

SEWERAGE & WATER BOARD OF NEW ORLEANS

EXECUTIVE COMMITTEE MEETING

FRIDAY, JUNE 6, 2014

9:00 AM

REVISED FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Staff Contract Review Committee
4. General Superintendent's Recommendations
5. Bid Protest – Fleet Tire Service
6. Change Orders
7. Approval of Participation in Conrad Park Green Infrastructure Project (R-101-2014)
8. Award of Green Infrastructure Project – The Ripple Effect Project (R-104-2014)
9. Award of Green Infrastructure Education Program to Louisiana Urban Storm Water Coalition Regional New Orleans Chapter (R-103-2014)
10. Award of Green Infrastructure Project – Lower 9 Earth Lab to Groundwork New Orleans (R-116-2014)
11. Award of Green Infrastructure Project – The Web to Land Trust for Louisiana (R-115-2014)
12. Award of Green Infrastructure Project Green Keepers to Parkway Partners Program (R-102-2014)
13. Amendment to Agreement with CH2M Hill, Inc. for Design and Engineering Services for the Retrofit Power Plant Hazard Mitigation Grant Project (R-118-2014)
14. Approval to Issue Letter of Support for Biosolids to Energy Demonstration Project (R-117-2014)
15. Executive Session

Lakeesha Johnson, et al v. SWB, et al, Civil District Court No. 09-04378, Div. "J"

INFORMATION ITEMS

16. Customer Service Results through April 2014
17. DBE Participation Report
18. Financial Results through April 2014
19. Change Order Analysis
20. FEMA Project Worksheet Status
21. Tracking Tool for Commitments to the City Council
22. EEOC Activity Status Report Y.T.D.
23. Any Other Matters
24. Reference Materials **(In Binders)**
 - a. Sewerage and Water Board By-Laws
 - b. 2014 Operating & Capital Budget
 - c. Strategic Plan
 - d. Bond Rating
25. 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

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

May 9, 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, May 9, 2014 at 9:00 AM in the Board Room at 625 St. Joseph Street.

ATTENDANCE

Present: Wm. Raymond Manning, Committee Chair
Mark M. Moody
Glen Pilie

Also in Attendance: Robert Miller, Interim Executive Director; Nolan Lambert, Special Counsel; Harold Marchand, Legal Counsel; Joseph Becker, General Superintendent; Brenda Thornton, CommuniRep Inc.; Robert Jackson, Community & Intergovernmental Relations Director; Alvin Porter, EDBP Department; Ethel Williams, Finance Department Director; Bobby Nathan, Equal Employment Opportunity Director (EEOC); Kathleen LaFrance, Executive Director's Office; Willie Mingo, Purchasing Director; Carol G. Rocque, Damon Rocque Securities; Jamie Parker, BGR; Geneva Coleman, The Hawthorne Agency, Inc.

ACTION ITEMS

1. Approval of Previous Report

The Executive Committee received the Executive Committee Report of April 2014 for review and action. Mr. Pilie motion to approve the report and Mr. Moody seconded the motion. The motion passed.

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

2. Bid Recommendations – DBE Participation

The Interim EDBP Director, Mr. Alvin Porter, provided information and an overview of the contracts and bid recommendations for the month of May. Staff received five (5) bids for **Contract #30009: Restoration of Existing Gravity Sewer Mains by Excavation and Replacement for Manhole to Manhole at Various Sites throughout Orleans Parish.**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Wallace C. Drennan, Inc. and Flemings Construction, Co., LLC, be accepted.

The above reference bid recommendations on Contract #30009 with DBE participation was approved by motion of Mr. Moody and seconded by Mr. Pilie, and the motion carried.

3. Staff Contract Review Committee Recommendations

The Staff Contract Review Committee recommended the following three (3) Open Market, 20% SLDBE Participation, one (1) year with a one (1) year renewal option.

- Furnishing Grass Cutting and Debris Pickup of the Sewerage & Water Board of New Orleans East Bank Canals.
- Furnishing Grass Cutting and Debris Pickup of the Sewerage & Water Board of New Orleans West Bank Canals.
- Furnishing Chemical Control of Foliage at Specified Sewerage & Water Board Locations within the City of New Orleans.

The Staff Contract Review Committee recommendation on above subject contracts with DBE participation was approved by a motion from Mr. Moody and seconded by Mr. Pilie, and the motion carried.

4. Final Acceptance Contracts with DBE Participation

Economically Disadvantaged Business Program recommends approval for final acceptance for the SLDBE participation on **Contract #3692 – Restoration of Existing Gravity Sewer Main by Excavation and Replacement from Manhole and Point Repairs at Various Sites throughout Orleans Parish.**

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

5. Relocation Agreement, Claiborne to Constance (La. Avenue Phase) R-086-2014

The above referenced resolution was approved by motion of Mr. Pilie and seconded by Mr. Moody, and the motion carried.

INFORMATION ITEMS

6. Status Update on Bond Issues

The report was received.

7. Status Update on New Board Members

The report was received.

8. Status Update on New Executive Director

The report was received.

9. Customer Account Management System Replacement Status

The report was received.

10. Customer Service Results through March 2014

The report was received.

11. Tracking Tool for Commitments to the City Council

The report was received.

12. EEOC Activity Status Report Y.T.D.

The report was received.

13. ADJOURNMENT

There being no further business to come before the Committee, the meeting adjourned at 9:45 AM.

Very truly yours,

Wm. Raymond Manning
Committee Chair

Contract #3669: Hurricane Katrina Related 404 Hazard Mitigation Grant Program
Replacement of Sewage Pumping Station #6

On Friday, May 16, 2014, two (2) bids were received for subject contract. The bid totals are as follows:

| | |
|---|-----------------|
| Industrial & Mechanical Contractors, Inc. | \$ 2,900,900.00 |
| TKTMJ, Inc. | \$ 3,650,000.00 |

The estimated budget is \$ 3,000,000.00.

Thirty-six percent (36%) SLDBE participation was requested on this contract.

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

JL Construction Group (eligible certified SLDBE) to perform bypass pumping, piping, wet well, and platform
\$522,819.00 — 18.02%

Joseph Electric (eligible certified SLDBE) Foundation & TRS
\$411,200.00 — 14.17%

Dieudonne Enterprises (eligible certified SLDBE) Furnish pumps
\$127,080.00 — 4.38%

SLDBE Participation totals: **\$1,061,099.00 — 36.58%**

The apparent second lowest bidder, TKTMJ, Inc., submitted the following subcontractors:

Ace Fence & Gate (eligible certified SLDBE) to perform fence installation and repair
\$36,500.00 — 1.00%

Dillon Bros. Ready Mix Concrete (eligible certified SLDBE) Concrete manufacturer and sales, Pre-cast bumpers; stacking blocks
\$91,250.00 — 2.50%

Gulf States Constructors (eligible certified SLDBE) Construction (Heavy, Municipal & Public Works), demo work, directional drilling, hydro vacuum excavation, air vacuum excavation, foundations & pile driving, furnishing & spreading materials, highway & street construction
\$657,328.00 — 18.01%

Choice Supply Solutions, LLC (eligible certified SLDBE) general material supplier of industrial pipe, fittings, valves, hydrants and associated products
\$237,250.00 — 6.50%

Contract #3669: Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Sewage Pumping Station #6

SLDBE Participation Analysis

May 2014

Page 2

Three C's Properties, Inc. (eligible certified SLDBE) Trucking & hauling, site preparation, excavation; highway, street & bridge construction, building construction, earthwork, drainage, asphalt, concrete & paving
\$292,000.00 — 8.00%

SLDBE Participation totals: **\$1,314,328.00 — 36.01%**

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

FURNISHING AND DELIVERING COMPLETE FLEET TIRE SERVICE - YG14-0061

On Thursday, May 15, 2014, two (2) bids were received for subject contract. The bid totals are as follows:

| | |
|----------------------------|---------------|
| Southern Tire Mart | \$ 334,492.45 |
| Twin Commercial Tires, LLC | \$ 344,199.80 |

The estimated budget is \$350,000.00

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

The apparent lowest bidder, Southern Tire Mart submitted Vern Keeler & Associates (Board Certified SLDBE) to provide service work \$66,898.49 – 20%.

The apparent second lowest bidder, Twin Commercial Tires, LLC submitted Vern Keeler & Associates (Board Certified SLDBE) to perform mounting of tires \$69,139.96 – 20%.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the participation submitted by Southern Tire Mart and the participation submitted by Twin Commercial Tires, LLC be accepted.

Furnishing River Sand, Mason Sand and Washed Gravel – YW14-0010

On Thursday, May 15, 2014, five (5) bids were received for subject contract. The bid totals are as follows:

| | |
|-------------------------------|---------------|
| Blue Ribbon Resources, LLC | \$ 225,125.00 |
| Qualified Transportation, LLC | \$ 231,250.00 |
| Hamp's Enterprises, LLC | \$ 272,500.00 |
| MST Enterprises, LLC | \$ 319,250.00 |
| Jerome's Enterprises, Inc. | \$ 408,625.00 |

The estimated budget is \$ 350,000.

Thirty-percent (30%) DBE participation was requested on this contract.

The apparent low bidder, Blue Ribbon Resources, LLC submitted Qualified Transportation, LLC (Board Certified SLDBE) to provide trucking and hauling services.

\$67,537.50 – 30%

The apparent second lowest bidder, Qualified Transportation, LLC submitted Blue Ribbon Resources, LLC (Board Certified SLDBE) to provide trucking and hauling services.

\$69,375.00 – 30%

The apparent third lowest bidder, Hamp's Enterprises, LLC submitted Boines Construction & Equipment Company, Inc. (Board Certified SLDBE) to provide trucking services.

\$96,000.00 – 35.22%

The apparent fourth lowest bidder, Jerome's Enterprises, Inc. submitted L.O. Ausama Enterprises (Non-Board Certified Company) to provide hauling of river sand, mason sand and washed gravel.

\$122,587.50 – 30%

The apparent fifth lowest bidder, MST Enterprises, LLC submitted Irvin Trucking & Demolition (Board Certified SLDBE) to provide trucking services.

\$95,775.00 – 30%

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Blue Ribbon Resources, LLC, Qualified Transportation, LLC, Hamp's Enterprises, LLC and MST Enterprises, LLC be accepted and the participation submitted by Jerome's Enterprises, Inc. be rejected.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on May 20, 2014 and made the following recommendations:

Open Market Contracts

Open Market, 15% SLDBE Participation, one (1) year with two (2) one (1) year renewal options.

1. RFP to provide Professional Legal Services for Automobile Accident Cases

Estimated Cost:

To Be Determined

Areas of participation:

Legal representation and other related services

Funding Source:

Operating and Maintenance Budget

Renewal Contracts

First and Final Renewal, 0% DBE Participation.

2. Furnishing Polyelectrolyte

Renewal Cost:

\$ 495,000.00

Prime Contractor

Polydyne, Inc.

Percentage Goal Justification:

Product does not lend itself to SLDBE participation due to the specialized nature of the product and shipped in specialized containers.

Funding Source:

Operating and Maintenance Budget

3. Furnishing Lime

Renewal Cost:

\$ 642,120.00

Prime Contractor

Cheney Lime and Cement Company

Percentage Goal Justification:

Product does not lend itself to SLDBE participation due to the specialized nature of the manufacturing process and the specialized transport equipment.

Funding Source:

Operating and Maintenance Budget

**GENERAL SUPERINTENDENT RECOMMENDATIONS
FOR THE JUNE 18, 2014 MEETING**

- A. BIDS** A listing of the bids received during the month of May is included in the following report. A brief summary is attached for your review.

Item 1 - R-105-2014 - FURNISHING ANNUAL SERVICE AWARDS
REQ. NO. ED140010

Item 2 - R-106-2014 - FURNISHING EIC AWARD BANQUET
ACCOMMODATIONS - REQ. NO. ED140009

Item 3 - R-107-2014 - FURNISHING RIVER SAND, MASON SAND AND
WASHED GRAVEL - REQ. NO. YW140010

Item 4 - R-108-2014 - FURNISHING ROUGH PINE AND OAK
HARDWOOD LUMBER - REQ. NO. YW140009

Item 5 - R-109-2014 - FURNISHING LIME TO THE ALGIERS WATER
PLANT - REQ. NO. AL140009

Item 6 - R-110-2014 - FURNISHING AND DELIVERING COMPLETE
FLEET TIRE SERVICE - REQ. NO.
YG140061

Item 7 - R-111-2014 - CONTRACT 3669 - HURRICANE KATRINA
RELATED 404 HAZARD MITIGATION GRANT
PROGRAM - REPLACEMENT OF SEWAGE LIFT
STATION #6

B. CONTRACT RENEWAL

Item 8 - R-112-2014 - FIRST AND FINAL RENEWAL OF CONTRACT
FOR FURNISHING LIME -
REQ. NO. CM130006

Item 9 - R-113-2014 - FIRST AND FINAL RENEWAL OF CONTRACT
FOR FURNISHING POLYELECTROLYTE -
REQ. NO. CM130007

Item 10 - R-114-2014 - FIRST AND FINAL RENEWAL OF CONTRACT
FOR FURNISHING PAPER PRODUCTS AND
JANITORIAL SUPPLIES REQ. NO. YW130014

**GENERAL SUPERINTENDENT RECOMMENDATIONS
REPORT OF FINAL ACCEPTANCE TO BE
CONSIDERED BY THE FINANCE COMMITTEE AND
THE BOARD'S MEETING OF MAY 21, 2014**

During May 2014 bids were received and evaluated (as per attached tabulations) on various items as follows:

1. FURNISHING ANNUAL SERVICE AWARDS - REQ. NO. ED140010

Two (2) bids were received on May 15, 2014 for furnishing annual service awards. It is recommended that awards be made on an item-by-item basis, to the lower bidder, as follows:

Items A, B, D, G, I, J and K, to **J. Brandt Recognition** in the total amount of **\$17,509.50**, be accepted based upon the technical review of the proposals.

Items C, E, F and H, to **MTM Recognition** in the total amount of **\$6,411.22**, be accepted based upon the technical review of the proposals.

The two (2) bidders are as follows:

| | |
|--------------------------|-------------|
| 1. J. Brandt Recognition | \$17,509.50 |
| 2. MTM Recognition | 6,411.22 |

There is no DBE participation.

The estimated amount for this project is \$29,500.00.

Funds for this project are budgeted under Account Code 0010 (Executive Director) and Object Code 5835 (Employee Recognition).

2. FURNISHING EIC AWARD BANQUET ACCOMMODATIONS - REQ. NO. ED140009

Two (2) bids were received on May 15, 2014 for furnishing EIC award banquet accommodations. It is recommended that the low bid of **Hilton New Orleans Riverside Hotel** in the total amount of **\$37,585.91**, be accepted based upon the technical review of the proposals.

The two (2) bidders are as follows:

| | |
|---------------------------------------|-------------|
| 1. Hilton New Orleans Riverside Hotel | \$37,585.91 |
| 2. New Orleans Marriott Hotel | 39,255.99 |

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

June 18, 2014

Page 2

There is no DBE participation.

The estimated amount for this project is \$39,800.00.

Funds for this project are budgeted under Account Code 0010 (Executive Director) and Object Code 5835 (Employee Recognition).

3. FURNISHING RIVER SAND, MASON SAND AND WASHED GRAVEL - REQ. NO. YW140010

Five (5) bids were received on May 15, 2014 for furnishing river sand, mason sand and washed gravel. It is recommended that the low bid of **Blue Ribbon Resources** in the total amount of **\$225,125.00**, be accepted based upon the technical review of the proposals.

The five (5) bidders are as follows:

| | |
|---------------------------------|---------------------|
| 1. Blue Ribbon Resources | \$225,125.00 |
| 2. Qualified Transportation | 231,250.00 |
| 3. Hamp's Construction | 272,500.00 |
| 4. MST Enterprise, LLC | 319,250.00 |
| 5. Jerome Enterprises, LLC | 408,625.00 |

The DBE participation is 30%.

The estimated amount for this project is \$350,000.00.

Funds for this project are budgeted under Account Code 0850 (Warehouse and Grounds) and Object Code 9916 (Miscellaneous).

4. FURNISHING ROUGH PINE AND OAK HARDWOOD LUMBER - REQ. NO. YW140009

Two (2) bids were received on May 15, 2014 for furnishing rough pine and oak hardwood lumber. It is recommended that the low bid of **All Star Forest Products, Inc.** in the total amount of **\$63,933.75**, be accepted based upon the technical review of the proposals.

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

June 18, 2014

Page 3

The two (2) bidders are as follows:

- | | |
|-----------------------------------|-------------|
| 1. All Star Forest Products, Inc. | \$63,933.75 |
| 2. Midway Forest Product | 97,663.50 |

There is no DBE participation.

The estimated amount for this project is \$75,000.00.

Funds for this project are budgeted under Account Code 0850 (Warehouse and Grounds) and Object Code 9945 (Lumber).

5. **FURNISHING LIME TO THE ALGIERS WATER PLANT - REQ. NO. AL140009**

Two (2) bids were received on May 15, 2014 for furnishing lime to the Algiers Water Plant. It is recommended that the low bid of **Unimin Lime Corporation d/b/a Southern Lime** in the total net amount of **\$240,792.00**, be accepted based upon the technical review of the proposals.

The two (2) bidders are as follows:

- | | |
|--|--------------|
| 1. Unimin Lime Corporation d/b/a Southern Lime | \$240,792.00 |
| 2. Lhoist North America | 266,856.00 |

There is no DBE participation.

Funds for this project are budgeted under Account Code 3244 (Chemicals-Algiers) and Object Code 4710 (Lime).

6. **FURNISHING AND DELIVERING COMPLETE FLEET TIRE SERVICE - REQ. NO. YG140061**

Two (2) bids were received on May 15, 2014 for furnishing and delivering complete fleet tire service. It is recommended that the low bid of **Southern Tire Mart, LLC** in the total amount of **\$334,492.45**, be accepted based upon the technical review of the proposals.

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

June 18, 2014

Page 4

The two (2) bidders are as follows:

- | | |
|-----------------------------------|---------------------|
| 1. Southern Tire Mart, LLC | \$334,492.45 |
| 2. Twin Commercial Tire, L.L.C. | 344,199.80 |

The DBE participation is 20%.

The estimated amount for this project is \$350,000.00.

Funds for this project are budgeted under Account Code 0840 (Central Yard Garage) and Object Code 3230 (Replacement and Maintenance Equipment & Machine).

7. **CONTRACT 3669 - HURRICANE KATRINA RELATED 404 HAZARD
MITIGATION GRANT PROGRAM - REPLACEMENT OF SEWAGE LIFT
STATION #6**

Two (2) bids were received on May 16, 2014 for performing work under contract 3669. It is recommended that the low bid of **Industrial & Mechanical Contractors, Inc.** in the total amount of **\$2,900,900.00**, be accepted based upon the technical review of the proposals.

The two (2) bidders are as follows:

- | | |
|---|-----------------------|
| 1. Industrial & Mechanical Contractors, Inc. | \$2,900,900.00 |
| 2. TKTMJ, Inc. | 3,650,000.00 |

The DBE participation is 36%.

The estimated amount for this project is \$2,899,487.00.

Funds for this project are budgeted under Account Code 03669.

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

June 18, 2014

Page 5

8.

FIRST AND FINAL RENEWAL OF CONTRACT FOR
FURNISHING LIME
REQ. NO. CM130006

PROPOSAL:

The contractor, **Cheney Lime & Cement Company**, has requested that the Board renew their current contract effective August 1, 2014, as allowed under this contract with no increase in cost and with no change in terms and conditions of their original contract, with the total being **\$642,120.00.**

EVALUATION:

The original contract for Furnishing Lime was awarded to Cheney Lime & Cement Company, by the Board at its meeting of July 17, 2013 in the total amount of \$642,120.00. If approved, this would be the first and only renewal as allowed under the terms of the contract. There is no DBE participation. Funds for this project are budgeted under Account Code 3224 (Chemicals-New Orleans) and Object Code 4710 (Lime).

RECOMMENDATION:

It is recommended that the Board approve this first and only renewal to **Cheney Lime & Cement Company** in the total amount of **\$642,120.00.**

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

June 18, 2014

Page 6

9.

FIRST AND FINAL RENEWAL OF CONTRACT FOR
FURNISHING POLYELECTROLYTE
REQ. NO. CM130007

PROPOSAL:

The contractor, **Polydyne, Inc.**, has requested that the Board renew their current contract effective August 1, 2014, as allowed under this contract with no increase in cost and with no change in terms and conditions of their original contract, with the total being **\$495,000.00**.

EVALUATION:

The original contract for Furnishing Polyelectrolyte was awarded to Polydyne, Inc., by the Board at its meeting of July 17, 2013 in the net amount of \$495,000.00. If approved, this would be the first and only renewal as allowed under the terms of the contract. There is no DBE participation. Funds for this project are budgeted under Account Code 3224 (Chemicals-New Orleans), 3244 (Chemicals-Algiers) and Object Code 4740 (Polyelectrolyte).

RECOMMENDATION:

It is recommended that the Board approve this first and only renewal to **Polydyne, Inc.** in the net amount of **\$495,000.00**.

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

June 18, 2014

Page 7

10.

