



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

BOARD OF DIRECTORS

***WATER QUALITY AND WATER SERVICES
COMMITTEE MEETING AGENDA***

**Thursday, April 21, 2016
11:00 a.m.**

**5000 Overlook Avenue, SW
Washington, DC 20032**

11:00 a.m. I. Call to Order

Rachna Butani-Bhatt
Chairperson

11:05 a.m. II. Water Quality Monitoring

Charles Kiely

**Coliform Testing
LCR Compliance Testing**

11:15 a.m. III. Fire Hydrant Upgrade Program

David Wall

**Status Report of Public Fire Hydrants
Out of Service Fire Hydrant Map**

11:30 a.m. IV. Customer Service Satisfaction Survey

Lauren Preston

11:50 a.m. V. Executive Session*

Adjournment

*The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(1); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2-575(b)(10); proprietary matters under D.C. Official Code § 2-575(b)(11); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.

Status Report of Public Fire Hydrants for DC Water Services Committee - April 4, 2016

	January Cmte. Report (Jan 11, 2016)	February Cmte. Report (Feb 04, 2016)	March Cmte. Report (Mar 04, 2016)	April Cmte. Report (Apr 04, 2016)
Public Fire Hydrants:	9,456	9,457	9,487	9,488
In Service:	9,405	9,403	9,413	9,429
Marked Out-of-Service (OOS)	51	54	68	59
OOS - defective requiring repair/replacement	31	35	49	36
% OOS requiring repair or replacement (DC Water goal is 1% or less OOS)	0.33%	0.37%	0.52%	0.38%
OOS - due to inaccessibility or temp construction work	20	19	19	23

Note: The number of public hydrants in the DC Water system fluctuates; this number fluctuates as hydrants are added and removed during development or construction activities as well as at the request of the Fire Dept.

Breakdown of Public Fire Hydrants Out-of-Service (OOS) as of April 4, 2016 59

Breakdown of Defective

	0-7 Days	8-14 Days	15-30 Days	31-60 Days	61-90 Days	91-120 Days	> 120 Days	Total
Hydrant Needs Repair/Investigation	1	0	0	0	0	0	4	5
Needs Valve Investigation for Low Flow/Pressure or Shut Test for Replacement	0	1	0	1	1	0	4	7
Needs Replacement	0	0	2	2	4	1	15	24

Defective

36

Breakdown of Others

	0-7 Days	8-14 Days	15-30 Days	31-60 Days	61-90 Days	91-120 Days	> 120 Days	Total
Temporarily OOS as part of operations such as a main repair	2	0	0	0	0	1	2	5
Construction* - OOS	0	0	1	3	2	1	6	13
Obstructed Hydrant – OOS hydrant due to operation impeded by an obstruction.	0	0	0	0	0	0	5	5

