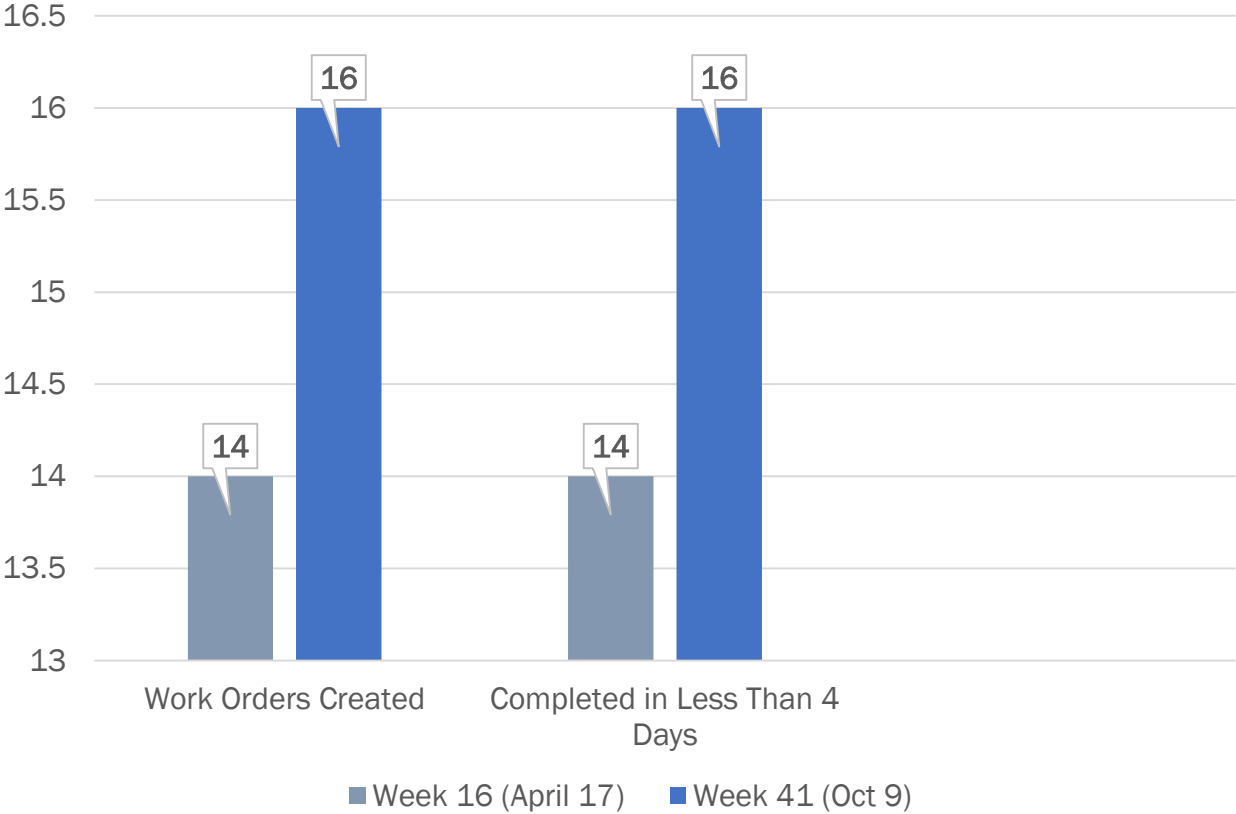
Field Services: Reports of Running Water



