

SEWERAGE & WATER BOARD OF NEW ORLEANS

EXECUTIVE COMMITTEE MEETING

FRIDAY, APRIL 11, 2014

9:00 AM

COMMITTEE MEMBERS

Mr. Wm. Raymond Manning, Chair • Mr. Mark Moody • Mr. Glen Pilie • Mrs. Florence Schornstein • Mr. Charles Webb

FINAL AGENDA

ACTION ITEMS

- 1) Approval of Previous Report
- 2) Bid Recommendations – DBE Participation
- 3) Construction Review Committee
- 4) Staff Contract Review Committee
- 5) Renewal Construction Contracts with DBE Participation
- 6) Final Acceptance Contracts with DBE Participation

INFORMATION ITEMS

- 7) Status Update on New Board Members
- 8) Status Update on New Executive Director
- 9) Status of Draft Cooperative Endeavor Agreement (CEA) for Executive Director Responsibilities
- 10) Tracking Tool for Commitments to the City Council
- 11) EEOC Activity Status Report Y.T.D.
- 12) Any Other Matters
- 13) Reference Materials (**In Binders**)
 - A. Sewerage and Water Board By-Laws
 - B. 2014 Operating & Capital Budget
 - C. Strategic Plan
 - D. Bond Rating
- 14) Adjournment



"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

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March 14, 2014

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

A regular meeting of the **Executive Committee** of the Sewerage and Water Board was called to order on Friday, March 14, 2014 at 9:00 AM in the Board Room at 625 St. Joseph Street.

ATTENDANCE

Present: Florence Schornstein, Acting Committee Chair
Mark M. Moody
Glen Pilie

Also in Attendance: Robert Miller, Interim Executive Director; Nolan Lambert, Special Counsel; Brian Ferrara, Deputy Special Counsel; Harold Marchand, Legal Counsel; Joseph Becker, General Superintendent; Robert Jackson, Community & Intergovernmental Relations Director; Alvin Porter, EDBP Department; Bobby Nathan, Equal Employment Opportunity Director (EEOC); Kathleen LaFrance, Executive Director's Office; Tiffany Julien, Revenue Administration Department; Brenda Thornton, Communirep, Inc.

ACTION ITEMS

Selection of Acting Committee Chair

Upon motion and second, Mrs. Schornstein was appointed as acting chair of the Executive Committee for this meeting.

Approval of Previous Report

The Committee reviewed and approved the previous report from February 7, 2014.

The Committee considered the following forwarded action items of the Operations Committee Agenda as follows:

Bid Recommendations – DBE Participation

The Interim EDBP Director, Mr. Alvin Porter, provided information and an overview of the subject contracts and bid recommendations for the month of March.

Contract #8132 – Hurricane Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard

Mr. Porter reported that on Friday, February 14, 2014, three bids were received for subject contract. The bid totals are as follows:

Tuna Construction	\$1,185,000.00
Industrial & Mechanical Contractors, Inc.	\$1,204,500.00
Hamps Construction	Non-Responsive

The estimated budget is \$1,410,350.00. Thirty-six (36%) SLDBE participation was requested on this contract. The apparent lowest bidder, Tuna Construction, submitted the following subcontractors:

B&S Equipment Co., Inc. (eligible certified SLDBE) to perform demolition of interior and interior renovation
\$137,400.00 – 11.59%

Perle Construction Materials, LLC (eligible certified SLDBE) to provide material supplies
\$100,000.00 – 8.44%

EZ Lopez Painting & Drywall, LLC (eligible certified SLDBE) to provide drywall and paint
\$20,000.00 – 1.69%

Dillon Bros. Ready Mix Concrete, LLC (eligible certified SLDBE) to provide concrete
\$500.00 – 0.04%

Roof Concepts (non-certified subcontractor) to remove and re-install wall panels and roof
\$215,000.00 – 18.14%

SLDBE Participation totals:	\$257,900.00 – 21.76%
Participation totals:	\$472,900.00 – 39.91%

Tuna Construction, LLC, failed to meet the 36% SLDBE Participation goal, or submit a documented Good Faith Effort with a notarized affidavit.

The apparent second lowest bidder, Industrial & Mechanical Contractors, Inc., submitted the following subcontractors:

RLH Investments (eligible certified SLDBE) to construct metal roof system, parapet, generator shed building, framing, and insulation
\$346,000.00 – 28.73%

Joseph Electric, Inc. (eligible certified SLDBE) to perform demolition
\$160,000.00 – 13.28%

SLDBE Participation totals: \$506,000.00 – 42.01%

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Tuna Construction, LLC be rejected, and the SLDBE participation submitted by Industrial & Mechanical Contractors, Inc., be accepted.

