



DIRECTOR'S REPORT

February 21, 2018

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Director's Update

Recent Actions and Events:

- The new public relations firm for DWSD, Mort Crim Communications Inc. (MCCI), is in the planning phase; the firm will begin enhancing the department's public relations activities and customer outreach beginning March 1.
- Nonresidential property owners can now apply for funding through the Capital Partnership Program to build green stormwater infrastructure projects and receive a drainage charge credit.
 - The application is available at www.detroitmi.gov/drainage.
 - Funding is intended to cover half the cost of the project, up to \$50,000.
- The third community meeting for the Oakwood Boulevard green stormwater infrastructure project was held February 3 with more than 40 residents.
 - The project design will be approved this Spring based on community input and construction is scheduled to start in the Fall.
- The Customer Assistance Program Toilet Upgrade installations during phase one began February 19.
 - A Detroit-based plumber will install 1.8 gallon toilets at nearly 500 households in phase one which includes WRAP enrollees and residents in the Jefferson Chalmers neighborhood in an effort to reduce their water and sewerage bill.

Active Customer Accounts

257,542

At-Risk for Service Interruption

19,258

WRAP Minor Plumbing Repairs

23% Average Bill Decrease

Collection Rate

94.19%

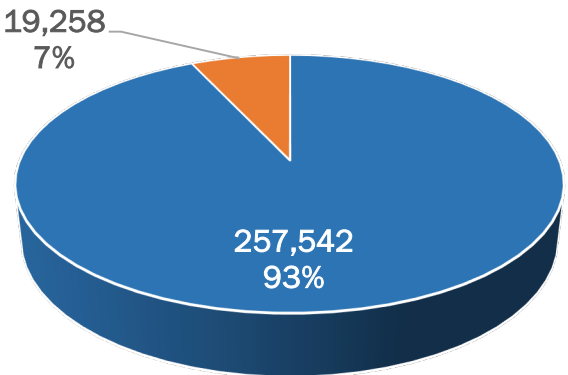
Upcoming Actions and Events (February - March):

- The Community Outreach and Service Credit Program is launching and available to all non-profits with a DWSD water or sewerage account.
 - Gesu Catholic Church and School, Detroit Association of Black Organizations (DABO) and Eastside Community Network participated in phase one.
- DWSD will have a comprehensive outreach strategy, led by MCCI, to educate residents and faith-based organizations regarding the transition to the impervious acreage rate for the drainage charge that begins on July 1.
- The final two community meetings of this fiscal year for the Board of Water Commissioners will be scheduled soon.

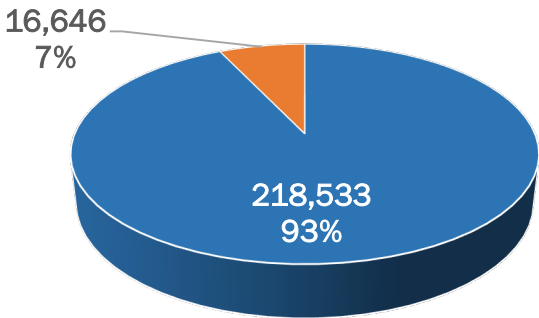
Customer Care: Account Status



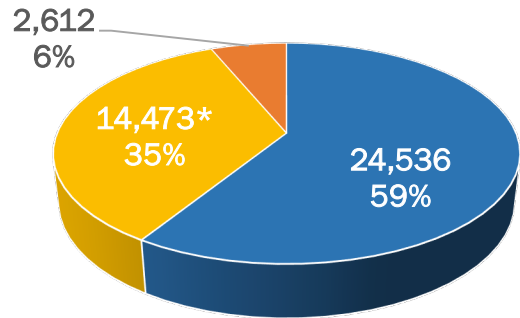
All Customers



Residential Only



Non-Residential Only



■ Active customer accounts
 ■ At-risk for service interruption
 ■ Do not interrupt service*

DWSD has made significant enhancements to customer service to help Detroiters stay connected and improve the collection rate for the benefit of all ratepayers. In the winter season, DWSD does not interrupt service for non-payment when the temperatures are below 32-degrees. Due to this seasonal factor, the number of residents at-risk for a service interruption historically increases.

