



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

LATOYA CANTRELL, PRESIDENT

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
www.swbno.org

October 18, 2022

The Operations Committee met on Tuesday, October 18, 2022, in the SWBNO Executive Boardroom.
The meeting convened at approximately 10:17 AM.

1. ROLL CALL

Members Present:

Director Janet Howard, Chair

Director Tamika Duplessis

Director Joseph Peychaud

Members Absent:

Director Nichelle Taylor

Director Maurice Sholas

2. PRESENTATION ITEM

Director Janet Howard introduced Mr. Rene Gonzalez, Chief Customer Service Officer, who provided an update on the Alternative Meter Reading Strategy. The purpose of this strategy is to reduce and eventually eliminate consecutive estimated bills. The strategy involves reducing the number of meter reads scheduled each month to match the actual capacity of the available workforce. As a result of the change, half of the meters in the city will be read each month on a rotating basis. Thus, a customer whose meter is read in a given month will receive a bill based on actual usage for that month, and an estimated one in the next month.

3. DISCUSSION ITEMS

Executive Director Korban shared additional perspective on the recent Office of Inspector General's audit regarding JIRR coordination. The audit report and resulting media coverage were not wholly accurate and failed to convey the significant progress made between SWBNO and DPW on street repair coordination since the inception of the JIRR program.

Chief of Staff, Christy Harowski, gave an update on the People Plan. Ms. Harowski referenced the recently executed cooperative endeavor agreement between the Sewerage and Water Board and New Orleans Community Support Foundation (NOCSF), (a GNOF foundation). The CEA allows the utility to move forward, in conjunction with NOCSF staff, with the development of a request for proposals. The RFP, which is expected to be issued next month, will set forth a scope of work for a consultant to research, review, and analyze options for the SWB's workforce structure, to recommend an optimal structure and to develop a plan to implement it. .

Ms. Harowski stated that the RFP selection committee will include three SWBNO representatives and two GNOF representatives. Additionally, SWBNO has formed an internal People Plan working group - a group of employees from across all divisions and departments that will be involved over the course of this project to provide guidance and information to the consultant along the way. Ms. Harowski stated that this project is aligned with the Strategic Plan and on track in terms of execution and timing.

Mr. Tyler Antrup, SWBNO's Strategic Planning Director, gave a summary report of the Strategic Plan dashboard. Departments continue to make progress on updating the performance metrics data, although there are still some gaps. Some of the gaps are the result of difficulty in identifying reasonable targets on in certain areas - for instance, full time employees per million gallons of water.

Implementation working groups are beginning to focus on the 2023 work plan. Director Howard suggested adding information to the dashboard regarding annual versus 5-year tactics and the related progress. Those changes will be incorporated in the next dashboard update. She also recommended that staff refer to the Effective Utility Management guide and other online sources for potential metrics, and that the strategic planners assist the implementation working groups in developing appropriate metrics.

PUBLIC COMMENT

None.

4. **ADJOURNMENT**

There being no further business to come before the Operations Committee Meeting. The meeting adjourned at approximately 11:14 AM.

Respectfully submitted,

Janet Howard, Chair