Others

23

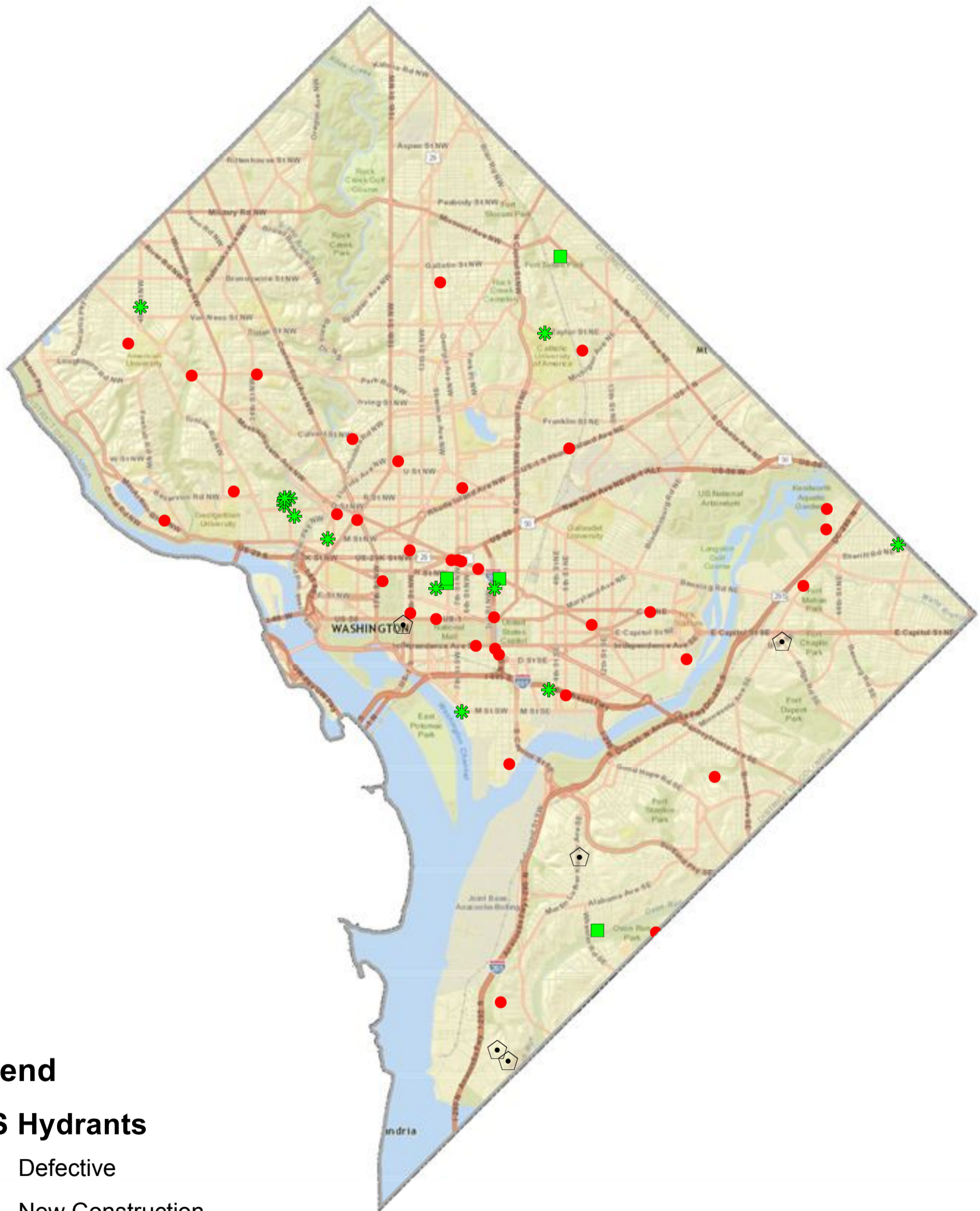
*Fire hydrants not accessible due to construction activities. Also includes new hydrants which have not yet been commissioned or old hydrants which will be abandoned as part of ongoing construction projects.

Status of Private Fire Hydrants-Based on FEMS Inspection Reporting

Private Hydrants:	1,318
• In Service:	1,190
• Out-of-Service (OOS):	128

Map of Public Out-of-Service Hydrants

Apr. 4, 2016



Legend

OOS Hydrants

- Defective
- ✱ New Construction
- ⬠ Obstructed
- Temporary



INNOVATIVE THINKING
RIGOROUS APPROACHES
REAL WORLD IMPACT



Key Findings and Recommendations from the DC Water Customer Satisfaction Survey

Purpose of Survey

- Assess residential and commercial customers' satisfaction with, attitudes toward, and perceptions of DC Water's services
- Previous customer satisfaction survey conducted in 2004
- Carried out April-July, 2015