The above referenced bid recommendation on subject contract #8132 with DBE participation was approved by a motion of Mr. Mark M. Moody and seconded by Mr. Glen Pilie, and the motion carried.

Construction Review Committee

The Construction Review Committee met on February 26, 2014 and made the following recommendations.

Open Market Contracts

Open Market, 36% DBE Participation, no renewal options

1. Contract #30007 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole-to-Manhole CIPP Lining from Manhole-to-Manhole and Point Repairs at Various Sites throughout Orleans Parish

Estimated Cost: \$5,000,000.00
Areas of Participation: Excavation, Replacement, Manhole Rehabilitation, Point Repairs, Sidewalks, Driveways, and Streets
Source of funding is FEMA Reimbursable
2. Contract #30012 Rehabilitation of Existing Sewer Manholes Damaged by Hurricane Katrina by Replacement and/or adjustment of Existing Frames and Covers, Full and Partial Internal Cementious Lining and Associated Restoration at Various Sites Throughout Orleans Parish

Estimated Cost: \$4,000,000.00
Areas of Participation: Replacement of frame and cover, installation of cementious liner; Installation of insolation pad; installation of inflow pan; pump Setup; pavement, driveway, sod and curb restoration
Source of funding is FEMA Reimbursable

3. Contract #30013 Rehabilitation of Existing Sewer Manholes Damaged by Hurricane Katrina by Replacement and/or adjustment of Existing Frames and Covers, Full and Partial Internal Cementious Lining and Associated Restoration at Various Sites Throughout Orleans Parish

Estimated Cost: \$4,000,000.00

Areas of Participation: Replacement of frame and cover; installation of cementious liner; Installation of isolation pad; installation of inflow pan; pump setup; pavement, driveway, sod and curb restoration
Source of funding is FEMA Reimbursable

Open Market, 25% DBE Participation, no renewal options

- Contract #1365 Repair and Mitigate Chemical Corrosion and Build Ferric Sulfate Trough at the Algiers Water Plant

Estimated Cost: \$400,000.00

Suggested Goal: 25%

Areas of Participation: Site preparation, concrete, hauling, remove and restore corroded Material, industrial coating
Source of funding is Water System Funds

Open Market, 20% DBE Participation, no renewal options

- Contract #30011 Replacement of Sewer Force Main on Memphis St. between Filmore Ave. and Lane St.

Estimated Cost: \$375,000.00

Suggested Goal: 20%

Areas of Participation: Restoration of pavement, fill existing SFM with flowable fill
Source of funding is Sewer System Funds

- Contract #1375 Katrina Related Repairs to Boiler Repair/Duct Repair/Elevator Repair, Turbine Controls Inventory and Auxiliaries at the Main Water Purification Plant Power Complex

Estimated Cost: \$15,902,669.00

Suggested Goal: 20%

Areas of Participation: Boiler/condenser de-scaling/tube replacement, re-insulation of Basement ducts, elevator repair, replace equipment used during recovery, replace instrumentation components including transmitters, controllers, transducers, analyzers and sensors, electrical demolition, low voltage installations, structural work/welding
Source of funding is FEMA Reimbursable

The above referenced Contract Review Committee recommendations on subject contract with DBE participation was approved by a motion of Mr. Mark M. Moody and seconded by Mr. Glen Pilie, and the motion carried.

Staff Contract Review Committee

The Staff Contract Review Committee met on February 18, 2014, and made the following recommendations.

Open Market Contracts

Open Market, 35% SLDBE Participation, no renewal options.

1. RFQ for Engineering and Consulting Services for Replacement and Rehabilitation of S&WB Facilities

Estimated Cost:	To Be Determined Upon Review
Areas of Participation:	Architectural and Engineering services in the areas of: Civil/Environmental, Electrical, Geotechnical, Landscaping, Mechanical and Structural

Funding Source:
Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, three (3) years with two (2) one-year renewal options.

2. RFP for Pension Fund Investment Consulting Services
Estimated Cost: To Be Determined Upon Review
Percentage Goal Justification: Does not lend itself to SLDBE participation because the product will be acquired from a single source due to the highly specialized nature of the services involved.

Funding Source:
Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, one (1) year with a one year (1) year renewal options.

3. Furnishing Lime
Estimated Cost: \$265,000.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because product is a sole source item shipped directly from The manufacturer in specialized vehicles

Funding Source:
Operating and Maintenance Budget

4. Furnishing Rough Pine and Oak Hardware Lumber
Estimated Cost: \$75,000.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because product is a sole source item shipped directly from the manufacturer.

Funding Source:
Operating and Maintenance Budget

Renewal Contracts

5. Furnishing Safety Supplies
Budget Amount: \$142,504.92
Prime Contractor: Southeast Safety & Supply
Subcontractor: Assorted Products, Inc.