FIRST AND FINAL RENEWAL OF CONTRACT FOR
FURNISHING PAPER PRODUCTS AND JANITORIAL SUPPLIES
REQ. NO. YW130014

PROPOSAL:

The contractor, **Assorted Products**, has requested that the Board renew their current contract effective August 1, 2014, as allowed under this contract with no increase in cost and with no change in terms and conditions of their original contract, with the total being **\$95,894.50.**

EVALUATION:

The original contract for Furnishing Paper Products and Janitorial Supplies was awarded to Assorted Products by the Board at its meeting of July 17, 2013 in the total amount of \$95,894.50. If approved, this would be the first and only renewal as allowed under the terms of the contract. The DBE participation is 30%. Funds for this project are budgeted under Budget Code 0850 (Warehouse & Grounds) and Object Code 9916 (Miscellaneous)

RECOMMENDATION:

It is recommended that the Board approve this first and only renewal to **Assorted Products** in the total amount of **\$95,894.50.**

FURNISHING ANNUAL SERVICE AWARDS - REQ. NO. ED140010

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that two (2) bids were received on May 15, 2014 after advertising according to the Public Bid Law, for Furnishing Annual Service Awards. The low bid was hereby accepted and contract awarded therefore to the low bidder as follows:

Items A, B, D, G, I, J and K to **J. Brandt Recognition** for the total amount of **\$17,509.50;**

Items C, E, F and H to **MTM Recognition** for the total amount of **\$6,411.22.**

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FURNISHING EIC AWARD PROGRAM BANQUET ACCOMMODATIONS - REQ. NO.
ED140009**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that two (2) bids were received on May 15, 2014 after advertising according to the Public Bid Law, for Furnishing EIC Award Program Accommodations. The low bid was hereby accepted and contract awarded therefore to **Hilton New Orleans Riverside Hotel** for the total amount of **\$37,585.91**.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FURNISHING RIVER SAND, MASON SAND AND WASHED GRAVEL - REQ. NO.
YW140010**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that five (5) bids were received on May 15, 2014 after advertising according to the Public Bid Law, for Furnishing River Sand, Mason Sand and Washed Gravel. The low bid was hereby accepted and contract awarded therefore to **Blue Ribbon Resources** for the total amount of **\$225,125.00**.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FURNISHING ROUGH PINE AND OAK HARDWOOD LUMBER - REQ. NO.
YW140009**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that two (2) bids were received on May 15, 2014 after advertising according to the Public Bid Law, for Furnishing Rough Pine and Oak Hardwood Lumber. The low bid was hereby accepted and contract awarded therefore to **All Star Forest Products, Inc.** for the total amount of **\$63,933.75.**

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

FURNISHING LIME TO THE ALGIERS WATER PLANT - REQ. NO. AL140009

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that two (2) bids were received on May 15, 2014 after advertising according to the Public Bid Law, for Furnishing Lime to the Algiers Water Plant. The low bid was hereby accepted and contract awarded therefore to **Unimin Lime Corporation d/b/a Southern** for the net total amount of **\$240,792.00**.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

FURNISHING AND DELIVERING COMPLETE FLEET TIRE SERVICE - REQ. NO. YG140061

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that two (2) bids were received on May 15, 2014 after advertising according to the Public Bid Law, for Furnishing and Delivering Complete Fleet Tire Service. The low bid was hereby accepted and contract awarded therefore to **Southern Tire Mart, LLC** for the total amount of **\$334,492.45**.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FURNISHING CONTRACT 3669 - HURRICANE KATRINA RELATED 404 HAZARD
MITIGATION GRANT PROGRAM - REPLACEMENT OF SEWAGE LIFT STATION #6**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that two (2) bids were received on May 16, 2014 after advertising according to the Public Bid Law, for Furnishing performing work under Contract 3669. The low bid was hereby accepted and contract awarded therefore to **Industrial & Mechanical Contractors, Inc.** for the total amount of **\$2,900,900.00.**

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FIRST AND FINAL RENEWAL OF CONTRACT FOR FURNISHING LIME - REQ.
NO. CM130006**

WHEREAS, under the provisions of the contract, the Board, with the contractor's concurrence, reserves the right to renew the contract with no increase in the cost of services and no change in terms and conditions; and

WHEREAS, the contractor, **Cheney Lime & Cement Company**, desires to exercise its renewal option as allowed under this contract with the total being **\$642,120.00**, for Furnishing Lime.

NOW, THEREFORE, BE IT RESOLVED that the request of **Cheney Lime & Cement Company**, for this first and final renewal, effective **August 1, 2014**, is hereby approved.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FIRST AND FINAL RENEWAL OF CONTRACT FOR FURNISHING
POLYELECTROLYTE - REQ. NO. CM130007**

WHEREAS, under the provisions of the contract, the Board, with the contractor's concurrence, reserves the right to renew the contract with no increase in the cost of services and no change in terms and conditions; and

WHEREAS, the contractor, **Polydyne, Inc.**, desires to exercise its renewal option as allowed under this contract with the total being **\$495,000.00**, for Furnishing Polyelectrolyte.

NOW, THEREFORE, BE IT RESOLVED that the request of **Polydyne, Inc.**, for this first and only renewal, effective **August 1, 2014**, is hereby approved.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FIRST AND FINAL RENEWAL OF CONTRACT FOR FURNISHING PAPER
PRODUCTS AND JANITORIAL SUPPLIES - REQ. NO. YW130014**

WHEREAS, under the provisions of the contract, the Board, with the contractor's concurrence, reserves the right to renew the contract with no increase in the cost of services and no change in terms and conditions; and

WHEREAS, the contractor, **Assorted Products**, desires to exercise its renewal option as allowed under this contract with the total being **\$95,894.50**, for Furnishing Paper Products and Janitorial Supplies.

NOW, THEREFORE, BE IT RESOLVED that the request of **Assorted Products**, for this first and only renewal, effective **August 1, 2014**, is hereby approved.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on June 18, 2014.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

TWIN TIRE COMMERCIAL

24 Hour Road Service
5712 Jarvis St. • Harahan, Louisiana 70123
(504) 734-7766 • Fax (504) 734-9010

5/27/2014

Mr. Willie Mingo;

Twin Commercial Tire formally protests award of Complete Fleet Tire Service Requisition # YG14-0061 to Southern Tire Mart. In submitting this Twin Commercial Tire has turned in the protest prior to Thursday as stated by Mr. Willie when it was due.

Twin Commercial Tire is protesting on the following reasons:

- 1) Section 22-02 states "Bidder submitting a proposal on items other than the above named manufacturer must submit to the purchasing agent Mr. Willie Mingo prior to the time set for opening of proposals." Twin Commercial Tire has a time stamped letter prior to bid opening to prove Twin Commercial Tire notified Mr. Willie Ming prior to opening. Does Southern Tire Mart have said such proof.
- 2) Southern Tire Mart did NOT acknowledge the addendum in their bid.
 - A) Mr. Willie stated in prebid meeting that it had to be acknowledged.
 - B) In addendum it says that it needs to be acknowledged
 - C) Posted on Purchasing bulletin board with Tire bid states "Bidder are solely responsible for obtaining any and all addendum/addenda regarding the interested proposal from the Sewerage and Water Board of New Orleans website"

Twin Commercial Tire is asking to be reconsidered for awarding of the Bid Contract for reasons stated above. We also feel the business relationship and service provided by both the SWB staff and Twin Commercial Tire is the best fit for this contract. Thanks again for reconsidering Twin Commercial for this Bid Contract.

Respectfully,



Mike Shafer
Twin Commercial Tire
Vice President



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: May 30, 2014
From: Brian A. Ferrara, Legal *BAF*
To: Robert K. Miller, Interim Executive Director
Re: Bid Protest – Fleet Tire Service

On May 15, 2014 two bids were received for Furnishing and Delivering Complete Fleet Tire Service, Requisition #YG14-0061. The apparent low bidder, Southern Tire Mart, bid \$334,492.45, while the second low bidder, Twin Commercial Tire, bid \$344,199.80. Both bids were under the budget of \$350,000. There is a 20% Disadvantaged Business Enterprise requirement on this contract. Both firms identified Vern Keeler as their DBE partner.

After analyzing the bids, the Board's Support Services Department is recommending the apparent low bidder, Southern Tire Mart. The second low bidder, Twin Commercial Tire, is protesting the award to Southern Tire Mart for two reasons. The first is that Southern Tire did not comply with Paragraph 22-02 of the specifications. Though easily misinterpreted, Paragraph 22-02 was meant to require that the bidders submit literature for tires submitted other than Good Year or Firestone, of which both bidders complied. The second reason for the protest is that an addendum issued May 9, 2014 requested that the bidders acknowledge receipt of the addendum in the space provided in the specifications. However, the space for acknowledgment of the addendum was inadvertently omitted from the specifications; consequently it was impossible for either bidder to comply with this requirement.

While analyzing the bids, it was realized that Twin Commercial Tire submitted an unbalanced bid. Since it is doubtful that this unbalanced bid would result in the lowest cost to the agency it may be rejected. Louisiana Revised Statute states that a "public entity may reject any and all bids for just cause". Bids containing a pricing scheme that would be detrimental to the public agency is "just cause" for rejection. Had Twin Commercial Tire's pricing scheme resulted in being the low bid the recommendation would have been to reject for "just cause".

Robert K. Miller, Interim Executive Director
May 30, 2014
Page 2

Please place the protest of Twin Commercial Tire for Furnishing and Delivering Complete Fleet Tire Service, Requisition #YG14-0061, on the Finance Committee meeting for Tuesday, June 3, 2014.

DEPUTY SPECIAL COUNSEL

BAF:mkt

cc: Anita Simmons
Susan Higginbotham

n:\contracts\protests\2014\140530millermemo.fleet tires_placeonagenda.docx

CHANGE ORDER NO. 2 FOR CONTRACT 5223 - HURRICANE KATRINA RELATED REPAIRS TO ST. BERNARD DRAINAGE UNDERPASS PUMPING STATION

WHEREAS, the Sewerage and Water Board entered into a contract with Lou-Con Construction, Inc. for Hurricane Katrina Related Repairs to St. Bernard Ave. Drainage Underpass Pumping Station in the amount of \$255,814.00, and

WHEREAS, during the course of the FEMA funded pump repairs, additional repairs to the impeller, volute and supporting mechanical equipment were required to ensure the restoration of the pumping system at this station, and

WHEREAS, a lead-joint spool piece had to be replaced with a mechanical joint spool piece, and the installation of two new gate valves was needed, and

WHEREAS, two louvers were in a state of disrepair and needed replacing, and

WHEREAS, the extensive repairs to the pumping system of the station required a contract extension and compensation resulting from the extended contract period, and

WHEREAS, this Change Order, in the amount of \$327,202.13, represents 127.9% of the original Contract value and extends the duration of the work associated with the Contract through September 8, 2014.

NOW THEREFORE BE IT RESOLVED, that approval of change order No. 2 for Contract 5223 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



Sewerage & Water Board

Inter-Office Memorandum

Date: April 24, 2014

From: Joseph Becker, P.E.
General Superintendent

To: Robert Miller
Interim Executive Director

Re: Contract Number 5223 - Hurricane Katrina Related Repairs to St. Bernard Ave.
Drainage Underpass Pumping Station

Enclosed please find a recommendation from Ron Spooner, Chief of Engineering for approval of Change Order No. 2 for the above contract.

This additional work is for additional repairs to the station volute and impeller, replacement of lead-joint spool piece, installation of two new gate valves, replacement of two louvers, and for additional costs associated with extending the bypass pumping past the original contract end date. The required DBE participation on this Contract is 36%. Because of the significant change in scope, the current participation is 16.9%, and the forecasted DBE participation is only 22%. The Contractor is in discussion with the EDBP Department to maximize DBE participation through the remaining portion of this contract.

This Change Order is in the amount of \$327,202.13 and funds for this Change Order are available through the \$100 million Revolving Fund provided by the State of Louisiana. The full amount of \$327,202.13 will not be eligible for reimbursement into the revolving loan fund. This Change Order is 127.9% of the original bid amount of the Contract. This Change Order extends the project completion date to September 8, 2014.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for consideration and approval.

Joseph Becker, P.E.
General Superintendent

cc: Madeline Goddard, Deputy General Superintendent
Ron Spooner, Chief of Engineering
Reid Dennis, FEMA Program Management Supervisor
Alvin Porter, EDB Director
Jason Higginbotham, Director of Emergency Management
Susan Higginbotham
Mark Scally, Chester Engineers



Sewerage & Water Board

Inter-Office Memorandum

Date: April 24, 2014

From: Ron Spooner, P.E.
Chief of Engineering

To: Joseph Becker, P.E.
General Superintendent

Re: Contract Number 5223 - Hurricane Katrina Related Repairs to St. Bernard Ave.
Drainage Underpass Pumping Station


CHANGE ORDER NO. 2

Description of Change Order (CO): Additional pump repairs, replacement of lead-joint spool piece, installation of two new gate valves, replacement of two louvers, and compensation to the Contractor for bypass pumping costs for the extended contract period.

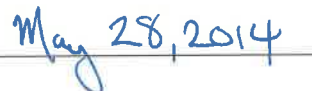
| | |
|------------------------------------|--------------|
| Original Contract Bid Price: | \$255,814.00 |
| Previously Approved COs: | \$0 |
| This CO Amount: | \$327,202.13 |
| Total CO Amount: | \$327,202.13 |
| Total CO as % of Original Contract | 127.9% |
| Revised Contract Amount: | \$583,016.13 |
| Current Contract Days | 330 |
| Days Added by this CO | 300 |
| Revised Contract Days | 630 |
| Contract DBE Participation | 36.0 % |
| Forecasted DBE Participation | 22% |

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:


Joseph R. Becker
General Superintendent

Date:



cc: Reid Dennis, FEMA PM Supervisor
Madeline Goddard, Deputy General Superintendent
Bob Moeinian, Chief of Operations
Ethel Williams, Finance
Jason Higginbotham, EM Director

Ron Spooner, Chief of Engineering
Alvin Porter, EDB Director
Dexter Joseph, Budget
Nolan Lambert, Special Counsel
Mark Scally, Chester Engineers

SCOPE OF CHANGES No. 2
DRAINAGE PROGRAM
CONTRACT 5223 - St. Bernard UPS
(Change Order No. 2)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

| Item # | FCO# | Detailed Description | Units | Unit Price | Quantity | Amount | Days | Comments |
|--------|------|---|----------|---------------|----------|---------------|------|--|
| 1 | 1 | Additional Pump Repairs | Per Pump | \$ 103,521.36 | 2 | \$ 207,042.72 | 210 | |
| 2 | 2 | Installation of gate valves; Replacement of spool piece | Lump Sum | \$ 16,468.23 | 1 | \$ 16,468.23 | 90 | |
| 3 | 3 | Replacement of louvers | Lump Sum | \$ 8,125.60 | 1 | \$ 8,125.60 | 0 | |
| 4 | 4 | Contract Extension | Lump Sum | \$ - | 0 | \$ - | 0 | Note that CO 1 (R-143-2014) awarded the Contractor 210 days associated with this FCO |
| 5 | 5 | Extended Bypass pumping | Lump Sum | \$ 95,565.58 | 1 | \$ 95,565.58 | 0 | |

| | |
|-----------------|-------|
| Contract DBE% | 36.0% |
| Current DBE% | 16.9% |
| Forecasted DBE% | 22.0% |

| | |
|----------------------------------|---------------|
| Original | \$ 255,814.00 |
| Amount of previous Change Orders | \$ - |
| Amount this Change Order | \$ 327,202.13 |
| Change Orders to date | \$ 327,202.13 |

| | |
|------------------------|-----|
| BASE | |
| Original Contract Days | 120 |
| Days Previously Added | 210 |
| Days this Change Order | 300 |
| Days Added to date | 510 |

REVISED CONTRACT AMOUNT \$ 583,016.13

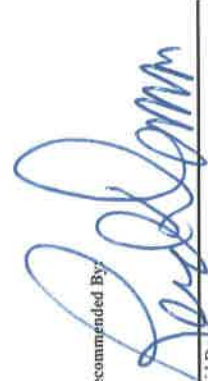
REVISED CONTRACT DAYS 630


% OF ORIGINAL CONTRACT AMOUNT

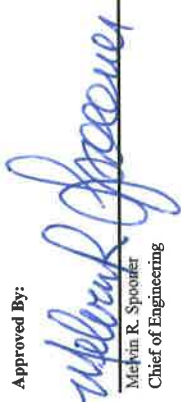
| | |
|-----------------------|--------|
| This Change Order | 127.9% |
| Previous Change Order | 0.0% |
| TOTAL TO DATE | 127.9% |

| | |
|--------------------------------|------------|
| Work Order Date | 12/17/2012 |
| Work Completion Milestone Date | 9/8/2014 |

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price.

Recommended By: 
Reid Deans
S&WB Project Manager

Proposed By: 
Lot-Con, Inc.
Contractor Representative

Approved By: 
Mehain R. Spooner
Chief of Engineering

4/24/14
Date

4/24/14
Date

CHANGE ORDER NO. 3 FOR CONTRACT 5226 - HURRICANE KATRINA RELATED REPAIRS TO FRANKLIN AVENUE DRAINAGE UNDERPASS PUMPING STATION

WHEREAS, the Sewerage and Water Board of New Orleans entered into Contract 5226 with Lou Con Construction, Inc. for Hurricane Katrina Related Repairs to Franklin Avenue Drainage Underpass Pumping Station in the amount of \$328,152.33, and

WHEREAS, the extensive repairs to the pumping station required a contract extension and compensation for costs associated with additional bypass pumping as a result of the extended contract period, and

WHEREAS, this Change Order, in the amount of \$109,217.80 brings the accumulated Contract change order total to \$170,470.73, or 51.9% of the original Contract value and extends the duration of the work associated with the Contract through July 21, 2014, and

NOW THEREFORE BE IT RESOLVED, that approval of change order No. 3 for contract 5226 is ratified by the Sewerage and Water Board of New Orleans. .

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



Sewerage & Water Board

Inter-Office Memorandum

Date: March 25, 2014

From: Ron Spooner, P.E.
Chief of Engineering

To: Joseph Becker, P.E.
General Superintendent

Re: Contract Number 5226 - Hurricane Katrina Related Repairs to Franklin Ave.
Drainage Underpass Pumping Station


CHANGE ORDER NO. 3

Description of Change Order: Additional pump repairs, replacement of a lead-joint spool piece, installation of two new gate valves, replacement of two louvers, and compensation to the Contractor for bypass pumping costs for the extended contract period.

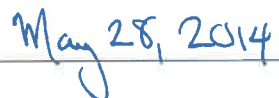
| | |
|--|--------------|
| Original Contract Bid Price: | \$255,814.00 |
| Previously Approved Change Orders: | \$0 |
| This Change Order Amount: | \$327,202.13 |
| Total Change Orders (% of Original Contract) | 127.9% |
| Total Dollar Change Order Amount: | \$583,016.13 |
| Current Contract Days | 479 |
| Days Added by this Change Order | 102 |
| Contract DBE Participation | 36.0% |
| Projected DBE Participation | 23.7% |

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:


Joseph R. Becker
General Superintendent

Date:


May 28, 2014

cc: Reid Dennis, FEMA PM Supervisor
Bob Moeinian, Chief of Operations
Jason Higginbotham, EM Director
Dexter Joseph, Budget
Madeline Goddard, Deputy General Superintendent
Mark Scally, Chester Engineers

Ron Spooner, Chief of Engineering
Alvin Porter, EDB Director
Nolan Lambert, Special Counsel
Ethel Williams, Finance



Sewerage & Water Board

Inter-Office Memorandum

Date: April 24, 2014

From: Joseph Becker, P.E.
General Superintendent

To: Robert Miller
Interim Executive Director

Re: Contract Number 5226 - Hurricane Katrina Related Repairs to Franklin Ave.
Drainage Underpass Pumping Station

Enclosed please find a recommendation from Ron Spooner, Chief of Engineering for approval of Change Order No. 3 for the above contract.

This additional work is for costs associated with extending the bypass pumping past the original contract end date. This Change Order extends the length of the Contract by 102 days to July 21, 2014. The required DBE participation on this Contract is 36%. The current participation is 23.7% and the Contractor is forecasted to meet a 29% DBE participation. The Contractor is in discussion with the EDBP Department to maximize the participation through the remaining portion of this contract.

This Change Order is in the amount of \$109,217.80 and brings the cumulative total Change Orders to \$170,470.73 which is 51.9% of the original bid amount. Funds for this Change Order are available through the \$100 million Revolving Fund provided by the State of Louisiana. This Change Order is not be eligible for reimbursement into the revolving loan fund.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for consideration and approval.

Joseph Becker, P.E.
General Superintendent

cc: Madeline Goddard, Deputy General Superintendent
Ron Spooner, Chief of Engineering
Reid Dennis, FEMA Program Management Supervisor
Alvin Porter, EDB Director
Jason Higginbotham, Director of Emergency Management
Susan Higginbotham
Mark Scally, Chester Engineers

SCOPE OF CHANGES No. 3
DRAINAGE PROGRAM
CONTRACT 5226
(Change Order No. 3)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

| Item # | FCO# | Detailed Description | Units | Unit Price | Quantity | Amount | Days | Comments |
|--------|------|-------------------------|----------|---------------|----------|---------------|------|--|
| 1 | 3 | Contract Extension | Lump Sum | \$ - | 1 | \$ - | 0 | Note that CO 1 (R-144-2014) awarded the Contractor 240 days associated with this FCO |
| 2 | 4 | Extended Bypass pumping | Lump Sum | \$ 109,217.80 | 1 | \$ 109,217.80 | 102 | |

| | |
|-----------------|-------|
| Contract DBE% | 36.0% |
| Current DBE% | 23.7% |
| Forecasted DBE% | 29.0% |

| | |
|----------------------------------|---------------|
| Original | \$ 328,152.00 |
| Amount of previous Change Orders | \$ 61,252.93 |
| Amount this Change Order | \$ 109,217.80 |
| Change Orders to date | \$ 170,470.73 |

| | |
|------------------------|-----|
| BASE | |
| Original Contract Days | 93 |
| Days Previously Added | 386 |
| Days this Change Order | 102 |
| Days Added to date | 488 |

REVISED CONTRACT AMOUNT

\$ 498,622.73

REVISED CONTRACT DAYS


581


% OF ORIGINAL CONTRACT AMOUNT

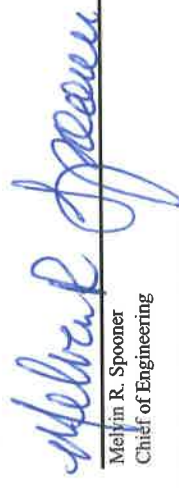
| | |
|-----------------------|--------------|
| This Change Order | 33.3% |
| Previous Change Order | 18.7% |
| TOTAL TO DATE | 51.9% |

| | |
|---------------------------|------------|
| Work Order Date | 12/17/2012 |
| Work Completion Milestone | 7/21/2014 |

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price.

Recommended By: 
Reid-Dennis
S&WB Project Manager

Proposed By: 
Lou-Con, Inc.
Contractor Representative

Approved By: 
Melvin R. Spooner
Chief of Engineering

4/24/14
Date

4/24/14
Date

CHANGE ORDER NO. 3 FOR CONTRACT 5221 - HURRICANE KATRINA RELATED REPAIRS TO PONTCHARTRAIN BOULEVARD DRAINAGE UNDERPASS PUMPING STATION

WHEREAS, the Sewerage and Water Board entered into Contract 5221 with Lou-Con Construction, Inc. for FEMA funded repairs to the Pontchartrain Underpass Drainage pumping Station, and

WHEREAS, weather hoods were required in front of the louvers to prevent wind driven rain from entering the station, and

WHEREAS, the extensive repairs to the pumping system of the station required a Contract extension and compensation to the Contactor resulting from the extended contract period, and

WHEREAS, this Change Order, in the amount of \$14,367.70, brings the accumulated Contract change order total to \$296,449.51, or 89.7% of the original Contract value and extends the duration of the work associated with the Contract through September 26, 2014.

NOW THEREFORE BE IT RESOLVED, that approval of change order No. 3 for Contract 5221 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



Sewerage & Water Board

Inter-Office Memorandum

Date: April 24, 2014

From: Joseph Becker, P.E.
General Superintendent

To: Robert Miller
Interim Executive Director

Re: Contract Number 5221 - Hurricane Katrina Related Repairs to Pontchartrain
Blvd. Drainage Underpass Pumping Station

Enclosed please find a recommendation from Ron Spooner, Chief of Engineering for approval of Change Order No. 3 for the above contract.

