



DATE: 11/19/2024      TIME: 9:00 a.m.      LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Janet Howard, Chair | Tamika Duplessis, Ph.D. | Joseph Peychaud |  
| Maurice Sholas, M.D., Ph.D. | Chadrick Kennedy |

# Operations Committee Meeting Agenda

## PUBLIC MEETING

All meetings are open to the public, and we encourage your attendance.  
Those interested can join in person or virtually.

**Join In-Person:** Executive Board Room, Second Floor  
625 St. Joseph St., New Orleans, LA 70165

**Join Virtually:** <https://www.swbno.org/BoardMeetings>

E-Public comments will be accepted via <https://www.swbno.org/BoardMeetings>.  
All e-public comments must be received at least 2 hours prior to the meeting. Comments  
will be read verbatim into the record.

## I. Roll Call

## II. Presentation Items

- A. Billing Update – Susannah Kirby, Interim Chief Customer Service Officer
- B. People Plan Update – Jamie Parker, Director of Planning & Strategy

## III. Public Comment

## IV. Adjournment