

Stephanie Rawlings-Blake
 Mayor



Room 250
 City Hall
 Baltimore, MD 21202

February 12, 2016

TO: The Honorable Stephanie Rawlings-Blake, Mayor
 Kaliope Parthemos, Chief of Staff
 Khalil Zaied, Deputy Mayor of Operations
 Sameer Sidh, Director of CitiStat

FROM: CitiStat Team

SUBJECT: DPW- Bureau of Water & Wastewater, Executive Briefing

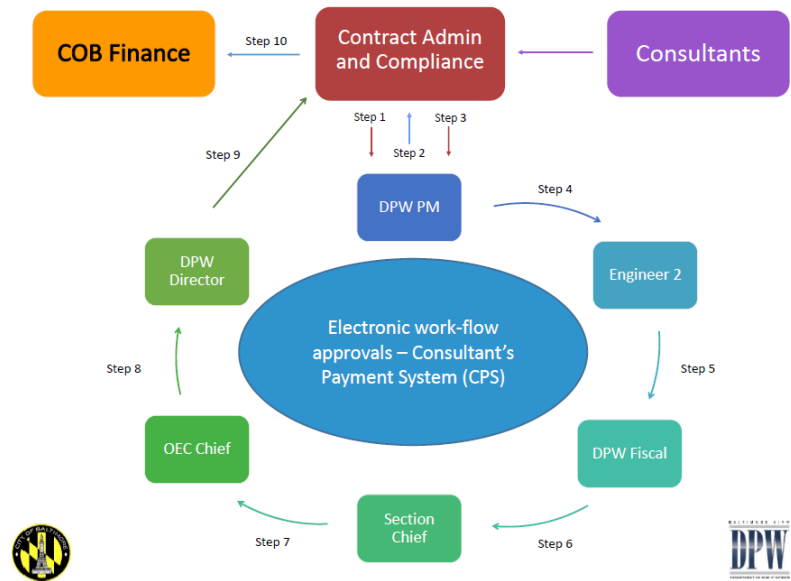


○ **Making Progress**

- **Baltimeter Installations.** The Department of Public Works is attempting to replace approximately 402,831 meters with new AMI water meters in an effort to provide more accurate billing. There have been 248,562 residential meters installed, of which 179,942 were installed in Baltimore City and 68,620 were installed in Baltimore County. 1,014 commercial meter installations have been completed, all of which are located in the Baltimore City. The chart below shows the number of meter installations by type completed in both Baltimore City and County.