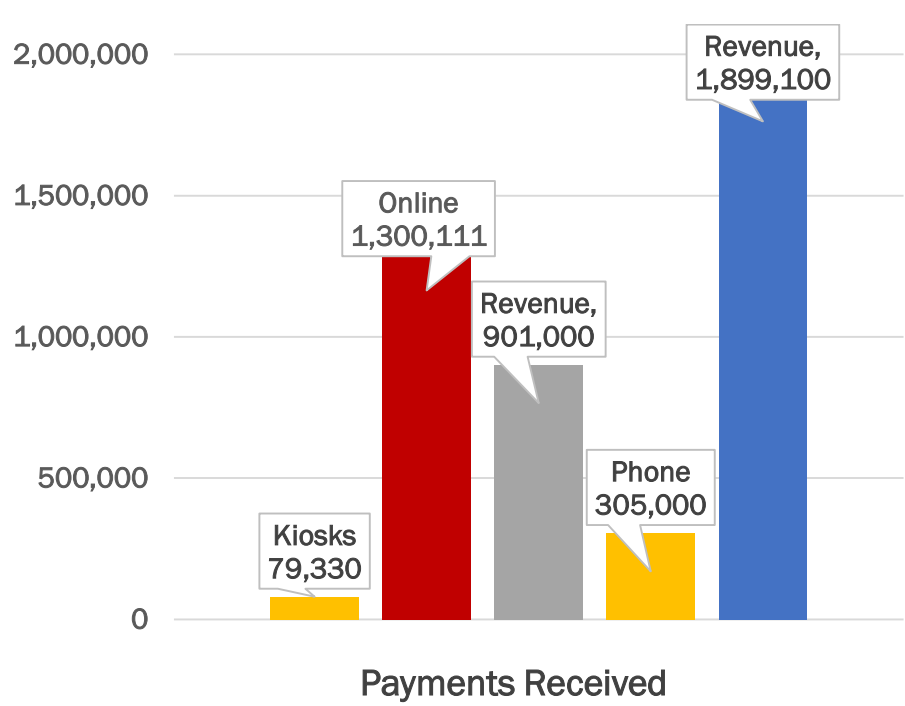
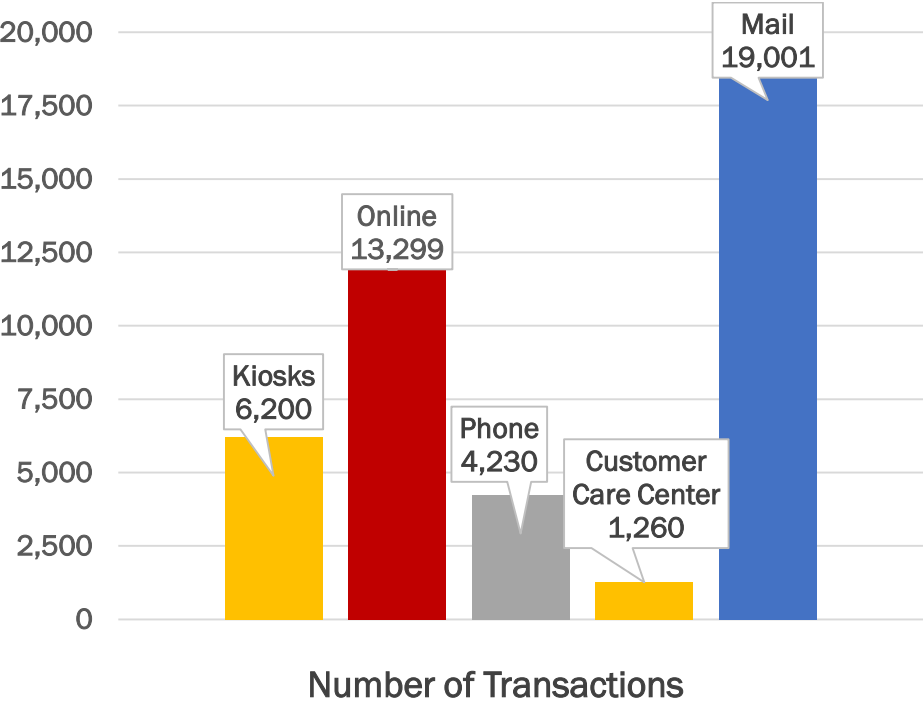
DWSD will have a new customer outreach and communication program led by MCCI to help residential customers avoid a service interruption.

In terms of non-residential customers, several tools are used including payment plans, civil legal action, placing the past due amount on the tax rolls, and offering credit options.

*DWSD does not interrupt water service at nursing homes, apartment buildings and senior complexes. The department pursues other methods to collect past due balances from these property owners.



