



DETROIT  
**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

March 21, 2018



## UPDATE

The teams at the Detroit Water and Sewerage Department (DWSD) are revising how the data is pulled for the monthly metrics to improve transparency and more accurately share progress and report where we are falling short. This month's complete report will be emailed to the Board of Water Commissioners, once available. In the interim, we are providing this preliminary document.

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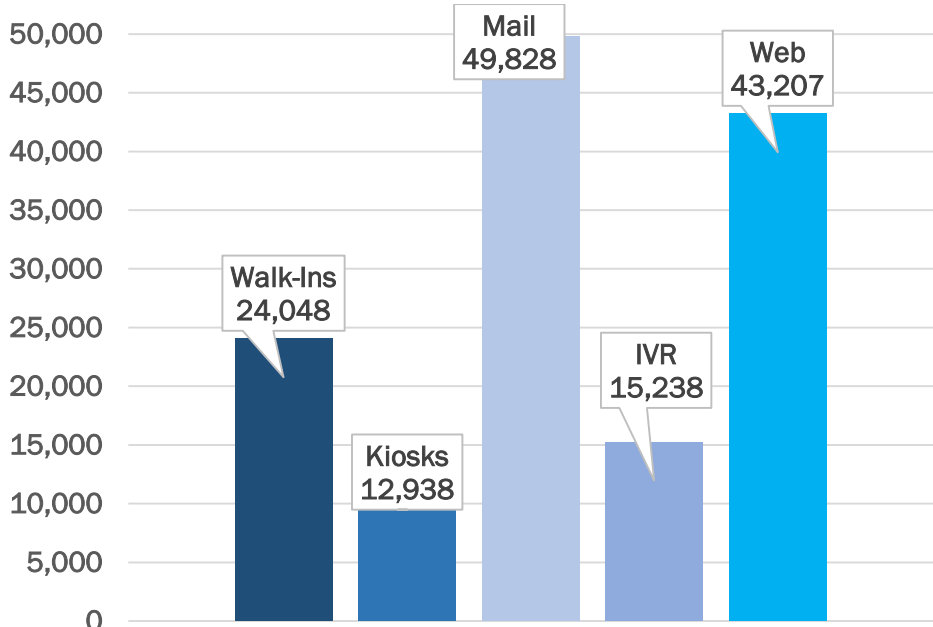
\*Complete Customer Care, Field Services and Finance metrics will be provided in an updated report.



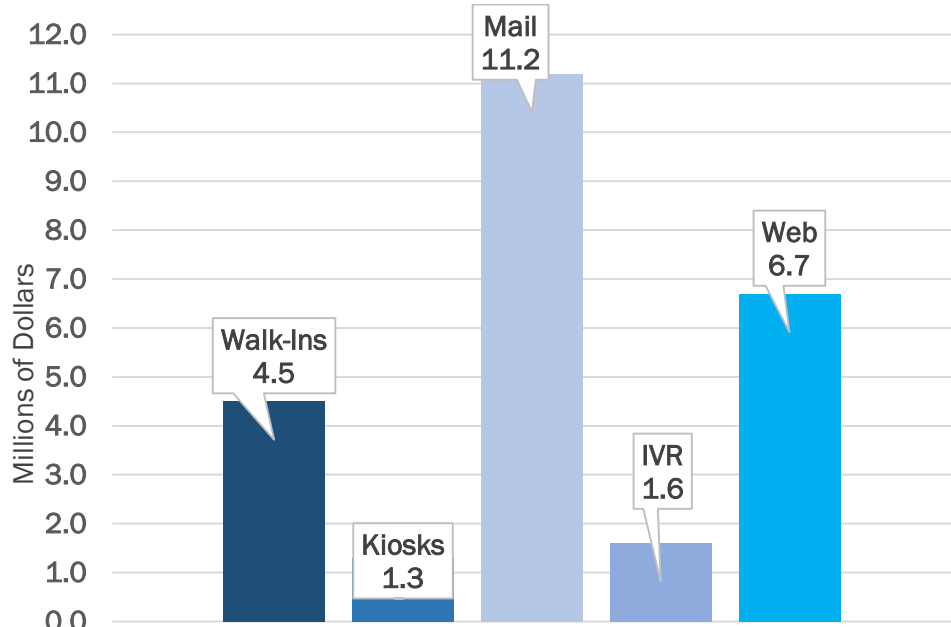
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# Customer Care