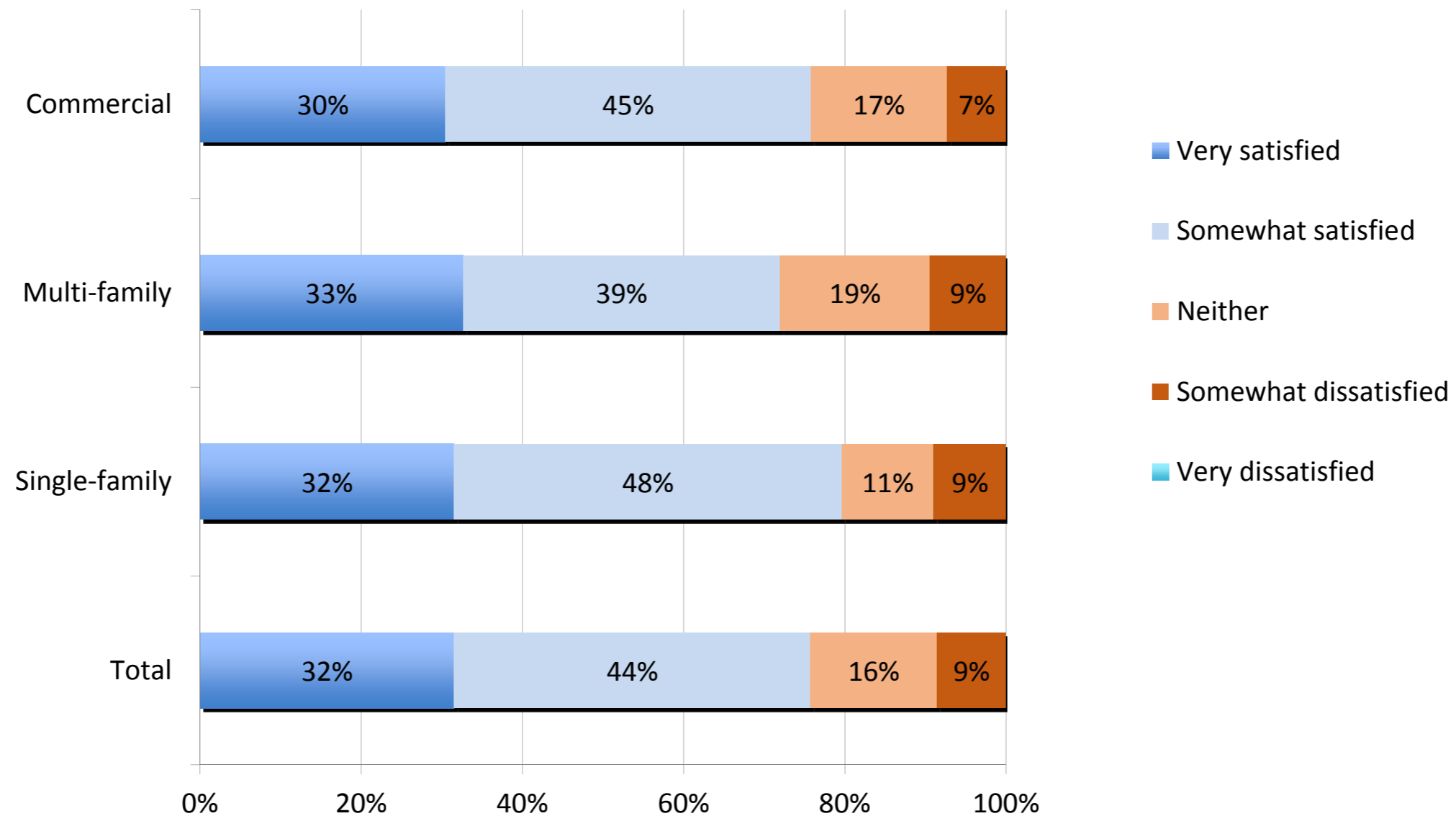
Methods

- Random, stratified sample of residential (single and multi-family) and commercial customers
- Different questionnaire versions for residential & commercial; extra module for those with recent direct contact with DC Water
- Multi-mode survey process: online, mail, and phone
- 1,214 completed surveys (approximately 400 per group: single family residential, multi-family residential and commercial)