Funding Source:
Operating and Maintenance Budget

The DBE participation goal is 30.00%. The DBE participation achieved is 32.31%

6. Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies
Renewal Cost: \$362,479.75
Prime Contractor: Assorted Products, Inc.
Subcontractor: Westbank Paper and Janitorial Supplies

Funding Source: S&WB
Operating and Maintenance Budget

The DBE participation goal is 30.00%. The DBE participation achieved is 30.85%

Third Renewal of five (5), one (1) year renewal options, 0% SLDBE participation.

7. Furnishing Water Sampling and MS4 Storm Water Annual Report Services
Renewal Cost: \$62,500.00
Prime Contractor: Veolia Waters
Percentage Goal Justification: Does not lend itself to SLDBE participation because the sub-contracting portion of this contract has been complete and the remainder of the contract is limited to sampling and reporting.

Funding Source:
Operating and Maintenance Budget

First and Final renewal, 0% DBE participation.

8. Furnishing Hoses and Hose Accessories

Renewal Cost:	\$172,960.33
Prime Contractor:	Atlas Hose & Gasket Company, LLC
Percentage Goal Justification:	Does not lend itself to SLDBE participation because product is a sole source item shipped directly from the manufacturer.

Funding Source:
Operating and Maintenance Budget

The above referenced Staff Contract Review Committee recommendations on subject contracts with DBE participation were approved by a motion of Mr. Mark M. Moody and seconded by Mr. Glen Pilie, and the motion carried.

Renewal Construction Contract with DBE Participation

Contract #30008 – Restoration of Existing Gravity Sewer by Point Repair and CIPP Lining Sewer Mains at Various Sites throughout Orleans Parish

The Prime Contractor is Wallace C. Drennan, Inc. The DBE participation goal is 36%. The DBE participation achieved is 43%. Therefore, the Economically Disadvantaged Business Program recommends that subject contract be renewed.

The above referenced subject contract was approved by motion of Mr. Mark M. Moody and seconded by Mr. Glen Pilie, and the motion carried.

Final Acceptance Contracts with DBE Participation

Contract #1337 – Sodium Hypochlorite Bulk Storage/Feed Facility at MWPP

The Prime Contractor is Lou-Con Inc. The SLDBE participation goal is 27%. The SLDBE participation achieved is 24.4%.

Based upon supporting statements and documentation provided by the prime contractor and Sewerage and Water Board of New Orleans' project manager, the Economically Disadvantaged Business Program finds that the prime contractor made a Good Faith Effort to meet the SLDBE participation goal and recommends that the participation on subject contract be approved for final acceptance.

The above referenced subject contract was approved by motion of Mr. Mark M. Moody and seconded by Mr. Glen Pilie, and the motion carried.

Contract #8140 – Hurricane Katrina Related Repairs at the Carrollton Water Plant & Intake #1

The Prime Contractor is MST Enterprises, LLC. The DBE participation goal is 36%. The DBE participation achieved is 37.35%.

The Economically Disadvantaged Business Program recommends that the SLDBE participation on subject contract be approved for final acceptance.

The above referenced subject contract was approved by motion of Mr. Mark M. Moody and seconded by Mr. Glen Pilie, and the motion carried.

State of Louisiana, Department of Transportation & Development, Authorization to Advertise Florida Avenue Canal Phases II and III, State Project No. 576-36-0012 – (R-048-2014)

Mr. Becker provided background information regarding the request for the Board's authorization to advertise the Phase II and Phase III of the SELA projects for the Florida Avenue Canal. The U.S. Army Corps of Engineers has post-poned this bid for one month. It is staff recommendation to defer this matter for one month and to bring it back to the Infrastructure Committee at its April meeting.

Mrs. Schornstein requested for staff to provide visuals on the progress of the SELA projects regarding how the demolished streets would look following their construction projects including the landscaping.

Mr. Becker stated the SELA projects are in the early process stage and the final outlook of the projects will be a joint recommendation from the U.S. Corps and the community.

INFORMATION ITEMS

Mr. Miller provided an update on the Sewerage and Water Board's information items and the various commitments and initiatives staff have made and a new item has been added to the agenda under tab 11) Follow-Up on Action Items from February 2014 Committee and Board Meetings. Staff is committed to following through with requests from the Board relative to meeting all goals and objectives.

Mr. Miller provided an update on the outline of the information items and he reported on the concerns brought up by the Board re: EEOC Activity Status Report. Currently all cases have been closed; no further action is needed at this time.

Mr. Moody thanked staff for providing more information regarding the EEOC Activity Status Report and for providing more information on the employee issues.