# CUSTOMER CARE: Transactions



Payment Transactions by Type



Revenue Collected by Type

**Total Customer Visits  
for January 2018**

- 8,971** Eastside
- 5,612** Main Office
- 13,932** Westside



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# Legal Services

# LEGAL: Claims, Hearings and Cases



**28**  
Property damage claims

**5**  
Basement backup  
damage claims appeals

**14**  
Dispute hearings

**6**  
Number of cases  
DWSD prevailed

**19**  
Cases handled by  
in-house staff

**6**  
Cases handled by  
outside counsel

**\$88,127**  
Amount in property  
damage claims

**\$11,105**  
Basement backup damage  
claim appeals

**\$99,232**  
Total claims in  
February 2018

**\$16,079**  
Amount in dispute

**\$2,072**  
Credited to customers  
based on hearing outcomes

**\$14,006**  
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.



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# Investigations



# Investigations: Results



**510**

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

**\$3,208,896**

Money owed to DWSD



Straight-piping investigation by the Fraud Unit

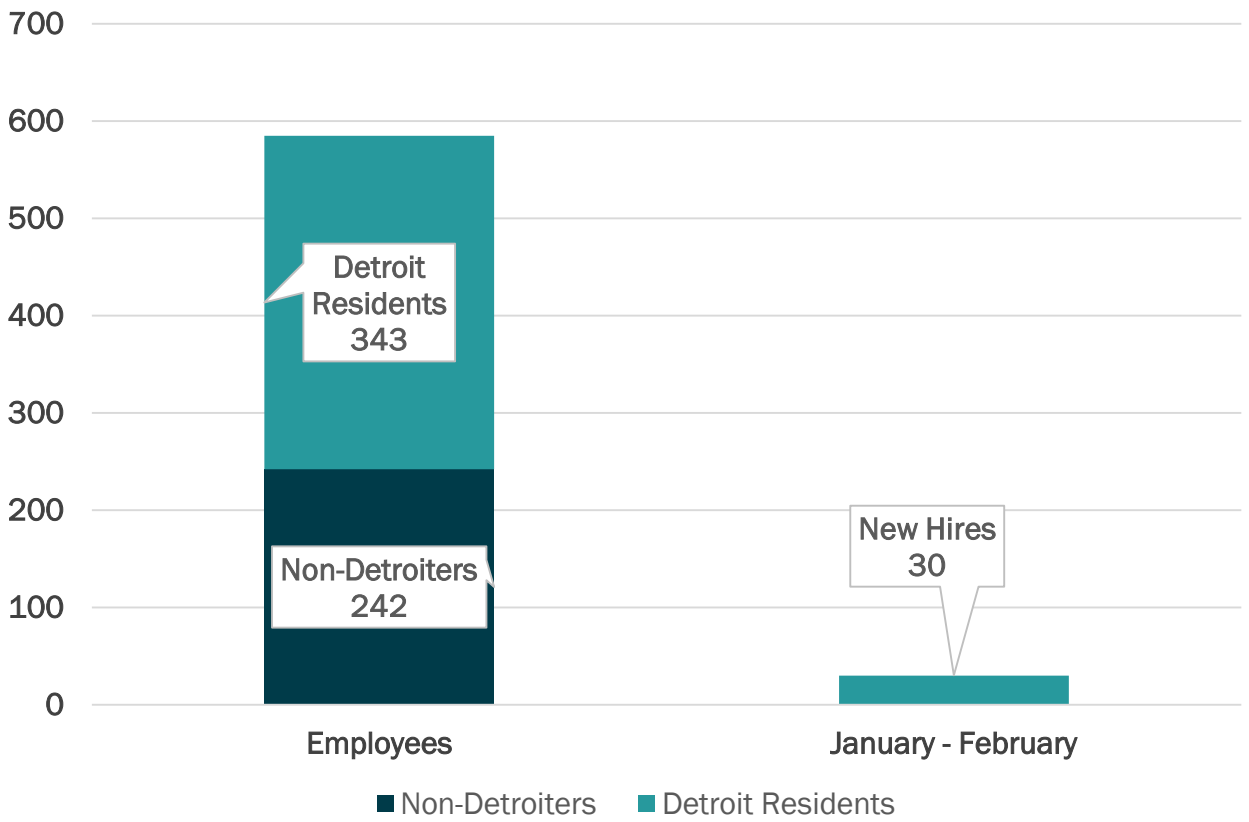
In the first seven months of existence, the DWSD Fraud Unit identified more than \$3 million in services owed by commercial customers that either were delinquent on their bills, had a non-working meter, tampered with the meter, or connected to the city’s water main without a meter or permit.