Findings

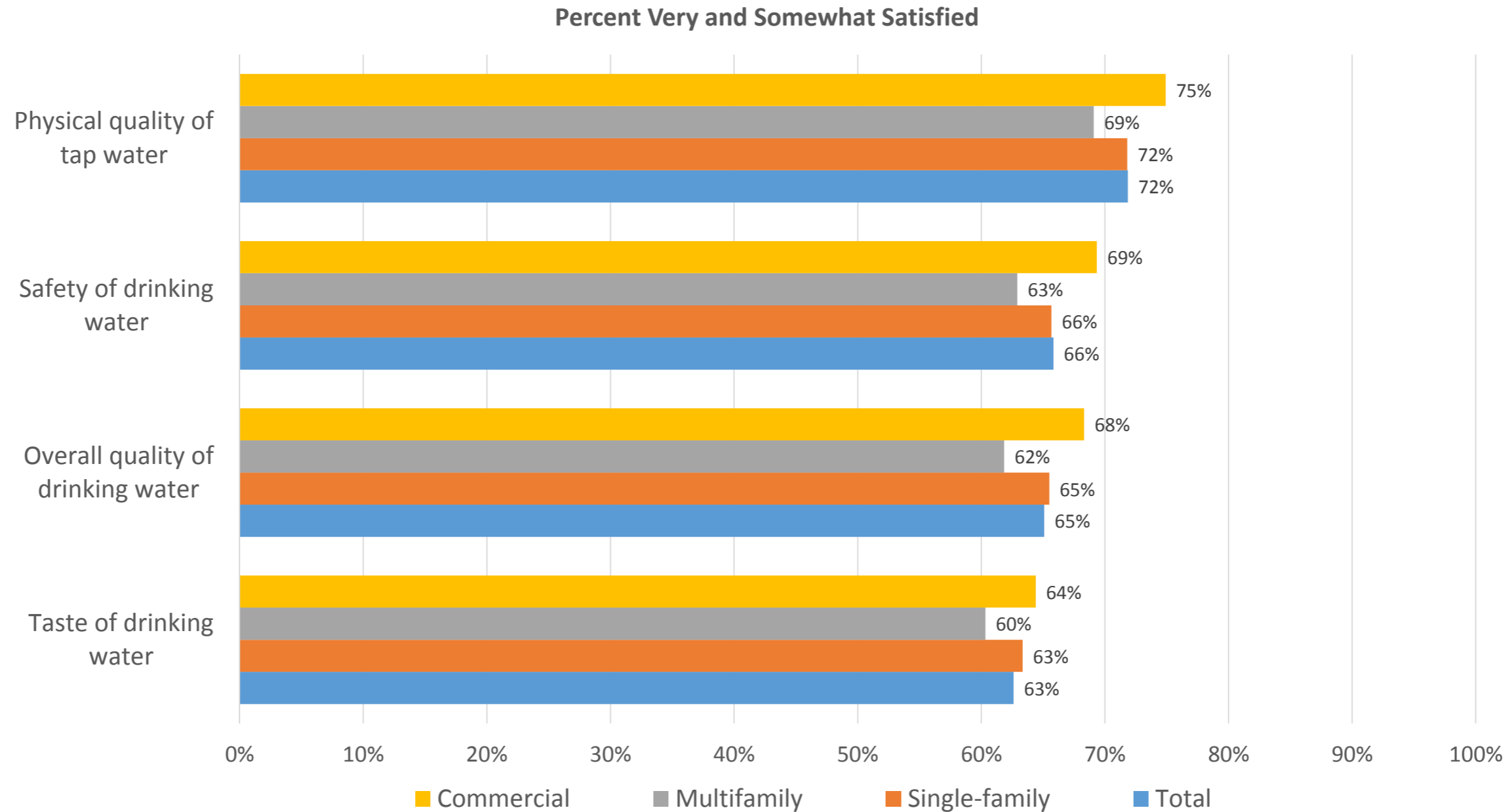
- Overall satisfaction with DC Water was quite high:
 - Across all groups, 76% were very or somewhat satisfied
 - Satisfaction was slightly lower for multi-family unit residents (72%) when compared to commercial (75%) or single family (80%) residents

