



SEWERAGE AND WATER BOARD OF NEW ORLEANS

August 4, 2017

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

Subject: Monthly Human Resources Activity Report for the Period July 1 – July 31, 2017

Dear Directors:

Please find below an account of various Board human resources activities for the period July 1-July 31, 2017. This monthly snapshot is presented to keep you abreast of the progress and challenges related to the Board's ability to hire and retain the best qualified candidates to perform the Board's important work.

Human Resources Activities

Beginning Vacant Positions: 307

Ending Vacant Positions: 290

New Hires: 31

Resignations: 8

Retirement: 1

Retirement Eligible (Not in DROP): 119

DROP Program Participants: 121

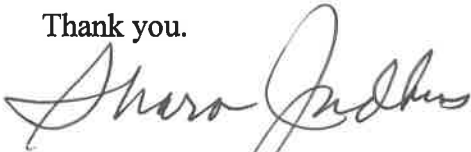
- Beginning Balance: 117
- New Member(s): 4
- Member(s) Removed: 0

Promotions: 22

Disciplinary Actions: 13

- Rehabilitations: 1
- Reprimands: 5
- Suspensions: 2
- Terminations: 5

Thank you.

A handwritten signature in dark ink, appearing to read "Sharon Judkins", written in a cursive style.

Sharon Judkins
Deputy Director-Administration

Attachments:

Monthly Activity Report
Resignation Analysis
Retirement Eligible
DROP Summary

July Monthly Activity Report

DATE	ACTION	JOB TITLE	REASON
New Hires:			
7/17/2017		Attorney IV	
7/10/2017		Document Control Manager	
7/17/2017		Document Control Manager	
7/31/2017		Document Control Manager	
7/3/2017		Laborer	
7/3/2017		Laborer	
7/3/2017		Laborer	
7/3/2017		Laborer	
7/3/2017		Laborer	
7/10/2017		Laborer	
7/17/2017		Laborer	
7/17/2017		Laborer	
7/17/2017		Laborer	
7/17/2017		Laborer	
7/24/2017		Laborer	
7/31/2017		Laborer	
7/10/2017		Management Development Analyst I	
7/31/2017		Management Development Analyst I	
7/31/2017		Management Development Analyst I	
7/3/2017		Office Assistant II	
7/3/2017		Office Assistant II	
7/17/2017		Office Assistant II	
7/17/2017		Office Assistant II	
7/17/2017		Office Assistant II	
7/24/2017		Office Assistant Trainee	
7/3/2017		Plant Engineer	
7/11/2017		Reconciliation and Closeout Specialist	
7/17/2017		Utilities Master Maintenance Specialist I	
7/24/2017		Utilities Master Maintenance Specialist I	
7/24/2017		Utilities Plant Worker	
7/24/2017		Utilities Plant Worker	
Total	31		

Resignations:			
7/14/2017		Networks Senior Maintenance Technician II	Accepted Employment Outside of Civil Service
7/24/2017		Utilities Plant Worker	Accepted Employment Outside of Civil Service
7/17/2017		Office Assistant IV	Ill Health
7/11/2017		Laborer	Other Reasons
7/26/2017		Laborer	Other Reasons
7/26/2017		Utilities Plant Worker	Other Reasons
7/27/2017		Power Dispatcher I	Unknown
7/18/2017		Water Service Inspector I	Work-Related Issues (Management)
Total	8		
Retirements:			
7/30/2017		Utilities Maintenance Master Supervisor	
Total	1		
DROP:			
Started DROP			
7/3/2017		Material and Stores Supervisor	
7/1/2017		Networks Maintenance Technician II	
7/1/2017		Networks Senior Maintenance Technician II	
7/1/2017		Public Works Supervisor IV	
Total	4		
Ended DROP			
Total	0		
Promotions:			
7/28/2017		Engineer	
7/20/2017		Engineering Technician	
7/19/2017		Networks Planner/Scheduler	
7/31/2017		Networks Planner/Scheduler	
7/31/2017		Networks Planner/Scheduler	
7/31/2017		Networks Planner/Scheduler	
7/31/2017		Networks Planner/Scheduler	
7/31/2017		Networks Planner/Scheduler	
7/11/2017		Office Assistant II	
7/13/2017		Office Assistant II	

7/10/2017		Office Assistant III	
7/13/2017		Office Support Specialist	
7/3/2017		Principal Office Support Specialist	
7/3/2017		Principal Office Support Specialist	
7/3/2017		Principal Office Support Specialist	
7/10/2017		Principal Office Support Specialist	
7/21/2017		Principal Office Support Specialist	
7/3/2017		Quality Assurance Safety Inspector	
7/12/2017		Senior Office Support Specialist	
7/20/2017		Utilities Master Maintenance Supervisor	
7/13/2017		Utilities Master Maintenance Supervisor	
Total	22		

Disciplinary Actions:

7/11/2017	Rehabilitation	Laborer	Substance Abuse
7/28/2017	Reprimand	Laborer	Violation of Attendance Policy
7/28/2017	Reprimand	Office Assistant II	Unprofessional Conduct
7/22/2017	Reprimand	Pumping Plant Operator	Violation of Attendance Policy
7/26/2017	Reprimand	Safety Engineer	Unsatisfactory Job Performance
7/3/2017	Reprimand	Water Service Inspector I	Violation of Attendance Policy
7/24/2017	Suspension	Networks Maintenance Technician I	Preventable Accident
7/10/2017	Suspension	Utilities Plant Worker	Job Abandonment
7/5/2017	Termination	Laborer	Unsatisfactory Job Performance
7/27/2017	Termination	Laborer	Substance Abuse
7/13/2017	Termination	Management Development Analyst I	Job Abandonment
7/5/2017	Termination	Utilities Plant Worker	Violation of Attendance Policy
7/6/2017	Termination	Utilities Plant Worker	Job Abandonment
Total	13		