Completion Rate within TWO Days



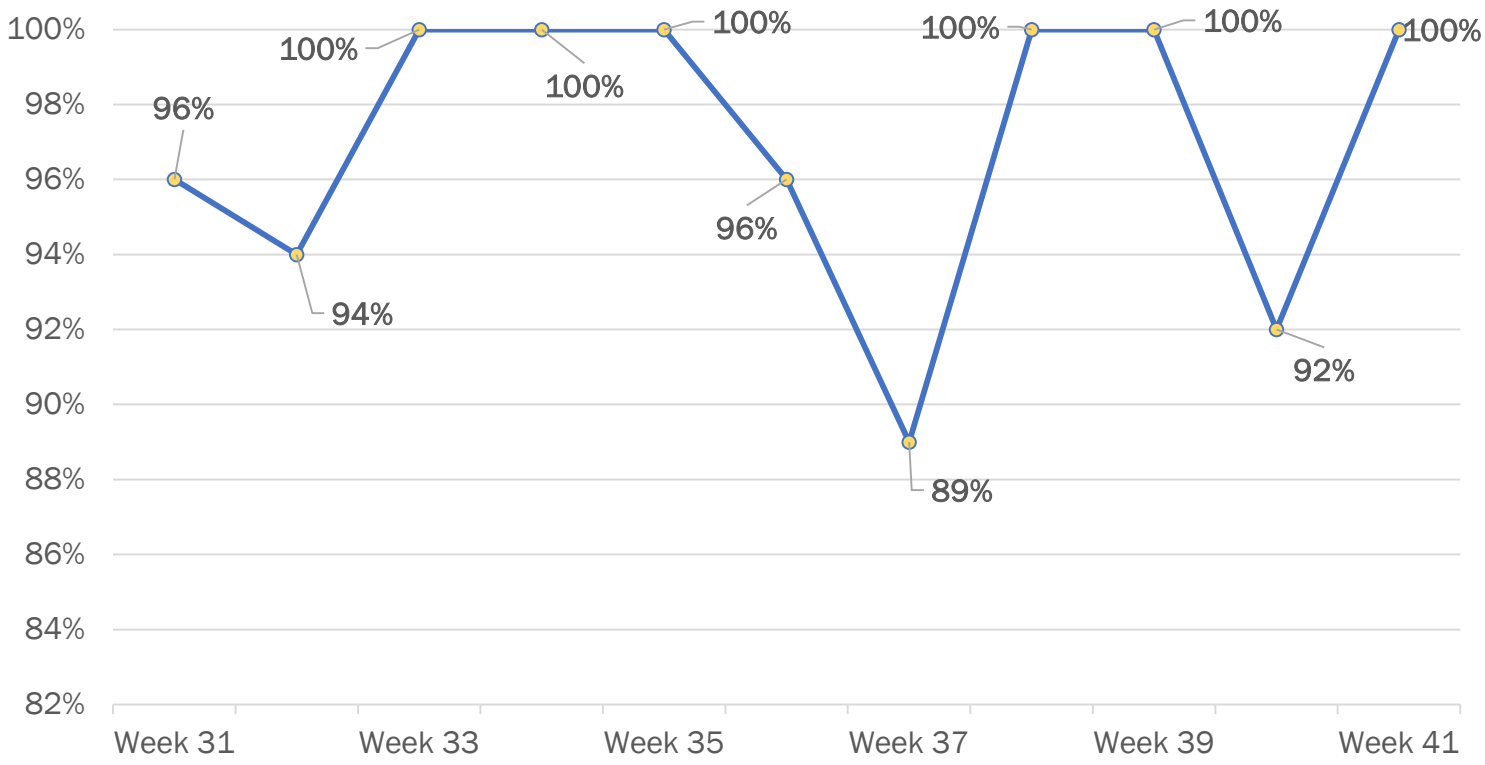
Field Services: Water Main Repairs



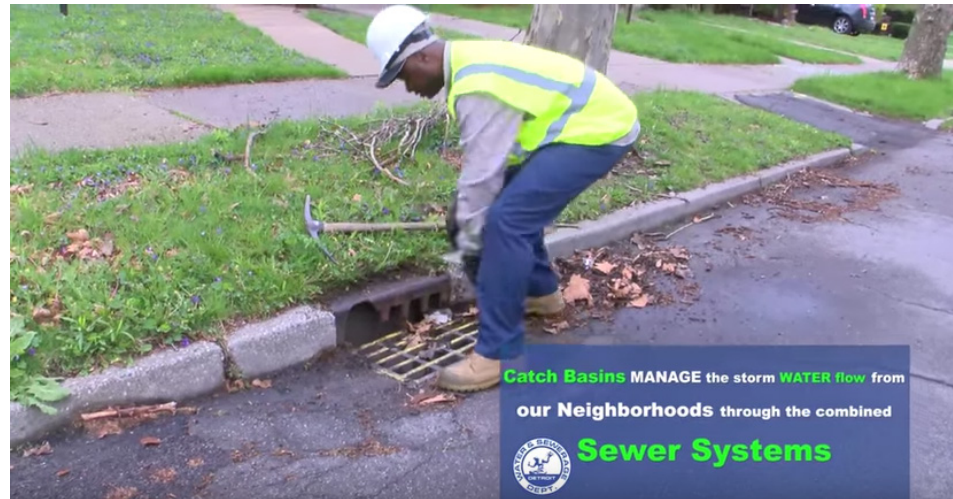
Field Services: Water Main Repairs