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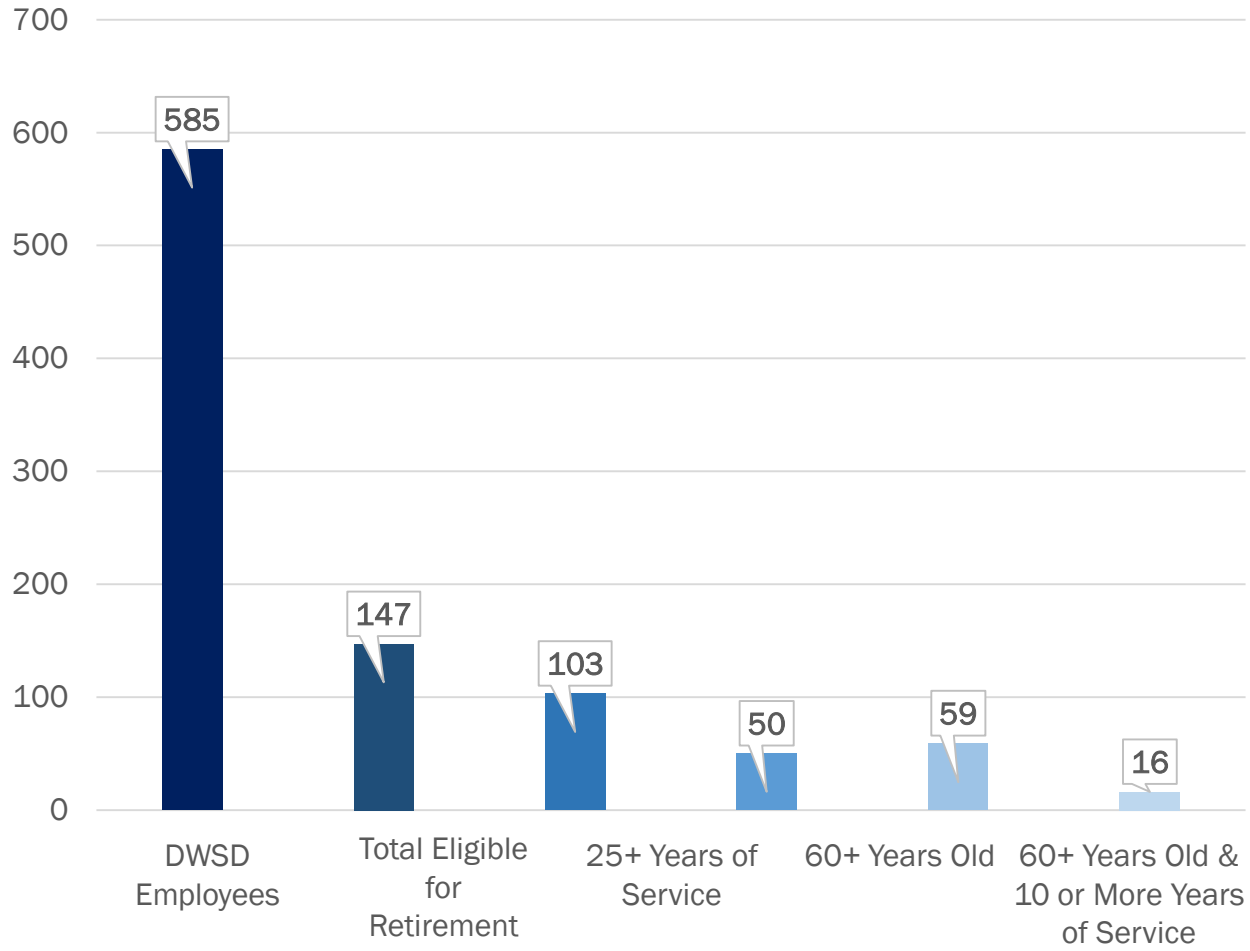
# Human Resources

