

BOARD OF DIRECTORS' MEETING

August 15, 2018

MEETING MINUTES

SEWERAGE AND WATER BOARD OF NEW ORLEANS

ROLL CALL

The Board of Directors of the Sewerage and Water Board (SWBNO) met on Wednesday, August 15, 2018 at 9:10 AM in the Board Room at 625 St. Joseph Street. Deputy Special Counsel, Ms. Yolanda Grinstead, called the roll and confirmed the following members were present: Director Andrew Amacker, Director Ralph Johnson, Director Eileen Gleason, Director Joseph Peychaud, Director Stacy Horn Koch, Director Lewis Stirling, III, Director Lynes Sloss, Director Dr. Tamika Duplessis, Director Robin Barnes, and Hon. LaToya Cantrell.

The following member(s) were absent: None

Also present were: Ms. Geneva Coleman, The Hawthorne Agency, Inc.; Mr. Randy Smith, Royal Engineers; Ms. Brenda Thorton, Communirep; Mr. Amer Tufail, GreenPoint Engineering; Ms. Fannie M. Bennett, Buckhart Horn, Inc.; Mr. Donald Lambert, Mott MacDonald; Mr. Richard Briscoe, Gulf South Engineering and Testing Inc.; Mr. Drew Lehman, Enviromatic; Mr. John Shires, PEC; Mr. Steven Kennedy, REO, LLC; Mr. Russell Kelly, ATCO Services, LLC; Mr. Joseph Sensebe, Mr. Robert Turner, PE, I-Team; Ms. Rita Lagrand, Lakeview; Mr. Lloyd Lazard; Mr. Paul Waldman.

Staff present were: Ms. Jade Brown-Russell, Acting Executive Director; Mr. Bruce Adams, Interim General Superintendent; Ms. Yvette Downs, CFO; Ms. Sharon Judkins, Deputy Director, Administration; Ms. Valerie Rivers, Deputy Director, Logistics; Mr. Richard Rainey, Deputy Director, Communications; Ms. Lauren Woulard, D'Seante' Parks, Communications; Mr. Ronald Doucette, Deputy Director, Security; Ms. Rosita Thomas, Finance Department; Ms. Jacqueline Winston, Ms. Candace Newell, Board Relations Staff; Ms. Yolanda Grinstead, Mary Beth Arceneaux, James Thompson, Darryl Harrison Legal Dept.; Mr. Dexter Joseph, Budget Dept.; Mr. Robert Jackson, Community & Intergovernmental Relations; Mr. Willie Mingo, Purchasing; Ms. Irma Plummer, EDBP; Mr. Eric Labat, CWP; Mr. Ron Spooner, CWP; Ms. Javon Franklin, IA; Derrick Merrick, Finance Dept.; Ramsey Green, Chief Administrative Officer, Infrastructure.

APPROVAL OF PREVIOUS MINUTES

Director Lynes Sloss moved for approval of the Minutes of July 18, 2018 with the amendment to replace "keep an air of" with "use" in paragraph 4 of the Financial Results through June 2018. Director Stacy Horn Koch seconded. The motion carried.

Finance and Administration Committee Report

Director Lynes Sloss read the report of the Finance and Administration Committee. Director Stacy Horn Koch moved to accept the report of the Finance and Administration Committee. Director Lewis Stirling, III seconded. The motion carried.

Audit Committee Report

Dr. Tamika Duplessis read the report of the Audit Committee. Director Lewis Stirling, III moved to accept the report of the Audit Committee. Director Joseph Peychaud seconded. The motion carried.

Governance Committee Report

Director Ralph Johnson read the report of the Governance Committee. Director Robin Barnes moved to accept the report of the Governance committee. Director Andrew Amacker seconded. The motion carried.

CORRESPONDING RESOLUTIONS

The following resolutions were approved at the August 2018 Finance and Administration Committee Meeting:

R-113-2018 – Contract Amendment No. 3 to the Agreement between the Sewerage and Water Board of New Orleans and BCG Engineering and Consulting Inc. to Provide Assessments, Design, Construction and Program Management Services for SELA and Drainage System

R-120-2018 – Contract 30219 – Restoration of Gravity Flow Sanitary Sewers by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole, CIPP Lining of Service Laterals and Point Repairs at Various Sites throughout Orleans Parish

The following resolutions were approved at the August 2018 Audit Committee Meeting:

R-102-2018 – Ratification of Change Order #3, and Final Acceptance and Closeout for Contract No. 30015, Restoration of Existing Gravity Sewer Point Repair and CIPP Lining of Sewer Mains at Various Sites throughout Orleans Parish

R-114-2018 – Ratification of Change Order No. 3 for Contract 1368 – Hazard Mitigation Grant Project Oak Street Pumping Station

R-122-2018 – Individual Financial Auditing Professional Services Amendment

Director Stacy Horn Koch moved to approve the Corresponding Resolutions. Director Lynes Sloss seconded.

