

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

April 15, 2016

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

FROM: CitiStat Team

SUBJECT: DPW: Bureau of Water and Waste Water CitiStat Meeting



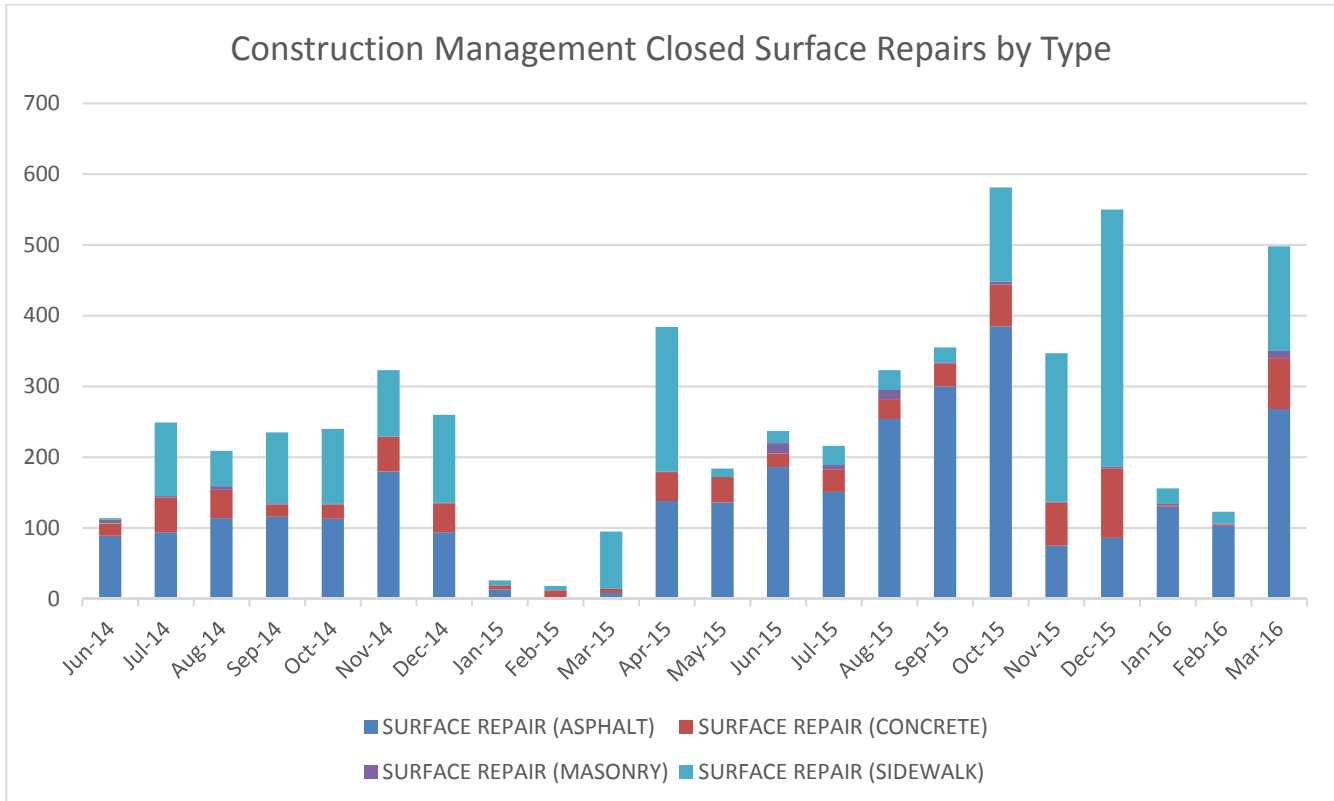
• **Making Progress**

- **Permanent Restoration.** Permanent restoration of surface repairs include streets, sidewalks and alleys. CitiStat tracks the number of open surface repairs, which means surfaces that have been temporarily restored and need to be permanently restored before the work order can be closed. Temporarily restored surface repairs tend to deteriorate much quicker than permanent restoration and can, therefore, lead to potholes and unsafe conditions. As of April 11, 2016 there are currently 1,291 open surface repairs, a reduction from the 1,393 reported at the previous CitiStat meeting. The Bureau of Water and Wastewater consider a surface repair overdue when it has exceeded 90 days. The chart below shows the number of open and overdue surface repair work orders by type as of April 11, 2016 in comparison to the data presented at the last two CitiStat meeting. The chart below also indicates the overdue percentage of each type of surface repair work order. The numbers in green indicate a decrease since the last month, while the red indicates an increase. There has been a nearly 50% reduction in the number of open Asphalt surface repairs over the past month. Furthermore, the overdue percentage has fallen by 48% for open Asphalt surface repairs between March 9th and April 11th. There has been a decrease in the number of open and overdue surface repairs for all types except Sidewalk, which has seen an increase of 6 open surface repairs since the last CitiStat meeting. It is worth noting that even with this slight increase in open Sidewalk surface repairs the overdue number has fallen by 32.

Surface Repair Type	As of February 9th			As of March 9th			As of April 11th		
	# Open	# Overdue	% Overdue (> 90 Days)	# Open	# Overdue	% Overdue (> 90 Days)	# Open	# Overdue	% Overdue (> 90 Days)
ASPHALT	352	171	49%	203	111	55%	113	8	7%
CONCRETE	260	146	56%	291	185	64%	280	160	57%
MASONRY	29	18	62%	32	20	63%	25	12	48%
SIDEWALK	797	500	63%	867	571	66%	873	539	62%
	1438	835	58%	1393	887	64%	1291	719	56%



- The graph below represents the total number of surface repairs closed by type from June 2014 through April 2016. The data indicates that there has been a substantial increase in the number of closed surface repairs in the month of March.



- **Baltimeer 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 279,048 residential meters installed, of which 181,223 were installed in Baltimore City and 97,825 were installed in Baltimore County. 3,317 commercial meter installations have been completed, all of which are located in the Baltimore City. As of March 2016 there are 14,277 Baltimore City meters that still need installation and 104,383 Baltimore County meters that also need installation. Of the total 213 network devices that need to be installed, 204 have been completed with 9 remaining. The charts below depict the number of meter installations by type in Baltimore City and County.

METER UPGRADES	METERS TO COMPLETE	Total Through Feb 2016	Total Through Mar 2016	TOTAL REMAINING
CITY - Residential	192,995	180,295	181,223	11,772
CITY - Commercial	5,822	2,786	3,317	2,505
CITY - TOTALS	198,817	183,081	184,540	14,277
COUNTY - Residential	197,397	80,320	97,825	99,572
COUNTY - Commercial	4,811	0	0	4,811
COUNTY - Totals	202,208	80,320	97,825	104,383
GRAND TOTAL	401,025	263,401	282,365	118,660

*Commercial (meters 3+ inches, detector check meters, intermediate meters)



- **Needs Improvement**

- **Consent Decree.** Baltimore City entered into a Consent Decree with the United States and the State of Maryland which obligated the City to fund a comprehensive wastewater collection system evaluation and rehabilitation program. The ultimate goal of the Consent Decree is to reduce the number of Sanitary Sewer Overflows (SSOs) from the system. Dry weather SSOs are the result of leaking, broken or clogged sewer pipes. The number of dry weather SSOs has risen to 27 in the month of March. The graphs below show the number of dry and wet weather SSOs over the past year.

