



"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

March 10, 2021

The Operations Committee met on Wednesday, March 10, 2021, via the virtual Microsoft Teams program. The meeting convened at approximately 10:00 AM.

1. ROLL CALL

Members Present:

Director Janet Howard, Chair

Director Maurice Sholas

Director Tamika Duplessis

Director Joseph Peychaud

Members Absent:

Councilman Jay Banks

Other Directors Present

Director Lynes Sloss

2. DISCUSSION ITEM –

Chief Customer Service Officer Rene Gonzalez discussed the Customer Experience Improvement Project. He provided information on the current state of the SWBNO Customer Service department. He stated that over the last six months, SWBNO opened two customer service satellite offices, hired 25 additional meter readers, revised the process for identifying and reviewing “flagged” bills, and purchased software that will enable streamlined dispute tracking.

Mr. Gonzalez also discussed diagnosing the key issues of the Customer Service department and what is being done to combat and improve those issues. The Customer Experience Improvement Project will include a comprehensive and overarching, sustainable, and cross-functional strategy to:

- Enhance customer confidence and trust.
- Improve organizational performance.
- Enhance organizational culture.

Mr. Gonzalez stated that getting to this point will be done with leadership trust and confidence (stakeholder feedback & assessments), diagnostics (SWOT, Ishikawa, 5 Why's), change management (ADKAR), continuous improvement (PDCA), and training and development (all levels). Mr. Gonzalez explained that what would be next is to focus on the “Big Picture” objectives: Strengths, Weaknesses, Opportunities, and Threats. He concluded by giving a detailed timeline of when all the aspects could be completed during the second quarter of 2021.

3. **PRESENTATION ITEM –**

The Chief of Networks Fred Tharp gave a presentation on the Networks Administration Department. Mr. Tharp detailed the duties and structure, staffing, the organizational chart of the department, geographic responsibilities, and zone boundaries/responsibilities, emergency and technical services responsibilities, the work order process including the weekly status and priority A&B weekly status, the Networks annual and capital budgets, current challenges, and long/short term potential solutions. There were follow-up questions from the committee and discussion on staffing and budgetary challenges,

4. **PUBLIC COMMENT –**

None.

5. **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