



**"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY"**

# **Sewerage & Water Board of NEW ORLEANS**

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## **MARCIA ARMANT ST. MARTIN**

### **Biography**

Marcia Armant St. Martin, executive director of the Sewerage and Water Board since August 2004, has a lifetime of City government service exemplified by dedication to duty, creative management, high performance and great attention to the needs of citizens. Ms. St. Martin became the Executive Director, after having served as Deputy Director for nearly 12 years and Interim Director for over a year. She is a result-oriented professional public sector administrator with over 42 years of experience.

During her career, she has earned increasingly responsible positions and has been recognized for her expertise in the areas of innovative approaches to organizational development and problem solving, finance and budgeting, human resource management, team building, operating and capital budget administration, cost/analysis and controls, project planning, logistical development, lobbying and management.

These qualities and abilities were most needed when Hurricane Katrina destroyed much of the board's water, sewerage and drainage systems, as well as the power plant. The hurricane, also, damaged many facilities, equipment and hundreds of vehicles. Her leadership, during the months following the storm and still through today, has earned her and the Board national and international accolades for a swift and efficient response in getting this multi-faceted agency back in operation to ensure the viability and sustainability of the city of New Orleans.

## MARCIA ARMANT ST. MARTIN

### Biography – Page 2

She has led the Board, since Katrina, through one of the most massive utility recovery and reconstruction projects ever undertaken by a City or a major utility. She has since been a presenter, along with employees, at numerous meetings of environmental organizations and utilities to share their experiences in the rebuilding of the Sewerage and Water Board.

Her government service began in 1972 when she went to work for the City as an Accountant. During her 20 years at City Hall she held various positions in the Equipment Management Division, served as Parking Administrator for the Department of Streets and was Director of the Department of Safety and Permits for three and a half years.

As the Board's Deputy Director and Executive Director, she is credited with bringing the Sewerage and Water Board directly to the citizens through improved and increased public contact and information, hundreds of town meetings and interaction with civic, business and neighborhood organizations. She is also responsible for developing a modern, customer-friendly website and televised Board meetings, both designed to bring the Board closer to its customers.

One of her most important roles at the Board since 1998 has been the administration of the complex and comprehensive terms of the EPA Consent Decree whereby the Board and City agreed to a time-sensitive \$600 million rehabilitation of the aging sewage collection system throughout the City. To date, largely due to her leadership, the Board is in full compliance with the decree, meeting all construction deadlines and avoiding the potential for millions of dollars in fines.

The 1969 accounting/business administration graduate of Xavier University of New Orleans served on the Board and was Treasurer of Water for People (WFP) USA and sat on the Board of WFP Canada. WFP is an international humanitarian organization that helps communities throughout the world that lack access to drinking water, adequate sanitation and hygiene education.

She holds membership in the American Water Works Association, Research Foundation, Water Environment Federation, American Public Works Association, Association of Metropolitan Water Agencies and National Association of Clean Water Agencies, the Clean Water America Alliance and Board of Trustees of the Louisiana Asset Management Pool, Inc. (LAMP). She has served as a trustee on the Water Research Foundation and is currently serving on the EPA National Drinking Water Advisory Council.

Mrs. St. Martin takes pride in continuing to meet the challenge of developing what she describes as the "new" Sewerage and Water Board, an agency dedicated to increased efficiencies, outstanding customer service, vast improvements in the field repair and maintenance operations and the use of modern business principles and technology to achieve the goal of "Tackling America's Toughest Water Challenges"

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