Following a discussion, the Board expressed concerns with the recent water and sewer fee increases and for the staff and the new Board to address utilizing manpower in a more efficient matter re: over-time issues and to look at how each committee should function, and to have another committee research how the Sewerage and Water Board could generate more sales of water. Also, for staff to revise the committee agendas, so that information is not received by more than one committee redundantly.

DBE Participation Report

The report was received.

List of Contractors without DBE Participation

The report was received.

Customer Service Results through January 2014

The report was received.

Follow-Up on Action Items from February 2014 Committee and Board Meetings

The report was received.

Tracking Tool for Commitments to the City Council

The report was received.

EEOC Activity Status Report Y.T.D.

The report was received.

ADJOURNMENT

There being no further business to come before the Committee, the meeting adjourned at 10:05 AM.

Very truly yours,

Florence Schornstein
Acting Committee Chair

Furnishing Fire Extinguishers Service
REQ. NO. YW14 - 00004

On Thursday, March 20, 2014, one (1) bid was received for subject contract. The bid total is as follows:

Herbert S. Hiller	\$50,496.00
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The estimated budget is \$60,000.00

Five-percent (5%) SLDBE participation was requested on this contract.

Herbert S. Hiller submitted the following subcontractors:

Assorted Products (board certified SLDBE) to provide new fire extinguishers
\$10,000.00 – 19.80%

Paint Pro Depot (board certified SLDBE) to provide stencil w/ paint services
\$3,500.00 – 6.93%

Participation Totals: \$13,500.00 – 26.73%

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the participation submitted by Herbert S. Hiller be approved.

Furnishing Flashlights and Flashlight Batteries (RX-YW 14-0005)

On Thursday, March 13, 2014, three (3) bids were received for subject contract. The bid totals are as follows:

Balthazar Electriks Wholesale Distributors	\$ 37,009.50
General Mills Supplies, Inc.	\$ 42,222.40
Assorted Products, LLC	\$ 46,418.75

The estimated budget is \$ 50,000.00.

Twenty-percent (20%) dba participation was requested on this contract.

Balthazar Electriks Wholesale Distributors submitted Green Fleet, LLC (board certified SLDBE) to provide courier service for local delivery \$7,401.90 – 20%

General Mills Supplies, Inc. submitted Assorted Products, LLC (board certified SLDBE) to furnish material to fulfill the amount of \$8,866.70 – 21%

Assorted Products, LLC submitted Westbank Paper & Janitorial Supply, Inc. (board certified SLDBE) to furnish material to fulfill the amount of \$9,283.75 – 20%

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Balthazar Electriks Wholesale Distributors General Mills Supplies, Inc. and Assorted Products, LLC be approved.

Construction Review Committee Recommendations

The Construction Review Committee met, March 12, 2014 and made the following recommendations.

Open Market Contracts

1. Contract # 3792

**Wetlands Assimilation Expansion Project
Sewerage and Water Board of New Orleans
East Bank Sewage Treatment Plant Site**

Estimated Cost:	\$ 2,393,000.00
Suggested Goal:	36%
Areas of Participation:	Construction of containment earthen dikes, installation of overflow weirs, installation of pump and mixing equipment, installation of pipe system, acid injection system equipment installation, and electrical equipment installation.

2. Contract # 3986

**Ninth Ward Area Sewer Rehabilitation
Sewer Rehabilitation No. 5**

Estimated Cost:	\$9,540,748.00
Suggested Goal:	28%
Areas of Participation:	Excavated main line replacement, excavated main line point repair, internal and external manhole repairs, and temporary, interim, and final restoration.

3. Contract # 6249

HMGP Retrofit Power Distribution Network (Design Build)

Estimated Cost:	\$27,000,000.00
Suggested Goal:	15%
Areas of Participation:	Surveying, geotechnical analysis, engineering services, construction of duct bank and manholes, and final pavement restoration.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on March 18, 2014, and made the following recommendations:

Open Market Contracts

Open Market, 30% SLDBE Participation, one (1) year with a one (1) year renewal option.

1. Furnishing River Sand, Mason Sand and Wash Gravel

Estimated Cost: \$350,000.00
Areas of participation: Supply and delivery of product

Funding Source:
Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, one (1) year with three (3) one (1) year renewal options.

2. RFP for Administrative Hearing Officers

Estimated Cost: \$75.00 per hour
Percentage Goal Justification: Does not lend itself to SLDBE participation because of the small nature of the legal services and the hourly rate lend itself to solo practitioners.

Funding Source:
Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, no renewal options.

3. Furnishing Annual Service Awards for the Employees Incentive Committee (EIC) Award Program for 2014

Estimated Cost: \$29,500.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because of the specialized nature of the work for which there are no SLDBE certifications.