Resignations for July 2017

Date	Reason	Job Title
7/14/2017	Accepted Employment Outside of Civil Service	Networks Senior Maintenance Technician II
7/24/2017	Accepted Employment Outside of Civil Service	Utilities Plant Worker
7/17/2017	Ill Health	Office Assistant IV
7/11/2017	Other Reasons	Laborer
7/26/2017	Other Reasons	Laborer
7/26/2017	Other Reasons	Utilities Plant Worker
7/27/2017	Unknown	Power Dispatcher I
7/18/2017	Work-Related (Management)	Water Service Inspector I

Reason	# of Resignations	% of Total Resignations
Accepted Employment Outside of City Civil Service	2	25%
Avoided Disciplinary Action		
Continued Education		
Ill Health	1	12.5%
Left City (Relocated)		
Other Reasons	3	37.5%
Returned to School		
Transferred and/or Promoted to the City		
Unknown	1	12.5%
Work-Related (Management)	1	12.5%
Total	8	100%

RETIREMENT ELIGIBLE AS OF JULY 31, 2017

Accountant 1	1
Accountant 2	1
Accountant 3	1
Administrative Support Supervisor 1	3
Administrative Support Supervisor 2	1
Administrative Support Supervisor 3	1
Administrative Support Supervisor 4	2
Automotive Maintenance Technician	2
Boller Plant Operator	1
Buyer 3	1
Chief Accountant	2
Drainage and Sewerage Pumping Supervisor	1
Duplicating Room Supervisor	1
Engineering Division Manager	1
Engineering Specialist	1
Engineering Technician	2
Environmental Enforcement Technician 2	2
Executive Director	1
Facilities Engineering Specialist	1
Fleet Services Manager	1
General Superintendent	1
Maintenance Engineer	1
Management Development Specialist 2	1
Management Development Supervisor	1
Networks Maintenance Technician 1	2
Networks Maintenance Technician 2	2
Networks Master Maintenance Technician 1	1
Networks Master Maintenance Technician 2	1
Networks Planner/Scheduler	1
Networks Quality Assurance and Safety Inspector	1
Networks Senior Maintenance Technician 1	1
Networks Senior Maintenance Technician 2	3
Networks Zone Manager 1	1
Office Assistant 2	1
Office Assistant 3	1
Office Assistant 4	3
Office Assistant Trainee	1
Office Support Specialist	5
Plumbing Inspection Supervisor Assistant	1
Plumbing Inspector 2	2
Power Dispatcher 2	1
Principal Engineer	1
Principal Office Support Specialist	6
Pumping and Power Plant Operator	7
Pumping Plant Operator	4
Pumping Stations Supervisor Assistant	5
Senior Office Support Specialist	2
Steam Plant Engineer 1	1
Steam Plant Engineer 2	5
Steam Plant Engineer 3	1
Steam Plant Engineer 4	1
Utilities Maintenance Technician 2	2
Utilities Master Maintenance Supervisor	2
Utilities Plant Worker	1
Utilities Senior Services Administrator	1
Utilities Senior Services Manager	3
Utilities Services Administrator	3
Utilities Services Manager	2
Utility Meter Services Supervisor Assistant	1
Warehouse & Supplies Manager	1
Water Chemist 3	1

Water Purification Operator 1	2
Water Purification Operator 2	5
Water Purification Operator 3	2
Water Service Inspector 2	1

Total: 119

DROP SUMMARY REPORT

TITLE	START	END	TIME REMAINING (yrs)	AVG TIME REMAINING (YRS)	TOTAL EMPLOYEES ON DROP
FIELD SERVICE SUPERVISOR	9/1/2012	9/1/2017	0.09	2.92	121
NETWORKS ZONE MANAGER 1	9/8/2012	9/8/2017	0.11		
NET SENIOR MAINTENANCE TECH 2	10/7/2012	10/7/2017	0.19		
WAREHOUSE & SUPPLIES MGR	1/3/2013	1/3/2018	0.43		
NET SENIOR MAINTENANCE TECH 2	3/1/2013	3/1/2018	0.58		
EQUIPMENT OPERATOR 3	3/1/2013	3/1/2018	0.58		
PUMPING STATIONS SUPV ASST	3/1/2013	3/1/2018	0.58		
UTIL MAINT MASTER SPECIALIST 2	4/1/2013	4/1/2018	0.67		
OFFICE SUPPORT SPECIALIST	5/1/2013	5/1/2018	0.75		
OFFICE SUPPORT SPECIALIST	5/1/2013	5/1/2018	0.75		
NET SENIOR MAINTENANCE TECH 2	5/31/2013	5/31/2018	0.83		
NET SENIOR MAINTENANCE TECH 1	6/1/2013	6/1/2018	0.84		
DEPUTY SPECIAL COUNSEL	6/1/2013	6/1/2018	0.84		
NET MASTER MAINTENANCE TECH 2	6/1/2013	6/1/2018	0.84		
OFFICE ASSISTANT 3	6/3/2013	6/3/2018	0.84		
PUMPING STATIONS SUPV	7/31/2013	7/31/2018	1.00		
OFFICE ASSISTANT 3	8/1/2013	8/1/2018	1.00		
OFFICE ASSISTANT 3	8/1/2013	8/1/2018	1.00		
Employees within 1 year				18	
NET MASTER MAINTENANCE TECH 2	8/12/2013	8/12/2018	1.03		
PUMPING PLANT OPERATOR	9/1/2013	9/1/2018	1.09		
ENGINEERING SPECIALIST	10/1/2013	10/1/2018	1.17		
NET QUALITY ASSUR & SFTY INSPC	11/1/2013	11/1/2018	1.25		
FLEET SERVICES SUPERVISOR	11/1/2013	11/1/2018	1.25		
MANAGEMNT DEVELOPMNT SPECLST 2	12/1/2013	12/1/2018	1.34		
STEAM PLANT ENGINEER 2	12/2/2013	12/2/2018	1.34		
UTIL MAINT MASTER SUPERVISOR	1/3/2014	1/3/2019	1.43		
LEGAL ADMINISTRATIVE ASSISTANT	1/3/2014	1/3/2019	1.43		
PUBLIC WORKS MAINTENANCE SUPT	1/3/2014	1/3/2019	1.43		
NETWORKS MAINTENANCE TECH 2	1/27/2014	1/27/2019	1.49		
WATER PURIFICATION OPERATOR 2	2/1/2014	2/1/2019	1.51		
PUMPING AND POWER PLANT OPR	2/1/2014	2/1/2019	1.51		
NET MASTER MAINTENANCE TECH 2	2/13/2014	2/13/2019	1.54		
PUMPING AND POWER PLANT OPR	3/1/2014	3/1/2019	1.58		
PUMPING STATIONS SUPV ASST	3/1/2014	3/1/2019	1.58		
WATER PURIFICATION OPERATOR 3	6/4/2014	6/4/2019	1.84		
Employees within 2 years				17	