Before voting on the approval of the corresponding resolutions, Director Gleason wanted to hear what the opposition was in the Audit Committee meeting. Mr. Ramsey Green, Chief Administrative Officer of Infrastructure, stated that the only reason he was in opposition to the adoption of R-102-2018 and R-114-2018 was because there was a discussion of having a sub-committee reviewing the change orders that came before the Board. He felt that the ratification should go through a sub-committee before coming to the Audit Committee. It was merely an administrative question. The motion carried.

REPORT OF THE EXECUTIVE DIRECTOR

Acting Executive Director Jade Brown-Russell thanked all of the Sewerage and Water Board employees for their support and relentlessness, emerging from a yearlong crisis. She also thanked the Board of Directors for all of their work on various committees and their feedback, and also Mayor Cantrell and her staff who have been a phenomenal support system. The new Executive Director, Mr. Ghassan Korban, will be coming onboard on September 1, 2018, but Ms. Brown-Russell will remain until September 3, 2018.

Mr. Joseph Sensebe gave the Drainage and Pumping Status Report.

116 of 120 pumps are fully operational; 4 pumps out; repairs underway

DRAINAGE PUMPS UNDER REPAIR

Location	Pump	Capacity (CFS)	Scheduled Completion
DPS #15	#3	250	TBD
DPS #13	#4	1,000	August
DPS #13	#5	1,000	TBD
DPS #4	C	1,000	TBD
	Total	3,250 CFS	

The media was given a tour of DPS #6 prior to the anniversary of the August 5, 2017 flood to educate them more on how the pump system works. During the media tour, it began to rain and the operations team at DPS #6 had to bring some pumps online, giving the media a deeper appreciation for what it takes to operate the system.

There also have been continuous meetings between the S&WB and the Flood Authority on the operations of the outfall canal stations in conjunction with the new permanent closure pumps that the CORPS built at the end of the outfall canals. The operations teams will try to do some soft-runs of one of the outfall canals with their station and ours the next time there is a significant rain event.

➤ **25 Hz Power Assets Schedule**

Unit	Status/Expected Return to Service Date	Available MW
▪ Turbine #6	Available	3.75 MW*
▪ Carrollton Freq. Changer (1&2)	Available	8.5 MW
▪ Station D Freq. Changer (3&4)	Available	12 MW
▪ EMDs #2, 3, 4, 5	Available	10 MW
▪ Turbine #5	Available	20 MW
▪ Turbine #3	Available	12 MW
▪ Turbine #4	Commissioning Underway	17 MW
▪ Turbine #1	Not available, under investigation	6 MW

*Turbine 6 is a 60 Hz generator that can produce 3.75 MW of 25 Hz power through a frequency changer.

Turbine 1 carried the load for the past year. Therefore, the staff has taken T1 offline for maintenance so that they can get it back into the typical rotation. The generators provide more redundancy than is needed. Director Sloss was pleased to see that we have begun a proactive maintenance program.

Director Robin Barnes asked what the major concerns are during hurricane season. Mr. Sensebe replied that the major concern is the feeder system because the feeders are susceptible to lightning strikes and must be reset.

Acting Executive Director Jade Brown-Russell thanked Mr. Bruce Adams, Mr. Ron Spooner, Mr. Eric Labat, Mr. Robert Turner from the Flood Protection Authority, Mr. David Cappel, Mr. Steve Bass, Mr. Chad Lavoie, and Mr. Alton DeLarge for setting the standard for this industry.

Billing

The Strike Team has resolved 4,347 backlog disputes since the July 2018 Board of Directors' meeting. There are 3,476 left of the backlog as of the August 2018 Board of Directors' meeting. The Administrative Hearing Process has been moving smoothly in all councilmanic districts.