Completion Rate within FOUR Days

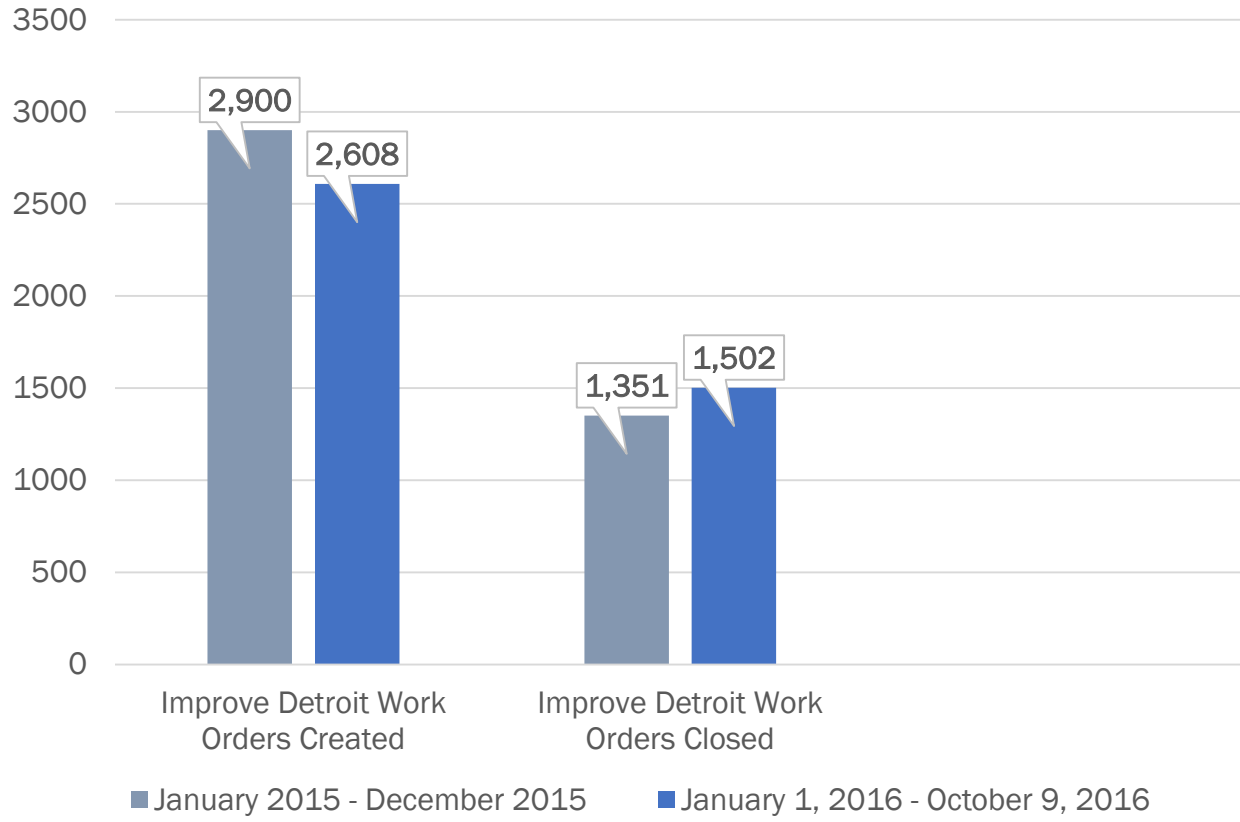


Field Services: Catch Basins



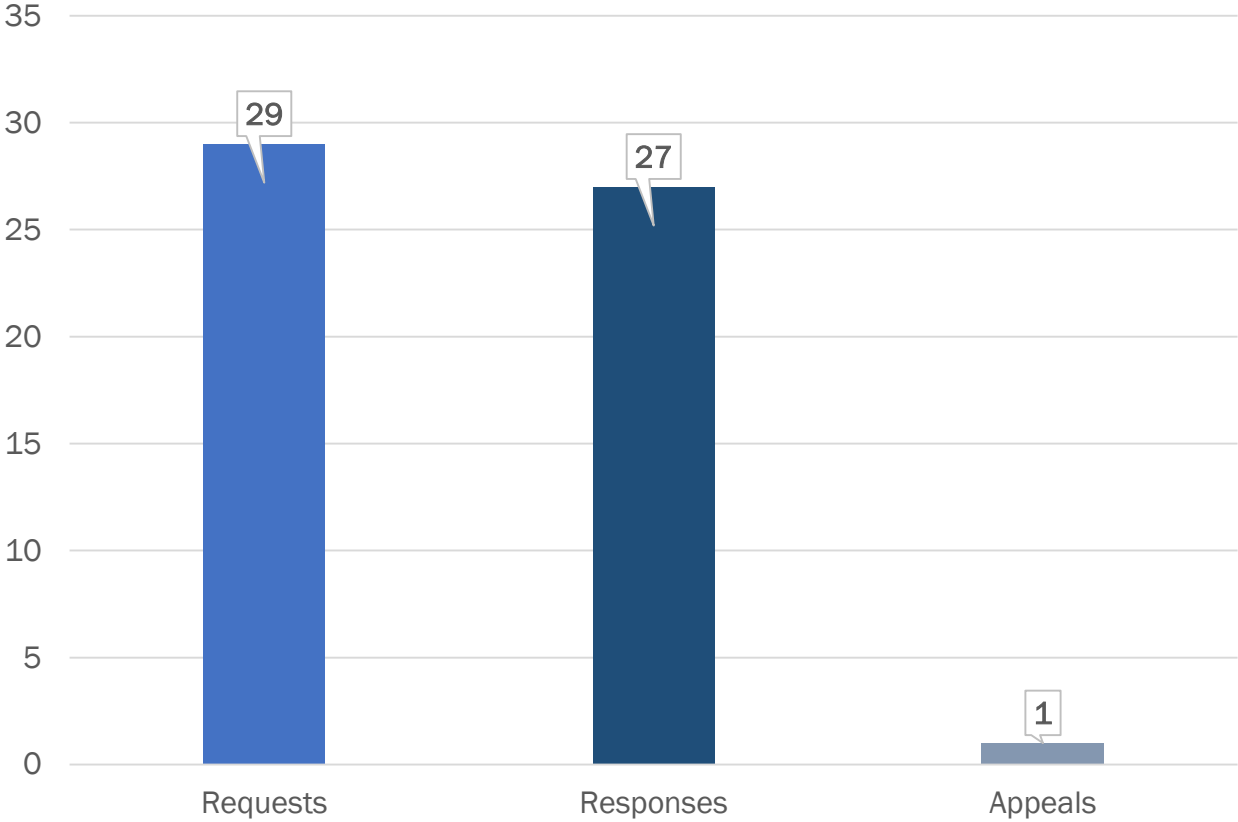
- ❑ Close to 95,000 catch basins in the city
- ❑ Five trucks to clean catch basins – same trucks used to clean sewers
 - Priority 1: Water in basement complaint investigation; cleaning/repair
 - Priority 2: Clogged catch basin investigation; cleaning/repair

