



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

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

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April 12, 2022

The Operations Committee met on Tuesday, April 12, 2022, in the SWBNO Executive Boardroom. The meeting convened at approximately 9:05 AM.

## **1. ROLL CALL**

### **Members Present:**

Director Janet Howard, Chair  
Director Maurice Sholas  
Director Tamika Duplessis  
Director Joseph Peychaud

### **Members Absent:**

Director Nichelle Taylor

## **2. DISCUSSION ITEM**

Mr. Tyler Antrup, SWB's Strategic Planning Director, and Mr. Darin Thomas of Raftelis Financial Consultants gave an overview of the process for implementing the 5-year strategic plan. The process involves developing annual work plans with specific tasks and timelines for the seven focus areas, and monitoring, measuring, and reporting progress. Mr. Thomas then presented a draft of an electronic dashboard for tracking that progress. Director of Customer Service Rene Gonzalez gave a presentation on how the workplan would be implemented in the customer service area, and Chief of Staff Christy Harowski, CFO E. Grey Lewis, and GSO Ron Spooner provided examples of how the strategic plan will be utilized in specific areas.

The purpose of the meeting was to receive the committee's thoughts on the type of metrics that should be included in the dashboard. Mr. Antrup and Mr. Thomas presented proposed metrics in three of the seven key areas: Financial Stability, Technology Modernization, and Workforce Development and Enrichment. The committee members provided feedback on the type of information that would help them provide an appropriate level of oversight. The consensus was

that the dashboard will be a very helpful tool for moving the organization forward. However, the metrics should be more granular so that progress on specific issues could be measured. For example, information on delinquencies should be provided on current as well as cumulative delinquencies, and by age, so that trends can be discerned.

Raftelis will incorporate more specific metrics into the next version of the dashboard. The committee will reconvene in June to review the revised metrics for these three areas and the proposed ones for the other four focus areas.

### **PUBLIC COMMENT**

None.

### 3. **ADJOURNMENT**

There being no further business to come before the Operations Committee Meeting. The meeting adjourned at approximately 10:35 AM.

Respectfully submitted,

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Janet Howard, Chair