Customer Care: Payment Platforms

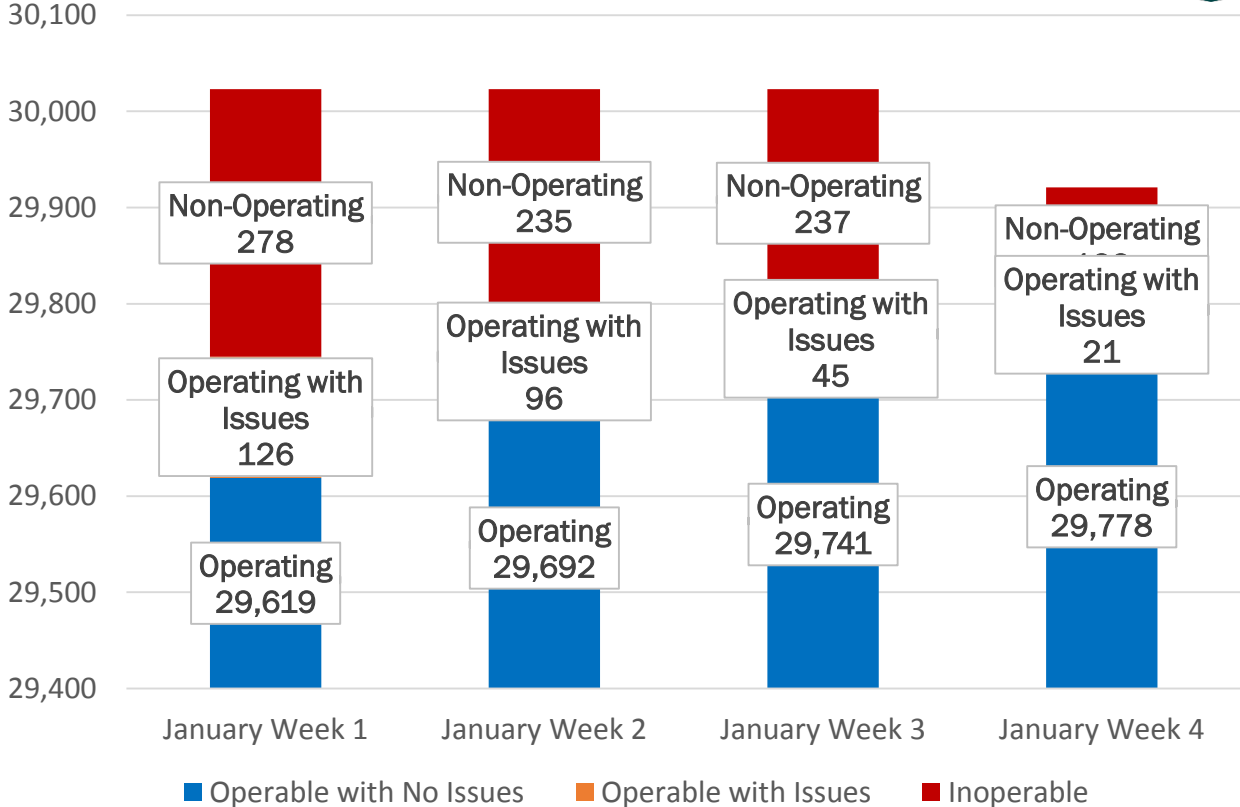


PLACEHOLDER DATA; NOT ACTUAL RESULTS



Field Services

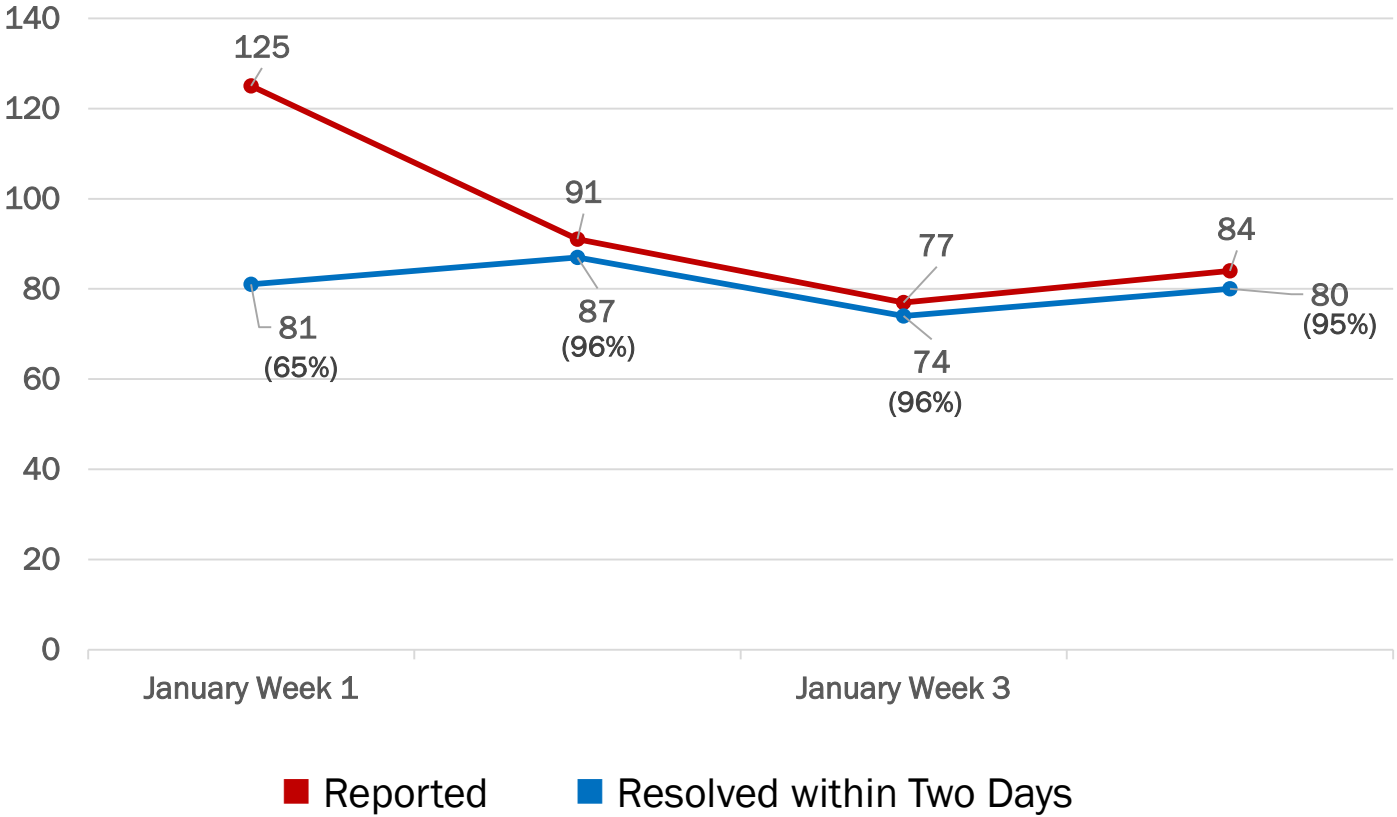
Field Services: Fire Hydrants



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