This additional work is for the installation of weather hoods along with compensation to the Contactor for additional costs incurred due to the extended duration of the Contract. This Change Order extends the length of the Contract by 70 days to the projected Substantial Completion date of September 26, 2014. The required DBE participation on this Contract is 36% and the current participation is 19.0%. Because of the significant change in scope, the Contractor is currently forecasted to meet a 19% DBE participation, and is in discussion with the EDBP Department to expand participation to the maximum extent possible.

This Change Order is in the amount of \$14,367.70 and brings the cumulative total Change Orders to \$296,449.51 which is 89.7% of the original bid amount. Funds for this Change Order are available through the \$100 million Revolving Fund provided by the State of Louisiana. This Change Order will not be eligible for reimbursement into the revolving loan fund.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for consideration and approval.

Joseph Becker, P.E.
General Superintendent

cc: Madeline Goddard, Deputy General Superintendent
Ron Spooner, Chief of Engineering
Reid Dennis, FEMA Program Management Supervisor
Alvin Porter, EDB Director
Jason Higginbotham, Director of Emergency Management
Susan Higginbotham
Mark Scally, Chester Engineers



Sewerage & Water Board

Inter-Office Memorandum

Date: April 8, 2014

From: Ron Spooner, P.E.
Chief of Engineering

To: Joseph Becker, P.E.
General Superintendent

Re: Contract Number 5221 - Hurricane Katrina Related Repairs to Pontchartrain Blvd. Drainage Underpass Pumping Station


CHANGE ORDER NO. 3

Description of Change Order: Installation of weather hoods, Contract extension and compensation to Contractor for insurance costs and on-site sanitation costs for the extended contract period.

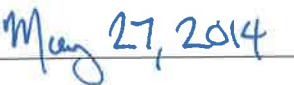
| | |
|--|--------------|
| Original Contract Bid Price: | \$330,595.00 |
| Previously Approved Change Orders: | \$282,081.81 |
| This Change Order Amount: | \$14,367.70 |
| Total Change Orders (% of Original Contract) | 89.7% |
| Total Dollar Change Order Amount: | \$296,449.51 |
| Current Contract Days | 632 |
| Days Added by this CO | 70 |
| Revised Contract Days | 702 |
| Contract DBE Participation | 36% |
| Forecasted DEB Participation | 19% |

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:


Joseph R. Becker
General Superintendent

Date:



cc: Reid Dennis, FEMA PM Supervisor
Madeline Goddard, Deputy General Superintendent
Bob Moeinian, Chief of Operations
Ethel Williams, Finance
Jason Higginbotham, EM Director

Ron Spooner, Chief of Engineering
Alvin Porter, EDB Director
Dexter Joseph, Budget
Nolan Lambert, Special Counsel
Mark Scally, Chester Engineers

SCOPE OF CHANGES No. 3
DRAINAGE PROGRAM
CONTRACT 5221 - Pontchartrain Blvd. UPS
(Change Order No. 3)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

| Item # | FCO# | Detailed Description | Units | Unit Price | Quantity | Amount | Days | Comments |
|--------|------|---|----------|--------------|----------|--------------|------|--|
| 1 | 2 | Contract Extension | | \$ - | 0 | \$ - | 0 | Note that CO 1 (R-141-2014) awarded the Contractor 267 days associated with this FCO |
| 2 | 3 | Installation of weather hoods | Lump Sum | \$ 1,542.79 | 1 | \$ 1,542.79 | 0 | SWB funds |
| 3 | 4 | Insurance & Sanitation costs/Contract Extension | Lump Sum | \$ 12,824.91 | 1 | \$ 12,824.91 | 70 | Note that Contractor asked for 190 days in FCO 1, but GSO awarded 265 days (75 additional days). The Contractor requested 145 days for FCO 4. 145 -75 = 70 days to balance all days. |

| | |
|-----------------|-------|
| Contract DBE% | 36.0% |
| Current DBE% | 19.0% |
| Forecasted DBE% | 19.0% |

| | |
|----------------------------------|---------------|
| Original | \$ 330,595.00 |
| Amount of previous Change Orders | \$ 282,081.81 |
| Amount this Change Order | \$ 14,367.70 |
| Change Orders to date | \$ 296,449.51 |

| | |
|------------------------|-----|
| Original Contract Days | 100 |
| Days Previously Added | 532 |
| Days this Change Order | 70 |
| Days Added to date | 602 |

BASE

REVISED CONTRACT AMOUNT \$ 627,044.51

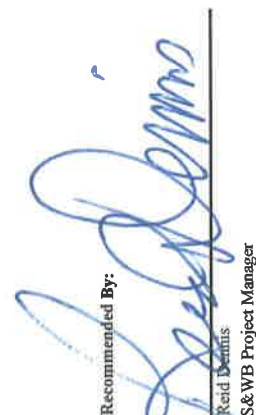
REVISED CONTRACT DAYS 702

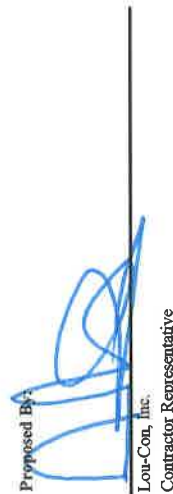
% OF ORIGINAL CONTRACT AMOUNT

| | |
|-----------------------|-------|
| This Change Order | 4.3% |
| Previous Change Order | 85.3% |
| TOTAL TO DATE | 89.7% |

| | |
|--------------------------------|------------|
| Work Order Date | 10/24/2012 |
| Work Completion Milestone Date | 9/26/2014 |

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price.

Recommended By: 
Reid Dennis
S&WB Project Manager

Proposed By: 
Lou-Con, Inc.
Contractor Representative

Approved By: 
Melvin R. Spooner
Chief of Engineering

4/24/14
Date

4/24/14
Date

**RATIFICATION OF CHANGE ORDER NO. 8 FOR CONTRACT 1350 -
HURRICANE RELATED REPAIRS TO TURBINE 4 AT THE CARROLLTON
WATER PURIFICATION PLANT – POWER COMPLEX**

WHEREAS, the Sewerage and Water Board entered into Contract 1350 with Industrial & Mechanical Construction, Inc. for FEMA funded repairs to Turbine 4 at the Carrollton Water Purification Plan – Power Complex and

WHEREAS, the Contractor was directed to coat the internal casing of the circulating water pump to optimize operation of the facility. The cost associated to this change order is \$3,256.63. This cost will be Ineligible for FEMA reimbursement and

WHEREAS, the Contractor shall be granted 14 additional Contract days to complete this work and

WHEREAS, this Change Order, in the amount of \$3,256.63, brings the accumulated Contract change order total to \$1,602,721.89, or 12.57% of the original Contract value.

NOW THEREFORE BE IT RESOLVED, the approval of Change Order No. 8 for Contract 1350 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: May 14, 2014

From: Joseph R. Becker, P.E.
General Superintendent

To: Robert K. Miller
Interim Executive Director

Re: Contract 1350 – Hurricane Katrina Related Repairs to Turbine 4 at the Carrollton Water Purification Plant – Power Complex

Enclosed please find a recommendation from the Chief of Engineering for approval of Change Order No. 8 for the above captioned contract.

This change order is in the amount of \$3,256.63 and provides for the internal coating of the circulating water pump casing.

This cost is not eligible for FEMA reimbursement. The required DBE participation goal on this contract is 5% percent and will remain unchanged through this approved change order. Previous change orders to this contract totaled \$1,599,465.26. This Change Order brings the cumulative total of Change Orders to \$1,602,721.89, which is 12.57% of the original bid amount of the Contract.

I would appreciate you forwarding this change order to the attention of the appropriate committees of the Board for their consideration and approval.

Joseph Becker, P.E.
General Superintendent

Cc: Madeline Goddard, Deputy General Superintendent
Melvin R. Spooner, Chief of Engineering
Jason Higginbotham, Director of Emergency Management
Reid Dennis, FEMA Program Manager Supervisor
Alvin Porter, Acting EDB Director
Roy Thomas, CH2M HILL



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: April 11, 2014

From: Melvin R. Spooner, P.E.
Chief of Engineering

To: Joseph Becker, P.E.
General Superintendent

Re: Contract 1350 – Hurricane Katrina Related Repairs to Turbine 4 at the Carrollton Water Purification Plant – Power Complex

Enclosed please find a recommendation for approval of Change Order No. 8 for the above captioned contract.

This change order is in the amount of \$3,256.63. The change encompasses the following:

Internal coating of circulating water pump casing.

Existing conditions of the internal circulating water pump casing were deteriorated and required coating of the internal wetted parts of the circulating water pump casing. The coating is approved for potable water applications. Specifications on coating to be used are attached. The scope of work will include the following:

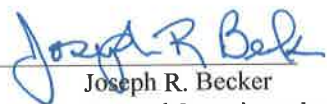
- Mask all machined areas of pump casing
- Transport casing to Coating Subcontractor
- Blast internals of pump casing
- Coat internal wetted areas with Amercoat 133 (2 coats)
- Transport casing back to site
- Unmask machined areas
- Clean and prep casing for assembly

This cost is not eligible for FEMA reimbursement. This results in a net increase in cost in the amount of \$3,256.63.

| | |
|---|-----------------|
| Original Contract Bid Price: | \$12,750,000.00 |
| DBE Participation: | 5% |
| Previous Change Orders Approved: | \$1,599,465.26 |
| This Change Order Amount: | \$3,256.63 |
| Total Cumulative Change Order % of Original Contract: | 12.57% |
| Total Cumulative Dollar Change Order Amount: | \$1,602,721.89 |

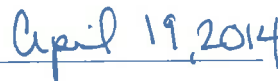
The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:


Joseph R. Becker

General Superintendent

Date:



Cc:

Jason P Higginbotham, EMS Director
Ethel Williams, Finance Director
Bob Moeinian, Chief of Operations
Alvin Porter, Acting EDB Director
Hunter Hyché, Construction Mgr, CH2M HILL
Melvin R. Spooner, Chief of Engineering

Reid Dennis, FEMA Program Management Supervisor
Madeline Goddard, Deputy General Superintendent
Roy Thomas, Program Manager, CH2M HILL
Dexter Joseph, Budget Director
Nolan Lambert, Special Counsel

**SCOPE OF CHANGES
WATER PROGRAM
CONTRACT 1350
(Change Order NO. 8)**

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

| Item # | FCOI | Detailed Description | Units | Unit Price | Quantity | Amount | Days | Comments |
|--------|------|---|-------|------------|----------|------------|------|------------|
| 1 | | Contractor labor & material to coat the internal wetted parts of the circulating water pump casing. | 1 | \$3,256.63 | 1 | \$3,256.63 | 14 | Ineligible |
| TOTAL | | | | | | \$3,256.63 | | |

| | |
|---------------|------|
| Contract DBE% | 5.0% |
| Current DBE% | 5.0% |

| | |
|----------------------------------|-----------------|
| Original \$ | 12,750,000.00 |
| Amount of previous Change Orders | \$ 1,599,465.26 |
| Amount this Change Order | \$3,256.63 |
| Change Orders to date: | \$ 1,602,721.89 |

| | |
|------------------------|-----|
| BASE | |
| Original Contract Days | 340 |
| Days Previously Added | 515 |
| Days this Change Order | 14 |
| Days Added to date | 529 |
| REVISED CONTRACT DAYS | 869 |


REVISED CONTRACT AMOUNT \$ 14,352,721.89

% OF ORIGINAL CONTRACT AMOUNT


| | |
|-----------------------|---------------|
| This Change Order | 0.03% |
| Previous Change Order | 12.54% |
| TOTAL TO DATE | 12.57% |

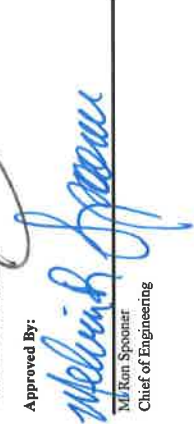
Work Order Date 1/18/2012

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price

Recommended By: 
Reid Dennis
S&WB Project Manager

4/17/14
Date

Proposed By: 
Industrial & Mechanical Contractors, Inc.
Contractor Representative

Approved By: 
Mr. Ron Spooner
Chief of Engineering

4-2-14
Date

4/21/14
Date

**RATIFICATION OF CHANGE ORDER NO. 6 FOR CONTRACT 3661 –
MODIFICATIONS TO EAST BANK WASTEWATER TREATMENT PLANT FLOOD
PROTECTION SYSTEM**

WHEREAS, the Sewerage and Water Board entered into Contract 3661 with Cajun Constructors, Inc. for FEMA funded Modifications to the East Bank Wastewater Treatment Plant Flood Protection System in the bid amount of \$24,391,466.00, and

WHEREAS, in the course of these modifications, the roadway inside the plant on the northeast corner required repairs to the asphalt paving due to a combination of water damage and the heavy construction traffic, and to install ramps at the front gate for access to the exterior service road, at an additional cost of \$102,879.00. This cost will be eligible for FEMA reimbursement, and

WHEREAS, in the course of these modifications, the contractor was instructed to backfill, replace the paving in the roadway at the leaking 66 inch SFM's, contract extension due to unforeseen delays and to develop a plan for a line stop in the 66 inch SFM. This work will require an additional 30 days being added to the contract, for a total of 313 days added, the revised contract completion date is July 8, 2014, at an additional cost of \$101,470.00. This cost will be eligible for FEMA reimbursement, and

WHEREAS, the Sewerage and Water Board has previously approved Change Orders for this Contract in the amount of \$2,702,078.15. This Change Order, in the amount of \$204,349.00, brings the accumulated total to \$2,906,427.15, which is 11.9% of the original Contract value.

NOW THEREFORE BE IT RESOLVED, the approval of Change Order No. 6 for Contract 3661 be ratified by the Sewerage and Water Board

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
According to law, on June 18, 2014

ROBERT MILLER, INTERIM
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: May 21, 2014

From: Melvin R. Spooner, P.E.
Chief of Engineering

To: Joseph R. Becker, P.E.
General Superintendent

Re: Contract Number 3661 – Modification to East Bank Wastewater Treatment Plant Flood Protection System

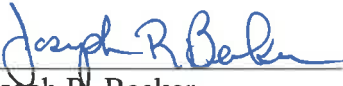
CHANGE ORDER NO. 6

Install asphalt paving located on the northeast corner of the inner plant road, backfill and paving in the roadway over the leak in the 66 inch SFM, construction of ramps at the front gate for access to the exterior service road and a contract extension due to unforeseen delays and to develop a plan for a line stop in the 66 inch SFM. This work will require an additional 30 days being added to the contract. The revised contract completion date is July 8, 2014.

| | |
|--|-----------------|
| Original Contract Bid Price: | \$24,391,466.00 |
| Contract DBE Participation | 35% |
| Current DBE Participation | 37.5% |
| Previous Change Orders Approved: 5 | \$2,702,078.15 |
| This Change Order Amount: | \$84,056.00 |
| Total Change Orders (% of Original Contract) | 11.9% |
| Total Dollar Change Order Amount: | \$2,906,427.15 |

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:


Joseph R. Becker
General Superintendent

Date:



Cc: Reid Dennis, FEMA Program Management Supervisor
Melvin R. Spooner, Chief of Engineering
Bob Moeinian, Chief of Operations
Madeline Goddard, Deputy General Superintendent
Alvin Porter, EDB Director
Jason Higginbotham, Director of Emergency Management
Nolan Lambert, Special Counsel
Dexter Joseph, Budget
Ethel Williams, Finance
Brian Schick, BKI



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: May 21, 2014

From: Joseph R. Becker, P.E.
General Superintendent

To: Robert Miller
Interim Executive Director

Re: Contract Number 3661 – Modification to East Bank Wastewater Treatment Plant Flood Protection System

Enclosed please find a recommendation from Melvin Spooner, Chief of Engineering for approval of Change Order No. 6 for the above Contract. This Change Order is in the amount of \$204,349.00 and funds for this Change Order will be eligible for reimbursement through FEMA.

This additional work entails asphalt paving located on the northeast corner of the inner plant road, backfill and paving in the roadway over the leak in the 66 inch SFM, construction of ramps at the front gate for access to the exterior service road and a contract extension due to unforeseen delays and to develop a plan for a line stop in the 66 inch SFM. This work will require an additional 30 days being added to the contract, for a total of 313 days added. The revised contract completion date is July 8, 2014. The required DBE participation on the Contract is 35% and the Contractor is forecasted to meet a 37.5% DBE participation.

The previous change orders for this contract were in the amount of \$2,702,078.15. This change order brings the accumulated total to \$2,906,427.15 which is 11.9% above the original bid amount of Contract.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for their consideration and approval.

Joseph R. Becker, P.E.
General Superintendent

Cc: Madeline Goddard, Deputy General Superintendent
Melvin R. Spooner, Chief of Engineering
Reid Dennis, FEMA Program Management Supervisor
Alvin Porter, EDB Director
Jason Higginbotham, Director of Emergency Management
Anita Simmons
Brian Schick, BKI

SCOPE OF CHANGES
Contract 3661
(Change Order NO. 6)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

| Item # | PCM # | Detailed Description | Units | Unit Price | Quantity | Amount | days | Comments |
|--------|-------|--|-------|--------------|----------|--------------|------|---------------------|
| 1 | 32 | Additional Asphalt Paving | 1 | \$ 39,614.00 | 1 | \$ 39,614.00 | 0 | Pending FEMA Review |
| 2 | 33 | Backfill, replace paving and light pole in roadway at the 66' SPM Isak | 1 | \$ 17,414.00 | 1 | \$ 17,414.00 | 0 | Pending FEMA Review |
| 3 | 34 | Modifications to perimeter access road | 1 | \$ 63,265.00 | 1 | \$ 63,265.00 | 0 | Pending FEMA Review |
| 4 | 35 | 30 day contract extension | 1 | \$ 84,056.00 | 1 | \$ 84,056.00 | 30 | Pending FEMA Review |

**CONTRACT
AMOUNT**

| | |
|---------------|-------|
| Contract DBE% | 35% |
| Current DBE% | 37.5% |

| | |
|----------------------------------|------------------|
| Original | \$ 24,391,466.00 |
| Amount of previous Change Orders | \$ 2,702,078.15 |
| Amount this Change Order | \$ 394,349.00 |
| Change Orders to date | \$ 2,996,427.15 |

**CONTRACT DAYS
(BASE)**

| | |
|------------------------|-----|
| Original Contract Days | 520 |
| Days Previously Added | 283 |
| Days this Change Order | 30 |
| Days Added to date | 313 |

REVISED CONTRACT AMOUNT \$ 27,297,893.15

REVISED CONTRACT DAYS

833

**% OF ORIGINAL CONTRACT
AMOUNT**

| | |
|-----------------------|--------------|
| This Change Order | 0.8% |
| Previous Change Order | 11.1% |
| TOTAL TO DATE | 11.9% |

| | |
|-----------------|------------|
| Work Order Date | 3/27/2012 |
| CD Date | N/A |
| FLOAT | N/A |

FINAL COMPLETION DATE

| | |
|---------------------------------|-----------|
| Original | 8/29/2013 |
| Revised Date w/ added days | 7/8/2014 |
| Forecasted Completion Milestone | 7/8/2014 |

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price.

Proposed By:

Recommended By: 
 Paul Dorn
 S&WB Project Manager


 Date 5/28/14


 Jamey Sandaker
 Contractor Representative


 Approved By: Melvin R. Spooner
 Chief of Engineering


 Date 5/28/14


 Date 5/28/14



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: May 27, 2014
To: Robert Miller, Executive Director
From: Madeline F. Goddard, P.E., Deputy General Superintendent
Re: Approval of Participation in Conrad Park Green Infrastructure Project

The Water Environmental Federation (WEF) technical conference is scheduled to be held in New Orleans September 27 – October 1, 2014. This is an annual conference that is scheduled to return to New Orleans every other year for 10 years. During each conference, the WEF Young Professionals (members who have approximately 5 years in the industry and are less than 35 years old) select and perform a community service project. This year the group has chosen Conrad Park Green Infrastructure Project as presented by the Louisiana Urban Stormwater Coalition.

The goal of the project is to utilize green infrastructure to reduce localized flooding in Conrad Park and improve park access and usability. The project shall involve the Carrollton-Hollygrove Community Development District and Hollygrove residents. Rain gardens and bioswales, shallow channels with gentle sloping sides, to capture the waters shall be constructed.

The estimated cost of the project is \$11,600 in which \$5,000 shall be provided by WEF and \$5,000 plus \$2,500 in in-kind donation of manpower and equipment for the installation of the rain garden and bioswale, hosting an educational event for the residents of the Hollygrove neighborhood and conducting post-construction water quality monitoring for a period of one year by the Sewerage & Water Board of New Orleans. Pro-bono design and survey services are provided by Dana Brown & Associates and Engineers Without Borders, respectively.

The project has also been proposed to Louisiana Department of Environmental Quality as a Beneficial Environmental Project (BEP) in lieu of paying additional penalty for violations at the Carrollton Water Treatment Plant and the East Bank Wastewater Treatment Plants. The violations were the result of late submittal of required reports for the facilities for the period 2006 to 2011.

Staff is requesting Board authorization for participation in the Conrad Park Green Infrastructure Project for an amount of \$5,000 plus \$2,500 in in-kind donation of services (labor and equipment).

APPROVAL OF PARTICIPATION IN CONRAD PARK GREEN INFRASTRUCTURE PROJECT

WHEREAS, the Conrad Park Green Infrastructure Project proposed by the Louisiana Urban Stormwater Coalition (LUSC) with pro bono services for design and survey provided by Dana Brown & Associates and Engineers Without Borders, respectively, has been selected by the Water Environment Federation (WEF) as the community project for the upcoming conference to be held in New Orleans on September 27, 2014; and

WHEREAS, the Sewerage & Water Board of New Orleans is initiating the use of green infrastructure as an approach to maintain healthy waters, provide multiple environmental benefits and support sustainable communities in New Orleans and has as proposed this project as a beneficial environmental project to the Louisiana Department of Environmental Quality in partial settlement of permit violations at the Carrollton Water Treatment Plant and the East Bank Wastewater Treatment Plant; and

WHEREAS, the estimated cost of the project is \$11,600 in which \$5,000 shall be provided by WEF and \$5,000 plus \$2,500 in in-kind donation of manpower and equipment for the installation of the rain garden and bioswale, hosting an educational event for the residents of the Hollygrove neighborhood and conducting post-construction water quality monitoring for a period of one year by the Sewerage & Water Board of New Orleans, and;

NOW THEREFORE, BE IT RESOLVED that the Sewerage and Water Board of New Orleans hereby authorizes participation in the Conrad Park Green Infrastructure Project for an amount of \$5,000 plus \$2,500 in in-kind donation of services (labor and equipment).

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: May 28, 2014

To: Robert Miller, Interim Executive Director

From: Madeline F. Goddard, Deputy General Superintendent

Re: Recommendation for Award of Green Infrastructure Projects

SUMMARY

At the December 18, 2013 Sewerage & Water Board of New Orleans (Board) Meeting, the Board directed staff to initiate a request for proposals for green infrastructure (GI) projects. Staff issued the request for proposal on January 31, 2014. A pre-submittal conference was held on February 13, 2014. Twenty four (24) proposals were received 11:00 a.m., on Friday, March 28, 2014.