DROP SUMMARY REPORT

EQUIPMENT OPERATOR 2	9/1/2014	9/1/2019	2.09	
OFFICE ASSISTANT 3	10/1/2014	10/1/2019	2.17	
NETWORKS MAINTENANCE TECH 1	10/30/2014	10/30/2019	2.25	
NET SENIOR MAINTENANCE TECH 1	10/31/2014	10/31/2019	2.25	
UTILITY SENIOR SERVICES MGR	10/31/2014	10/31/2019	2.25	
MANAGEMNT DEVELOPMNT SPECLST 2	11/1/2014	11/1/2019	2.25	
PUMPING PLANT OPERATOR	11/1/2014	11/1/2019	2.25	
WATER PURIFICATION OPERATOR 1	11/20/2014	11/20/2019	2.31	
AUTOMOTIVE MAINT. TECHNICIAN	12/1/2014	12/1/2019	2.34	
ADMIN. SUPPORT SUPERVISOR 3	12/15/2014	12/15/2019	2.38	
NET SENIOR MAINTENANCE TECH 2	12/19/2014	12/19/2019	2.39	
PUMPING STATIONS SUPV ASST	12/31/2014	12/31/2019	2.42	
NET MASTER MAINTENANCE TECH 1	12/31/2014	12/31/2019	2.42	
STEAM PLANT ENGINEER 2	1/24/2015	1/24/2020	2.48	
PUMPING STATIONS SUPV ASST	2/1/2015	2/1/2020	2.51	
UTILITY SERVICES ADMINISTRATOR	3/1/2015	3/1/2020	2.59	
FIELD SERVICE SUPERVISOR	3/15/2015	3/15/2020	2.62	
OFFICE SUPPORT SPECIALIST	3/28/2015	3/28/2020	2.66	
STEAM PLANT ENGINEER 1	3/31/2015	3/31/2020	2.67	
OFFICE ASSISTANT 4	4/1/2015	4/1/2020	2.67	
Employees within 3 years			20	
PUMPING AND POWER PLANT OPR	8/1/2015	8/1/2020	3.01	
FLEET SERVICES MANAGER	8/7/2015	8/7/2020	3.02	
STEAM PLANT ENGINEER 4	9/22/2015	9/22/2020	3.15	
POWER DISPATCHER 4	9/22/2015	9/22/2020	3.15	
FIELD SERVICE SUPERVISOR	10/1/2015	10/1/2020	3.17	
NET SENIOR MAINTENANCE TECH 1	11/1/2015	11/1/2020	3.26	
FIELD SERVICE SUPERVISOR	11/1/2015	11/1/2020	3.26	
NET SENIOR MAINTENANCE TECH 1	11/1/2015	11/1/2020	3.26	
ADMIN. SUPPORT SUPERVISOR 3	11/26/2015	11/26/2020	3.33	
CHIEF ACCOUNTANT	11/28/2015	11/28/2020	3.33	
PUBLIC WORKS SUPERVISOR 2	12/2/2015	12/2/2020	3.34	
NET SENIOR MAINTENANCE TECH 2	12/30/2015	12/30/2020	3.42	
NET MASTER MAINTENANCE TECH 1	12/30/2015	12/30/2020	3.42	
PRIN OFFICE SUPPORT SPECIALIST	1/1/2016	1/1/2021	3.42	
AUTOMOTIVE SERVICES SUPERVISOR	1/8/2016	1/8/2021	3.44	
UTIL MAINT MASTER SUPERVISOR	1/8/2016	1/8/2021	3.44	
UTIL MAINT MASTER SUPERVISOR	1/8/2016	1/8/2021	3.44	
UTIL MAINT MASTER SUPERVISOR	1/11/2016	1/11/2021	3.45	
NET SENIOR MAINTENANCE TECH 1	2/1/2016	2/1/2021	3.51	
NET SENIOR MAINTENANCE TECH 2	2/29/2016	3/1/2021	3.59	
NET MASTER MAINTENANCE TECH 1	4/1/2016	4/1/2021	3.67	
POWER DISPATCHER 3	4/1/2016	4/1/2021	3.67	
OFFICE ASSISTANT 4	4/1/2016	4/1/2021	3.67	
PUBLIC WORKS MAINTENANCE WKR 1	6/1/2016	6/1/2021	3.84	
NET SENIOR MAINTENANCE TECH 2	6/1/2016	6/1/2021	3.84	
PUBLIC WORKS MAINTENANCE WKR 1	6/4/2016	6/4/2021	3.85	
LABORATORY TECHNICIAN 3	7/1/2016	7/1/2021	3.92	
Employees within 4 years			27	