# HUMAN RESOURCES: Detroiters

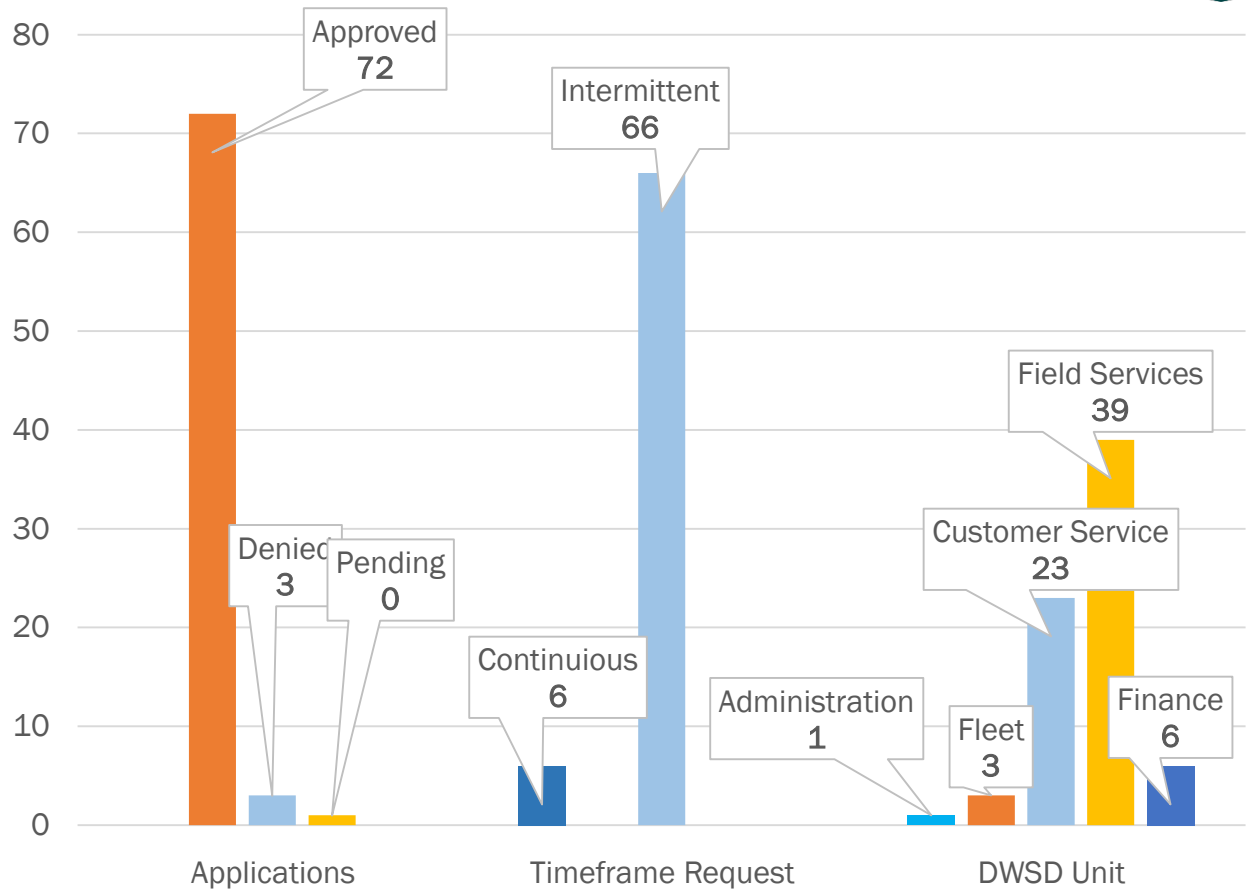


Of the 30 new hires, seven are in Customer Service, 15 are in Field Services, three in the Stormwater Management Group, one in Fleet Services, two in Information Technology, one in Human Resources, and one in Public Affairs.