Technical selection committee has evaluated and ranked the Proposals.

Staff recommends that the Board authorize award of green infrastructure projects to the following:

- The Ripple Effect to 4.0 Schools
- Green Infrastructure Education Program to Louisiana Urban Stormwater Coalition
- Lower9 Earth Lab to Groundwork New Orleans
- The WEB to Land Trust for Louisiana and partners
- Green Keepers to Parkway Partners

BACKGROUND

The Board issued a request for proposals for green infrastructure projects as part of its commitment to

1. Explore and pursue inclusion of green infrastructure throughout New Orleans under the Second Modified Consent Decree and also in agreement with the Board's Green Infrastructure Plan submitted April 24, 2014 to the U.S. EPA.
2. The Board also agreed under the Third Modified Consent Decree to dedicate \$500,000 per year, averaged over the next five years, to be subsequently used for green infrastructure projects and activities carried out pursuant to the plan.
3. In compliance with the Louisiana Pollution Discharge Elimination System (LPDES) Municipal Separate Storm Sewer Systems (MS4) permit effective October 1, 2013, to use green infrastructure/low impact development practices that could help avoid water

quality degradation as well as reduce flooding potential caused by increased runoff volumes and rates associated with development.

REQUEST FOR PROPOSALS

The goal for the request for proposal was to select five (5) or more grantees to implement green infrastructure projects to demonstrate to Orleans Parish community a proactive approach to living with water by incorporating storm water best management practices. Three specific types of projects were requested:

Type 1 Project – Green infrastructure installation (rain garden, bioswale, green roof and or tree planting) on public lands designed to retain, detain and filter the first inch of storm water runoff during each rain event. Water quality and quantity monitoring is required. And to ensure sustainability, responsibility for maintenance shall be accepted by a designated entity.

Type 2 Project – Educational curriculum to be developed and implemented in Orleans Parish schools for elementary, middle or high school age students. The curriculum activities can include a Type 1 project. Innovative and reproducible (teach the teacher) programs are recommended.

Type 3 Project – Professional development of green infrastructure workshops for educating professionals (architects, engineers, home builders and landscapers), commercial businesses (hardware suppliers, concrete contractors), homeowners and neighborhood groups.

All proposals shall provide a project description, team experience, plan/schedule for development construction, operations and maintenance, community outreach, a budget of \$100,000 or less and be completed within 18 months of Notice to Proceed.

PROPOSAL EVALUATION CRITERIA

Each Proposal will be evaluated according to the following criteria:

- 30% Experience and qualifications of the Proposer (firm and/or project manager) in meeting the minimum background and experience. A score of less than 10 shall result in disqualification of the Proposer's proposal from further consideration.
- 60% Evaluation of the Proposal in meeting the requirements including Project Team (use of volunteers is encouraged), quality of proposal, proposed Site (adherence to public lands requirement), monitoring plan, maintenance Plan, project scale and green infrastructure component(s). Proposals will receive favorable consideration for Type 1 projects which are: (1) part of a community/neighborhood plan, (2) located in repetitive flood loss areas, (3) innovative in nature (e.g. including retention of cooling tower effluent in green roof design), (4) a combination of several components or project types into one proposal.

- 10% Overall evaluation of the proposal. This includes an evaluation of the Proposer's capability to perform the scope of services. This is to be determined by the selection panel members. No submittal response is required.

EVALUATION OF PROPOSALS

Technical Selection Committee reviewed and evaluated the twenty four (24) proposals received. The committee was composed of representatives from the City of New Orleans Recreation Department, Jefferson Parish, New Orleans Redevelopment Authority (NORA), Orleans Levee District, Port of New Orleans, Sewerage & Water Board of New Orleans Environmental Affairs and General Superintendent's office. The order of ranking was as follows:

1. Hollygrove Greenline (Tulane City Center)
2. The Ripple Effect
3. Historic Faubourg Tremé Association
4. Hanging Gardens - Rabouin International High School GI Lab
5. Dana Brown & Associates – Lower 9th Ward Neighborhood GI Project
6. Dana Brown & Associates – Bywater Neighborhood GI Project
7. Dana Brown & Associates – Central City Neighborhood GI Project
8. Sankofa Community Development Corporation – Learning Trail
9. Global Green USA – Water Wise in School Education Program
10. Louisiana Urban Stormwater Coalition – Education Program
11. Land Trust Louisiana – The WEB and Basin
12. Groundwork New Orleans – GI Projects
13. Parkway Partners Program – Green Keepers/Tree Troopers
14. Louisiana Urban Stormwater Coalition – Design Competition
15. New Orleans City Park – A GI Showcase
16. Spackman Mossop Michaels – Booklet, website and community meetings
17. Louisiana Water Works – Health Watersheds, Healthy Communities
18. FutureProof LLC – Strategic Approach to GI
19. Design Jones, LLC – SUNO Water Management Project
20. Recirculation Farms Coalition – Living Sustainably with Water Workshops Series
21. Hike of KaTREEena – Tree planting/education
22. Gulfwater Group, LLC – Community of Practice
23. Bayou Rebirth – Ben Franklin Elementary Stormwater Education Program
24. Bethley Construction, Inc. – Education

Further evaluations and due diligence were performed by staff as follows:

- Projects mitigate flooding problems and are constructible.
- Avoided duplication of educational programs and sending out mixed messages.
- Funding new programs, not existing projects
- Funding projects with NORA.
- Partner(s) support the project.
- Consistency with the Board's Green Infrastructure Plan.

RECOMMENDATION

Technical selection committee recommends that the Board enter into agreements with the following proposer and/or team for the named project in an amount not to exceed:

- **The Ripple Effect Project – 4.0 Schools** \$75,500 (in-kind of \$4,500)
 - Waggoner & Ball Architects, APC
 - Play Build NOLA
 - Including collaboration with design professionals, KIPP Central City teachers and outside water experts

Project is the creation of a Kindergarten-4th grade curriculum aligned to nation STEM (Science, Technology, Engineering and Math) standards in collaboration with experienced teachers, design and water experts starting in five classrooms with 100 students, then branching out to other classrooms, schools and networks.

- **Green Infrastructure Education Program - Louisiana Urban Stormwater Coalition Regional New Orleans Chapter** \$100,000 (in-kind \$16,000)
 - Dana Brown and Associates, Inc.
 - Global Green USA
 - Water Works
 - Neighborhood Partnership Network
 - Engineers Without Borders
 - Hike for KaTREEna
 - Project Home Again

Project is series of comprehensive outreach and workshops for educating professionals, commercial businesses, homeowners, and neighborhood groups about green infrastructure as a means to improve water quality and to mitigate flooding.

- **Lower9 Earth Lab-Groundwork New Orleans** \$100,000 (in-kind \$27,000)
 - Common Ground Relief
 - NET Charter High School
 - GAEA Engineering Consultants
 - Waggoner and Ball Architects
 - Deltares
 - Sustainable Ecosystem Restoration, LLC

Project is the construction of the Caffin Avenue Lower9 Earth Lab which includes a rain garden, bioswale, green roof, pervious pavement and water quantity and quality monitoring equipment; development of curriculum and a neighborhood adaptability model; and professional development workshops for neighborhoods, community groups, residents and professionals. Award based upon procurement of lot from NORA.

- **Green Keepers-Parkway Partners Program** \$26,350 (in-kind \$46,482)

- Including expert presenters from Spackman, Mossop + Michaels, Longue Vue Gardens, Evans + Lighten Landscape Architect and Urban Farms

Project is a new education series to laymen (neighborhood associations, home and community gardeners) and professionals (designers, arborists, educators, contractors) about green infrastructure, its impacts on landscape, and how to best live with storm water, rather than in spite of it, using best practice

- **The WEB (Wilson & Broadmoor)-Land Trust for Louisiana** \$82,750

- Broadmoor Development Corporation
- Evans + Lighter Landscape Architecture
- Trigon Associates

Project reduces storm water runoff from a residential-scale site with bioswales, rain gardens and tree plantings. Award based upon obtaining approvals from adjacent property owners.

The following projects require further development and clarification with the intent that they shall return to the Board for approval at a later date for approval to enter into an agreement:

- Dana Brown & Associates – Bywater Neighborhood GI Project
- Dana Brown & Associates – Central City Neighborhood GI Project
- Dana Brown & Associates – Lower 9th Ward Neighborhood GI Project
- Hanging Gardens - Rabouin International High School GI Lab
- Historic Faubourg Tremé Association
- Hollygrove Greenline (Tulane City Center)
- Sankofa Community Development Corporation – Learning Trail

The following proposal by Louisiana Urban Stormwater Coalition for the Design Competition will be handled directly by the Board and the City.

AWARD OF GREEN INFRASTRUCTURE PROJECT-THE RIPPLE EFFECT PROJECT

WHEREAS, at the December 18, 2013, the Sewerage & Water Board of New Orleans (Board) directed staff to initiate a request for proposals for green infrastructure projects; and

WHEREAS, the request for proposals for green infrastructure was issued on January 31, 2014 followed by a pre-submittal conference held on February 13, 2014; and

WHEREAS, The Ripple Effect Project submitted a proposal on March 28, 2014 which included a project description, plan and schedule, operations, management and expected outcome and project budget for the creation of a Kindergarten-4th grade curriculum aligned to nation STEM (Science, Technology, Engineering and Math) standards in collaboration with experienced teachers, design and water experts starting in five classrooms with 100 students, then branching out to other classrooms, schools and networks; and

WHEREAS, the Ripple Effect Project has partnered with the 4.0 Schools as the fiscal sponsor and designated contracting entity along with Waggoner and Ball Architects for expertise in local water issue and PlayBuild for outdoor site for "water lab" for student experiments and investigations into water; and

WHEREAS, the cost of the proposal is \$75,500 matched with \$4,500 in-kind donation by KIPP teachers spent in implementing plans in the schools; and

NOW THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized to enter into an agreement with 4.0 Schools on behalf of the Board to implement The Ripple Effect Project for an amount of \$75,500.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

AWARD OF GREEN INFRASTRUCTURE EDUCATION PROGRAM TO LOUISIANA URBAN STORMWATER COALITION REGIONAL NEW ORLEANS CHAPTER

WHEREAS, at the December 18, 2013, the Sewerage & Water Board of New Orleans (Board) directed staff to initiate a request for proposals for green infrastructure projects; and

WHEREAS, the request for proposals for green infrastructure was issued on January 31, 2014 followed by a pre-submittal conference held on February 13, 2014; and

WHEREAS, Louisiana Urban Stormwater Coalition Regional New Orleans Chapter (LUSC) submitted a proposal on March 28, 2014 which included a project description, plan and schedule, operations, management and expected outcome and project budget for a series of comprehensive outreach and workshops for educating professionals, commercial businesses, homeowners, and neighborhood groups about green infrastructure as a means to improve water quality and to mitigate flooding; and

WHEREAS, LUSC has partnered with Dana Brown & Associates, Inc. for program development, Global Green USA as the project leader for the community outreach campaign, Water Works as the project leader for the Neighborhood Water Wise Workshops, Engineers Without Borders for technical expertise and assistance in teaching, The Neighborhood Partnership Network for capacity building training to improve resident's quality of life, Hike for KaTREEna for coordination of landscape contractors, growers and nurseries to the construction training and help with development of curriculum for professional education and Project Home Again for input in developing workshop education that is practical and realistic for residential developments; and

WHEREAS, the cost of the proposal is \$100,000 matched with \$16,000 in-kind donation in the creation of materials and curriculum and staff time in conducting workshops; and

NOW THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized to enter into an agreement with LUSC on behalf of the Board to implement the green infrastructure education program for an amount of \$100,000.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

AWARD OF GREEN INFRASTRUCTURE PROJECT-LOWER9 EARTH LAB TO GROUNDWORK NEW ORLEANS

WHEREAS, at the December 18, 2013, the Sewerage & Water Board of New Orleans (Board) directed staff to initiate a request for proposals for green infrastructure projects; and

WHEREAS, the request for proposals for green infrastructure was issued on January 31, 2014 followed by a pre-submittal conference held on February 13, 2014; and

WHEREAS, Groundwork New Orleans submitted a proposal on March 28, 2014 which included a project description, plan and schedule, operations, management and expected outcome and project budget for construction of the Caffin Avenue "Lower9 Earth Lab" incorporating green infrastructure features (i.e., rain garden, bioswale, green roof, pervious pavement), water quantity and quality monitoring, development of adaptable curriculum materials including worksheets, schedules, lesson plans and a neighborhood adaptability model, and provide professional development workshops for neighborhoods, community groups and professionals; and

WHEREAS, Groundwork New Orleans has partnered with Common Ground Relief for meeting space, source of volunteer labor, plants and trees, NET Charter High School for students for the Green Team program as well as educational space, GAEA Engineering Consultants for drainage design and some construction management; Waggoner & Ball Architects for architectural and landscape design services, Deltares for expertise on subsidence and groundwater monitoring and management principles and Sustainable Ecosystem Restoration, LLC for expertise and training on water monitoring; and

WHEREAS, the cost of the proposal is a not to exceed of \$100,000 matched with \$27,000 in-kind donation in landscape and drainage design, soil and mulch and construction; and

WHEREAS, award is given with the caveat that the lot, located one block from MLK School, has been procured from NORA.

NOW THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized to enter into an agreement with Groundwork New Orleans on behalf of the Board to implement the green infrastructure project – Lower9 Earth Labs for an amount of \$100,000, with the caveat that the lot has been procured from NORA.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

AWARD OF GREEN INFRASTRUCTURE PROJECT-THE WEB TO LAND TRUST FOR LOUISIANA

WHEREAS, at the December 18, 2013, the Sewerage & Water Board of New Orleans (Board) directed staff to initiate a request for proposals for green infrastructure projects; and

WHEREAS, the request for proposals for green infrastructure was issued on January 31, 2014 followed by a pre-submittal conference held on February 13, 2014; and

WHEREAS, Land Trust for Louisiana submitted a proposal on March 28, 2014 which included a project description, plan and schedule, operations, management and expected outcome and project budget for design, implementation and maintenance of an integrated green infrastructure project at 3601 General Taylor St., located in the Broadmoor neighborhood; and

WHEREAS, Land Trust for Louisiana has partnered with Broadmoor Development Corporation as the community partner, Evans + Lighter, LLC for landscape design, implementation and maintenance, Trigon Associates for monitoring and evaluation and E&E Strategies for community outreach to demonstrate a number of best management practices for reducing storm water runoff from a residential-scale site in the Broadmoor area plagued by recurrent flooding; and

WHEREAS, the cost of the proposal is a not to exceed of \$82,750; and

WHEREAS, award is given with the caveat that neighborhood approval is provided, including all adjacent land owners, for the green infrastructure project.

NOW THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized to enter into an agreement with Land Trust for Louisiana and their partners on behalf of the Board to implement the green infrastructure project –The WEB for an amount of \$82,750, with the caveat that neighborhood approval is obtained for the project.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

AWARD OF GREEN INFRASTRUCTURE PROJECT-GREEN KEEPERS TO PARKWAY PARTNERS PROGRAM

WHEREAS, at the December 18, 2013, the Sewerage & Water Board of New Orleans (Board) directed staff to initiate a request for proposals for green infrastructure projects; and

WHEREAS, the request for proposals for green infrastructure was issued on January 31, 2014 followed by a pre-submittal conference held on February 13, 2014; and

WHEREAS, Parkway Partners Program submitted a proposal on March 28, 2014 which included a project description, plan and schedule, operations, management and expected outcome and project budget for a new educational series to laymen (neighborhood associations, home and community gardeners) and professionals (designers, arborists, educators, contractors) about green infrastructure , its impacts on landscape, and how to best live with storm water, rather than in spite of it, using best practice; and

WHEREAS, Parkway Partners Program has targeted expert speakers from their own staff and augmented by representatives from Evans + Lighter Landscape Architect, Spackman, Mossop + Michaels, Longue Vue Gardens Center and Urban Farms, based upon their availability, while utilizing social media, newsletters, website and neighborhood meetings for communications and promotion of Green Keepers and green infrastructure .

WHEREAS, the cost of the proposal is \$26,350 matched with \$46,482 in-kind donation in volunteer and staff time in training delivery, plant materials, workshop supplies and communication strategies; and

NOW THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized to enter into an agreement with Parkway Partners Program on behalf of the Board to implement the green infrastructure project –Green Keepers for an amount of \$26,350.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: May 28, 2014

To: Robert K. Miller
Interim Executive Director

From: Madeline F. Goddard
Deputy General Superintendent

Re: Amendment to Agreement with CH2M Hill, Inc. for Design and Engineering Services for Retrofit Power Plant Hazard Mitigation Grant Project

The attached resolution is to request Board authorization to amend the design and engineering services agreement with CH2M HILL, Inc. for Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant, the Oak Street Raw Water Intake and Pump Station and the Board's power network on the East Bank of the City of New Orleans to \$16,438,004, increasing the fee by \$3,940,254.

The additional fees are due to increased level of efforts associated with work performed in developing the preliminary design report; extended duration of the Generator 4 Retrofit as a result of unforeseen conditions; inclusion of new scope for the planning/scheduling, design and procurement of the Load Bank equipment for testing of the Turbine/Generator; engineering and program management services for the Boiler/Turbine Upgrades due to the size, technical complexity, condition of the existing equipment, the need for major structural and electrical repairs identified from detailed inspections, construction staging to ensure minimal impact to the Board operations of the water and power systems; continued support of the Board in its interface and negotiations with FEMA Environmental staff in prolonged permitting efforts as well as with FEMA/GOHSEP HMGP and Public Assistance divisions in aligning the eligible scope of work with the project works sheets and securing funding; and development of new Board front-end contract documents as per Construction Specifications Institute (CSI) industry standards to attract additional bidders, streamline procurement, promote efficiencies in construction implementation, and enhance construction management efforts. These contract documents will be used for the HMGP design build bid project and traditional bid projects.

AMENDMENT TO AGREEMENT WITH CH2M HILL, INC. FOR DESIGN AND ENGINEERING SERVICES FOR THE RETROFIT POWER PLANT HAZARD MITIGATION GRANT PROJECT

WHEREAS, by action of the Sewerage and Water Board of New Orleans (Board), through the adoption of Resolution R-012-2013, CH2M HILL, Inc. was awarded the agreement for design and engineering services for the Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant, the Oak Street Raw Water Intake and Pump Station and the Board's power network on the East Bank of the City of New Orleans; and

WHEREAS, the level of effort for the existing contract has increased due to the following reasons:

- Preliminary Design Report (PDR) –Increased level of effort beyond the original engineering budget provided in the Hazard Mitigation Grant Program (HMGP) application is attributed to the size and complexity of the projects and the investigation of several alternatives to mitigate the hazards and provide specific protective measures to fortify the existing Oak Street Pump Station.
- Generator 4 Retrofit (CP 6247) – Additional project and construction management services are required due to unforeseen conditions of the equipment, review of contractor change orders and the time required by the contractor to make repairs extending the schedule for project completion by three months.
- Load Bank Equipment (CP 6250) – Addition of scope for the planning/scheduling, design and procurement of the Load Bank equipment required for testing of Turbine Generator 4 as well as future testing of Turbines 3 and 5.
- Boiler/Turbine Upgrades (CP 1370/71/72/73) – Additional engineering and project management services are required to implement the design scope that were not factored in to the HMGP grant application, due to the size, technical complexity, condition of the existing equipment, the need for major structural and electrical repairs identified from detailed inspections, and the requirements to maintain an operational facility.
- FEMA Permitting – Increased effort in developing and responding to FEMA Environmental staff's request for information and documentation, multiple drafts of summary preliminary design reports, need for monthly meetings and coordination throughout the design process, including handling the ever changing staff and direction.
- FEMA Funding - Extensive effort has been expended coordinating with FEMA and GOHSEP HMGP and Public Assistance division to justify and secure funding of the HMGP Project as well as maximize PA funding. The coordination effort consists of meetings, conference calls, preparation of technical memorandums for funding justification, preparation of monthly cash flow analysis reports.
- Front-end Contract Documents –Development of new Board front-end contract documents as per Construction Specifications Institute (CSI) industry standards to attract additional bidders, streamline procurement, promote efficiencies in construction implementation, and enhance

construction management efforts. These contract documents will be used for the HMGP design build bid project and traditional bid projects.

NOW THEREFORE, BE IT RESOLVED, that the Program Management Services agreement with CH2M HILL, Inc. for the Retrofit Power Plant Hazard Mitigation Grant Project shall be amended increasing the fee authorized to be paid to CH2M HILL, Inc. to \$16,438,004, increasing the fee by \$3,940,254 and the President and/or President Pro Tem shall be authorized to execute the amendment to this contract.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

Dear Madam Chairman:

We are writing to you about a matter that could be of great benefit to the people served by the Sewerage and Water Board of New Orleans and to the Louisiana environment. This matter is under your jurisdiction both as Chairman of the Senate Energy and Natural Resources Committee and as a senior member of the Energy and Water Development Subcommittee of the Senate Appropriations Committee.

The biosolids that move through our wastewater treatment facilities contain energy that could be captured and used beneficially, as well as water that could be cleaned and recycled with the proper technology. Today, digester technology captures some of that energy, which is often used to fuel our facilities. However, current technology leaves a significant amount of biosolids that must be transported to disposal sites by truck—contributing greenhouse gases to the atmosphere—and does not result in reusable clean water.

We have been in touch with a coalition of nineteen wastewater treatment districts around San Francisco Bay that have identified some promising technologies. Tests of two of these technologies have proven them able to capture most of the energy that remains in the biosolids after digester treatment and clean the water sufficiently for reuse, while removing the need to truck biosolids to disposal sites. This coalition stands ready to build commercial-scale demonstration projects of these two technologies with a third of the project costs funded by the State of California and a third of the project costs funded by the coalition of treatment districts. To prove the effectiveness of these technologies on a commercial scale, the coalition needs a third of the funds to be contributed by the federal government. If these technologies are effective, they hold significant promise for deployment in our treatment system and, indeed, in wastewater treatment facilities all over the nation.

Several programs in the Office of Energy Efficiency and Renewable Energy of the Department of Energy seem to be a possible source of funding for these projects. However, we understand that the Department has been reluctant to fund projects involving human biosolids. We believe that these programs should provide funding for these projects as Senator Diane Feinstein (D-CA) made clear in report language accompanying the FY2014 Energy and Water Development Appropriations legislation. A copy of the FY2014 report language is attached.

Madam Chairman, we ask that you direct your staff to investigate this situation and that you use all of the power of your office to ensure that funding is available for projects that capture the energy in biosolids, clean the water contained in biosolids for reuse, and remove the need to truck biosolids to disposal sites.

Thank you for your attention to this request. We stand ready to work with you on this matter.