DROP SUMMARY REPORT

PUMPING STATIONS SUPV	8/1/2016	8/1/2021	4.01
PUMPING AND POWER PLANT OPR	8/1/2016	8/1/2021	4.01
UTILITY SERVICES ADMINISTRATOR	9/1/2016	9/1/2021	4.09
FACILITIES ENGINEERING SPCL	9/7/2016	9/7/2021	4.11
ADMIN. SUPPORT SUPERVISOR 4	10/8/2016	10/8/2021	4.19
PUMPING PLANT OPERATOR	11/1/2016	11/1/2021	4.26
NET SENIOR MAINTENANCE TECH 1	11/1/2016	11/1/2021	4.26
PUBLIC WORKS MAINTENANCE WKR 2	11/1/2016	11/1/2021	4.26
ENGINEER INTERN 2	12/1/2016	12/1/2021	4.34
SR. OFFICE SUPPORT SPECIALIST	12/1/2016	12/1/2021	4.34
OFFICE SUPPORT SPECIALIST	12/1/2016	12/1/2021	4.34
NET MASTER MAINTENANCE TECH 1	12/28/2016	12/28/2021	4.41
PUMPING AND POWER PLANT OPR	12/31/2016	12/31/2021	4.42
SR. OFFICE SUPPORT SPECIALIST	1/2/2017	1/2/2022	4.43
WATER PURIFICATION OPERATOR 4	1/2/2017	1/2/2022	4.43
PUMPING AND POWER PLANT OPR	1/3/2017	1/3/2022	4.43
WATER PURIFICATION OPERATOR 2	1/5/2017	1/5/2022	4.44
POWER DISPATCHER 2	1/8/2017	1/8/2022	4.44
BUYER 2	2/4/2017	2/4/2022	4.52
FIELD SERVICE SUPERVISOR	2/13/2017	2/13/2022	4.54
ADMIN. SUPPORT SUPERVISOR 1	2/28/2017	2/28/2022	4.58
AUTOMOTIVE SECTION SUPERVISOR	3/1/2017	3/1/2022	4.59
ADMIN. SUPPORT SUPERVISOR 3	3/1/2017	3/1/2022	4.59
OFFICE ASSISTANT 2	4/1/2017	4/1/2022	4.67
ENGINEER	4/1/2017	4/1/2022	4.67
SPECIAL COUNSEL SWB	4/1/2017	4/1/2022	4.67
NETWORKS MAINTENANCE TECH 2	4/1/2017	4/1/2022	4.67
ADMIN. SUPPORT SUPERVISOR 3	4/1/2017	4/1/2022	4.67
NETWORKS ZONE MANAGER 1	4/13/2017	4/13/2022	4.70
NET MASTER MAINTENANCE TECH 1	5/1/2017	5/1/2022	4.75
STEAM PLANT ENGINEER 1	6/1/2017	6/1/2022	4.84
NET SENIOR MAINTENANCE TECH 1	6/1/2017	6/1/2022	4.84
NETWORKS MAINTENANCE TECH 2	6/1/2017	6/1/2022	4.84
ENGINEER INTERN 2	6/20/2017	6/20/2022	4.89
ATTORNEY 4	6/26/2017	6/26/2022	4.91
NETWORKS MAINTENANCE TECH 2	7/1/2017	7/1/2022	4.92
NET SENIOR MAINTENANCE TECH 2	7/1/2017	7/1/2022	4.92
PUBLIC WORKS SUPERVISOR 4	7/1/2017	7/1/2022	4.92
MATERIAL AND STORES SUPV	7/3/2017	7/3/2022	4.93

Employees within 5 years

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DROP SUMMARY REPORT

JULY SUMMARY

TITLE	EFFECTIVE DATE	ACTION
NETWORKS MAINTENANCE TECH 2	7/1/2017	ADDITION
NET SENIOR MAINTENANCE TECH 2	7/1/2017	ADDITION
PUBLIC WORKS SUPERVISOR 4	7/1/2017	ADDITION
MATERIAL AND STORES SUPV	7/3/2017	ADDITION

Month	Year	New Hires	Resignations	Terminations	Ended DROP	Retirement
June	2016	10	15	5	1	2
July	2016	15	7	1	0	3
August	2016	16	8	5	2	1
September	2016	2	5	1	3	0
October	2016	19	14	0	5	0
November	2016	33	5	3	2	1
December	2016	41	2	3	4	1
January	2017	24	6	7	0	3
February	2017	14	8	2	4	1
March	2017	31	8	12	1	0
April	2017	31	6	5	7	3
May	2017	27	13	7	6	2
June	2017	22	6	9	5	0
July	2017	31	8	5	0	1
Totals		316	111	65	40	18

316 New Hires

74% Left (234 Employees)

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WORKFORCE DEVELOPMENT ISSUES/STRATEGIES

August 14, 2017

Presentation Outline

- Background
- Workforce Issues
 - Industry
 - Local
 - Organizational
- Organizational Workforce Strategies
- Next Steps
- Questions



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Background

- SWBNO has a mission critical public safety role to provide water, sewer and drainage services
- Maintaining adequate and well-trained workforce is crucial in delivering critical services to our customers
- **Flexibility** needed to effectively manage the workforce



Industry Workforce Issues

- The Water industry is experiencing a mass exodus of utility employees
- Additional decline of 9% in working age population by 2030
- Fewer available candidates for utility pipeline