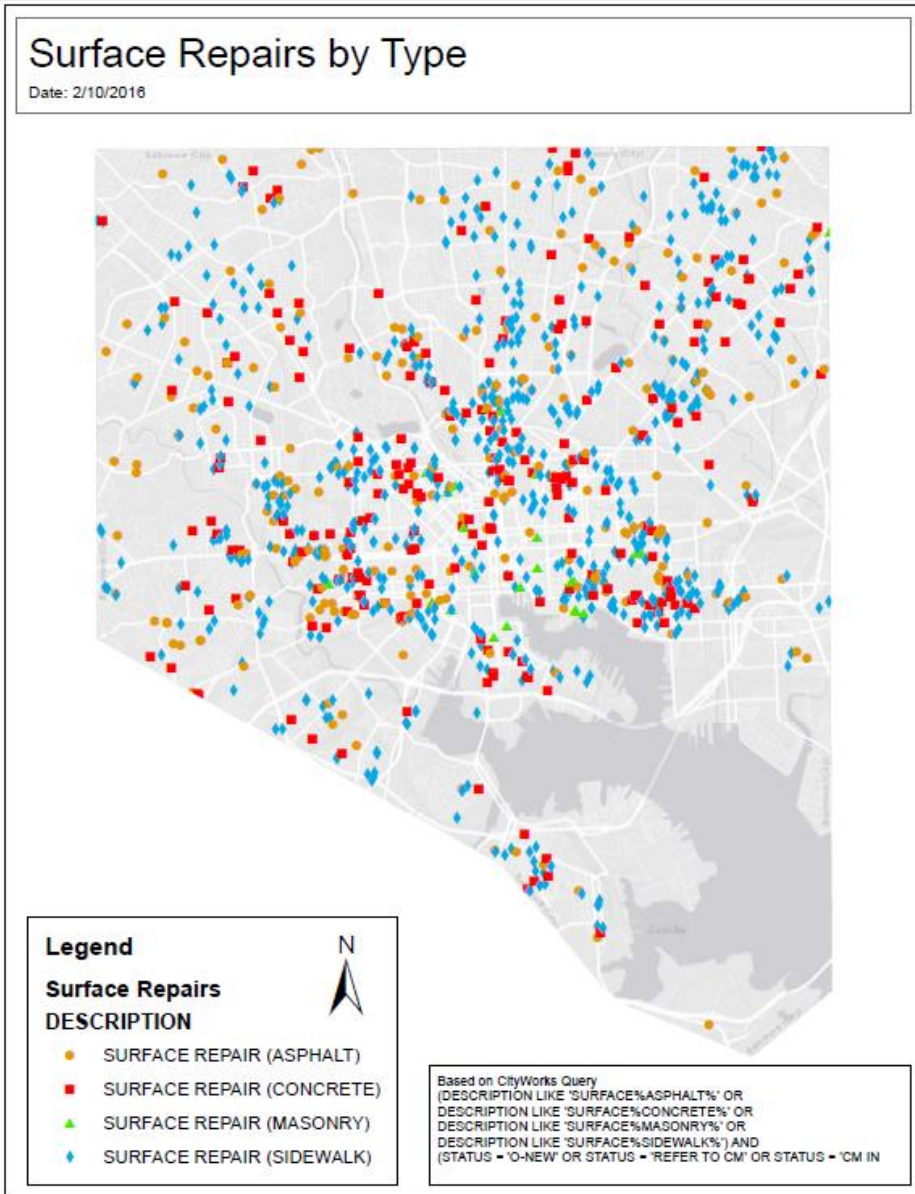
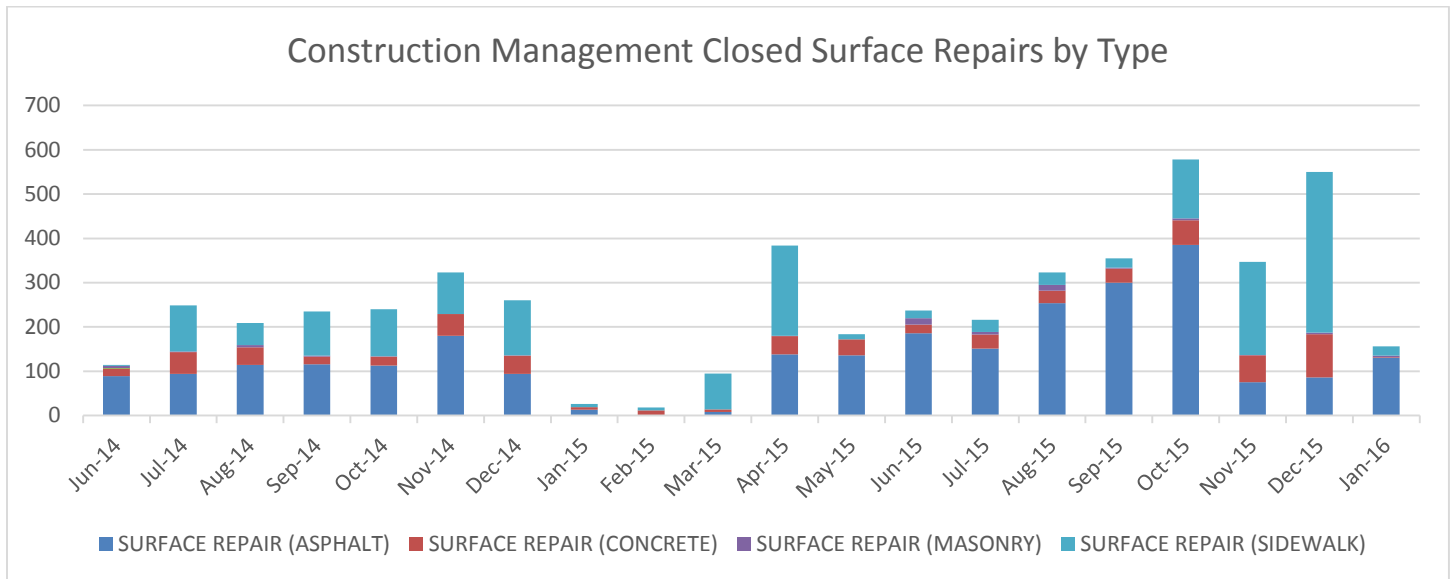
METER UPGRADES	METERS TO COMPLETE	Total Through Dec 2015	Total Through Jan 2016	TOTAL REMAINING
CITY - Residential	193,009	179,926	179,942	13,067
CITY - Commercial	5,822	649	1,014	4,808
CITY - TOTALS	198,831	180,575	180,956	17,875
COUNTY - Residential	199,189	61,167	68,620	130,569
COUNTY - Commercial	4,811	0	0	4,811
COUNTY - Totals	204,000	61,167	68,620	135,380
GRAND TOTAL	402,831	241,742	249,576	153,255

- **eCPS (Electronic Consultant Payments System).** The Bureau of Water and Wastewater has utilized new technology to implement a new electronic consultant payment process in order to decrease the amount of time it takes to pay consultants. The Bureau is transitioning to the new process division by division, to ensure that roll-out mistakes are flagged and adjustments are made as the process is slowly implemented throughout the department. Using a few sample projects, the Bureau measured the performance before and after the use of eCPS and found that there was a 26% decrease in approval time. The flow chart below shows the new, more efficient, work flow.



○ **Needs Improvement**

- **Street & Sidewalk Surface Repairs.** The Bureau of Water and Wastewater is responsible for permanent surface repairs after cutting into the street for any utility work. After the Bureau completes a repair, such as a water main repair, it is their responsibility to complete a temporary repair until a permanent surface repair to the street can be made. It is also the Bureau’s responsibility to maintain these temporary patches until the permanent restoration can occur. There are currently 1,438 open surface repairs which is greater than the backlog of 1,276 reported at the previous CitiStat meeting. The graph below shows the number of permanent surface repairs completed per month by type (asphalt, concrete, masonry & sidewalk) dating back to June 2014. There has been a substantial decrease in the amount of surface repairs closed in January due to low temperatures and significant snow fall, which prevents the use of concrete and asphalt. In addition, the map below shows all of the open surface repairs by type as of February 10, 2016.



DPW- Bureau of Water and Wastewater **PRIVILEGED AND CONFIDENTIAL**
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