Overall Satisfaction



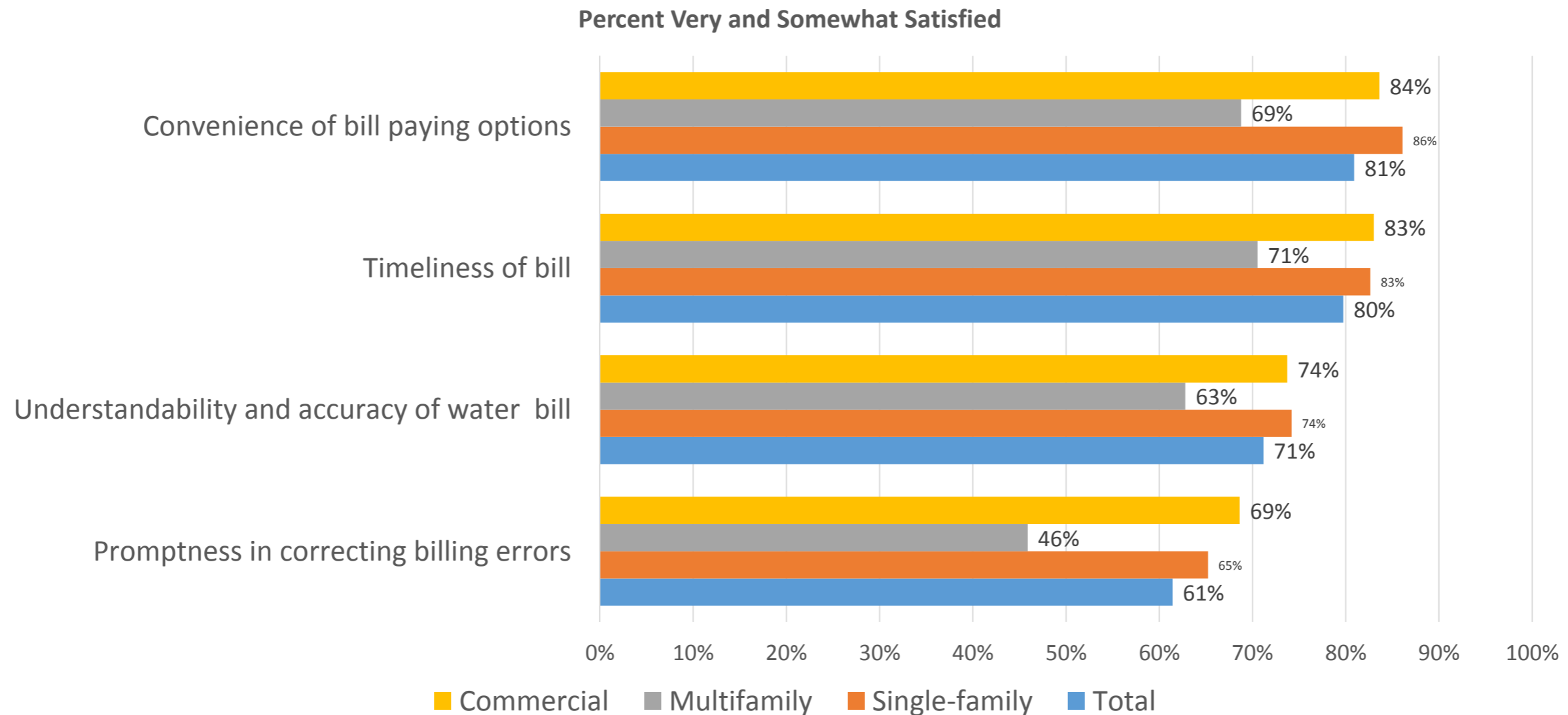
Areas of Satisfaction

- 1. *Water quality*— About two-thirds satisfied with taste, safety and overall quality of drinking water



Areas of Satisfaction

- *2. Billing*—81% satisfied w/convenience of payment options, 80% w/ timeliness of bill, but just 61% w/promptness in correcting errors



3. Satisfaction with Service, Staff, and Communication

Across all types of customers:

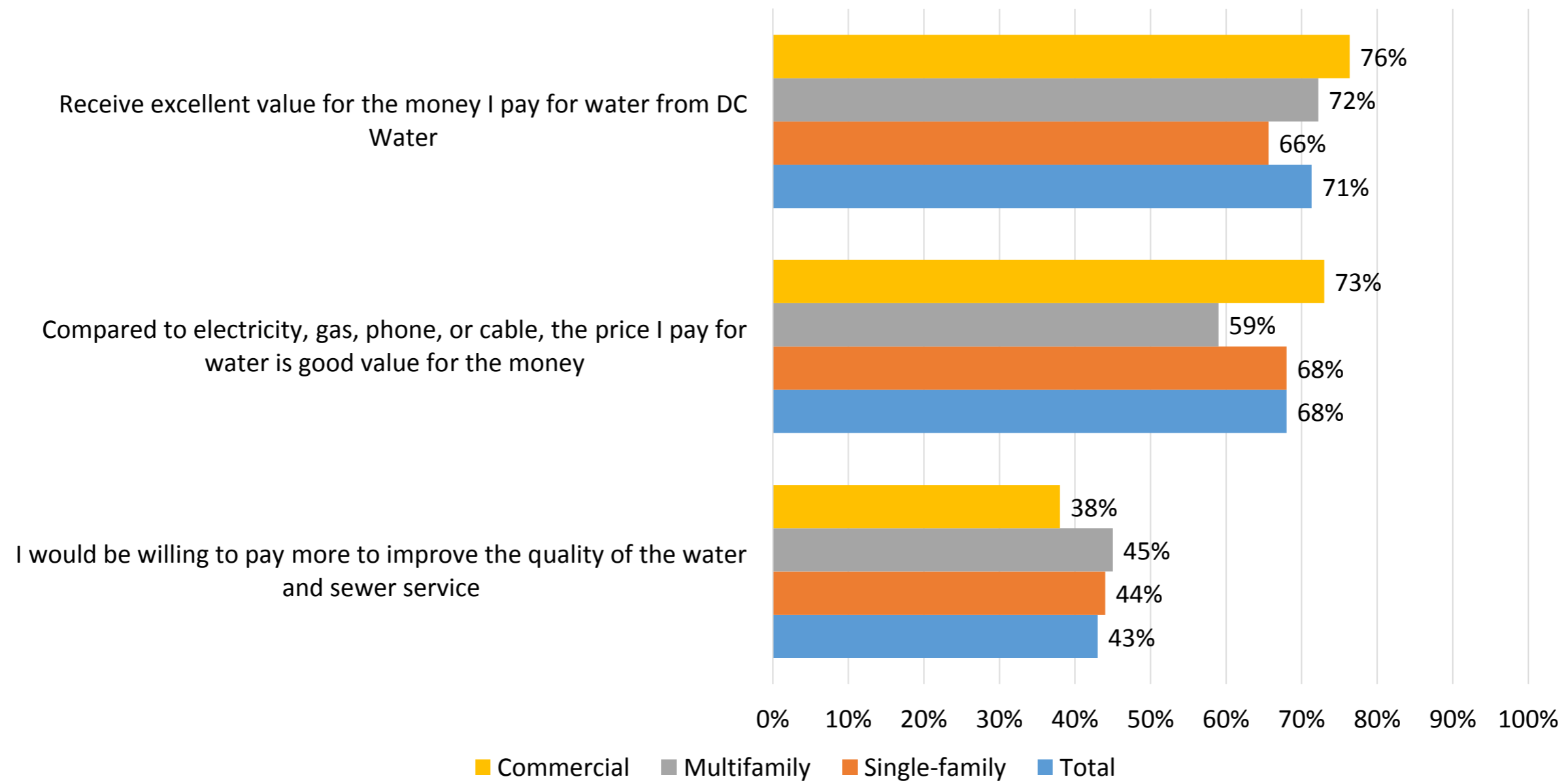
- 83% were satisfied with the reliability of service
- 74% were satisfied with the courtesy of staff
- 72% were satisfied with timely notification of interruptions
- 60% were satisfied with installation connections
- 60% were satisfied with the ease of filing permit applications

4. *Satisfaction with Value of DC Water Services*

- *Excellent value for money* - 71% agreed or strongly agreed
- *Good comparative value* (compared with other utilities) - 68% agreed or strongly agreed
- *Willing to pay more to improve quality*-43% agreed or strongly agreed