Sincerely,

ENERGY PROGRAMS

ENERGY EFFICIENCY AND RENEWABLE ENERGY (INCLUDING TRANSFER AND RESCISSIONS OF FUNDS)

The agreement provides \$1,912,104,111 in new budget authority for Energy Efficiency and Renewable Energy and rescinds \$10,418,111 of prior-year de-obligated balances.

The agreement includes a provision that authorizes the transfer of up to \$45,000,000 to the Defense Production Act Fund.

Hydrogen and Fuel Cells Technologies.—The agreement maintains the importance of technology validation, hydrogen fuels research and development, and market transformation but provides no further direction regarding these activities.

Bioenergy Technologies.—The Department is directed to continue conducting only research, development, and demonstration activities advancing technologies that can produce fuels and electricity from biomass and crops that could not otherwise be used as food. For purposes of allocating resources, the Department is directed to include biosolids derived from the municipal wastewater treatment process and other similar renewables within the definition of noncellulosic forms of biomass energy. The agreement provides \$2,000,000 for the clean cookstoves effort and recognizes this is the last year of funding for the Department's specific participation.

Wind Energy.—The agreement maintains the importance of offshore wind activities that support the development of technologies more innovative than currently commercially available, including funds for offshore wind demonstration projects.

Geothermal Technologies.—For future awards, the full spectrum of geothermal technologies as authorized by the Energy Independence and Security Act of 2007 shall be eligible for the funds appropriated for Geothermal Technologies by this Act. The Department shall continue its support of comprehensive programs that support academic and professional development initiatives. The agreement includes funds for site selection and characterization for the Enhanced Geothermal Systems Field Observatory project.

Water Power.—Within available funds, the agreement provides \$41,300,000 for marine and hydrokinetic technology and \$17,300,000 for conventional hydropower. Of the marine and hydrokinetic technology funding, no funding is available for the deep-tank wave testing facility or for the advanced manufacturing competitiveness initiative. Of the \$41,300,000, not less than \$20,000,000 is for competitive demonstrations of marine and hydrokinetic technologies, which may be in conjunction with activities at the National Marine Renewable Energy Centers. Of the \$17,300,000 for conventional hydropower, \$3,600,000 is for the purposes of Section 242 of the Energy Policy Act of 2005.

Vehicle Technologies.—The agreement provides the requested amount of \$10,100,000 for the Super Truck program to support existing contracts. Within available funds, the agreement recommends a

APPROVAL TO ISSUE LETTER OF SUPPORT FOR BIOSOLIDS TO ENERGY DEMONSTRATION PROJECT

WHEREAS, the Sewerage & Water Board of New Orleans (Board) was approached by representatives from the Bay Area Biosolids to Energy Coalition, a group of nineteen (19) wastewater treatment districts around San Francisco, to issue a letter of support to Senator Mary Landrieu, Chairman of the Energy and Natural Resources Committee for partial funding of two commercial-scaled demonstration projects that converts the biosolids generated in the wastewater treatment process to energy while cleaning the water sufficiently for reuse as compared to the current practice of hauling the biosolids to disposal sites; and

WHEREAS, staff has performed due diligence on the coalition and their selection of technologies to be demonstrated, review the treatment processes, and documents provided by the coalition including EPA's waiver of the requirement for an air permit, and found that the projects would be beneficial both to the wastewater industry, the state of Louisiana and to the Board.

NOW THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized on behalf of the Board to submit the letter of support to Senator Mary Landrieu for support of the demonstration of these new technologies.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on June 18, 2014.

ROBERT MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

June 2, 2014

Operations Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Customer Service Results through April 2014

This report is intended as a consolidated report of customer service results, including key activities, indicators of metric results, and a status update on implementation of the Customer Service Improvement plan.

Customer Service Improvement Plan Status Update. Following is an update of the implementation status for the Customer Service Improvement Plan.

| Plan | Implementation Status |
|---|--|
| I. Provide improved customer account management and billing capabilities | |
| A. Replace existing CAM system. <i>Staff will replace the existing in-house developed billing and collection system with packaged software built upon industry standard best practices.</i> | In Progress. Contract negotiations with Cogsdale Corporation are approaching conclusion. We have secured the property at 830 Julia Street to house the Project Team. Furniture and equipment is being installed. Implementation will be shortly. |
| B. Implement automated meter reading technology. <i>Staff will move from manual meter reading on a monthly cycle to automated meter reading on a multiple-times per day cycle, allowing customers to monitor their usage online and allowing for underground leaks to be more readily identified.</i> | In Progress. New automated meters are being installed as part of routine meter replacement. A request for proposals for automated meter reading software will be drafted later once the CAM system replacement project is underway. |
| II. Reduce the volume of calls by increasing the perceived accuracy of the bills. | |
| A. Continue focus on obtaining readings to avoid estimates. <i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i> | Completed. During the month of April 2014, meter reading staff maintained a high percentage of actual readings, with a reading on 98.8% of all meters. |



SEWERAGE AND WATER BOARD OF NEW ORLEANS

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| <p>B. Improve accuracy of readings</p> <p><i>Although the quantity of readings has improved, the quality of some of the readings has not, resulting in either rechecks or customer complaints. Staff will more closely monitor those meter readers that are experience accuracy issues.</i></p> | <p>Complete. The re-sequencing of residential meter reading routes is complete. With the exception of a few routes that could not be re-routed, all residential routes will be read in the same sequence. This will enhance efficiency by ensuring that no meter is skipped and the Meter Reader is at the correct address reading the correct meter.</p> |
| <p>C. Ensure meter reading and billing edits are worked diligently.</p> <p><i>An unintended consequence of working to increase the number of readings has been a decrease in the number of days between reading and billing. This has resulted in bills being mailed with a lesser amount of review than previously took place. Staff will immediately work to ensure an adequate number of days occur between reading and billing to allow for full review of meter reading and billing edits.</i></p> | <p>In Progress. Billing staff is finalizing the flowcharts of the bill review and bill adjustment processes. This will enable us to see where our procedures may be lacking in efficiency with regards to billing edits and internal controls. The finalized flowchart document will be of great value in establishing a better business model as we implement the new billing system.</p> |
| <p>D. Retrain billing clerks on proper review of meter reading and billing edits.</p> <p><i>There has been a significant decrease in the experience level of customer service clerks and supervisors due to employee retirements and turnover. Likewise, the training center for customer service representatives had been shut down following Hurricane Katrina. Staff will work to immediately re-open and re-staff the customer service training center and provide remedial training.</i></p> | <p>In Progress. We were not successful in appointing a dedicated trainer for our Customer Service and Billing clerks. As we are involved in more training provided by our Personnel Department, this may not be feasible. We have asked each supervisor to evaluate their staff's performance and provide individual training as needed.</p> |
| <p>E. Re-staff Analyst Level Positions</p> <p><i>The Customer Service Department is budgeted for three analyst positions, but currently has only two analysts on staff. This has left the responsibility for process analysis to supervisors who are currently over-committed in resolving particularly difficult customer concerns. Requisitions for one analyst positions will be submitted shortly and they will be among the first trained at the training center.</i></p> | <p>Completed. The new team member began working on July 1, 2013.</p> |
| | |
| <p>III. Improve the customer service experience</p> | |



SEWERAGE AND WATER BOARD OF NEW ORLEANS

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| <p>when questioning a bill and resolve more issues during the first call.</p> | |
| <p>A. Re-emphasize and retrain employees on courtesy and accountability.</p> | |
| <p><i>Complaints about perceived rudeness by customer service representatives are a serious concern. Management will meet with employees to re-emphasize the courteous manner in which customers are to be treated and the accountability for the representatives to resolve customer concerns. Management will also bring in outside training for representatives on dealing with customers.</i></p> | <p>Completed. All Revenue & Customer Service staff will participate in the upcoming Business Training Skills sessions to be conducted by Debra Gould & Assoc. and Cathy Harris Consulting and Training.</p> |
| <p>B. Reduce the amount of time spent by customers waiting for assistance.</p> | |
| <p><i>The amount of calls abandoned by customers prior to being served has increased significantly in recent months. Likewise, the number of customers waiting in the lobby for service has been quite large on some days. Management will review staffing levels at all workdays and shifts to ensure appropriate matching to the customer call and walk-in volume.</i></p> | <p>In progress. During the month of April the percentage of calls abandoned decreased considerably from 16.1% to 10%. The average call wait time also decreased from 2 minutes and 13 seconds to 1 minute and 33 seconds. Our Call Center Managers and staff have worked diligently to improve performance. Six additional operator stations have been installed and new agents will be hired as soon as possible.</p> |
| <p>C. Provide a more effective appeals process within Sewerage and Water Board.</p> | |
| <p><i>It is crucial to resolve customer complaints within Board processes so that customers do not feel that it is necessary to take their complaints to board members, elected officials, and executive management. Staff will clearly define and communicate the appeals process to customers. Also, Customer Service management will ensure that the Special Accounts Sections will be consistently used for customer calls to elected officials and board members.</i></p> | <p>In progress. We are developing updated procedures for our appeals process to make it easier for customers to be granted an appeal and to make certain the proper controls are place to follow up with customers after a hearing decision. Our goal is to address all complaints before it gets to the level of a customer hearing.</p> |
| <p>D. Improve coordination between Customer Service and Networks departments.</p> | |
| <p><i>One of the most frustrating experiences for customers occurs when there are "disconnects" between customers requests for repairs to occur and how the Board responds to those requests. It is crucial to ensure that high priority customer concerns are resolved on a timely basis and that representatives have reliable information about when repairs will occur or have been completed.</i></p> | <p>In progress. Customer Service and Networks staffs have collaborated on a check list/script for all customer service agents to use when discussing repair issues. The script has helped call center agents improve their responses to difficult customer inquiries. Also, as we add new programs and change procedures, having a script ensures our agents know exactly what to say.</p> |



SEWERAGE AND WATER BOARD OF NEW ORLEANS

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|---|---|
| E. Establish feedback processes for customer. | |
| <i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i> | In progress. We intend to conduct another customer survey starting Monday, June 2, 2014. |
| IV. Evaluate possible changes to the leak adjustment policy. | |
| A. Examine statutory and policy limitations. | |
| <i>Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.</i> | In progress. After a lengthy delay, staff is developing draft changes to the leak adjustment policy for consideration by the Operations Committee to improve customer fairness and while minimizing utility revenue impact. |

Staff will provide ongoing status updates on the implementation of the Customer Service Improvement Plan at upcoming Operations Committee meetings.

Robert K. Miller
Interim Executive Director

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
April 2014**

| Operations Support | Goal | Goal Met | | Within Control Limits | | Trend |
|--------------------------------------|--------------------------------|----------|--|-----------------------|--|--------|
| Billing Accuracy / Reasonable | | | | | | |
| | Meters Read | Green | | Green | | Green |
| | Estimated Bills | Yellow | | Green | | Yellow |
| | High Bill Complaints | Red | | Red | | Red |
| | Adjusted Bills | Red | | Red | | Red |
| Problem Resolution | | | | | | |
| | Customer Contacts | Yellow | | Green | | Yellow |
| | Call Wait Time | Green | | Green | | Green |
| | Abandoned Calls | Red | | Green | | Red |
| | Emergency Abandoned Calls | Yellow | | Green | | Green |
| | Low Water Pressure | Green | | Green | | Yellow |
| | Water System Leaks | Green | | Green | | Green |
| | Sewer System Leaks | Yellow | | Green | | Yellow |
| Collections Effectiveness | | | | | | |
| | Accounts Off for Non-Payment | White | | Green | | Green |
| | Receivables 30 to 120 Days Old | White | | Green | | Yellow |
| | Receivables 120 Days and Older | White | | Green | | Green |

Green = Favorable Variance
Yellow = Minimal Variance / No Action Recommended
Red = Unfavorable Variance / Action Recommended

Sewerage and Water Board of New Orleans

Meters Read as a Percentage of Total Meters

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Read 98% or
more of meters each
month

Currently Meeting
Goal: **Yes**

Process Operating
Within Control Limits:
Yes

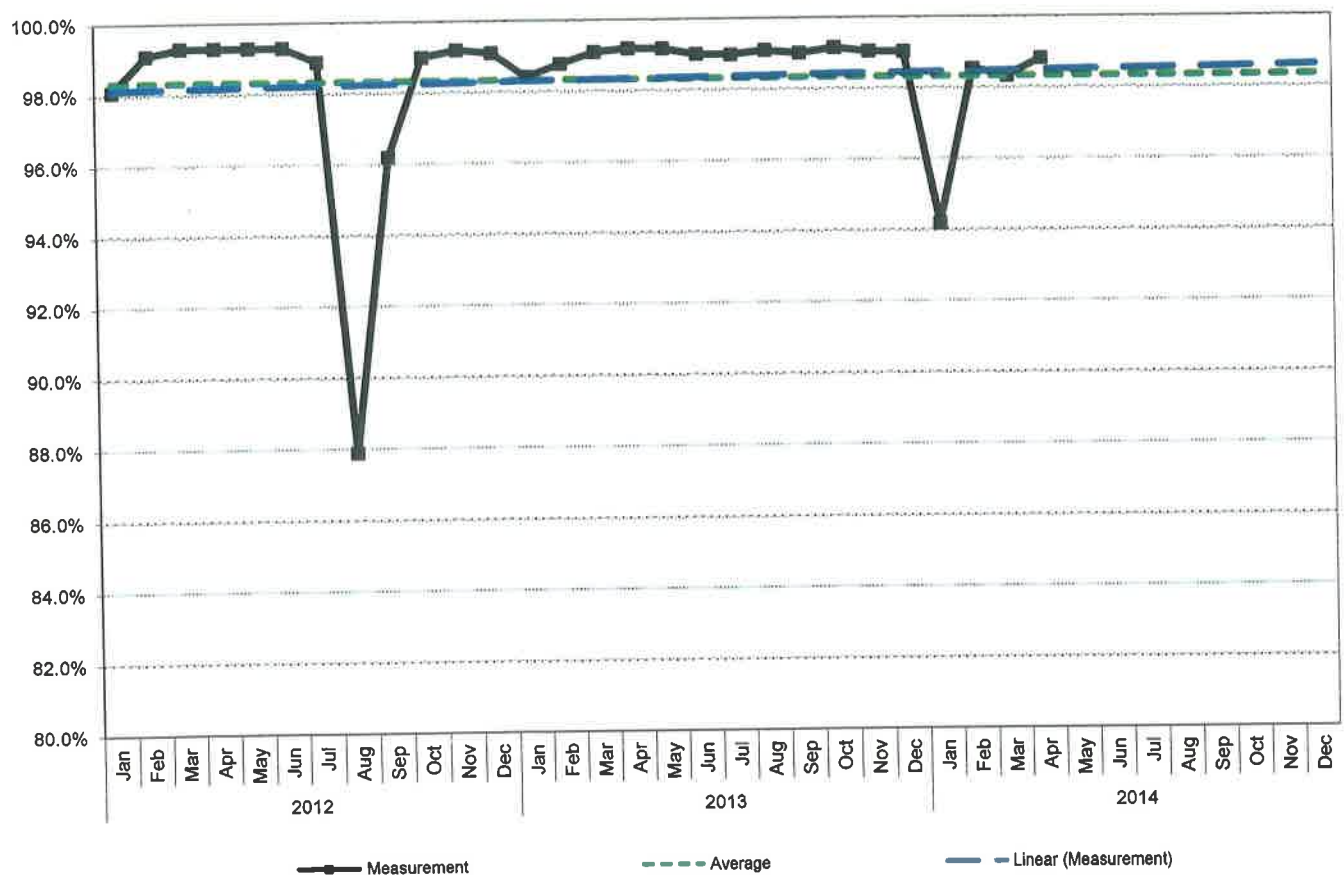
Trend: Favorable

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

| | Jan | Feb | Mar | Apr | ate Bills | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-------|-------|-------|-------|-----------|-------|-------|-------|-------|-------|-------|-------|
| 2012 | 98.1% | 99.1% | 99.3% | 99.3% | 99.3% | 99.3% | 98.9% | 87.9% | 96.2% | 99.0% | 99.2% | 99.1% |
| 2013 | 98.4% | 98.8% | 99.1% | 99.2% | 99.2% | 99.0% | 99.0% | 99.1% | 99.0% | 99.2% | 99.1% | 99.0% |
| 2014 | 94.2% | 98.5% | 98.3% | 98.8% | | | | | | | | |

Sewerage and Water Board of New Orleans

Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

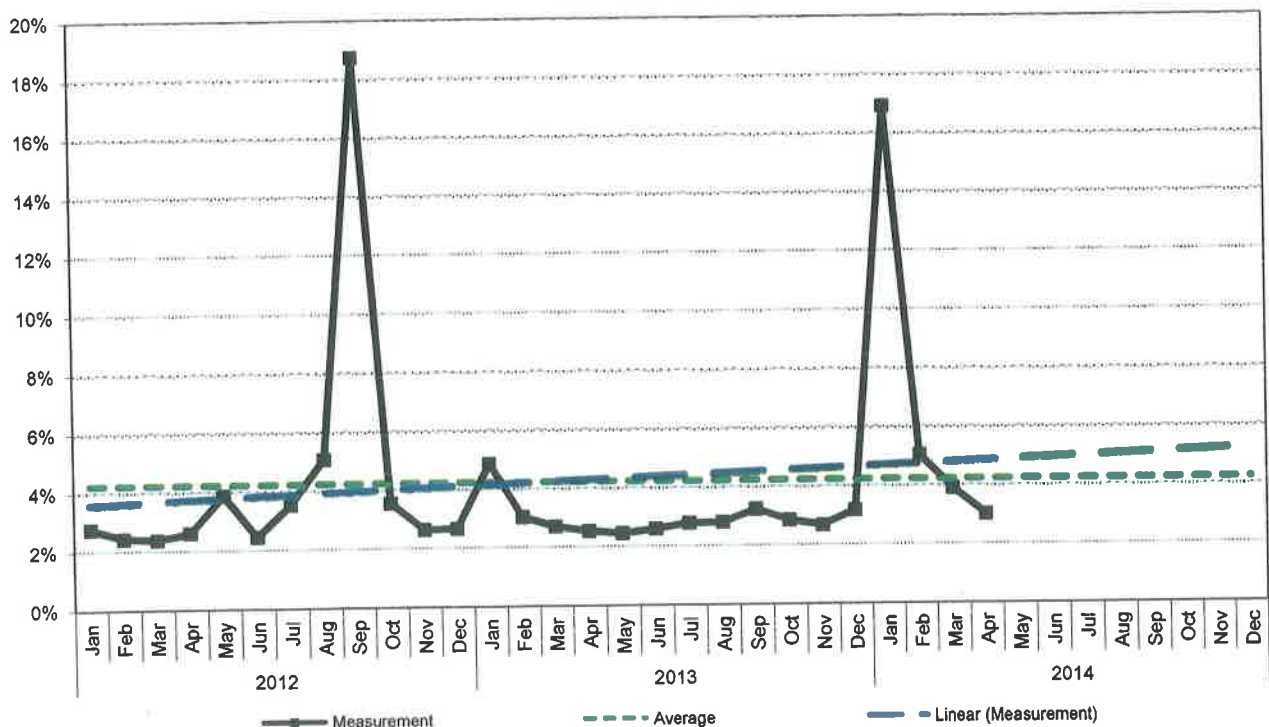
Trend: Close

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-------|------|------|------|------|------|------|------|-------|------|------|------|
| 2012 | 2.8% | 2.5% | 2.4% | 2.6% | 3.9% | 2.5% | 3.6% | 5.1% | 18.8% | 3.6% | 2.7% | 2.7% |
| 2013 | 4.9% | 3.1% | 2.7% | 2.6% | 2.5% | 2.6% | 2.8% | 2.8% | 3.3% | 2.9% | 2.7% | 3.2% |
| 2014 | 16.9% | 5.1% | 3.9% | 3.0% | | | | | | | | |

Sewerage and Water Board of New Orleans

Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: No

Process Operating
Within Control Limits:
No

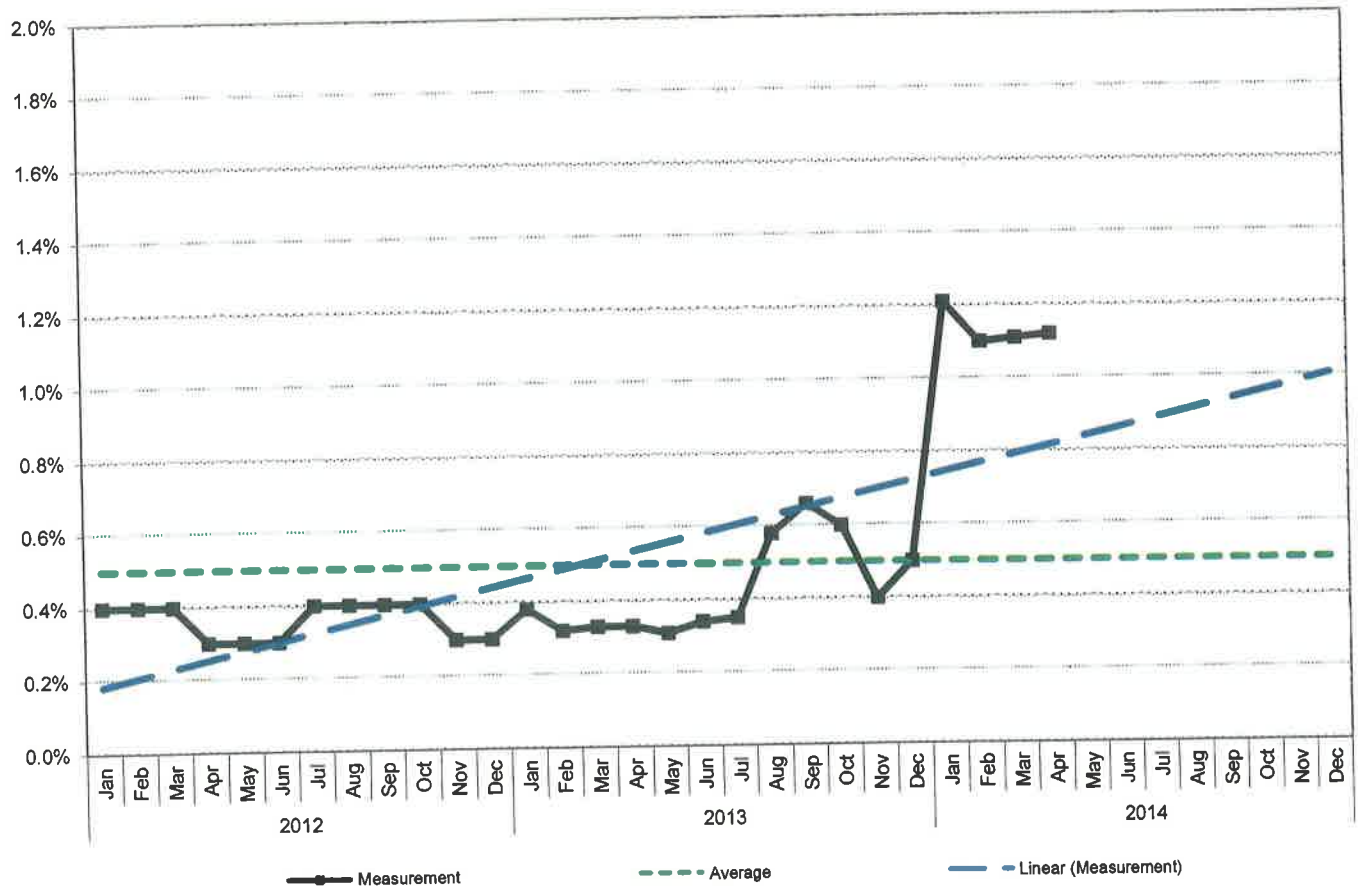
Trend: Unfavorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012 | 0.4% | 0.4% | 0.4% | 0.3% | 0.3% | 0.3% | 0.4% | 0.4% | 0.4% | 0.4% | 0.3% | 0.3% |
| 2013 | 0.4% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.4% | 0.6% | 0.7% | 0.6% | 0.4% | 0.5% |
| 2014 | 1.2% | 1.1% | 1.1% | 1.1% | | | | | | | | |