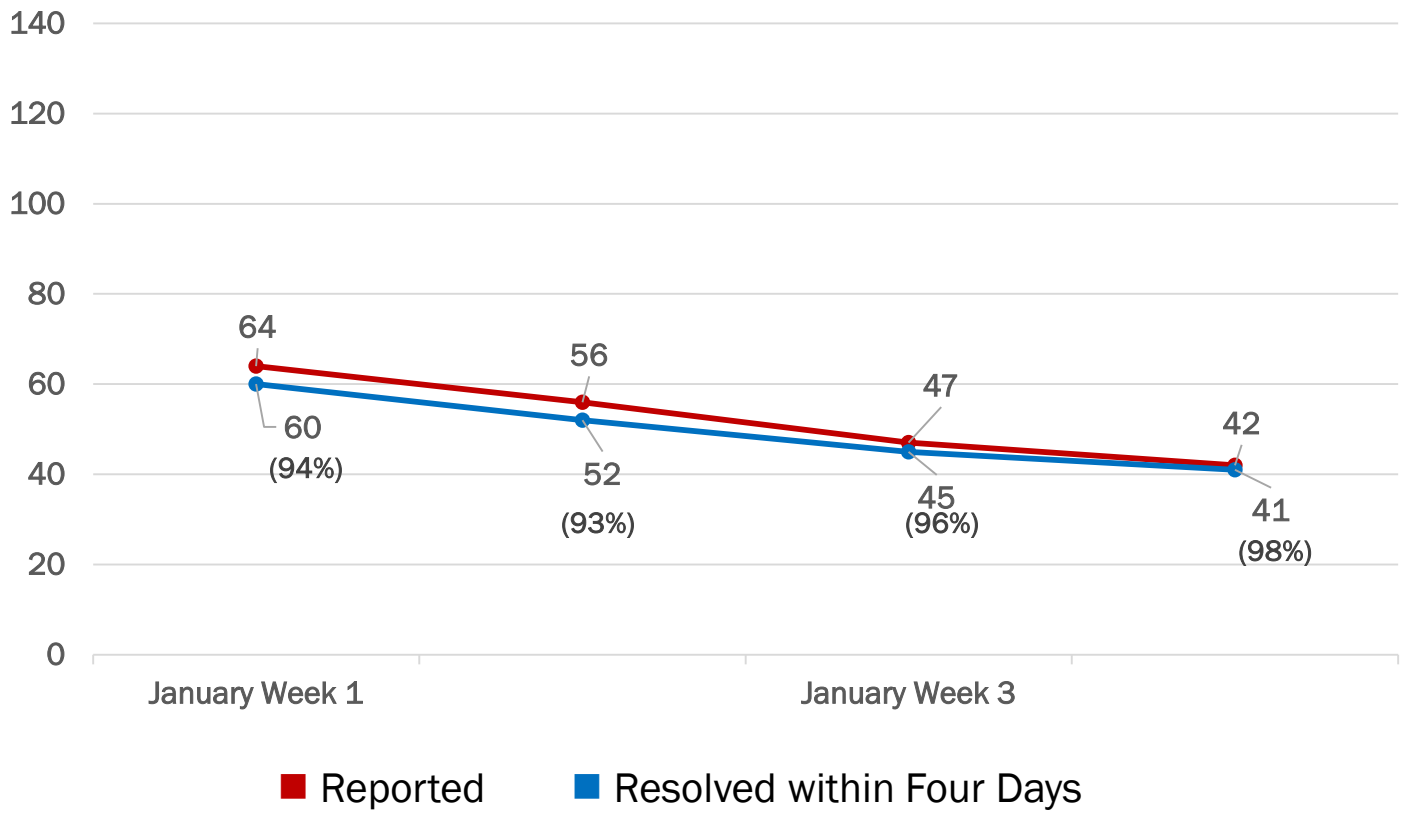
The fire hydrant metrics were changed to include the three categories. The Detroit Fire Department uses a mobile collector app whereby firefighters report on the status of each hydrant. This data integrates into DWSD’s work order system.