Funding Source:
Executive Director's Budget

4. Furnishing Banquet Facilities and Food for the Employee Incentive Committee (EIC) Award Program for 2014

Estimated Cost: \$39,800.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because of the specialized nature of the facilities of which there are no SLDBE certifications.

Funding Source:
Executive Director's Budget

Renewal Contracts

Pursuant to the Operations Committee request for SLDBE compliance on contracts involving renewals, please find subject information.

First and Final Renewal, 30% SLDBE Participation.

5. Furnishing Aerosol, Janitorial and Industrial Chemicals

Estimated Cost: \$283,349.20
Prime Contractor: Assorted Products
SLDBE Subcontractor: West Bank Paper and Janitorial Supplies

Funding Source: S&WB
Operating and Maintenance Budget.

The DBE participation goal is 30.00%. The SLDBE participation achieved is 30.75%.

6. Furnishing Reclaimed Asphaltic Pavement (RAP)

Estimated Cost: \$249,750.00
Prime Contractor: Hamp's Construction
SLDBE Subcontractor: Loris O. Ausama Enterprises, Inc.

Funding Source: S&WB
Operating and Maintenance Budget.

The DBE participation goal is 30.00%. The SLDBE participation achieved is 39.42%.

Third renewal of four (4) one (1) year renewal options, 0% SLDBE participation.

7. Furnishing Emergency Response Services for Clean-up Oil and Chemical Spills

Renewal Cost: \$15,970.75
Prime Contractor: OMI Environmental Solutions
Percentage Goal Justification: Does not lend itself to SLDBE participation because of the specialized nature of the work for which there are no SLDBE certifications.

Funding Source: S&WB
Operating and Maintenance Budget.

Final and final renewal, 0% SLDBE participation.

8. Furnishing Iron Castings

Estimated Cost: \$260,266.95
Prime Contractor: East Jordan Iron Works, Inc.
Percentage Goal Justification: Does not lend itself to SLDBE participation because product is a sole source item shipped directly from the manufacturer.

Funding Source:
Operating and Maintenance Budget

2nd Renewal Contract with DBE Participation
Contract # 8138 – Skilled and Unskilled Labor for Maintenance Services

The prime contractor is The Gee Cee Co., Inc.

The DBE Participation Goal is 30%. The DBE participation achieved is 14.72%

However, explanations exist as to why the DBE participation goal is not met.

- The project's electrical scope of work did not begin in 2013 as expected, but is expected to start as of March 2014.
- The Laborer scope of work was discontinued during the 2nd and 3rd quarter of 2013, but reinstated in late December 2013.
- Contacted SLDBE were unwilling to contract for certain scopes of work
 - o Topp Knotch refused any other scope of work than Laborer
 - o Delta Personnel, Inc.'s Risk Manager indicated that their insurance company declined coverage after visiting job site
 - o ETI did not want to share participation with other DBEs
 - o Joseph Electric, Inc., has refused work in any other scope of work than Electrical
- Gee Cee Co., has recruited two other SLDBE that they will indemnify and assist in procuring the required insurances to enable them to accept and perform the required services

Therefore, the Economically Disadvantaged Business Program recommends that subject contract be renewed.

Final Acceptance Contracts with DBE Participation

**Contract #8126 – Re-paving Open Cuts in Streets, Driveways, and Sidewalks
Resulting from the Repair to the Sewerage & Water Board Underground Utilities**

The Prime Contractor is Fleming Construction Co., LLC.

The DBE participation goal is 38%. The DBE participation achieved is 58.08%.

The Economically Disadvantaged Business Program recommends that the SLDBE participation on subject contract be approved for final acceptance.

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
March 2014

Status Key

On Target

Not Started

Delayed

Needs Attention

Strategic Plan Reference

Next Steps

Status

Target Date

Commitment

Topic

I. Governance Practices	A. Reduce the length of Board member terms and limiting the number of terms.	October 2013	Completed. Senate Bill No. 47 reduced the term lengths from 9 to 4 years and limiting members to serving two consecutive terms.	None.	Strategy IV Tactics 1.1 and 1.2
	B. Establish requisite qualifications for Board members.	October 2013	Completed. Senate Bill No. 47 requires experience in architecture, environmental quality, finance, accounting, business administration, engineering, law, public health, urban planning, facilities management, public administration, science, construction, business management, consumer or community advocacy, or other pertinent disciplines, with two of the appointments as consumer advocates with community advocacy or consumer protection experience or experience in a related field.	None.	Strategy IV Tactic 1.3
	C. Reduce the number of Board members.	October 2013	Completed. Senate Bill No. 47 reduced the size of the Board from 13 to 11 members.	None.	Strategy IV Tactic 1.4
	D. Review function and responsibilities of Board committees.	Not determined.	Senate Bill No. 47 provides that a quorum of the board shall adopt rules fixing its own meetings and procedures. Any amendments or changes to such rules shall be adopted only after approved by a quorum of the Board.	Consideration by the Executive Committee and the Board of Directors.	Strategy IV Tactic 1.5
	E. Appoint Board members from recommendations submitted by university presidents.	October 2013 original 2014 revised	May	Appointment by the Mayor with the advice and consent of the City Council.	Strategy IV Tactic 1.6