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
No

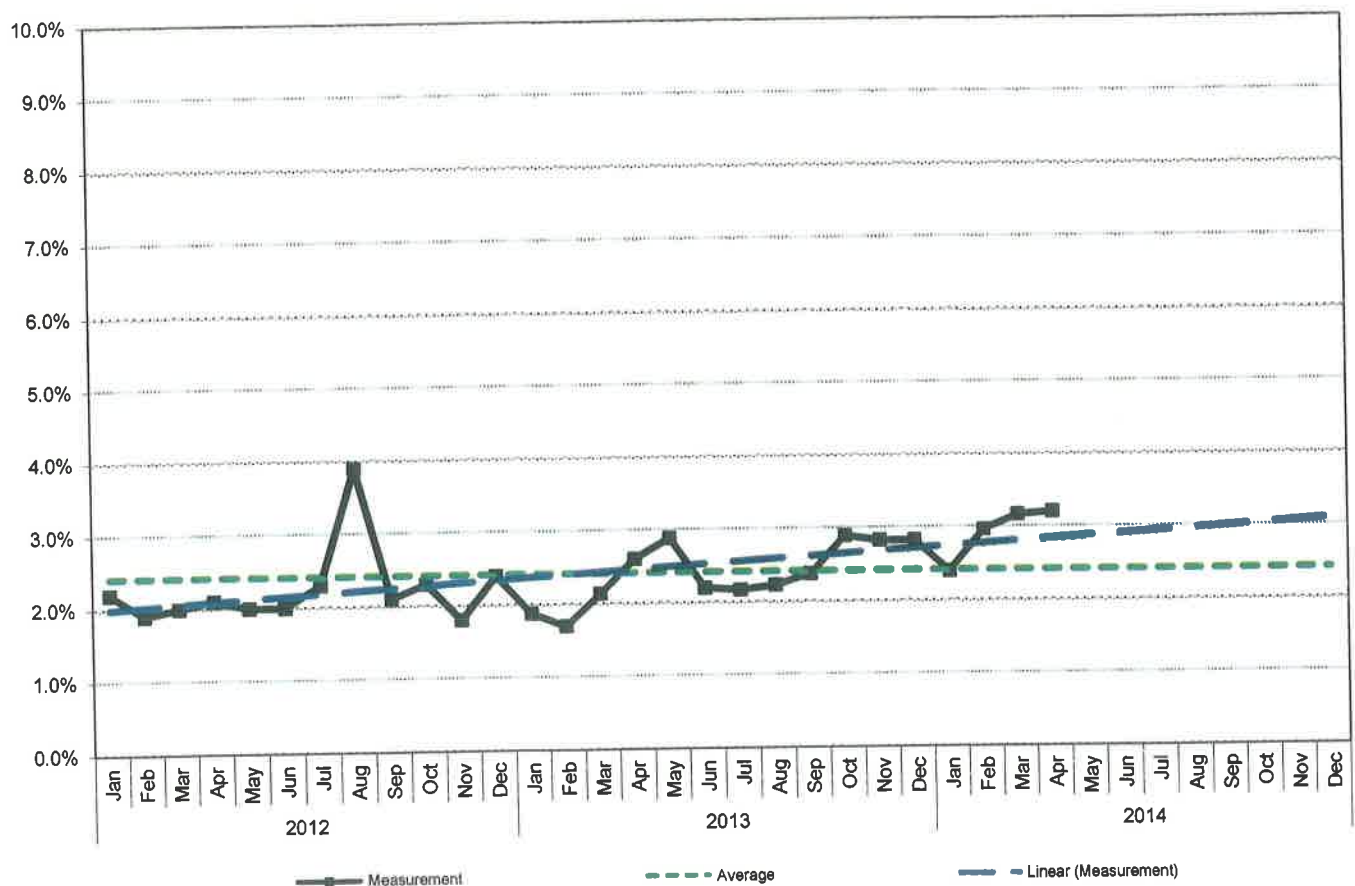
Trend: Unfavorable

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012 | 2.2% | 1.9% | 2.0% | 2.1% | 2.0% | 2.0% | 2.3% | 3.9% | 2.1% | 2.3% | 1.8% | 2.4% |
| 2013 | 1.9% | 1.7% | 2.1% | 2.6% | 2.9% | 2.2% | 2.2% | 2.2% | 2.4% | 2.9% | 2.8% | 2.8% |
| 2014 | 2.4% | 3.0% | 3.2% | 3.2% | | | | | | | | |

Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Triggers of Customer
Calls

Currently Meeting
Goal: Close

Process Operating
Within Control
Limits: Yes

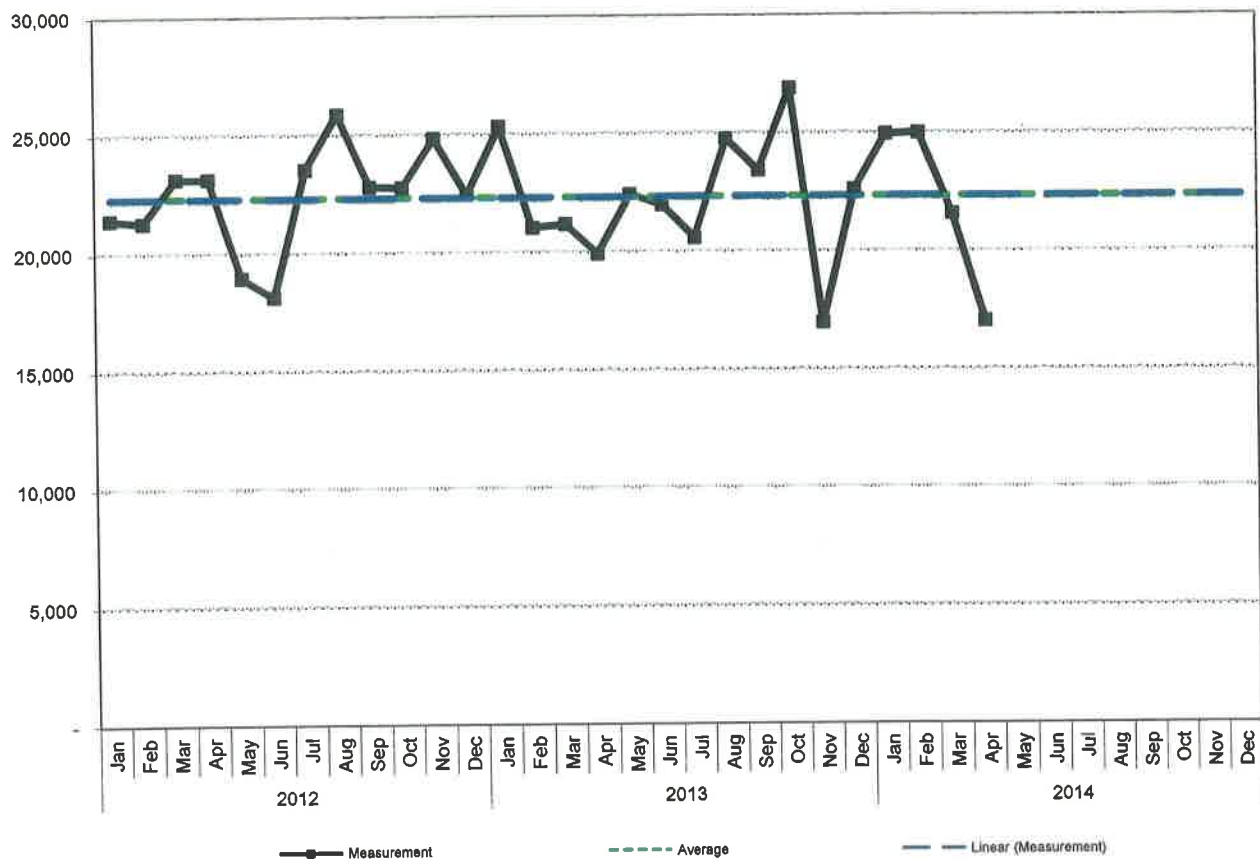
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.

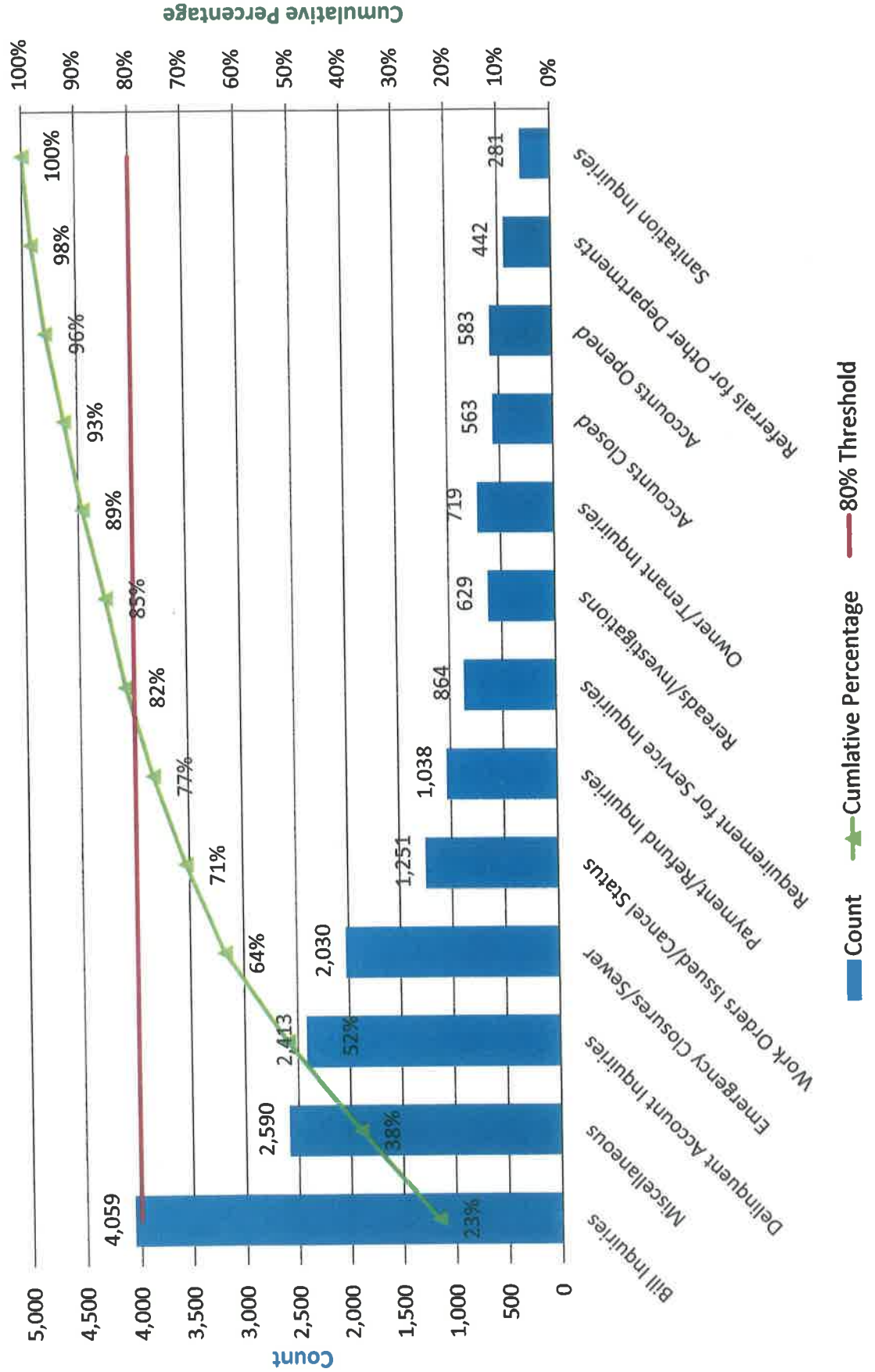


| | Data Table | | | | | | | | | | | |
|------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| 2012 | 21,447 | 21,313 | 23,164 | 23,164 | 18,977 | 18,149 | 23,545 | 25,870 | 22,818 | 22,773 | 24,842 | 22,438 |
| 2013 | 25,331 | 21,051 | 21,194 | 19,937 | 22,446 | 21,994 | 20,602 | 24,764 | 23,439 | 26,892 | 16,980 | 22,610 |
| 2014 | 24,945 | 24,992 | 21,579 | 17,032 | | | | | | | | |

Sewerage and Water Board of New Orleans

Chart of Types of Customer Calls

April 2014



Sewerage and Water Board of New Orleans

Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

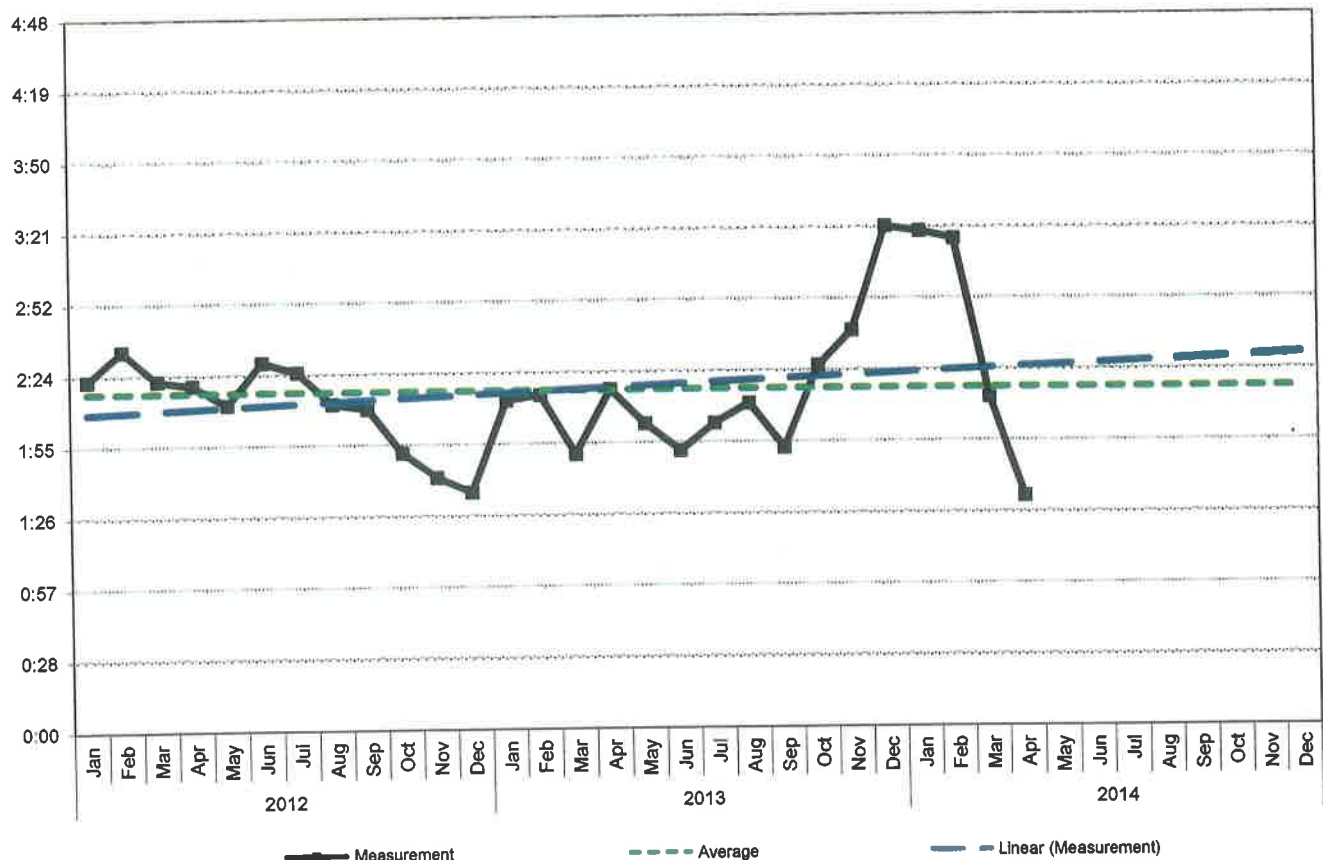
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2012 | 2:22 | 2:34 | 2:22 | 2:20 | 2:12 | 2:29 | 2:25 | 2:12 | 2:10 | 1:52 | 1:42 | 1:36 |
| 2013 | 2:13 | 2:15 | 1:51 | 2:17 | 2:03 | 1:52 | 2:03 | 2:11 | 1:53 | 2:26 | 2:40 | 3:22 |
| 2014 | 3:20 | 3:17 | 2:13 | 1:33 | | | | | | | | |

Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to calls
with less than 5%
abandoned

Currently Meeting
Goal: No

Process Operating
Within Control Limits:
Yes

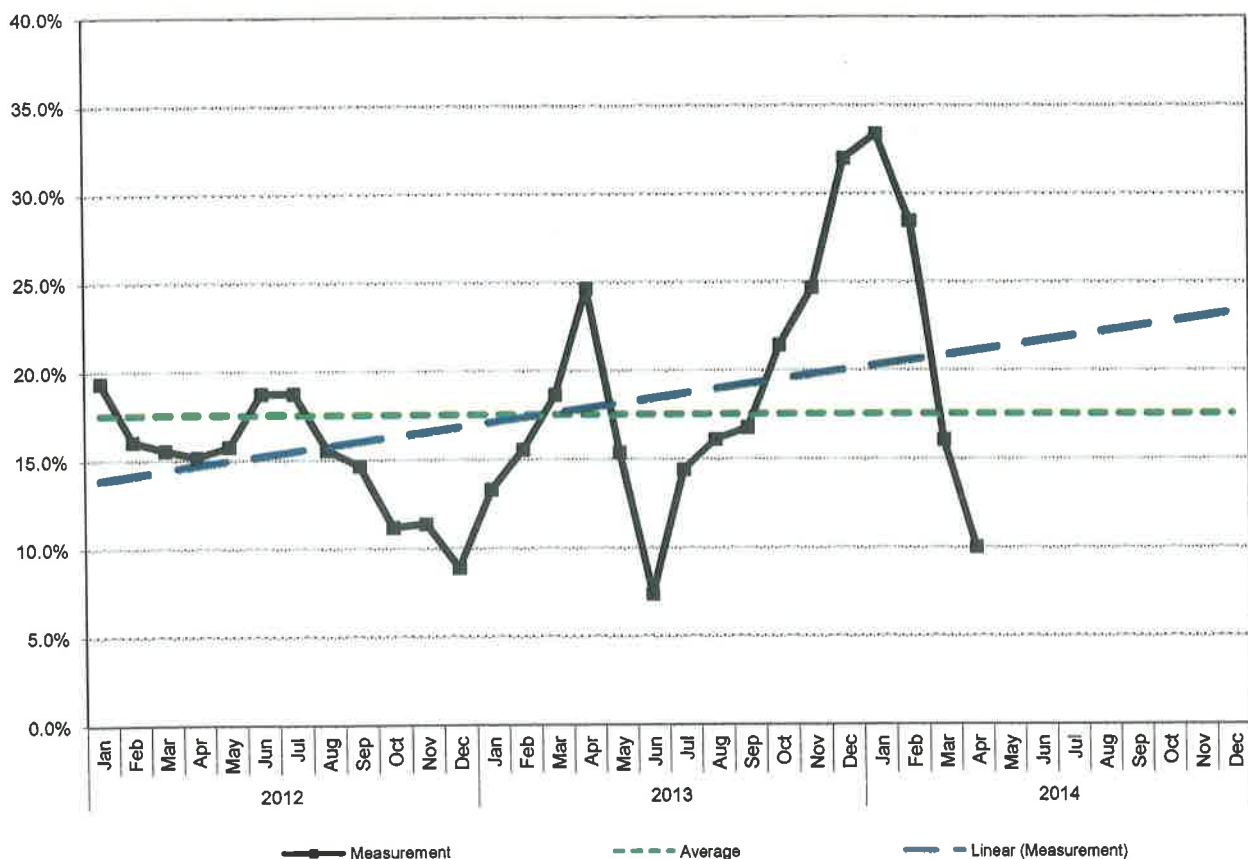
Trend: Unfavorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2012 | 19.4% | 16.1% | 15.6% | 15.2% | 15.8% | 18.8% | 18.8% | 15.6% | 14.7% | 11.2% | 11.4% | 8.9% |
| 2013 | 13.3% | 15.6% | 18.7% | 24.7% | 15.4% | 7.4% | 14.5% | 16.2% | 16.8% | 21.5% | 24.7% | 32.0% |
| 2014 | 33.4% | 28.5% | 16.1% | 10.0% | | | | | | | | |

Sewerage and Water Board of New Orleans

Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency:
Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Respond to calls with less than 5% abandoned