4. Value of DC Water

Percent Strongly and Somewhat Agreeing



5. *Perceptions of DC Water*

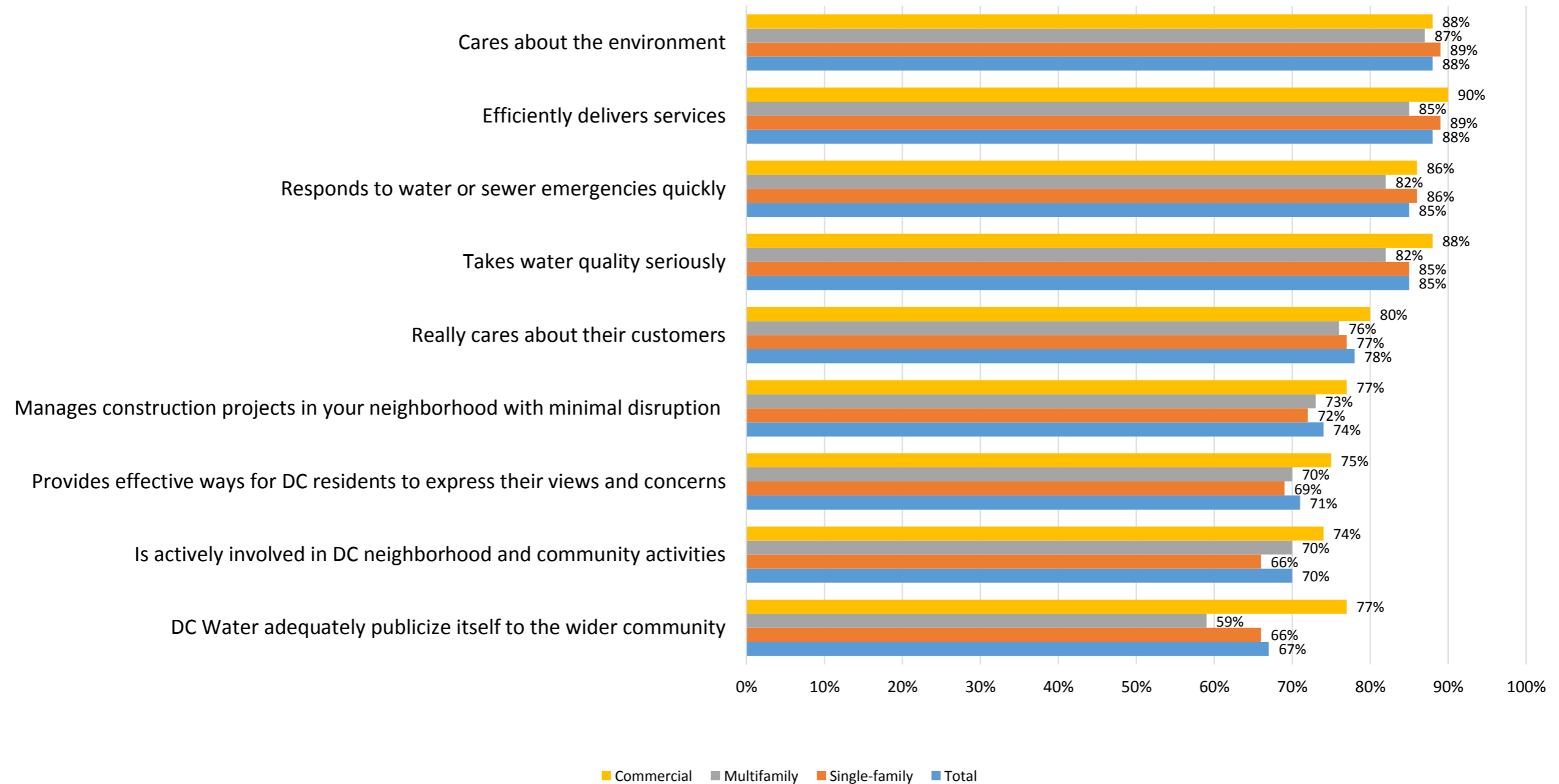
Perceptions about DC Water's community involvement, environmental-mindedness, and responsiveness

Ratings were highest for the following statements:

- cares about environment (88%),
- efficiently delivers services (88%),
- takes water quality seriously (85%), and responds quickly to emergencies (85%)

Perceptions of DC Water

Percent Strongly and Somewhat Agreeing



5. *Perceptions of DC Water* (cont'd)

Perceptions were lower for the following factors:

- cares about customers (78%)
- manages construction projects with minimal disruption (74%)
- provides effective ways for residents to express views and concerns (71%)
- is actively involved in neighborhood/community activities (70%)
- adequately publicizes its efforts to the community (67%)

Factors Driving Overall Satisfaction

- **Strong:**
 - Quality of water
 - Service and staff
 - Billing
- **Moderate**
 - Perceptions of DC Water
- **Weak**
 - Value of DC Water services

Direct Contacts with DC Water

- 56% of respondents (mostly residential customers) had contacted DC Water in past year.
- Of this group, 79% by phone and 53% contacted DC Water about billing questions.
- For 55%, just one contact was needed to resolve the customer's issue immediately or in 1 or 2 days.
- Customers reported high satisfaction with staff, and somewhat lower satisfaction with their ability to reach a supervisor as well as the level of effort needed to resolve issues

Broad Overview

- Overall satisfaction is good, multi-family residents somewhat less satisfied than single family and commercial customers
- Main factors contributing to satisfaction: water quality, service and staff, and billing

Recommendations

- Continue focus on customer satisfaction and service improvements
- Areas to address (30-40% less than satisfied)
 - Building/installing new connections
 - Permit operations
 - Responsiveness during emergencies
 - Promptness in billing error corrections

Recommendations (cont'd)

- Consider expanding outreach and/or targeting multi-family residents who are less satisfied and less likely to report timely issue resolution (possibly because mediated through landlord)
- Consider broadly expanding messaging campaigns; only two thirds of respondents reported DC Water publicizes itself adequately