Field Services: Catch Basins

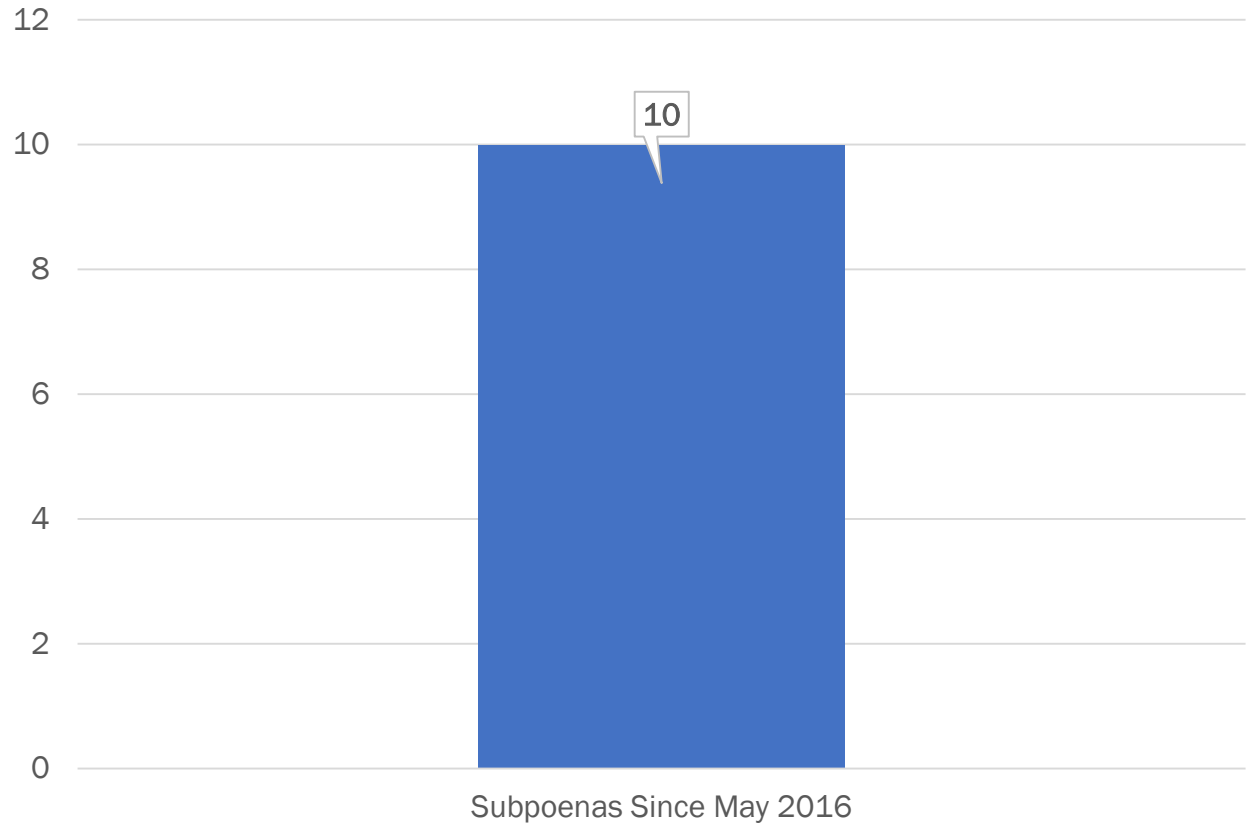


Legal Services

Legal: FOIA Requests



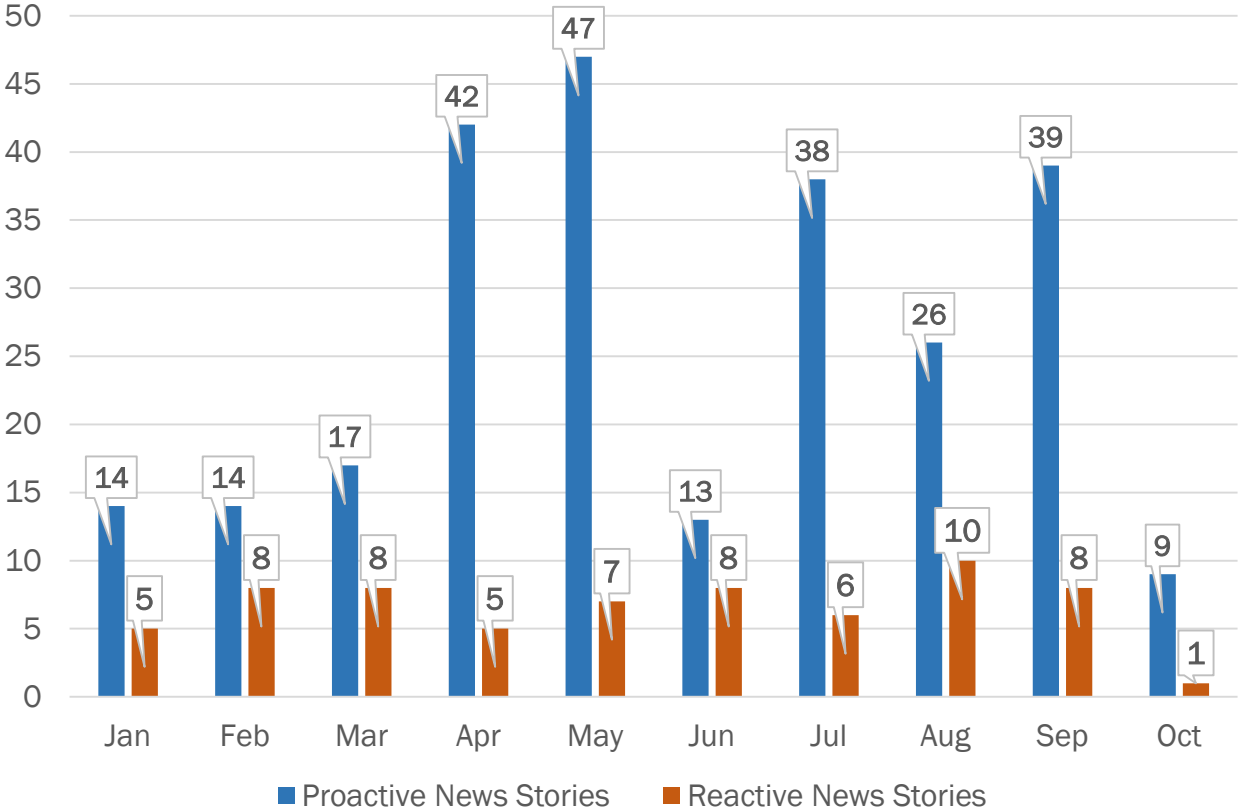
Legal: Subpoenas





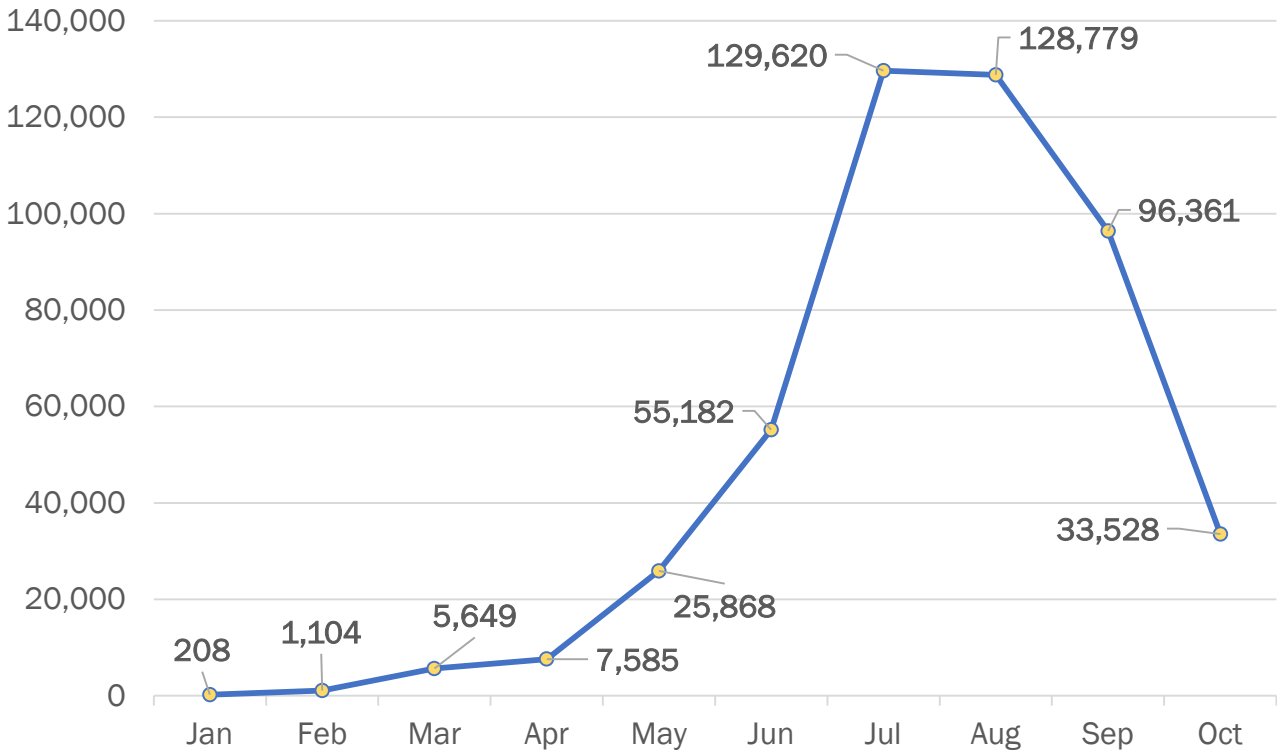
Public Affairs

Public Affairs: News Media Placements*



