



**"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY"**

# **Sewerage & Water Board OF NEW ORLEANS**

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January 18, 2023

The Operations Committee met on Tuesday, January 18, 2023, in the SWBNO Executive Boardroom. The meeting convened at approximately 10:45 A.M.

## **1. ROLL CALL**

### **Members Present:**

Director Janet Howard, Chair  
Director Tamika Duplessis  
Director Maurice Sholas

### **Members Absent:**

Director Nichelle Taylor  
Director Joseph Peychaud

## **2. DISCUSSION ITEM**

Director Howard introduced Executive Director Korban to discuss 2023 SWBNO Holiday Calendar and Flexible Holiday Rule. Mr. Korban shared background information relating to the Holiday Calendar proposal. He provided information on federal holidays, city holidays, Civil Service requirements and the rationale for the proposed change to the SWBNO calendar and the proposal to make New Year's Eve a floating holiday, to reduce the number of days that the utility will be closed and provide employees with flexibility.

## **3. PRESENTATION ITEM**

Director Howard introduced Mr. Tyler Antrup, Director of Strategic Planning, who provided an update on the 2022 Strategic Plan Goals Update/2023 framework by area. 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.

Mr. Antrup walked the Committee through the status of the plan for Financial Stability Goals,

A conversation ensued as to weaknesses in the tracking system, particularly confusion as to the presentation of the percentage of tasks accomplished. There was a request to present in a simpler way.

The focus in the IT area was on moving away from manual timesheets. The transition is expected in the second quarter. In the Workforce Development area, Director Sholas asked for particular attention to communicating with the portion of the workforce that has limited access to technology.

Director Howard asked Mr. Antrup about the goals developing targets. Mr. Antrup stated that many of the goals are based on areas in which there are benchmarks and acknowledged that there are gaps that still need to be filled.

Mr. Antrup provided additional information on customer service and infrastructure. Director Sholas inquired about the allocation of responsibilities for completing surface cuts. He asked for data to monitor timing in this area, current and ongoing.

### **PUBLIC COMMENT**

None

### **ADJOURNMENT**

There being no further business to come before the Operations Committee, Director Sloss moved to adjourn. Director Barnes seconded. The motion carried. The meeting adjourned at approximately 11:50 AM.

Respectfully submitted,

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Janet Howard, Chair