Sewerage and Water Board of New Orleans Tracking Tool for Commitments to City Council March 2014






Status Key			On Target	Not Started	Delayed	Needs Attention
Topic	Commitment	Target Date	Status	Next Steps	Strategic Plan Reference	
II. Customer Service Improvements	F. Establish dedicated independent oversight of Sewerage and Water Board determined by the City Council.	Not determined.	On target. Staff presents to Public Works Committee of City Council as scheduled on identified questions and concerns.	Continue to prepare detailed written status reports on the plans and reforms listed in Exhibit B Amendment to Water and Sewer Rates Resolution as well as status of construction projects by City Council district.	Strategy IV Tactic M	
	A. Acquire and implement Advanced Metering Infrastructure. Replace existing mechanical meters with new electronic meters and an automated meter reading system that will provide more accurate readings, enhanced leak detection on customer lines, and improved account monitoring. The new meters will be installed for the residential and small commercial customer base.	December 2016	On target. Request for Information issued to potential vendors during March 2013. Information submitted by ten vendors reviewed by staff in April 2013 and interviews conducted in May 2013. Requests for proposals issued by other utilities being reviewed. A revised standard for purchasing new meters has been completed.	Continue replacement of existing manual-read meters with electronic-read meters. Determine if outside expert assistance will be needed in project management. Develop a preliminary implementation plan and issue a request for proposals for change-out of residential and small commercial meters and installation of automated meter reading capabilities. Confirm targeted completion date following implementation of new customer account management system.	Strategy III Tactic B	
	B. Open Additional Customer Service Center to provide convenient access to full service capabilities for customers without travelling to the downtown location.	December 2013 original September 2014 revised	Delayed Alternatives identified and evaluated in New Orleans East. Request for proposals to be reissued.	Original request for proposals was for unimproved space. Specifications will be revised and re-issued for move-in ready space.	Strategy III Tactic H	
	C. Replace existing billing application with new software that includes online customer account management capabilities.	January 2015	On target. Customer Account Management System from Cogsdale Corporation selected. Final negotiation of contract terms and conditions underway.	Interview vendors and develop recommendation for award of contract. Finalize arrangements for project team facility.	Strategy III Tactic C	
	D. Replace existing work order application with new software that includes online work order tracking and appointment scheduling capabilities.	December 2017	Not started.	Next steps to be determined as part of the development of an Information Technology Strategic Plan.	Strategy III Tactic D and E Strategy IV Tactic D	

Sewerage and Water Board of New Orleans

Tracking Tool for Commitments to City Council

March 2014

Status Key  On Target  Not Started  Delayed  Needs Attention


Topic	Commitment	Target Date	Status	Next Steps	Strategic Plan Reference
III. Service Assurance Program	E. Improve efficiency and reliability of Customer Service processes. Reduce the volume of calls by increasing perceived accuracy of bills. Ensure meter reading and billing edits are worked diligently. Improve the customer experience when questioning a bill and resolve more issues during the first call. Provide more effective appeals process.	Ongoing		On target. Customer Service Improvement Plan updated and reported to Operations Committee monthly.	Strategy III Tactics A, F, and G
	A. Provide additional funding for bill payment assistance through the Water Help program.	January 2013		Completed. Funding for bill payment assistance through the Water Help program increased from \$60,000 to \$240,000 in January 2013.	Strategy III Tactic I.1
	B. Expand Water Help program to provide assistance with plumbing repairs.	June 2013 original March 2014 revised		Underway. Program provides up to \$250 for plumbing repairs on the customer's portion of the service line.	Strategy III Tactic I.2
	C. Pursue legislative change to allow adjustments for water lost through customer leaks.	March 2013 original June 2014 revised		Delayed. Recommendations developed for consideration by Board of Directors currently under review by Legal Department.	Strategy III Tactic I.3
	D. Evaluate waiver of service charges based on means testing for qualifying low-income elderly and disabled customers.	June 2013		Staff recommended that the Board not adopt a waiver of these service charges based on means testing and that the overall effectiveness of the service assurance program be reviewed prior to reconsideration of this matter.	Strategy III Tactic I.4