# HUMAN RESOURCES: Retirement Eligible



# HUMAN RESOURCES: FMLA



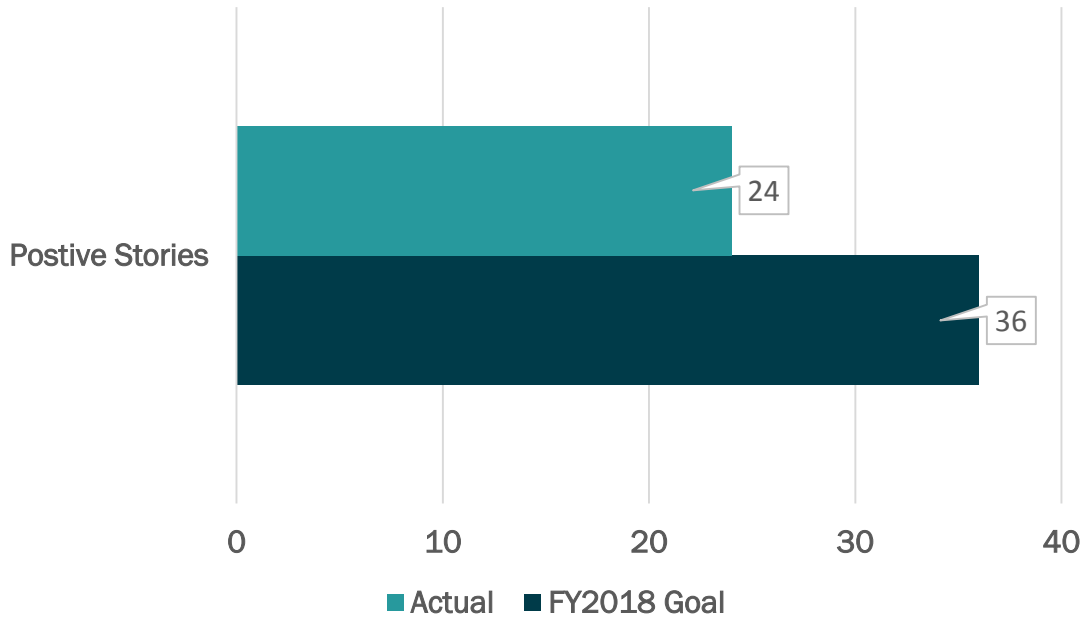


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# Public Affairs



## DWSD Good News Media Stories: FY2018



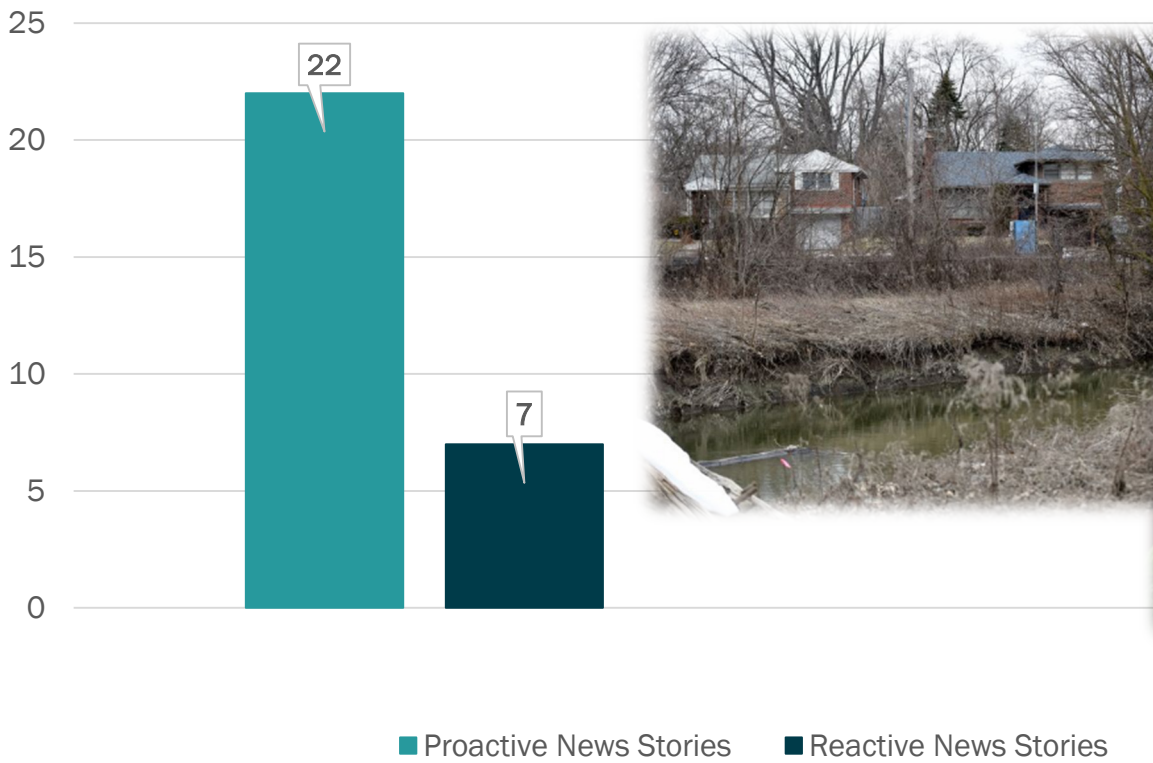
The DWSD Public Affairs team has crafted a deliberate approach to telling the good news of the department. This month, the team garnered 3 positive news stories. One of the stories that was pitched was the investigation of Lou’s Deli. Upon investigation by the DWSD Fraud Unit, Lou’s Deli meter was found on the floor, being straight-piped. The story was picked up by Andrea Isom from WXYZ – Channel 7.