Currently Meeting Goal: No

Process Operating Within Control Limits:
Yes

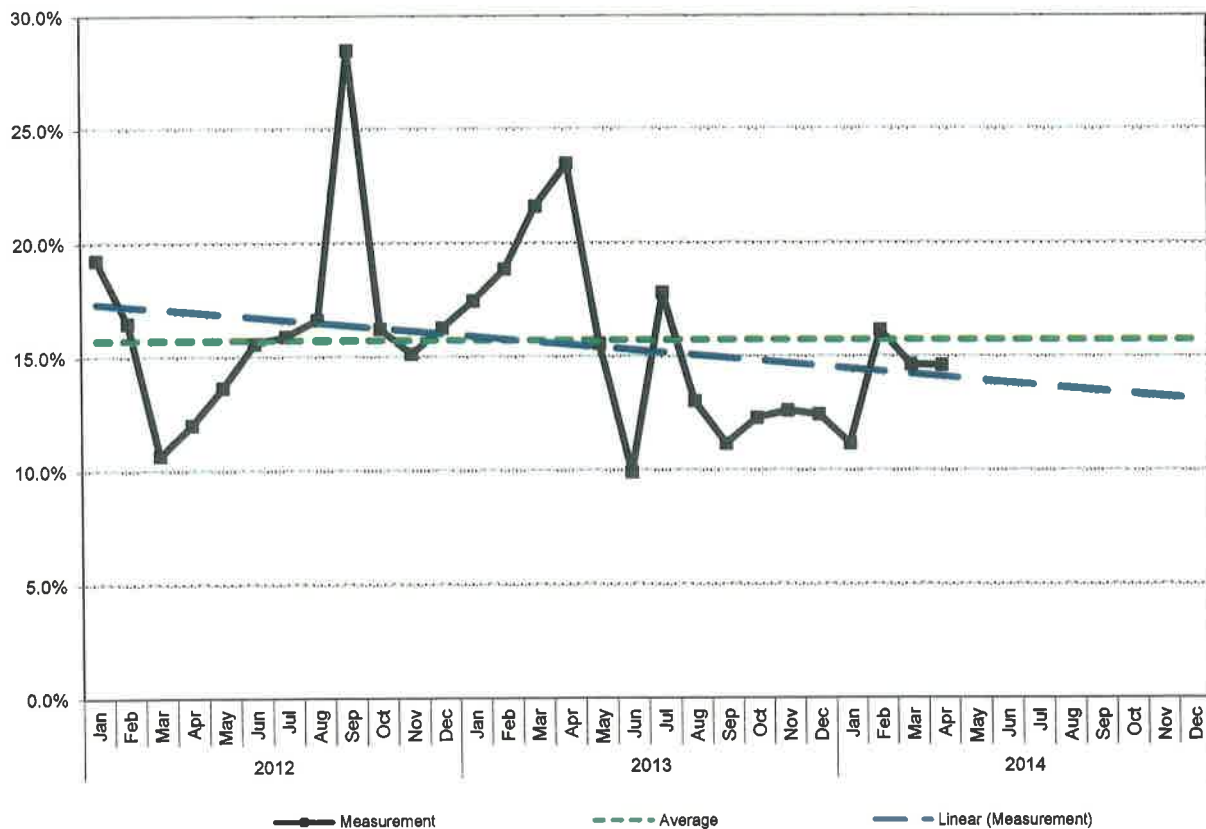
Trend: Favorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2012 | 19.3% | 16.5% | 10.7% | 12.0% | 13.7% | 15.6% | 15.9% | 16.6% | 28.5% | 16.3% | 15.2% | 16.3% |
| 2013 | 17.5% | 18.9% | 21.6% | 23.5% | 15.6% | 10.0% | 17.8% | 13.1% | 11.2% | 12.3% | 12.7% | 12.5% |
| 2014 | 11.2% | 16.2% | 14.7% | 14.6% | | | | | | | | |

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

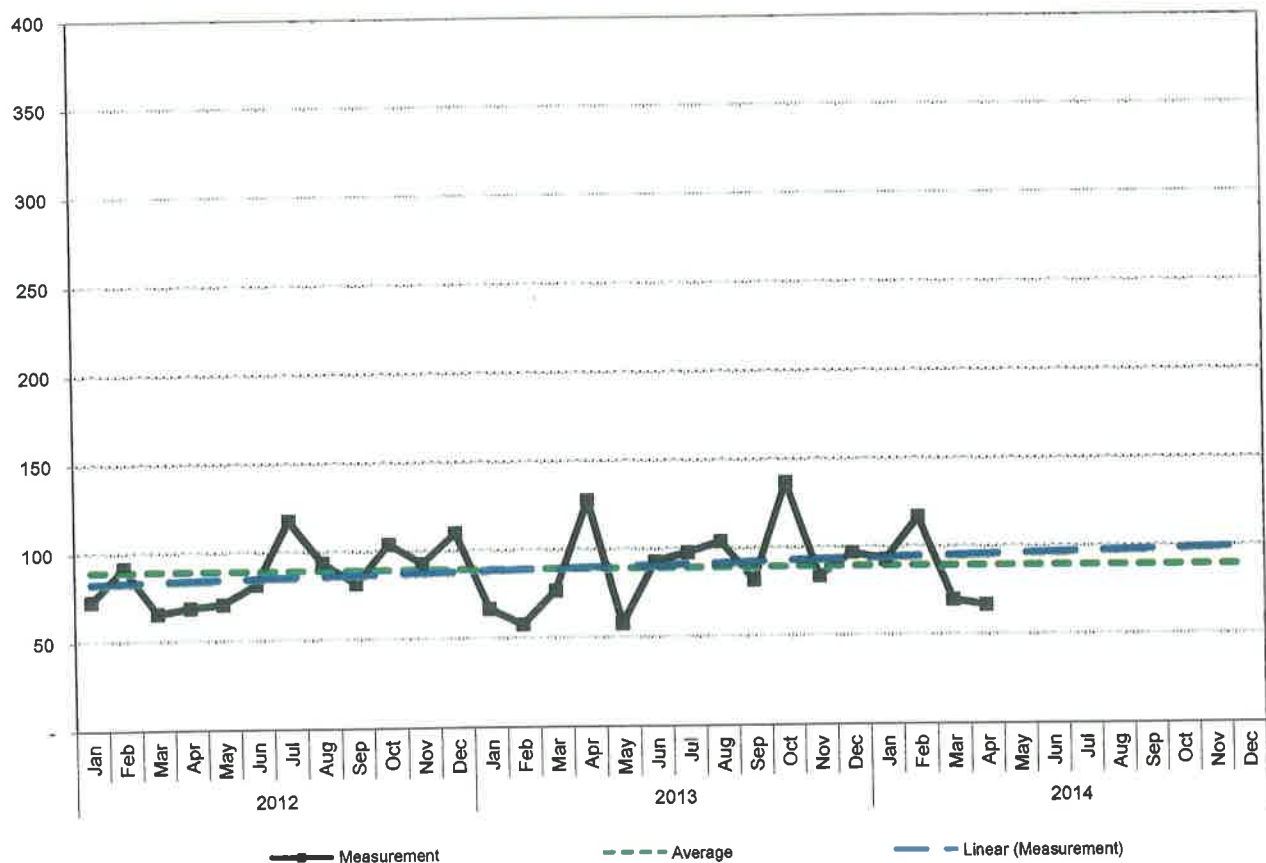
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2012 | 73 | 92 | 66 | 69 | 71 | 82 | 118 | 94 | 82 | 104 | 93 | 110 |
| 2013 | 67 | 58 | 77 | 128 | 58 | 93 | 98 | 104 | 82 | 137 | 84 | 97 |
| 2014 | 93 | 117 | 70 | 67 | | | | | | | | |

Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

Currently Meeting
Goal: Yes

Process Operating
Within Control
Limits: Yes

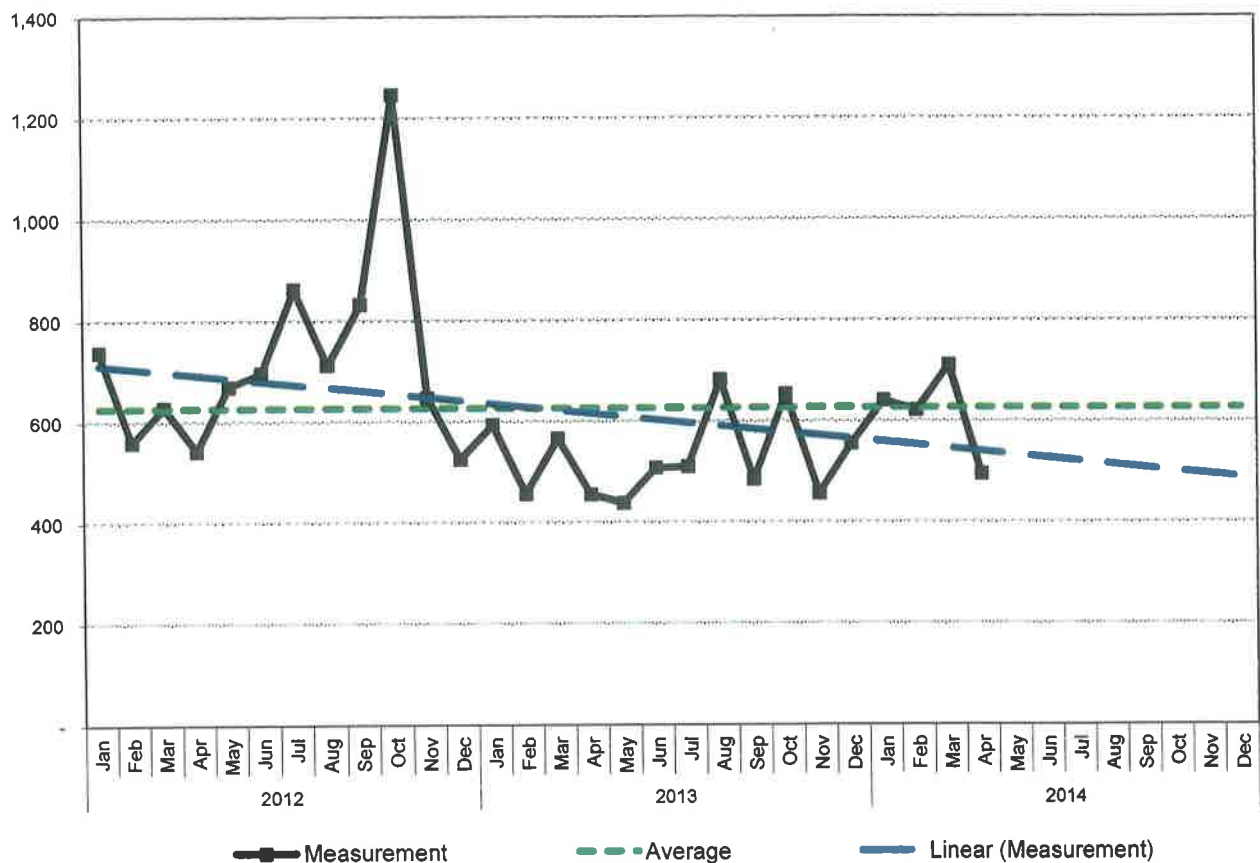
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|
| 2012 | 739 | 560 | 629 | 543 | 670 | 697 | 863 | 713 | 833 | 1,246 | 648 | 526 |
| 2013 | 594 | 457 | 567 | 456 | 439 | 508 | 511 | 683 | 485 | 654 | 457 | 556 |
| 2014 | 641 | 621 | 711 | 495 | | | | | | | | |

Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

Currently Meeting
Goal: Close

Process Operating
Within Control
Limits: Yes

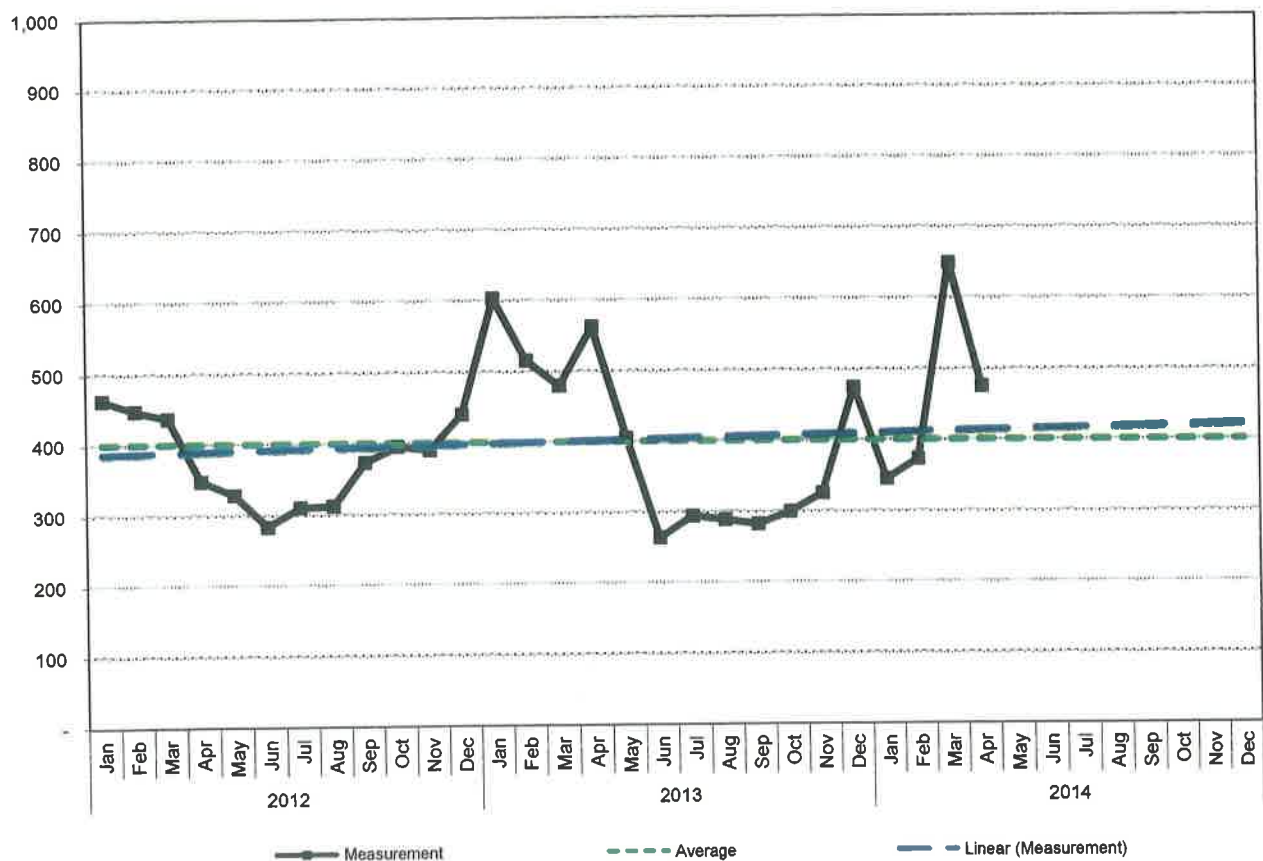
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2012 | 464 | 449 | 438 | 349 | 329 | 284 | 311 | 313 | 374 | 396 | 391 | 441 |
| 2013 | 604 | 516 | 480 | 563 | 406 | 264 | 295 | 289 | 283 | 300 | 326 | 475 |
| 2014 | 346 | 374 | 650 | 476 | | | | | | | | |

Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

Constituency:
Customer Ratepayers

Objective: Ensure Collection
of Payments for Services
Provided

Goal: None
Established

Currently Meeting
Goal: Not Applicable

Process Operating
Within Control
Limits: Yes

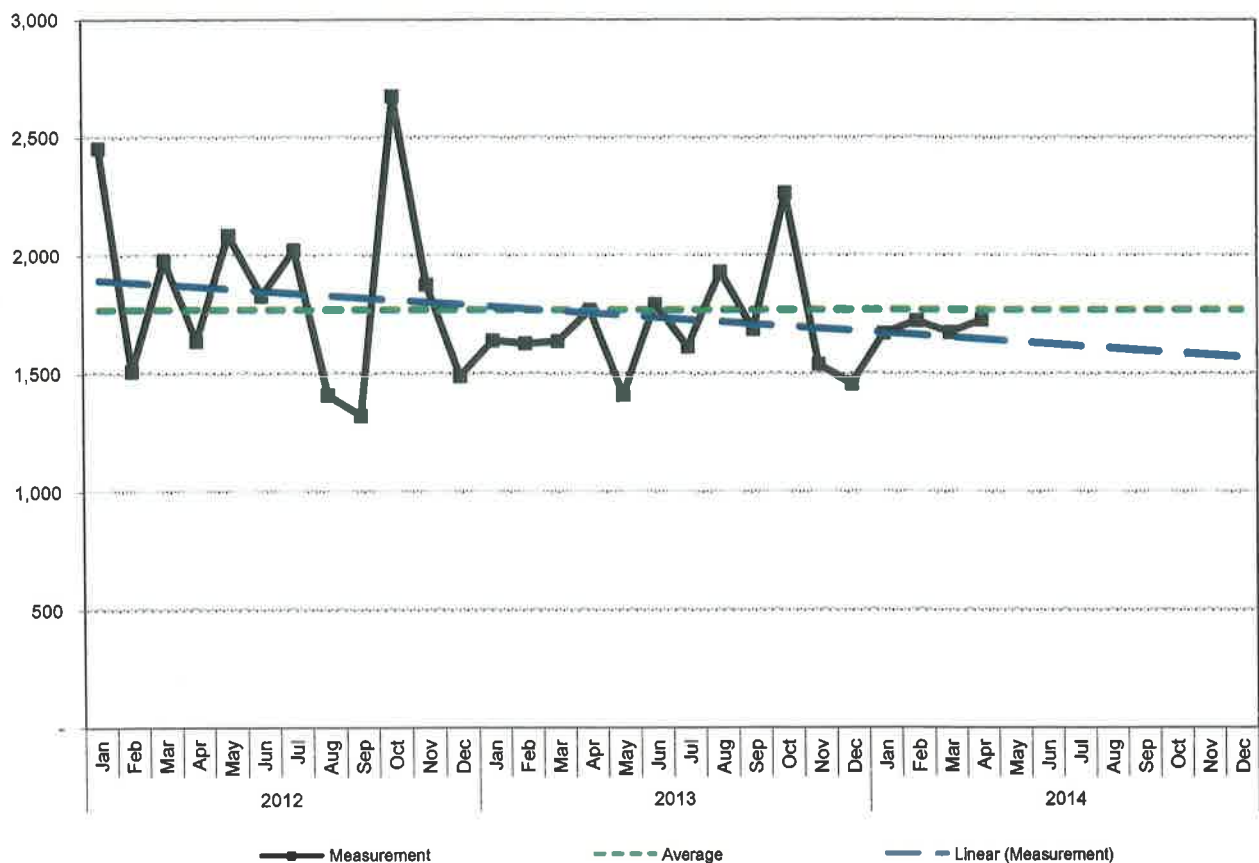
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. The number of accounts turn-off for non-payment has increased by approximately 34% from September 2013.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2012 | 2,456 | 1,511 | 1,980 | 1,638 | 2,085 | 1,829 | 2,024 | 1,413 | 1,327 | 2,676 | 1,877 | 1,490 |
| 2013 | 1,641 | 1,628 | 1,638 | 1,770 | 1,415 | 1,795 | 1,613 | 1,932 | 1,687 | 2,265 | 1,540 | 1,461 |
| 2014 | 1,670 | 1,723 | 1,675 | 1,727 | | | | | | | | |

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

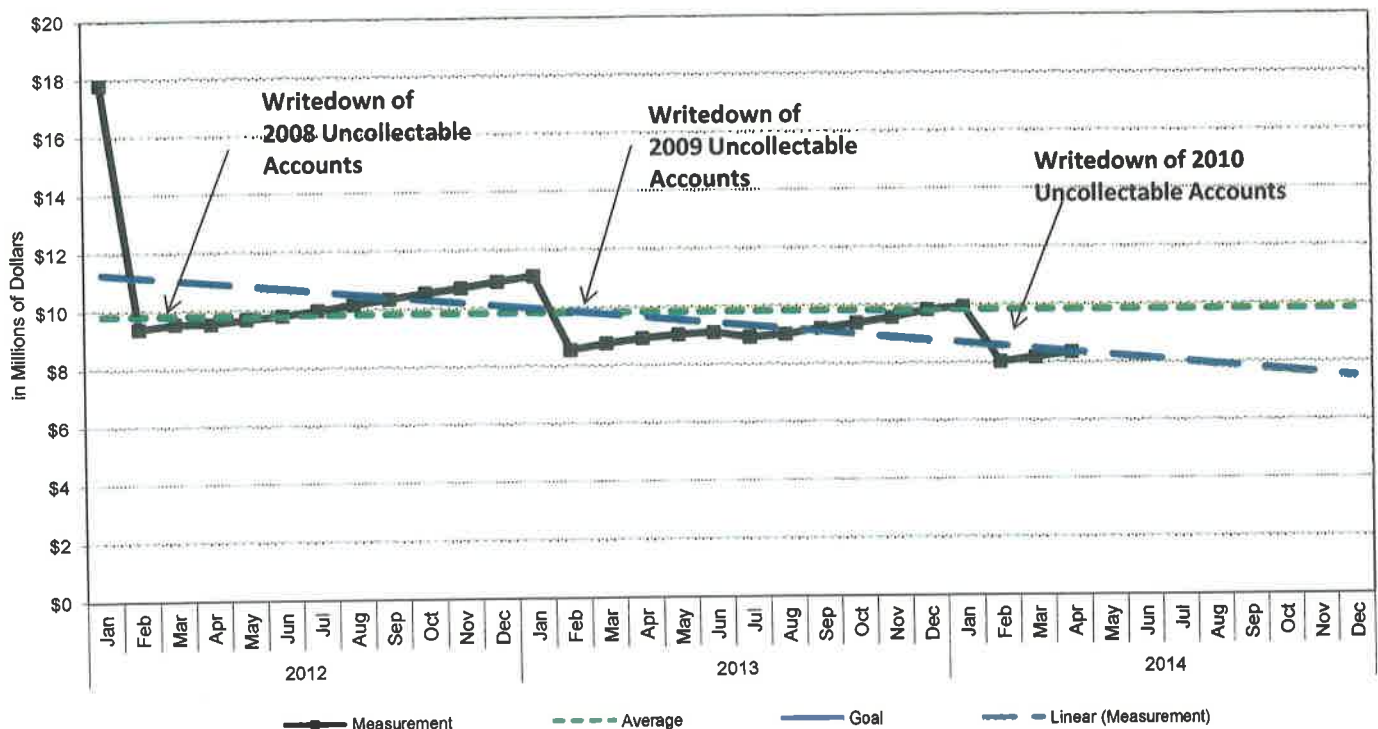
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|
| 2012 | \$ 17.811 | \$ 9.400 | \$ 9.558 | \$ 9.557 | \$ 9.710 | \$ 9.818 | \$ 9.995 | \$ 10.176 | \$ 10.360 | \$ 10.553 | \$ 10.724 | \$ 10.931 |
| 2013 | \$ 11.104 | \$ 8.552 | \$ 8.766 | \$ 8.928 | \$ 9.055 | \$ 9.113 | \$ 8.939 | \$ 9.029 | \$ 9.224 | \$ 9.398 | \$ 9.585 | \$ 9.839 |
| 2014 | \$ 9.946 | \$ 8.032 | \$ 8.185 | \$ 8.360 | | | | | | | | |

Sewerage & Water Board Contracts with DBE Participation January 2013 - May 2014

| Category | Category Dollar Amount | DBE Dollar Value |
|---------------------------------|---------------------------|---------------------|
| Goods and Services Contracts | \$ 916,663 | \$ 275,314 |
| Construction Contracts | 35,807,085 | 13,452,287 |
| Professional Services Contracts | <u>12,497,750</u> | <u>4,374,213</u> |
| Grand Total | \$ 49,221,498 | \$ 18,101,813 |