Local Workforce Issues

- Limited local talent to meet demand
- Limited pool of skilled operators/technical resources
- High unemployable population



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Organizational Workforce Issues

- Lack of Competitive Salaries
 - Major competitors:
 - Oil & Gas Companies
 - Energy Companies
 - Construction Companies
 - Transportation Companies



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Organizational Workforce Issues

- Current Hiring and Recruitment
 - Outdated and antiquated
 - Not customer friendly
 - Non-alignment with industry best practices
 - Inflexible
 - Untimely



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Organizational Workforce Issues

- Internal Culture
 - Complacent
 - Limits external employment competition
 - Limited focus on administrative processes
- Domicile Requirement



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Strategies



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Organizational Workforce Strategies

- Align Internal HR Processes With Industry Best Practices
 - Updating internal policies and procedures
 - Streamlined the hiring processes
 - Open positions internally and externally
 - Focus advertising (unclassified)
 - Issuance of data-driven management reports
 - Training/engaging hiring managers
 - Holding managers accountable



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Organizational Workforce Strategies

- Civil Service Reform
 - Delegated authority
- Classification, Compensation And Organizational Analysis Study
 - Refine job specifications
 - Refine job classifications
 - Competitive market salaries
 - Organization restructuring



Organizational Workforce Strategies

- Workforce Development Partnership With Local Colleges
 - Skills training for entry-level employees
 - Opportunity to earn industry based certifications
 - Technical skills training for incumbent staff
 - Development of employment pipeline



Organizational Workforce Strategies

- Enhanced Recruitment
 - Image/brand re-building
 - Rehiring retired employees
 - Temp agencies
 - Targeted recruitment



Organizational Workforce Strategies

- Automation
 - Updating HR information systems
 - Enhancing our automation capabilities



Next Steps

- Deploy **flexible** personnel system
- Competitive Compensation



Questions????



Sewerage & Water Board of New Orleans



Re-Building the City's Water Systems for the 21st Century



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: August 11, 2017

From: Willie Mingo, Purchasing Agent
Purchasing Department

Thru: Vicki Rivers, Deputy Director
Sewerage and Water Board New Orleans - Logistics

To: Sharon Judkins, Deputy Director
Sewerage and Water Board New Orleans- Administration

Re: **Executive Director's Approval of Contracts of \$1,000,000.00 or less**

1. Cintas Corporation
625 Elmwood Park Blvd., Harahan, LA. 70123
 - Safety Shoes
 - 1st & Final Renewal 9/1/17 - 8/31/18
 - \$125,000.00 annually
2. Total Community Action Inc.
1420 Jefferson Davis Parkway, New Orleans, LA 70125
 - Administrative fees for assistant program
 - 1- year start date: 1/1/17 – 12/31/17
 - \$45,000 annually
3. Johnson Yacoubian & Paysee
701 Poydras St. Suite 4700, New Orleans, LA 70122
 - Legal Service in defense of the Board in Worker's Compensation Cases
 - 1-year start date: 9/1/17 – 8/31/18
 - \$50,00.00 annually inclusive for services & reimbursements for cost

4. Rodel Parsons Koch Blache Balhoff & McCollister Law Corporation.
1515 Poydras St. Suite 2330, New Orleans, LA 70122

- Legal Service in defense of the Board in Worker's Compensation Cases
 - 1-year start date: 9/1/17 – 8/31/18
 - \$50,000.00 annually inclusive for services & reimbursement for cost
-
- Upon request, complete contract available for review in Procurement office.