Field Services: Running Water



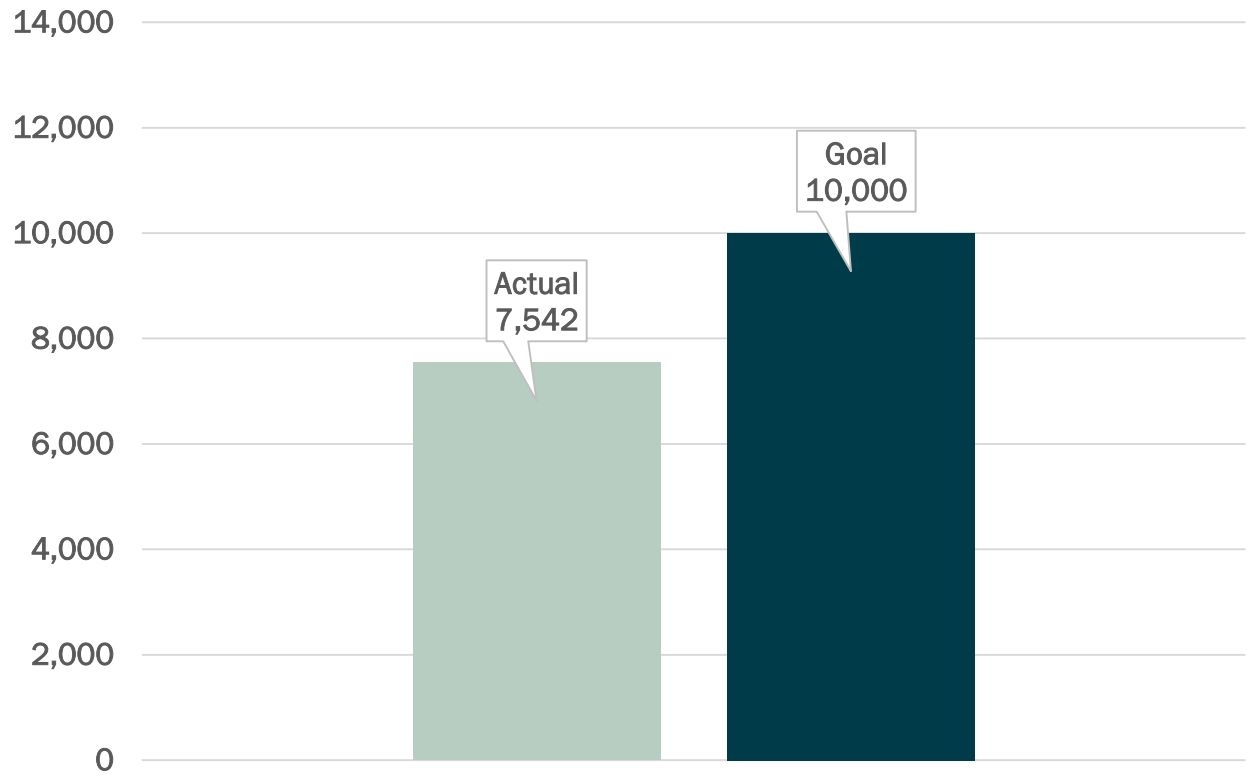
Running water reports include water flowing on a street, issues at vacant properties and calls by residents who see gushing or flowing water that is out of the ordinary.

Field Services: Water Main Breaks



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

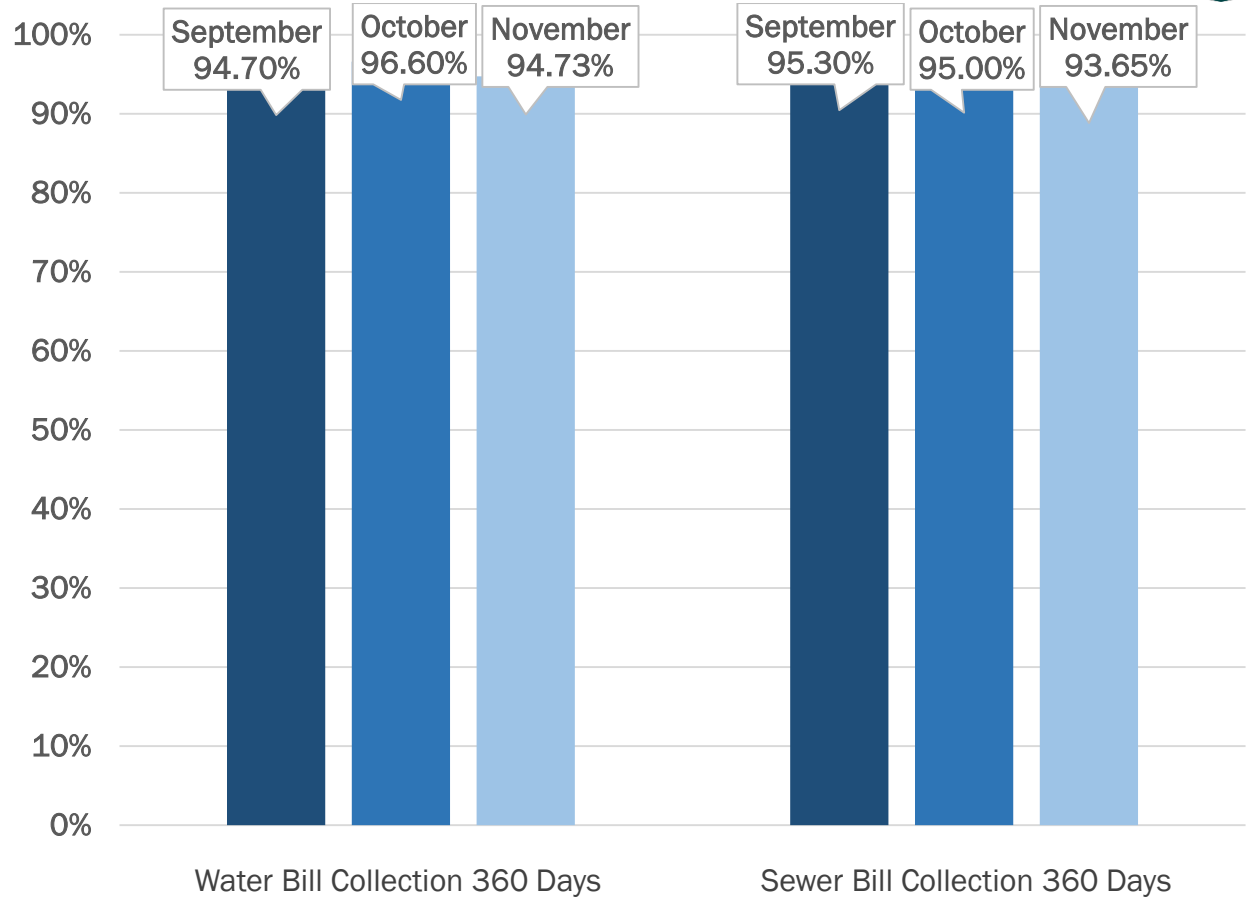
Field Services: Catch Basin Inspection and Cleaning