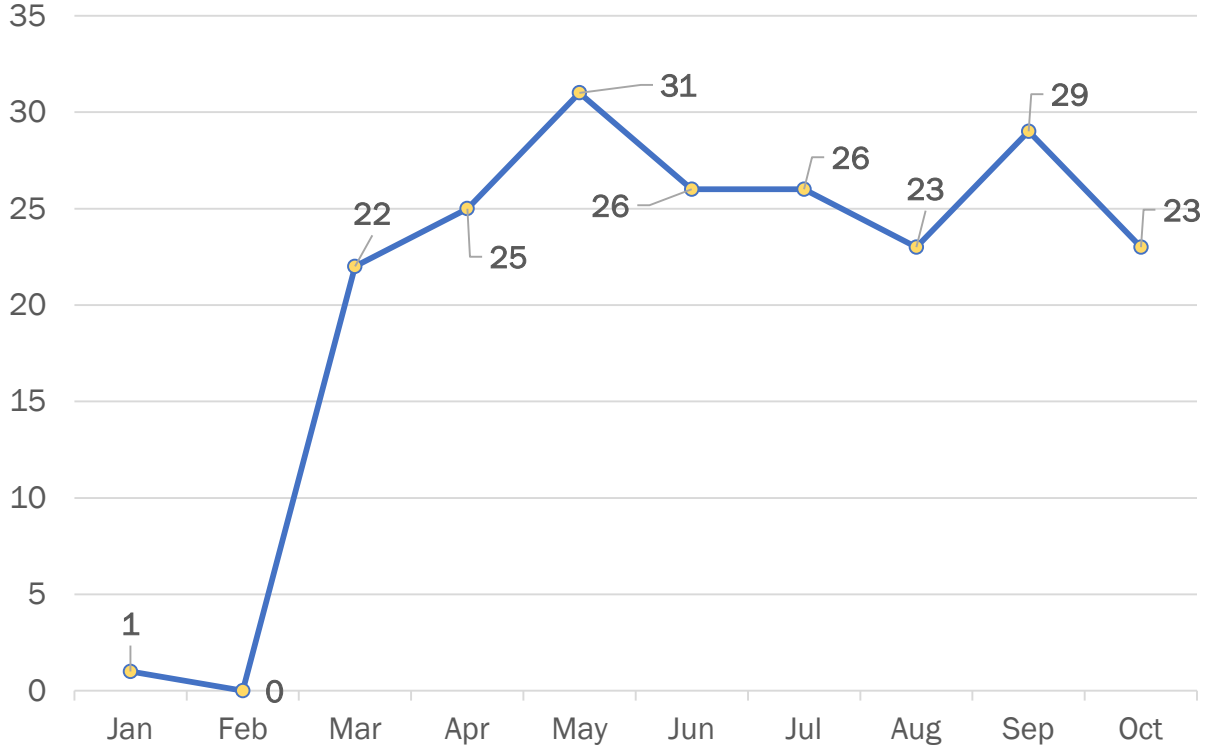
*The October data is not a full month; it only includes activities through the thirteenth of the month.

Public Affairs: Social Media Reach



*The October data is not a full month; it only includes activities through the thirteenth of the month.

Public Affairs: Community Engagement Activities*



*The October data is not a full month; it only includes activities through the thirteenth of the month.



Information Technology

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



Customer Service Application Availability Last 90-Days