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

# PUBLIC AFFAIRS: Proactive vs. Reactive News



## DWSD News Coverage: February 19 – March 15, 2018



This month the DWSD Public Affairs team coordinated a total of 29 media stories. The most significant proactive story was the Rogell Golf Course announcement, followed by Mayor Duggan’s State of the City address and the flood watch tips. Of the 29 stories, 5 were broadcast, 20 were print/online and 4 were radio.

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



# PUBLIC AFFAIRS: Social Media Audience Growth



**13**  
New Facebook Followers

**6,160**  
Total Followers on Facebook



**14**  
New Instagram Followers

**972**  
Total Followers on Instagram



**15**  
New Twitter Followers

**1,257**  
Followers on Twitter



The DWSD Public Affairs team gained 42 followers on social media in the past month, bringing the total number of fans to 8,389.

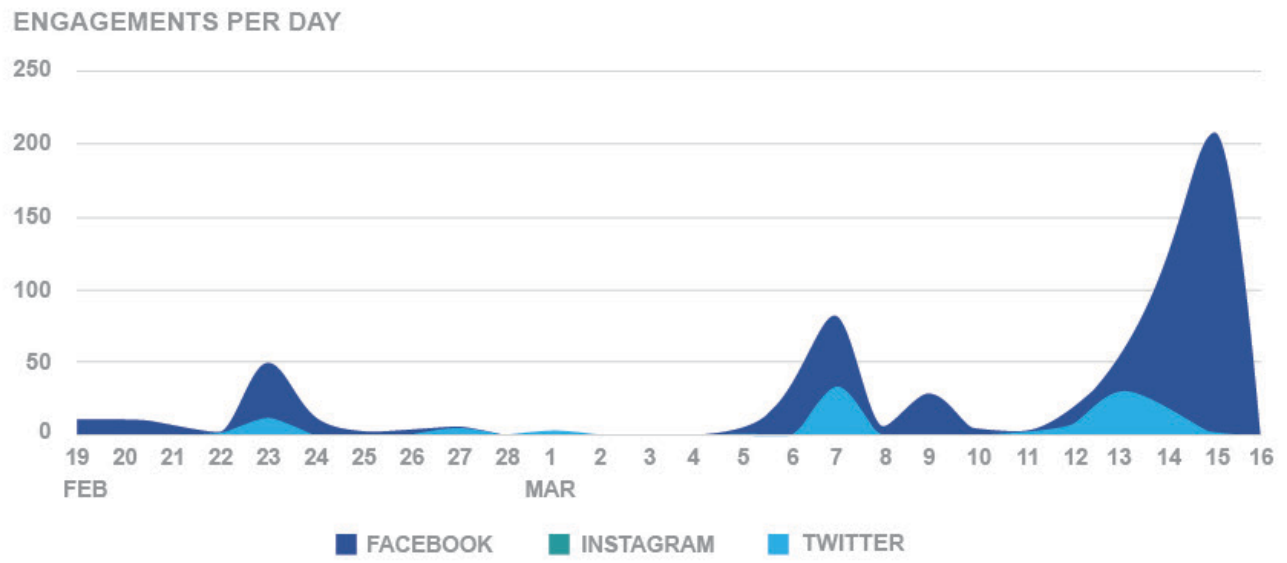
# PUBLIC AFFAIRS: Social Media Engagement