Beginning August 2017, additional resources were added, including eight Vector trucks and staff, to inspect/clean catch basins as part of an overall sewer maintenance program.

Finance

Finance: Collection Rate



Every percentage increase in the collection rate above 80 percent is an additional \$7 million which can be applied to the maintenance and rehabilitation of the water and sewer infrastructure.

Finance: Cash Balance



\$87,073,377

Water cash balance as of
December 31, 2017

\$50,114,397

Sewer cash balance as of
December 31, 2017

As of December 31, 2017, DWSD had 90.59 days of cash on hand. The target is 100 days.

Legal Services

Legal: Damage Claims



28
Property damage claims

7
Basement backup
damage claims appeals

14
Dispute hearings

6
Number of cases
DWSD prevailed

17
Cases handled by
in-house staff

6
Cases handled by
outside counsel

\$102,305
Amount in property
damage claims

\$23,394
Basement backup damage
claim appeals

\$125,699
Total claims in January
2018

\$75,161
Amount in dispute

\$20,147
Credited to customers
based on hearing outcomes

\$53,030
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 disputes for their bill may request a hearing at the City of Detroit Department of Appeals and Hearings. The cases are heard by an administrative hearing officer.

Investigations

Investigations: Results



388

Property addresses investigated for delinquency, possible meter tampering and no meter.

?
Amount collected to date

\$3,019,136

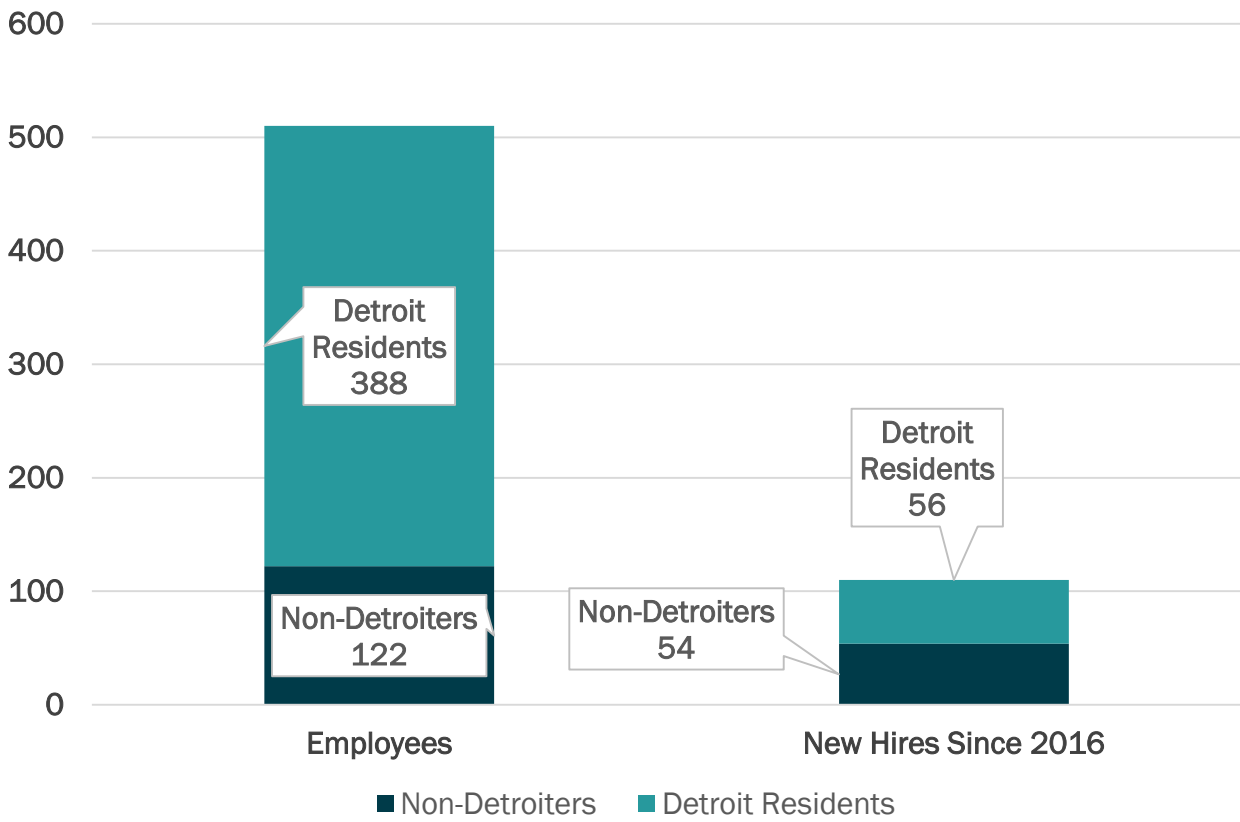
Money owed to DWSD

In the first six months of existence, the DWSD Fraud Unit identified more than \$3 million in services owed by commercial customers that either were delinquent on their bills, had a non-working meter, tampered with the meter, or connected to the city’s water main without a meter or permit.