Sewerage and Water Board of New Orleans

Tracking Tool for Commitments to City Council

March 2014

On Target  Status Key  Delayed  Needs Attention

Topic	Commitment	Target Date	Status	Next Steps	Strategic Plan Reference
IV. Operational Reforms	E. Evaluate reduction in late payment fee, disconnect fee, returned check fee, and deposits.	March 2013 original June 2013 revised		On target. Recommendation to maintain existing schedule of fees pending review of first full year of revenues approved by Board of Directors in July 2013.	Strategy III Tactic I.4
	A. Improve operations through performance measures, improved framework, and follow-up reviews to reduce future rate increases.	December 2017		On target. Training program developed and delivered for pilot group of senior management. Performance measures being reviewed and developed.	Strategy II Tactic D Strategy IV Tactics B and H Strategy IV Tactic M
	B. Reduce free water and sewer service provided to municipal accounts by fifty percent from a baseline of 2010 usage.	December 2017		On target. Quantity of free service reduced from 2010 to 2013 by 11.0%. School system billing initiated for consumption beginning July 2013. No changes to related laws were initiated for 2014 Louisiana legislative session.	Strategy II Tactic F
	C. Improve coordination between Sewerage and Water Board and Department of Public Works.	Not determined.		A joint team of Sewerage and Water Board engineers and Department of Public Works engineers work together in coordination of planning and construction for the FEMA Recovery Roads program.	Strategy I Tactics A.1, B.1, and C.4
	D. Improve ratepayer collections.	Not determined.		Plans to improve collections have recently focused on ensuring close compliance with schedules for non-payment turn-offs. The amount written off as uncollectable has reduced from 10.23% in 2010 to 1.52% in 2013.	Strategy IV Tactic G

Sewerage and Water Board of New Orleans Tracking Tool for Commitments to City Council March 2014

Status Key  On Target  Not Started  Delayed  Needs Attention

Topic	Commitment	Target Date	Status	Next Steps	Strategic Plan Reference
	E. Develop a long-term staff succession and training program.	Not determined.	A partnership between Delgado Community College, the Sewerage and Water Board of New Orleans and the JOB1 Business and Career Solutions Center has launched a worker training program aimed at increasing the pool of certified water and wastewater treatment personnel to meet the anticipated demand for workers to operate the systems. Delgado has applied to become a certification testing site.	In conjunction with the City's JOB1 program and Sewerage and Water Board, Delgado Community College will develop training to increase the pool of certified personnel to meet the needs of the capital improvement program. Knowledge management and succession planning objectives have been added to several senior management goals.	Strategy V Tactic G
	F. Perform annual water audit to measure progress and critical needs.	Ongoing.	On target. Water Audits have been performed for 2008 through 2012 as part of the 2013 update of the 2011-2020 Financial Plan.	Completed. Improve measurement capabilities for water production volumes. Monitor results of water line replacement program for reductions in water loss.	Strategy IV Tactic K
	G. Enhance long range planning by developing a Facilities Plan for 2015-2035.	December 2013	On target. Contract awarded in November 2013.	Consultant to develop a Water Purification Facilities Plan for 2015-2035 to identify the capital investments that will be needed beyond the immediate needs identified in the current capital improvement program.	Strategy I Tactic F.1
	H. Develop new sources of funding other than water and sewer rate increases.	Ongoing.	On target. New revenue stream established for handling wastewater from mobile containers, such as portable toilets and shipping containers, resulted in \$379,539.40 additional sewer revenue.	Analyze opportunities for providing wholesale water service over long distances.	Strategy II Tactic I
	Repay funds owed to Department of Public Works.	December 2016	On target. Sewerage and Water Board repaid \$4,763,858.77 to Department of Public Works at year-end 2013. Amount was lower due to lower-than-forecast obligation by drainage system.	Pay remaining obligation owed to the Department of Public Works in three equal installments beginning December 2014.	Strategy II Tactic E

Sewerage and Water Board of New Orleans Tracking Tool for Commitments to City Council March 2014

