



DATE: 05/24/2023 TIME: 10:30 a.m. LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Janet Howard, Chair | Tamika Duplessis | Maurice Sholas | Joseph Peychaud |

Operations Committee Meeting Agenda

I. Roll Call

II. Discussion Items

A. Strategic Plan Metric Targets - Director of Strategic Planning, Tyler Antrup

III. Public Comment

IV. Adjournment

SWBNO Strategic Plan Metrics

Goal Area	Metric	Reporting Frequency	Data Source/Responsible Party	2022	Target	2023	2024	2025
Financial Stability	Customer Delinquency Rate (%)	monthly	Finance & Administration Committee Packet	17%	5%	15%	12%	10%
	Aged Accounts Value (\$)	monthly	Finance & Administration Committee Packet	\$ 61,801,712	\$35M	\$50,400,000	\$40,320,000	\$36,400,000
	Assistance Programming Utilization Rate (%)	monthly	Nicole Kelly	0.14%	3%	1%	1%	1%
	Unaccounted-for Water (%)	monthly	Gallons Water Treated: Chad Lavoie Gallons Water Billed: Pamela Williams	75%	45%	65%	60%	55%
	Days Cash on Hand (Water)	monthly	Finance & Administration Committee Packet	178	125			
	Days Cash on Hand (Sewer)	monthly	Finance & Administration Committee Packet	225	125			
	YTD Capital Spend (\$)	monthly	Finance & Administration Committee Packet	\$ 169,297,732	\$382M	\$41,886,365		
	CIP Change Orders (\$)	monthly	Tamika Hyde	\$ 63,716,693	\$0	\$50M	\$40M	\$30M
Technology Modernization	Billing Errors (#)	monthly	Gabe Bordenave	319	8.8	350	300	200
	E-Bill Enrollment (%)	monthly	Chris Robertson	30%	50%	35%	40%	45%
	IT Training Attendance (#)	monthly	Melinda Nelson		N/A			
	Phishing Test Failure Rate (%)	monthly	Melinda Nelson	4.3%	<4%			
	Software Help Desk Phone Calls (#)	monthly	Melinda Nelson	84	<55	80	70	60
Workforce Development & Enrichment	Accounts per FTE	monthly	Total FTEs: Miera Moore Total Accounts: Finance & Administration Committee Packet		461			
	MGD Water per FTE	monthly	Total FTEs: Miera Moore Gallons Water Treated: Chad Lavoie		0.23			
	MGD Wastewater per FTE	monthly	Total FTEs: Miera Moore Gallons Wastewater Treated: Ann Wilson		0.17			
	Open Positions (#)	monthly	Miera Moore		88	Need to revisit		
	Voluntary Turnover Rate (%)	monthly	Miera Moore	1.02%	1%	1%	1%	1%
	YTD Employee Training Hours (#)	monthly	Miera Moore		1072			
Customer Service Excellence & Stakeholder Engagement	Customer Disputes (#)	monthly	Whitney Bentley	1094	0	700	650	600
	Avg. Dispute Resolution (days)	monthly	Whitney Bentley	69	45	Required by Ordinance		
	Meter Reads (Actual vs. Estimated)	bi-monthly	Whitney Bentley	65%	90%			
	Avg. Speed of Answer (min.)	monthly	Whitney Bentley	8.27	1.3	5	4	3
	Social Media Followers	monthly	Grace Birch	16,594	25,000	18,000	20,000	22,000
	Engagement & Outreach Events	monthly	Grace Birch	136	250	150	200	250
Infrastructure Resiliency & Reliability	Sewerline Renewal & Replacement (miles)	monthly	Charles Sauerwin	0.03%	2%	Consent Decree		
	Manholes Inspected (%)	monthly	Ann Wilson	2%	25%	Consent Decree		
	Hydrants & Valves Maintained (%)	monthly	Charles Sauerwin	2%	2%			
	Sewer Lines Inspected or Cleaned (%)	monthly	Charles Sauerwin	2%	2.00%	Consent Decree		
	Sanitary Sewer Overflows (#)	monthly	Ann Wilson	32	0	Consent Decree		
Organizational & Operational Improvement	OSHA Reportable Injuries (#)	monthly	Jackie Spencer	5.5	0			
	Injuries Leading to Absence (#)	monthly	Jackie Spencer	2.5	0			
	O&M Cost per Water Account (\$)	monthly	Finance & Administration Committee Packet	\$ 66	\$ 36	\$ 65	\$ 60	\$ 55
	O&M Cost per WW Account (\$)	monthly	Finance & Administration Committee Packet	\$ 79	\$ 33	\$ 85	\$ 80	\$ 75
	YTD Completed Process Improvement Projects (#)	monthly	Kaitlin Tymrak	2	3			