Overtime & Standby Overview Report with Analytics

for Payroll ending August 6, 2017

Kimberly Johnson/Deputy Director & Continuous Improvement Officer

SWBNO Strategy Committee Meeting – August 14, 2017



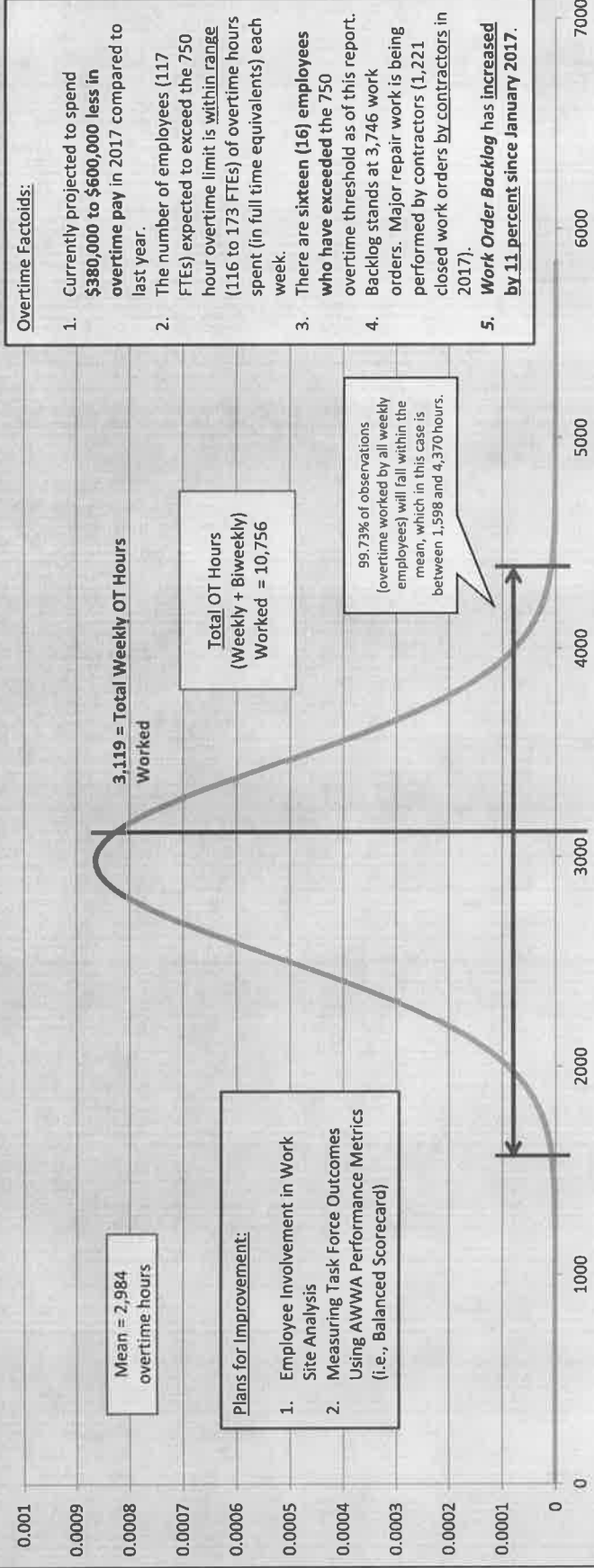
Sewerage and Water Board

Overtime Overview

as of August 6, 2017



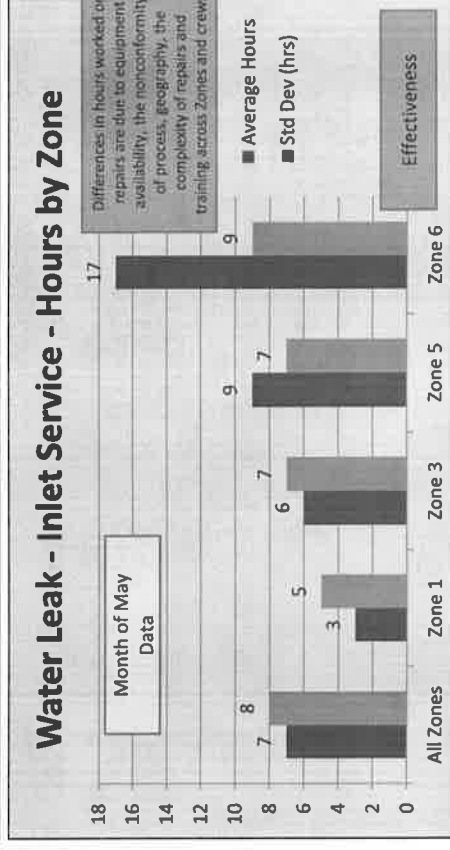
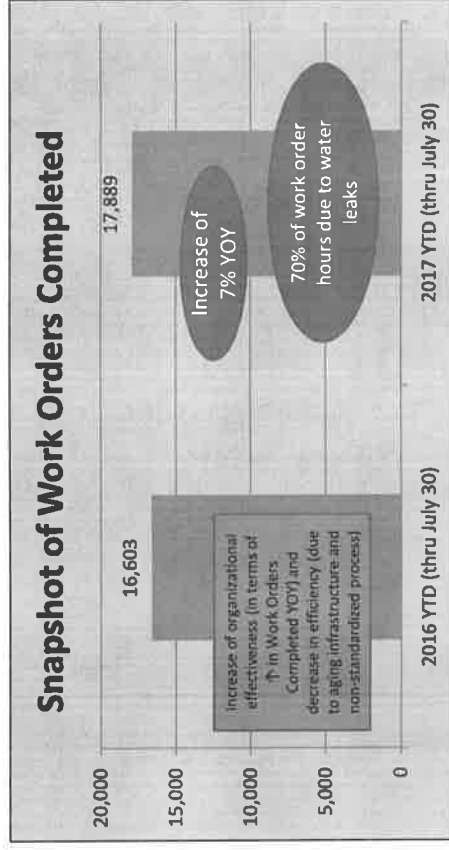
Distribution of the Mean - Weekly Overtime (hours) for Week 32



Sewerage and Water Board

Networks Efficiency and Effectiveness Status

as of August 6, 2017



Weekly Statistics	Total Completed Work Orders	New Order Orders	Efficiency Rate
All Zones	366	371	99%
Zone 1	93	86	108%
Zone 3	89	72	124%
Zone 4	73	83	88%
Zone 5	63	72	88%
Zone 6	48	58	83%

Networks Factoids:

- **3,119 overtime hours** were charged by weekly employees in Week 32. (See Distribution of the Mean graph.)
- There are roughly **285 employees** (or 24% out of 1,185 currently staffed positions) in the entire **Networks Organization** (i.e., Crews, Field Service Center, Technical Services).
- **Twelve (12) percent** (or **35 Networks employees**) out of the all departmental employees are expected to exceed the 750 hour overtime threshold in 2017. The Networks Organization spent 1,884 hours (or 17%) of SWBNO's overtime this pay period while completing 366 work orders (average weekly work orders completed in 2017 = 381).
- Work Order Backlog decreased by 11 work orders (or 0.2%) this reporting period while Networks overtime hours decreased from 2,846 to 1,834 (or 36%). (Major repairs are being outsourced to contractors.) (See contracted work orders status on next slide.)