Status Key			On Target	Not Started	Delayed	Needs Attention
Topic	Commitment	Target Date	Status	Next Steps	Strategic Plan Reference	
V. Economic Opportunities	A. Create economic opportunities consistent with City of New Orleans programs for participation by economically disadvantaged and local business enterprises.	Not determined.		For contracts with DBE participation 2013: Goods and Services \$275,314 or 30.0%, Construction \$13,452,287 or 37.6%, and Professional Services \$4,374,213 or 35.0%.	Sewerage and Water Board will continue to create economic opportunities for participation by economically disadvantaged and local business enterprises through Construction Review Committee and Staff Contract Review Committee recommendations and DBE vendor support and training.	Strategy IV Tactics F and L
VI. Capital Improvement Program	A. Water System Improvements Replacement and rehabilitation of water purification plant facilities. Replacement and rehabilitation of water pumping facilities. Replacement of water system transmission and distribution mains. \$277,000,000	December 2020		On target. Progress on capital projects will be reported as part of Item VII.G below.	Complete bond feasibility study. Revise bond covenants. Issue water system revenue bonds.	Strategy I Tactic A.1 through A.5
	B. Replacement and rehabilitation of sewer system collection pipes required by Federal Consent Decree. \$314,000,000	December 2020		On target. Progress on capital projects will be reported as part of Item VII.G below.	Complete bond feasibility study. Revise bond covenants. Issue sewer system revenue bonds.	Strategy I Tactic B.1 through B.3
VII. WaterStat Reporting and City Council Oversight	A. Establish performance measures and targets as well as reporting methodology.	March 2013		On target. Measurements framework adopted, initial measurements identified, and measurements training delivered to senior management. Collection of performance data in progress. Additional graphs created.	Create capabilities for higher level strategic planning support and performance measures.	Strategy IV Tactics A and B
	B. Implement a systematic approach to process documentation, analysis, and improvement.	June 2013		On target. Training program developed and contract for training delivery awarded. Departmental training plans developed in March 2014.	Business Skills training begins in April 2014.	Strategy II Tactic D Strategy IV Tactic H
	C. Perform follow-up reviews to document results and efficiencies achieved.	January 2014 original <i>April 2014 revised</i>		Not started.	Document and report improvement results.	Strategy IV Tactic B
	D. Provide maps showing maintenance work completed, capital projects completed, and planned capital improvements.	January 2013 and Ongoing		On target. Maps have been printed, but processes for maintaining maps are time-consuming and manual.	Completed and ongoing.	Strategy IV Tactic M
	E. Document FEMA receipts and uses of funds.	January 2013 and Ongoing		On target. Summary of FEMA receipts and uses of funds is provided to Board committees each month.	Completed and ongoing.	Strategy IV Tactic M

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
March 2014

Status Key On Target Not Started Delayed Needs Attention

Topic	Commitment	Target Date	Status	Next Steps	Strategic Plan Reference
	F. Initiate annual meetings with citizens of each council district to regularly report on organizational performance results.	May 2014	Not started.	Prepare detailed written status reports on the plans and reforms listed in Exhibit B Amendment to Water and Sewer Rates Resolution as well as status of construction projects by City Council district.	Strategy IV Tactic M
	G. Provided written updates to the Clerk of the City Council.	Quarterly and As Requested.	On target.	This document serves as the detailed written status reports on the plans and reforms listed in Exhibit B Amendment to Water and Sewer Rates Resolution as well as status of construction projects by City Council district.	Strategy IV Tactic M



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

DATE: March 27, 2014

FROM: Bobby L. Nathan, EEO/Grievance Manager

TO: Bob Miller, Interim Executive Director

RE: The Equal Employment Opportunity Division
Activity Status Report for March 2014 Y.T.D.

I. Federal Equal Employment Activity

During the month of March 2014, there was one (1) new Federal EEOC charge filed by S&WB employee of "Retaliation". The three (3) Charges of Discrimination filed earlier this year were dismissed as "No Cause Found". A "Right to Sue in Federal Court" letter was issued in each case.

II. Status of the General Grievance Policy #26, The Equal Employment Opportunity Policy #86 and the Workplace Harassment Policy #87 are as follows:

There were two (2) cases filed in January under the Grievance Policy #26, about not being promoted to their next level. The cases #001 and 002 were not followed up by the employees. There was no return information from the employees as required by Grievance Policy #26 nor their supervisors, as stipulated in the Grievance Policy #26. None of the Grievance Complaint forms were returned to this office, as required. In February of 2014 these two cases were closed by my office, after no response.

A third Grievance case (#003-14) of a promotion concern was being processed by me, as a possible mediation case at Step Three (3) of the process. The complainant and I discussed the possibility, as per Grievance Policy #26. The employee agreed. The

employee returned to his workplace. About one hour later, he called me to say that he had changed his mind. Instead, he did not want to mediate nor have a Grievance Hearing with the Grievance Committee. Therefore, this case was closed. He chose not to tell me the reason for dropping the Grievance. But, he said he did not want to continue with the case.

III. Conference/Office Activity

1. Telephone calls:

There were thirty-seven (37) telephone conferences held with employees, concerning/involving a job related issues in March. Field investigations are used when necessary.

2. Office Visits

Office Conferences are made by appointment or walk-in for the purpose of conference or counseling of employment issues or non-employment issues. There were twenty-one (21) such consultations held this period.

IV. Grievance Committee Hearings this period:

There were none this period.

Bobby L. Nathan
Equal Employment Opportunity Officer