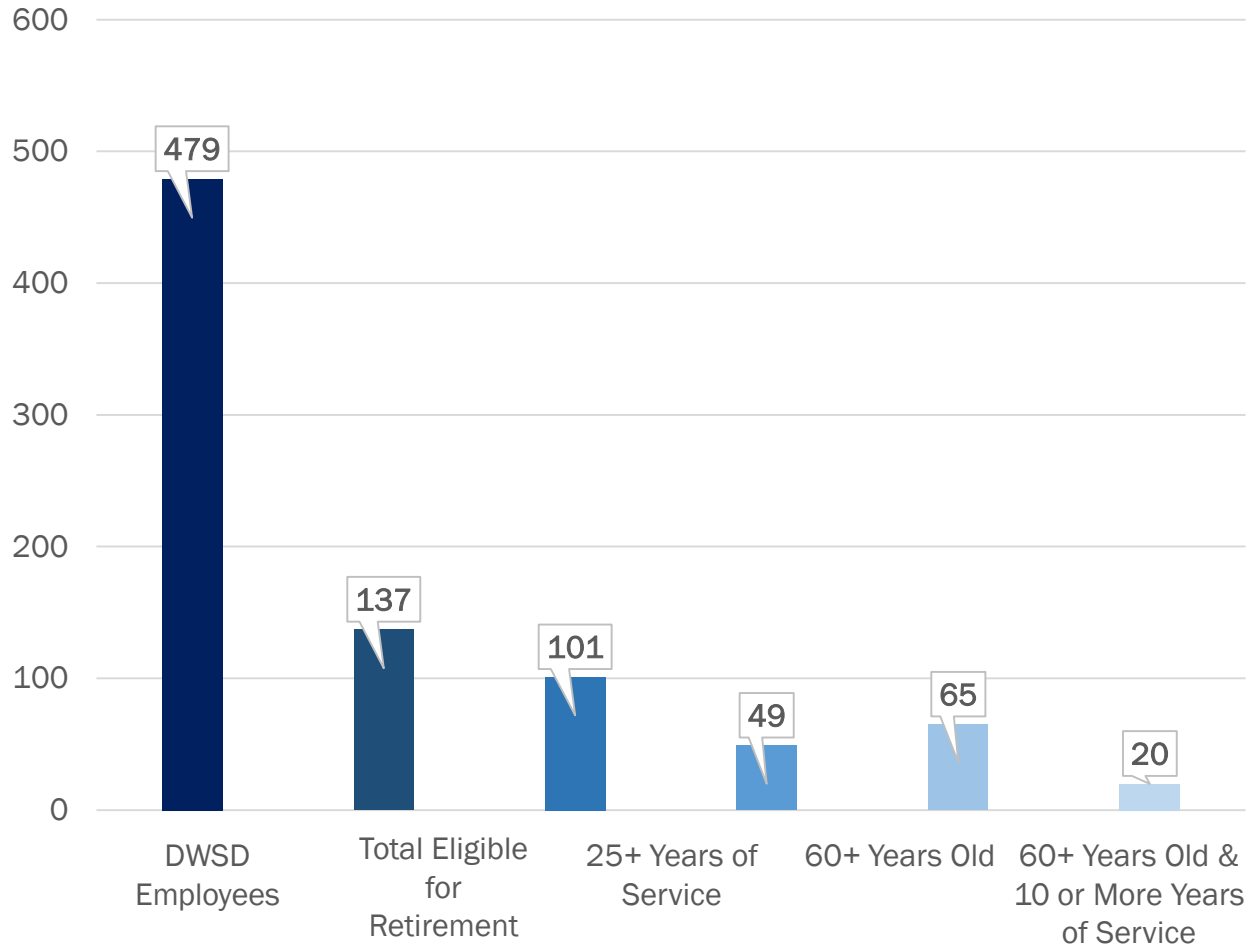


Human Resources

Human Resources: Detroiters



Human Resources: Retirement Eligible



DATA FROM NOVEMBER 2018

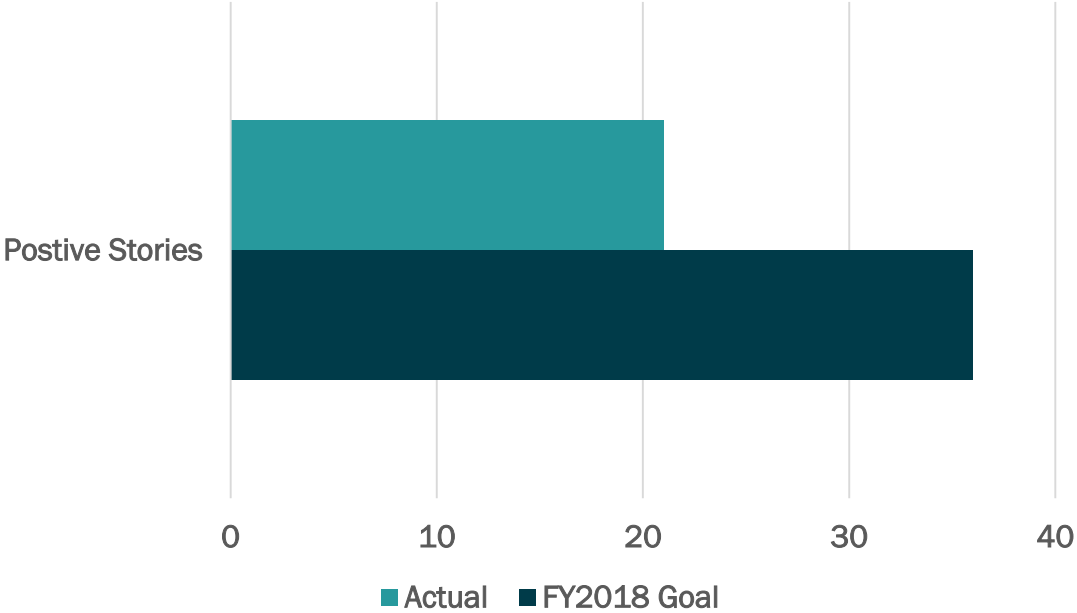


Public Affairs

Public Affairs: Good News



DWSD Good News Media Stories



The DWSD Public Affairs team has crafted a deliberate approach to telling the good news of the department, including customer service enhancements and water/sewer maintenance, through traditional and digital media. A new strategy greatly amplified by the public relations firm, MCCI, will further our efforts in a massive way.

Public Affairs: Social Engagement



TBD
Engagement on Facebook

6,174
Followers on Facebook

TBD
Engagement on Instagram

958