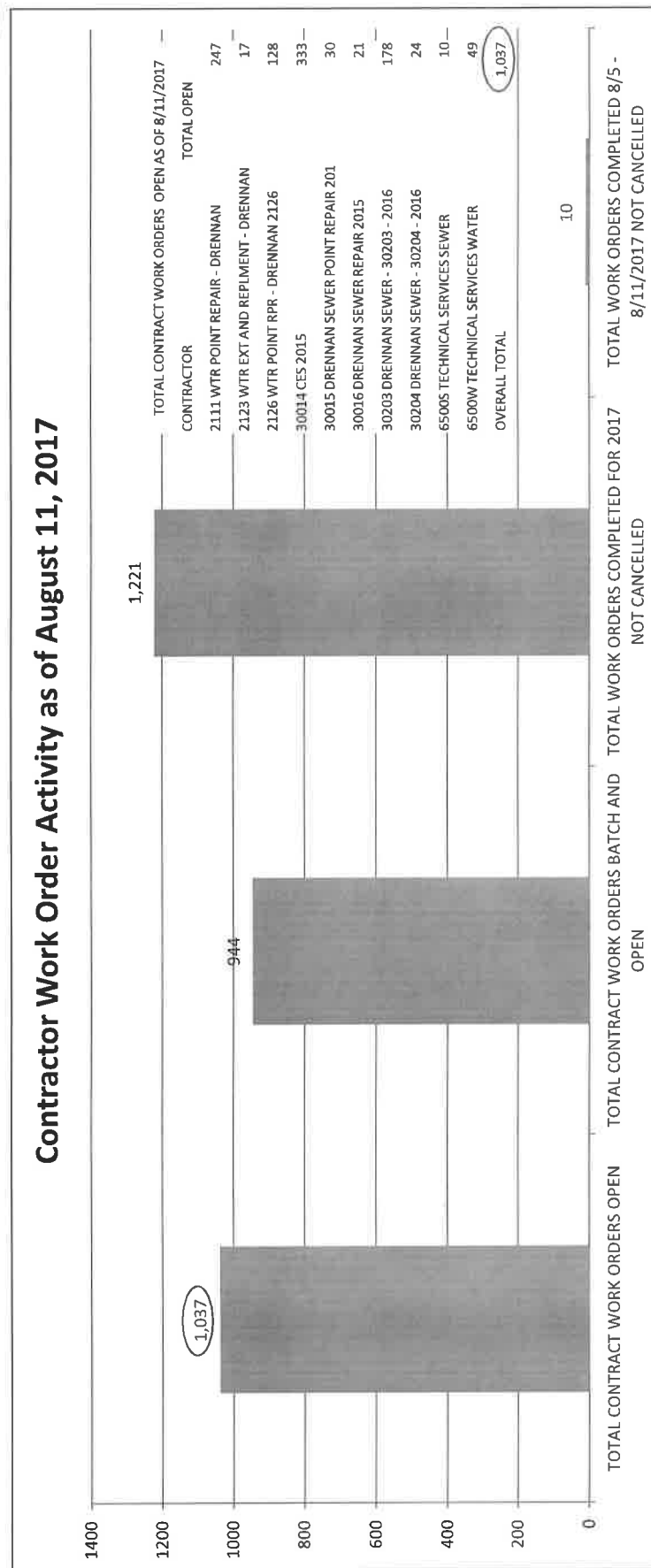
Networks Talking Points:

- Major Repair Work Completed This Week
- Major Repair Work Scheduled for Next Week
- Increasing Employee Involvement in Managing Overtime while Increasing Productivity
- Work Site Analysis to Optimize Crews (i.e., The Right Crew Size and The Right Crew Deployment Strategy) and to Standardize Work Processes for Routine Work

Sewerage and Water Board Networks Contractor Work Status as of August 11, 2017



Contractor Work Order Activity as of August 11, 2017



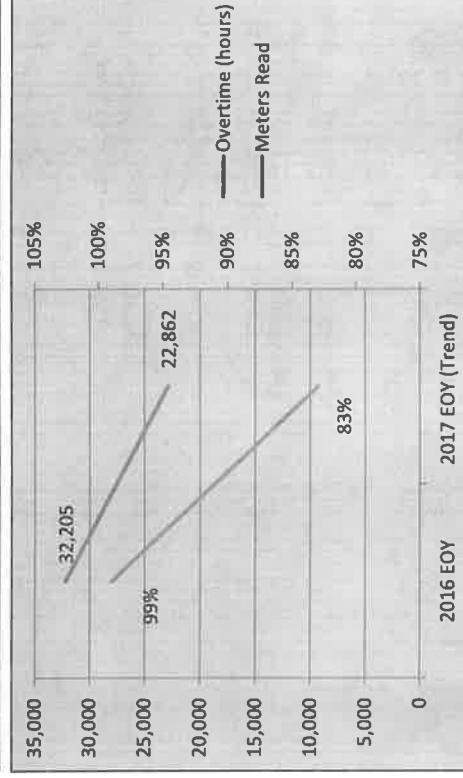
Sewerage and Water Board

Meter Reading

as of August 6, 2017



Meter Reading Organization
Overtime Worked and Meters Read Comparison



Meter Reading Factoids:

- 577 overtime hours were charged by Meter Reading employees for the pay period ending August 6, 2017. (See Comparison graph to the left.)
- There are roughly 65 employees (or 5% out of 1,185 currently staffed positions) in the Meter Reading department.
- Eighteen (18) percent (or 12 employees) out of all departmental employees are expected to exceed the 750 hour overtime threshold in 2017. The Meter Reading Organization spent 7% of SWBNO's overtime this pay period.
- In 2017, Meter Reading Overtime hours are trending to decrease by 29 percent when compared to the previous year.

