



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

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

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

December 1, 2014

TO THE HONORABLE PRESIDENT AND MEMBERS OF THE SEWERAGE AND WATER BOARD OF NEW ORLEANS

The Operations Committee of the Sewerage and Water Board of New Orleans met on Monday, December 1, 2014, at 8:05 A.M. in the 2nd Floor Board Room, 625 St. Joseph Street to address the following matters:

ATTENDANCE

PRESENT:

Mr. Marion Bracy
Mr. Mark Moody

ABSENT:

Dr. Tamika Duplessis
Mr. Scott Jacobs
Mrs. Kimberly Thomas

Also in attendance: Cedric Grant, Executive Director; Robert Miller, Deputy Director; Madeline Fong Goddard, Deputy Superintendent; Nolan Lambert, Legal Counsel; Brian Ferrara, Legal Counsel, Willie Mingo, Purchasing Department, Brenda Thornton, Communirep, Inc.; Jacqueline Shine, Customer Service, Anita Simmons Executive Director's Office, and Susan Higgenbottom, Executive Director's Office

As are result of no quorum, action items are moved to Executive Committee, scheduled for December 5, 2014.

PRESENTATION ITEMS

Committee Responsibilities

Mr. Cedric S. Grant, Executive Director, presented by-law stating the responsibilities of the Operations Committee would be modified with more oversight to Customer Service and Strategic Communications. The recommended by-laws confirmed continued oversight of the Economical Disadvantaged Business Program. Suggestions were reviewed with no questions from present members. The by-laws will be presented to Board for final adoption.

The committee received the information presented with no questions.

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Customer Service Results through November 2014

Mr. Robert Miller, Deputy Director presented recent customer service results, including status updates of the Customer Account Management System and Customer Service Improvement plans.

Mr. Miller presented results customer service positive trends are a result of new staff training and improvement measures being implemented. Mr. Bracy requested additional national data of industry comparisons and Mr. Miller offered to compile available data for future presentations.

The Committee received the presentation

INFORMATION ITEMS

The following information items were available for review by committee:

- 1) DBE Participation Report
Reviewed by committee
- 2) Topics for Future Discussions
None
- 2) 2014 Committee/Board Meeting Schedule
No changes request
- 9) Response to Questions
None
- 10) Any Other Matters
None

ADJOURNMENT

There being no further presentations to come before the Committee, a motion was made by Mr. Bracy to adjourn the meeting, seconded by Mr. Moody. The meeting adjourned at 8:27am.

Respectfully yours,

Mr. Marion Bracy, Chair