Followers on Instagram

TBD
Engagement on Twitter

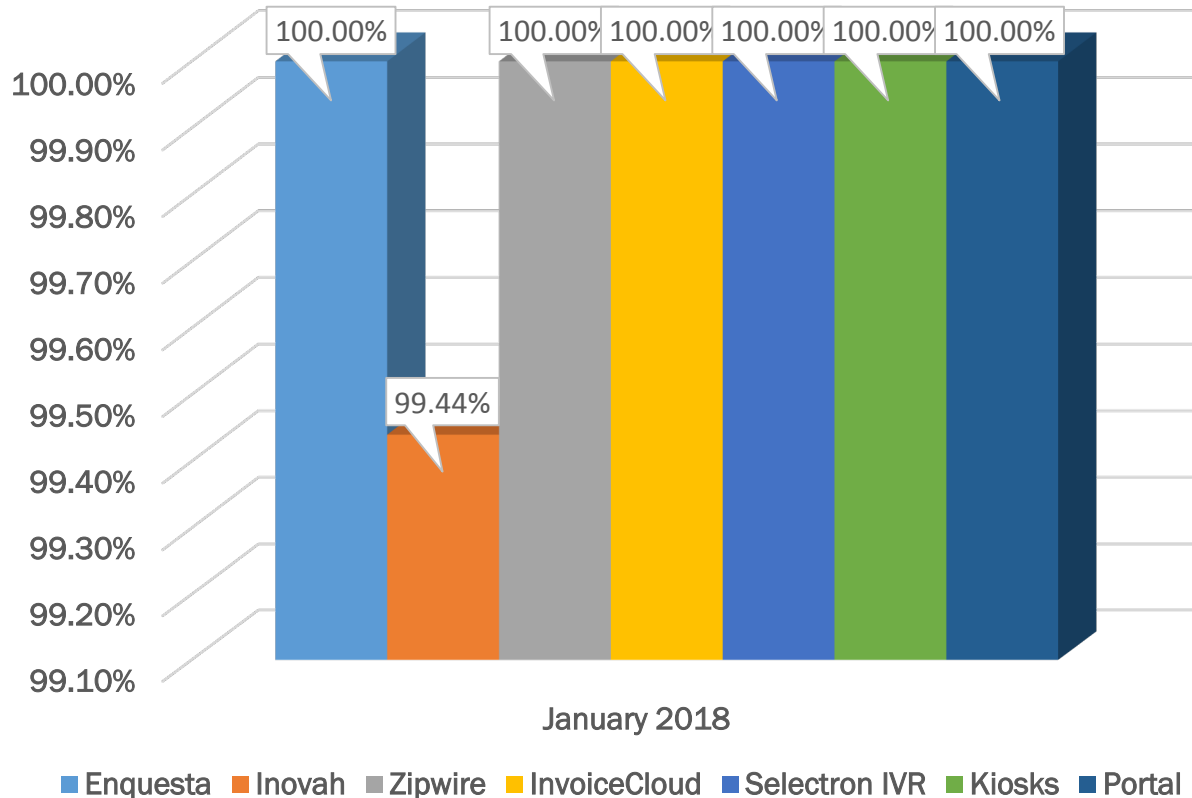
1,242
Followers on Twitter

The DWSD Public Affairs team increased followers on social media by 1,010 percent since January 2016. Now with MCCI on board with its social media team, there is expectation that engagement and followers will increase dramatically. The analytics for engagement on DWSD’s social media platforms will be included in the next report.



Information Technology

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



During the month of January 2018, with the exception of a four-hour outage of Inovah, the software applications that make it possible to provide service to DWSD customers were 100 percent available.