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - May 2014

| <u>Prime Contractor</u> | <u>SLDBE Sub-Contractor</u> | <u>DBE %</u> | <u>Dollar Amount</u> |
|--|--|------------------------------------|----------------------|
| <u>Goods & Services Contracts</u> | | | |
| Arc Enterprises | | | |
| Furnishing Janitorial Services for S&WB Main Office and Gen. DeGaulle Annex Building | Ricard's Paper Assorted Products Cleaning Concierge, LLC | 5.00% 5.00% 20.00% 30.00% | \$ 99,776 |
| Assorted Products | | | |
| Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies | Westbank Safety and Janitorial Supply, Inc. | 30.00% | \$ 108,744 |
| Furnishing Aerosol, Janitorial, and Industrial Chemicals | Westbank Safety and Janitorial Supply, Inc. | 30.00% | \$ 84,999 |
| General Mills Supplies, Inc. | | | |
| Furnishing Flashlights and Flashlight Batteries | Assorted Products | 21.00% | \$ 8,867 |
| Herbert S. Hiller | | | |
| Furnishing Fire Extinguishers Service | Assorted Products Paint Pro Depot | 19.80% 6.93% 26.73% | \$ 13,500 |
| KSM Janitorial & Cleaning Service, LLC | | | |
| Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer | RASI Janitorial Services, LLC | 31.00% | \$ 10,378 |
| Southeast Safety & Supply | | | |
| Furnishing Safety Supplies | Assorted Products | 30.00% | \$ 42,751 |
| Westbank Paper and Janitorial Supply | | | |
| Furnishing Paper Products and Janitorial Sanitary Supplies | Assorted Products | 30.00% | \$ 28,441 |

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - May 2014

| <u>Construction Contracts</u> | <u>Prime Contractor</u> | <u>SLDBE Sub-Contractor</u> | <u>DBE %</u> | <u>Dollar Amount</u> |
|---|-------------------------|---|--|--|
| BLD Services, LLC | | | | |
| #30002 - 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 | | Hebert's Trucking & Equipment Services, Advantage Manhole & Concrete Services, Inc Prince Dump Truck Service | 30.42% 0.89% 4.69% 36.00% | \$ 1,229,739 35,876 189,625 1,455,240 |
| #30003 - 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 | | Hebert's Trucking & Equipment Services, Advantage Manhole & Concrete Services, Inc Prince Dump Truck Service | 29.84% 0.98% 5.18% 36.00% | \$ 1,276,914 41,986 221,468 1,540,368 |
| Boh Bros. | | | | |
| #2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans | | Auguillard Construction MS & Sons Bricklaying, LLC Baker Ready Mix Prince Dump Truck Service | 21.90% 4.35% 2.21% 7.55% 36.01% | \$ 1,467,000 291,375 147,750 505,750 2,411,875 |
| #30006 - 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 | | Auguillard Construction Standard Cement Materials, Inc. Prince Dump Truck Service | 18.50% 12.80% 6.30% 37.60% | \$ 879,035 607,400 300,000 1,786,435 |

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - May 2014

| <u>Prime Contractor</u> | <u>SLDBE Sub-Contractor</u> | <u>DBE %</u> | <u>Dollar Amount</u> |
|--|--|---|---|
| Fleming Construction Co., LLC | | | |
| #30004 - 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 | Hebert's Trucking & Equipment Services Cooper Contracting Dieudonne Enterprises, Inc. Auguillard Construction | 10.60% 6.36% 4.24% 14.84% 36.04% | \$ 500,000 300,000 200,000 700,000 \$ 1,700,000 |
| Industrial & Mechanical Contractors, Inc. | | | |
| #8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard | RLH Investments Joseph Electric, Inc. | 28.73% 13.28% 42.01% | \$ 346,000 160,000 \$ 506,000 |
| #3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping | Dieudonne Enterprises, Inc. Trigon Associates, LLC | 21.51% 18.07% 39.58% | \$ 263,446 221,358 \$ 484,804 |
| Lou-Con, Inc. | | | |
| #3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station | RLH Investments, LLC Assorted Products EBE Fence Co. | 36.49% 0.36% 1.43% 38.28% | \$ 509,000 5,000 20,000 \$ 534,000 |
| #3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station | Gulf State Constructors Assorted Products EBE Fence Co. | 36.45% 0.14% 1.43% 38.02% | \$ 509,000 2,000 20,000 \$ 531,000 |
| #3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station | Gulf State Constructors Assorted Products EBE Fence Co. | 36.00% 0.14% 1.41% 37.56% | \$ 509,000 2,000 20,000 \$ 531,000 |
| TKTMJ, Inc. | | | |
| #3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dodt Sewage Pumping Station | Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors | 16.38% 2.17% 17.46% 36.01% | \$ 226,000 30,000 241,000 \$ 497,000 |

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - May 2014

| <u>Prime Contractor</u> | <u>SLDBE Sub-Contractor</u> | <u>DBE %</u> | <u>Dollar Amount</u> |
|---|--|---|---|
| #3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station | Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors | 8.88% 2.66% <u>24.51%</u> 36.05% | \$ 100,000 30,000 <u>276,000</u> \$ 406,000 |
| Wallace C. Drennan, Inc. | | | |
| # 2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at various sites throughout Orleans Parish | Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service | 10.45% 6.23% 11.79% <u>7.55%</u> 36.02% | \$ 310,000 185,000 350,000 <u>224,000</u> \$ 1,069,000 |
| #30000 - 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 | Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service | 14.76% 4.71% 4.31% <u>12.24%</u> 36.02% | \$ 705,000 225,000 206,000 <u>585,000</u> \$ 1,721,000 |
| #30008 - 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 | Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service | 7.42% 12.68% 7.48% <u>8.56%</u> 36.14% | \$ 117,000 200,000 118,000 <u>135,000</u> \$ 570,000 |
| #30005 - 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 | Auguillard Construction C & M Construction Choice Supply Solutions, LLC Cooper Contracting Prince Dump Truck Service | 11.50% 6.70% 2.31% 5.20% <u>10.40%</u> 36.11% | \$ 500,000 290,000 100,000 225,000 <u>450,000</u> \$ 1,565,000 |
| <u>Professional Services Contracts</u> | | | |
| CH2M Hill, Inc. | | | |
| Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant | ILSI Engineering Trigon Associates, LLC | 12.00% <u>23.00%</u> 35.00% | \$ 1,499,730 <u>2,874,483</u> \$ 4,374,213 |

| Sewerage & Water Board of New Orleans Contracts with DBE Participation January 2013 - May 2014 | | | | | | |
|---|------------------------|---|---|-------|------------------|------------|
| Goods & Services Contracts | | | | | | |
| Contract Description | Contract Dollar Amount | Prime Contractor | DBE Subcontractor | DBE % | DBE Dollar Value | Award Date |
| Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies | 362,480 | Assorted Products, LLC | Westbank Safety and Janitorial Supply, Inc. | 30% | 108,744 | 2/20/13 |
| Furnishing Safety Supplies | 142,505 | Southeast Safety & Supply | Assorted Products | 30% | 42,751 | 2/20/13 |
| Furnishing Aerosol, Janitorial and Industrial Chemicals | 283,331 | Assorted Products, LLC | Westbank Safety and Janitorial Supply, Inc. | 30% | 84,999 | 5/15/13 |
| Furnishing Paper Products and Janitorial Sanitary Supplies | 94,805 | Westbank Safety and Janitorial Supply, Inc. | Assorted Products | 30% | 28,441 | 6/19/13 |
| Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer | 33,543 | KSM Janitorial and Cleaning Service, LLC | RASI Janitorial Services, LLC | 31% | 10,378 | 8/21/13 |
| Furnishing Pest & Rodent Control Services for Sewerage and Water Board | 28,016 | Imperial Exterminating | Inspector 12 Services | 33% | 9,245 | 11/20/13 |
| Furnishing Janitorial Services for Sewerage and Water Board Main Office and General DeGaulle Annex Building | | | Ricard's Paper | 5% | 4,754 | |
| | | | Assorted Products | 5% | 4,754 | |
| | | | Cleaning Concierge, LLC | 20% | 19,014 | |
| | 99,775 | Arc Enterprises General Mills | Total | 30% | 28,521 | 10/16/13 |
| Furnishing Flashlight and Flashlight Batteries | 42,222 | Supplies, Inc. | Assorted Products | 21% | 8,867 | 4/16/14 |
| | | | Assorted Products | 20% | 10,000 | |
| | | | Paint Pro Depot | 7% | 3,500 | |
| Furnishing Fire Extinguishers Service | 50,496 | Herbert S. Hiller | Total | 27% | 13,500 | 10/16/13 |
| Total Goods & Services Contracts | 1,137,172 | | | | 377,469 | |

| Sewerage & Water Board Contracts with DBE Participation January 2013 - May 2014 | | | | | | |
|---|------------------------|------------------------------------|--|---------------|--------------------------|------------|
| Construction Contracts | | | | | | |
| Contract Description | Contract Dollar Amount | Prime Contractor | DBE Sub-Contractor | Awarded DBE % | Awarded DBE Dollar Value | Award Date |
| #2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites Throughout Orleans Parish | 2,967,900 | Wallace Drennan, Inc. | Auguillard Construction | 10.45% | 310,000 | 2/20/13 |
| | | | C & M Construction | 6.23% | 185,000 | |
| | | | Cooper Contracting | 11.79% | 350,000 | |
| | | | Prince Dump Truck Service | 7.55% | 224,000 | |
| | | | Total | 36.02% | 1,069,000 | |
| #30000 - 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 | 3,584,849 | Wallace Drennan, Inc. | Auguillard Construction | 14.76% | 705,000 | 2/20/13 |
| | | | C & M Construction | 4.71% | 225,000 | |
| | | | Cooper Contracting | 4.31% | 206,000 | |
| | | | Prince Dump Truck Service | 12.24% | 585,000 | |
| | | | Total | 36.02% | 1,721,000 | |
| #30008 - 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 | 1,577,000 | Wallace Drennan, Inc. | Auguillard Construction | 7.42% | 117,000 | 2/20/13 |
| | | | C & M Construction | 12.68% | 200,000 | |
| | | | Cooper Contracting | 7.48% | 118,000 | |
| | | | Prince Dump Truck Service | 8.56% | 135,000 | |
| | | | Total | 36.14% | 570,000 | |
| #2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans | 6,699,595 | Boh Brothers Construction Co., LLC | Auguillard Construction | 21.90% | 1,467,000 | 5/15/13 |
| | | | MS & Sons Bricklaying, LLC | 4.35% | 291,375 | |
| | | | Baker Ready Mix | 2.21% | 147,750 | |
| | | | Prince Dump Truck Service | 7.55% | 505,750 | |
| | | | Total | 36.00% | 2,411,875 | |
| #30002 - 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 | 4,042,333 | BLD Services, LLC | Hebert's Trucking & Equipment Services | 30.42% | 1,229,739 | 5/15/13 |
| | | | Advantage Manhole & Concrete Services, Inc | 0.89% | 35,876 | |
| | | | Prince Dump Truck Service | 4.69% | 189,625 | |
| | | | Total | 36.00% | 1,455,240 | |
| | | | Hebert's Trucking & Equipment Services | 29.84% | 1,276,914 | |
| #30003 - 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 | 4,278,799 | BLD Services, LLC | Advantage Manhole & Concrete Services, Inc | 0.98% | 41,986 | 5/15/13 |
| | | | Prince Dump Truck Service | 5.18% | 221,468 | |
| | | | Total | 36.00% | 1,540,368 | |
| | | | Hebert's Trucking & Equipment Services | 29.84% | 1,276,914 | |
| | | | Advantage Manhole & Concrete Services, Inc | 0.98% | 41,986 | |

Sewerage & Water Board Contracts with DBE Participation January 2013 - May 2014

Construction Contracts

| Contract Description | Contract Dollar Amount | Prime Contractor | DBE Sub-Contractor | Awarded DBE % | Awarded DBE Dollar Value | Award Date |
|---|------------------------|---|--|---------------|--------------------------|------------|
| #30004 - 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 | 4,717,448 | Fleming Construction Co., LLC | Hebert's Trucking & Equipment Services | 10.60% | 500,000 | 5/15/13 |
| | | | Cooper Contracting | 6.36% | 300,000 | |
| | | | Dieudonne Enterprises, Inc. | 4.24% | 200,000 | |
| | | | Auguillard Construction | 14.84% | 700,000 | |
| | | | Total | 36.04% | 1,700,000 | |
| #3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station | 1,395,000 | Lou-Con, Inc. | RLH Investments, LLC | 36.49% | 509,000 | 7/17/13 |
| | | | Assorted Products | 0.36% | 5,000 | |
| | | | EBE Fence Co. | 1.43% | 20,000 | |
| | | | Total | 38.28% | 534,000 | |
| #3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station | 1,396,500 | Lou-Con, Inc. | Gulf State Constructors | 36.45% | 509,000 | 7/17/13 |
| | | | Assorted Products | 0.14% | 2,000 | |
| | | | EBE Fence Co. | 1.43% | 20,000 | |
| | | | Total | 38.02% | 531,000 | |
| #3685 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dordt Sewage Pumping Station | 1,379,991 | TKTMI, Inc. | Choice Supply Solutions | 16.38% | 226,000 | 8/21/13 |
| | | | Dillon Bros. Concrete | 2.17% | 30,000 | |
| | | | Gulf State Constructors | 17.46% | 241,000 | |
| | | | Total | 36.01% | 497,000 | |
| #3686 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lake Forest Sewage Pumping Station | 1,416,500 | Lou-Con, Inc. | Gulf State Constructors | 36.00% | 510,000 | 8/21/13 |
| | | | Assorted Products | 0.14% | 2,000 | |
| | | | EBE Fence Co. | 1.41% | 20,000 | |
| | | | Total | 37.56% | 532,000 | |
| #3687 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station | 1,126,180 | TKTMI, Inc. | Choice Supply Solutions | 8.88% | 100,000 | 8/21/13 |
| | | | Dillon Bros. Concrete | 2.66% | 30,000 | |
| | | | Gulf State Constructors | 24.51% | 276,000 | |
| | | | Total | 36.05% | 406,000 | |
| #3688 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping Station | 1,224,990 | Industrial & Mechanical Contractors, Inc. | Dieudonne Enterprises, Inc. | 21.51% | 263,446 | 8/21/13 |
| | | | JL Construction | 18.07% | 221,358 | |
| | | | Total | 39.58% | 484,804 | |
| | | | Dieudonne Enterprises, Inc. | 9.83% | 136,500 | |
| #3788 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Burke Sewage Pumping Station | 1,388,183 | Industrial & Mechanical Contractors, Inc. | JL Construction | 28.09% | 389,943 | 11/20/13 |
| | | | Total | 37.92% | 526,443 | |

| Sewerage & Water Board Contracts with DBE Participation January 2013 - May 2014 | | | | | | |
|---|------------------------|---|---------------------------------|---------------|--------------------------|----------------|
| Construction Contracts | | | | | | |
| Contract Description | Contract Dollar Amount | Prime Contractor | DBE Sub-Contractor | Awarded DBE % | Awarded DBE Dollar Value | Award Date |
| #30005 - 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 | 4,333,769 | Wallace C. Drennan, Inc. | Auguillard Construction | 11.54% | 500,000 | |
| | | | C&M Construction Group, Inc. | 6.69% | 290,000 | |
| | | | Choice Supply Solutions, LLC | 2.31% | 100,000 | |
| | | | Cooper Contracting | 5.19% | 225,000 | |
| | | | Prince Dump Truck Service | 10.38% | 450,000 | |
| | | | Total | 36.11% | 1,565,000 | 1/20/14 |
| #30006 - 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 | 4,759,309 | Boh Bros. Construction Co., LLC | Auguillard Construction | 18.47% | 879,035 | |
| | | | Standard Cement Materials, Inc. | 12.76% | 607,400 | |
| | | | Prince Dump Truck Service | 6.30% | 300,000 | |
| | | | Total | 37.54% | 1,786,435 | 1/20/14 |
| | | | | | | |
| #8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard | 1,204,500 | Industrial & Mechanical Contractors, Inc. | RLH Investments, LLC | 28.73% | 346,000 | |
| | | | Joseph Electric, Inc. | 13.28% | 160,000 | |
| | | | Total | 42.01% | 506,000 | 2/21/14 |
| | | | | | | |
| | | | | | | |
| #30009 - Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole to Manhole at Various Sites throughout Orleans Parish | 2,088,008 | Wallace C. Drennan, Inc. | C&M Construction Group, Inc. | 23.95% | 500,000 | |
| | | | Prince Dump Truck Service | 8.62% | 180,000 | |
| | | | Choice Supply Solutions, LLC | 3.83% | 80,000 | |
| | | | Total | 36.40% | 760,000 | 5/21/14 |
| | | | | | | |
| Total Construction Contracts | 49,580,854 | | | | 18,596,165 | |

| Sewerage & Water Board Contracts with DBE Participation from January 2013 - May 2014 | | | | | | | |
|--|------------------------|------------------|------------------------|-------|------------------|-------------------|------------|
| Professional Service Contracts | | | | | | | |
| Contract Description | Contract Dollar Amount | Prime Contractor | DBE Sub-Contractor | DBE % | DBE Dollar Value | Awarded DBE Value | Award Date |
| Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant | 12,497,750 | CH2M Hill | ILSI Engineering | 12% | 1,499,730 | 4,374,213 | 3/20/2013 |
| | | | Trigon Associates, LLC | 23% | 2,874,483 | | |
| | | | Total | 35% | | | |
| Total Professional Service Contracts | \$ 12,497,750 | | | | | \$ 4,374,213 | |

SEWERAGE AND WATER BOARD OF NEW ORLEANS

CHANGE ORDER ANALYSIS SUMMARY FOR FISCAL YEAR 2013

As of May 29, 2014

| | | | | | |
|---------------------|-----------------------|---------------------|--------------------|-------------------|-----------------|
| <u>Total Active</u> | <u>Contracts (\$)</u> | <u>Total Change</u> | <u>Orders (\$)</u> | <u>Percentage</u> | <u>Contract</u> |
|---------------------|-----------------------|---------------------|--------------------|-------------------|-----------------|

| WATER | | | | | |
|--------------|----|-------------|----|------------|-------|
| Construction | \$ | 241,342,884 | \$ | 3,780,914 | 1.6% |
| Design | \$ | 37,628,420 | \$ | 13,810,147 | 36.7% |
| Total: Water | \$ | 278,971,304 | \$ | 17,591,061 | 6.3% |

| SEWERAGE | | | | | |
|----------------|----|-------------|----|-----------|-------|
| Construction | \$ | 136,034,902 | \$ | 4,322,968 | 3.2% |
| Design | \$ | 14,071,884 | \$ | 4,952,192 | 35.2% |
| Total Sewerage | \$ | 150,106,786 | \$ | 9,275,159 | 6.2% |

| DRAINAGE | | | | | |
|----------------|----|-------------|----|------------|------|
| Construction | \$ | 53,177,110 | \$ | 1,356,243 | 2.6% |
| Design | \$ | 28,693,133 | \$ | 1,953,986 | 6.8% |
| Total Drainage | \$ | 81,870,243 | \$ | 3,310,228 | 4.0% |
| Total Program | \$ | 510,948,333 | \$ | 30,176,449 | 5.9% |

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

Status Key
 On Target
 Not Started
 Delayed
 Needs Attention

| Topic | Commitment | Target Date | Status | Next Steps | Strategic Plan Reference |
|-------------------------|---|---|---|--|---------------------------------|
| 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 I.1 and I.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 I.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 I.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 I.5 |
| | E. Appoint Board members from recommendations submitted by university presidents. | October 2013 original May 2014 revised | Completed. New board members appointed on May 22, 2014. | None. | Strategy IV Tactic I.6 |

Sewerage and Water Board of New Orleans

Tracking Tool for Commitments to City Council

May 2014

On Target ☒ Not Started ☐ Delayed ☐ Needs Attention ☐

Status Key

On Target

Not Started

Delayed

Needs Attention

Strategic Plan Reference

Topic

Commitment

Target Date

Status

Next Steps

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

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.

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.

II. Customer Service Improvements

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.

Original request for proposals was for unimproved space. Contract change order will be negotiated 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 negotiated.

Project implementation scheduled to begin May 15, 2014.

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

May 2014

On Target
 Not Started
 Delayed
 Needs Attention

Strategic Plan Reference

| Topic | Commitment | Target Date | Status | Next Steps | Strategic Plan Reference |
|-------|---|-------------|--|--|----------------------------------|
| | <p>E. Improve efficiency and reliability of Customer Service processes.</p> <p>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.</p> | Ongoing | On target. Customer Service Improvement Plan updated and reported to Operations Committee monthly. | <p>Continue focus on obtaining readings to avoid estimated bills. Improve accuracy of readings. Improve efficiency of meter reading routes. Continue training on proper review of meter reading and billing edits. Reduce call waiting time. Improve coordination between Customer Service and Networks departments. Continue walk-in customer service survey. Implement telephone customer service survey. Document and report improvement results.</p> | Strategy III Tactics A, F, and G |

III. Service Assurance Program

| | | | | |
|--|--|---|---|-------------------------|
| 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. | Increase in funding completed January 2013. Focus on improved customer awareness. | 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. | Allocation of funding completed January 2013. Focus on improved customer awareness. | 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. | Staff recommended that water and sewer charges for leakage be charged at fifty percent of the regular rate for one occasion of leakage lasting not more than two regular billing periods every two years. These changes are being reviewed for compliance with existing legislation and interpretation by the state attorney general. | 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 | Completed. Recommendations accepted by Board of Directors in July 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
May 2014

| | | | | <div> <div>On Target</div> <div>Not Started</div> <div>Delayed</div> <div>Needs Attention</div> </div> | |
|-------------------------|--|--|---|--|---|
| 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. Training underway for frontline employees. 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. | Determine feasibility of performing street drainage maintenance work on a fee-for-service basis, subject to identification of funding requirements, establishment of a funding stream, and gaining necessary legislative authorizations. | 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. | Perform analysis to identify additional tactics to improve performance in this area. | Strategy IV Tactic G |

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

Status Key  On Target  Not Started  Delayed 

| 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. | On Target | 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%. | 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. | 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. | 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. | 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. | Strategy II Tactic D Strategy IV Tactic H |
| | C. Perform follow-up reviews to document results and efficiencies achieved. | January 2014 original July 2014 revised | 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. | 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. | Strategy IV Tactic M |

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
May 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: May 29, 2014 2014

FROM: Bobby L. Nathan, EEO/Grievance Manager

TO: Bob Miller, Interim Executive Director

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

I. Federal Equal Employment Activity

During the month of May 2014, there were no new EEOC Charges filed by Sewerage and Water Board employees.

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

Cases filed Year-to-Date:

There were seven (7) filed YTD. Harassment (2), Promotion (4), Retaliation (1)

III. Conference/Office Activity

1. Telephone calls:

There were twenty four (24) telephone conferences held with employees, concerning/involving a job related issues in May. 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 seven (7) such consultations held during this period.

IV. Grievance Committee Hearings this period:

There were none during this period.

Bobby L. Nathan
Equal Employment Opportunity Officer