**532**  
Engagement on Facebook

**3**  
Engagement on Instagram

**108**  
Engagement on Twitter

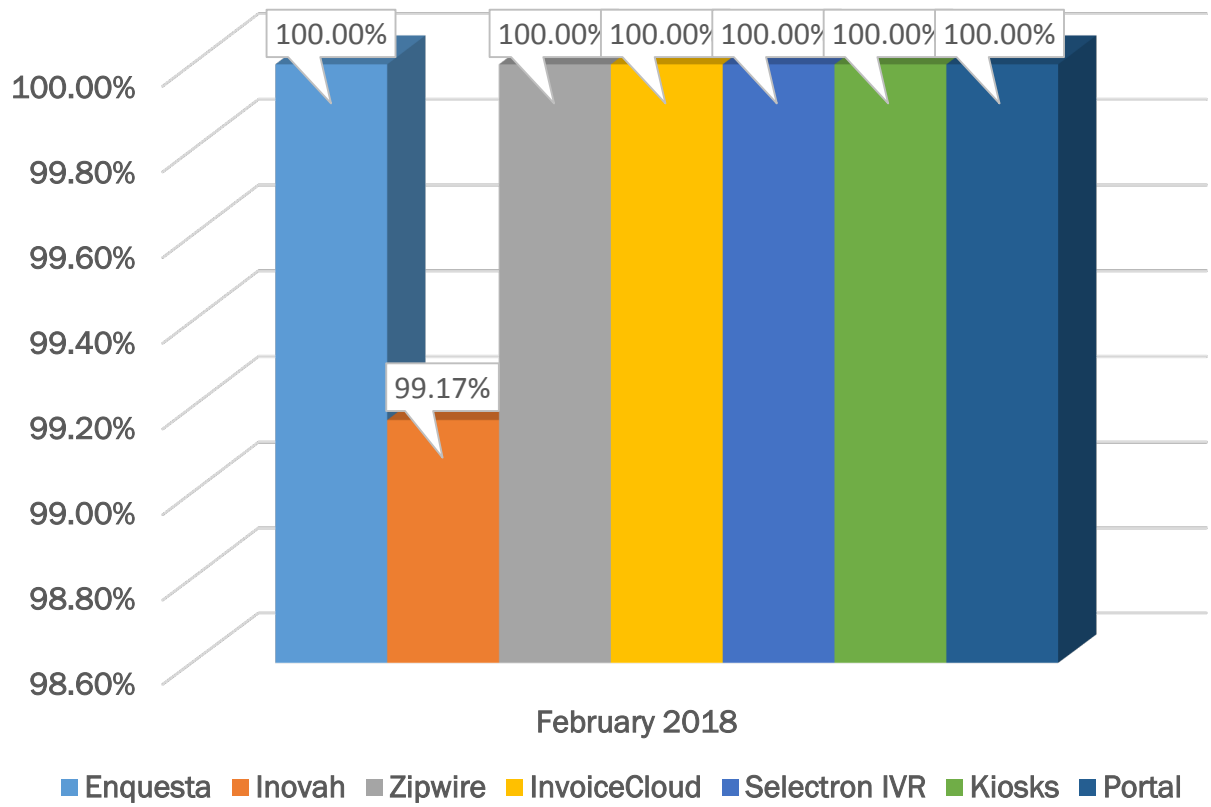


The DWSD Public Affairs team, with the addition of Mort Crim Communications, Inc. (MCCI) has seen the social media engagement increase by 297% since the previous date range. The type of engagement has increased as well. For example, of the 532 people engaged on Facebook, there were 359 people that reacted to a post (liked, loved, laughed, etc.), 27 people posted a comment and 146 shared a post. The team anticipates this metric dramatically increasing with the upcoming targeted social media marketing campaign.



# Information Technology

# IT: Customer Service, Field Services and Finance Software Availability



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