Meter Reading Talking Points:

- Meter Readings Completed This Week
- Hiring Strategy Status to Become Fully Staffed
- Increasing Employee Involvement in Managing Overtime while Increasing Productivity
- Work Site Analysis to Optimize Routes with Current Staff

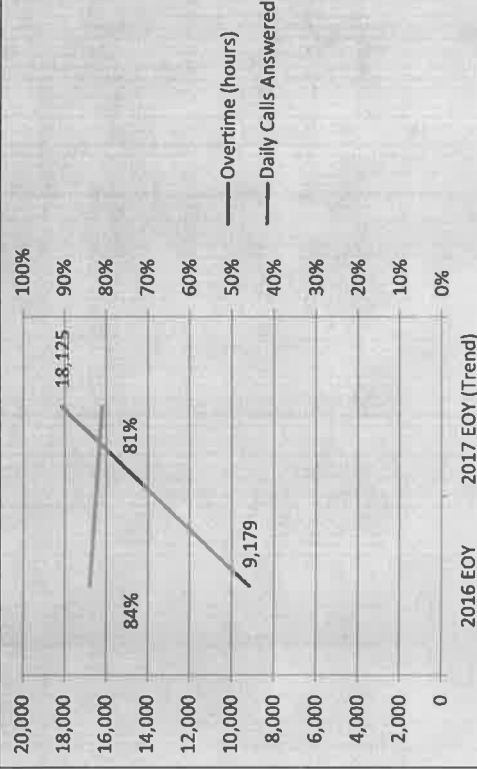
Sewerage and Water Board

Customer Service

as of August 6, 2017



Customer Service Organization Overtime Worked and Calls Answered Comparison



Customer Service Factoids:

- **628 overtime hours** were charged by Customer Service employees for the pay period ending August 6, 2017. (See Comparison graph to the left.)
- There are roughly **70 employees** (or 6% out of 1,185 currently staffed positions) in the Customer Service department.
- **Fourteen (14) percent** (or **10 employees**) out of all departmental employees are expected to exceed the 750 hour overtime threshold in 2017.
- One (1) employee has exceeded the 750 hour overtime threshold. The Customer Service department spent 6% of SWBNO's overtime this pay period.
- In 2017, **Customer Service Overtime hours are trending to increase by 98 percent** when compared to the previous year.

Customer Service Talking Points:

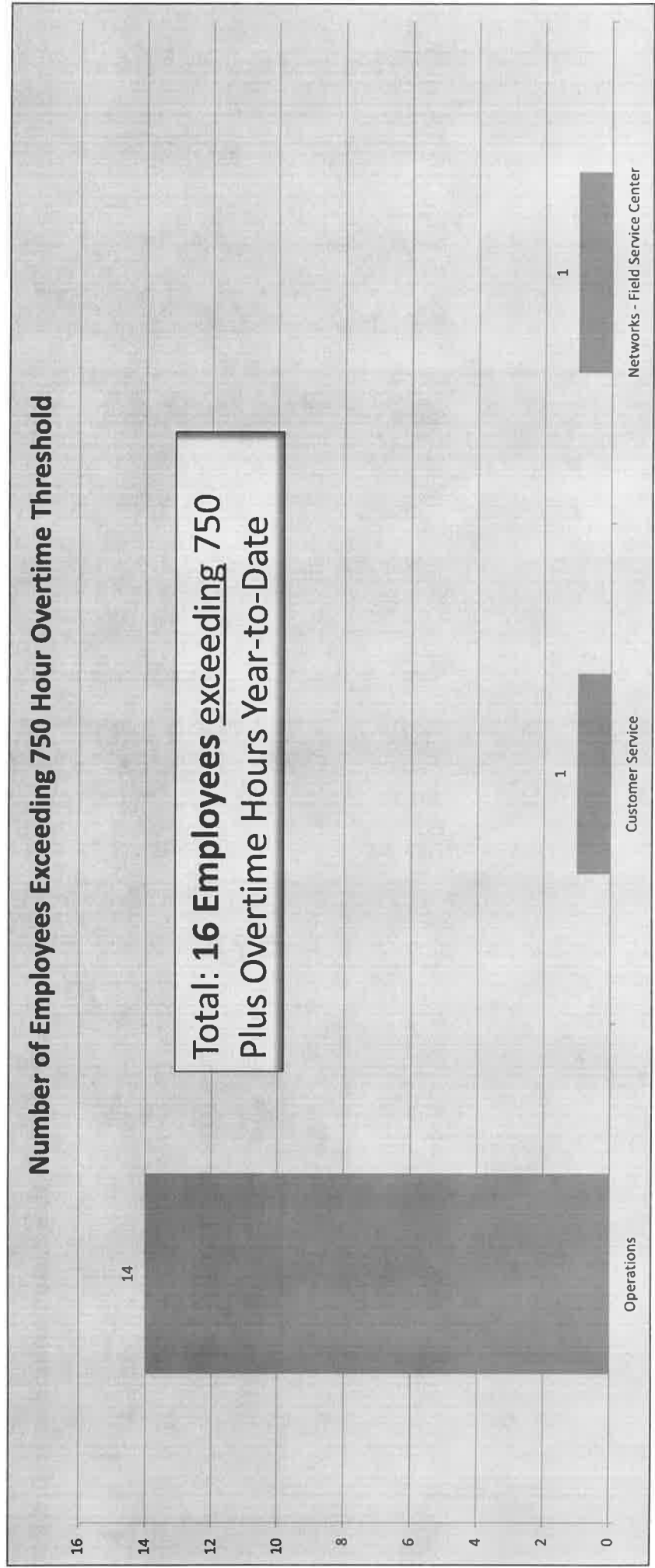
- Customer Service Transformation Activities Completed This Week
- Hiring Strategy Status if Needed to Augment Staff
- Increasing Employee Involvement in Managing Overtime while Increasing Productivity
- Work Site Analysis to Optimize Routes with Current Staff



Overtime

Number of Employees (Exceeding 750 OT Hours)

as of August 6, 2017





Overtime

Number of Employees (Trending to 750 OT Hours)

as of August 6, 2017

Number of Employees Trending to 750 Plus Overtime Hours

With 32 out of 52 pay periods completed in 2017, 117 employees have worked at least 61.5% (462 hours) of the threshold overtime limit and are trending to exceed the Overtime threshold.