Shut-off notices went out on August 2, 2018 to customers whose accounts were delinquent. The Customer Service Department is scheduling approximately 50 shut-offs by cycle on a daily basis. The pace of the shut-offs will be aligned with the amount of manpower we have in the field. Manpower will be on the ground if someone's water is shut-off accidentally to get water turned back on as quickly as possible. The Customer Service representatives are working hard to let customers know there are resources available to assist them. Shifts in management as it relates to customer service have been made. Representatives have basic customer service skills; however, additional training is necessary. Customer Service has been tracking the number of people coming in to dispute their accounts and have determined that 2,000-3,000 people have disputed their accounts since the beginning of the month.

Human Resources

The goal is to reduce the number of vacancies to the national average of 10% (179) by August 31, 2018.

Employee Relations

Measurable Objective: Develop and distribute an employee satisfaction survey that will inform executive staff on key initiatives that will increase employee morale and performance.

Communications

The goal is to build a Communications Department with a team of experienced personnel including, but not limited to, a SWB Spokesperson/Press Secretary and External Affairs.

Canals

Measurable Objective: To cut 20 canals; however, there have been 32 canals cut thus far.

HONORS AND AWARDS

Director Eileen Gleason moved to approve R-123-2018 and R-124-2018 approving commendations to Brian Alexis and Derrick Merrick respectively for being selected Sewerage and Water Board Employees of the Month for August 2018. Director Stacy Horn Koch seconded. The motion carried.

Dr. Tamika Duplessis acknowledged four Sewerage and Water Board employees who enrolled in Delgado Community College's Water and Wastewater Technology Program this summer. They not only earned college credit but also passed the Louisiana Department of Health Water Operation Certification Exam. Our recipients are Mr. Chad Bourgeois, Mr. Michael Ferrand, Mr. Lawrence Horton, and Mr. Jeron Wheeler.

EXECUTIVE SESSION

Director Stacy Horn Koch moved to enter into Executive Session. Director Joseph Peychaud seconded. The motion carried.

Director Peychaud moved to leave Executive Session and return to Regular Session. Director Ralph Johnson seconded. The motion carried.

Director Andrew Amacker moved the adoption of R-125-2018 appointing Ms. Yolanda Grinstead as Special

Counsel for the Sewerage and Water Board of New Orleans. Director Ralph Johnson seconded. The motion carried.

INFORMATION ITEMS

The following items were submitted for informational purposes only:

Financial Results through June 2018
Monthly Human Resources Amended Activity Report for Period July 1 – July 31, 2018
Report of the General Superintendent
Report of the Special Counsel
FEMA Report for July 2018
DBE Participation on Contracts

PUBLIC COMMENTS

The following persons appeared before the Board of Directors to make comments: Mr. Russell Kelly, Mr. Lloyd Lazard, Rev. Gregory Manning, Mr. Ben Gordon, Ms. Rita Lagrand, Ms. Karen Gadbois, Mr. Paul Waldman, Ms. Meg Lousteau, Mr. David P. Lockett, Mr. Drew Lehman, and Ms. Elizabeth Cook. Mayor Cantrell thanked all of them for coming and sharing their concerns.

Mayor Cantrell announced that the Sewerage and Water Board will be at the Treme Center on August 20, 2018 to hear disputes, set up hearings, and allow customers to pay bills. Other places where customers can receive assistance are the Westbank Payment Center on Behrman Hwy., 625 St. Joseph Street, and 1005 St. Charles Avenue (formerly K&B Plaza).

Board members' requests:

1. In regard to Mr. Russell Kelly's complaint, Director Gleason would like to know the S&WB's internal policy for investigating claims of fraud, waste and abuse, and how do we internally process complaints. Special Counsel Yolanda Grinstead will investigate Mr. Kelly's claim and bring a report back to the Board at the next Board meeting.
2. Director Gleason is requesting a list of the pay raises that have been given to S&WB employees since January 2018.
3. Director Gleason is requesting an update on Mr. Paul Waldman's issue that some apartment building owners are charging tenants for water in addition to rent. Director Peychaud would like to know the policies and procedures in place. Special Counsel Grinstead will report back to the Board.
4. Director Koch would like to see where we were in terms of pay and where we are now since the pay raises. Also, be able to show where we're working with Civil Service to change criteria to be able to adequately compensate our people.
5. Director Sloss would like the Audit Committee to consider running an audit of how our billing process is working – how closely our dispute process is working with respect to our design process. Then report back to the Board.
6. Director Gleason would like a recommendation from the Legal Department as to what should be on our website for the public so that they can submit complaints related to fraud, waste, and abuse.

ADJOURNMENT

There being no further business to come before the Board, the meeting adjourned at approximately 11:28 AM.