



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

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

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May 10, 2022

The Operations Committee met on Tuesday, May 10, 2022, in the SWBNO Executive Boardroom. The meeting convened at approximately 9:01 AM.

## **1. ROLL CALL**

### **Members Present:**

Director Janet Howard, Chair

Director Maurice Sholas

### **Members Absent:**

Director Nichelle Taylor

Director Tamika Duplessis

Director Joseph Peychaud

## **2. DISCUSSION ITEM**

Mr. Tyler Antrup, SWB's Strategic Planning Director, and Mr. Darin Thomas of Raftelis Financial Consultants continued the discussion 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 presented on operationalizing the strategic plan and what the focus is and how it is progressing to give proof of concept. Actual SWBNO data detailing specific metrics was presented to the committee based on feedback given at the last committee meeting. Directors asked for a more concise medium that could be presented to the public that is easy to understand.

Executive Director Korban and Chief Customer Service Director Rene Gonzalez gave examples of what is being done in real time that can help explain to the Directors and the public what working and what needs to be improved in all formats of output.

Mr. Thomas said that there could be a major issue report that would show specifics on advances and move the ball, and that this is near to completion.

Dashboards that will include commentary, as requested by Director Sholas, for Customer Service Excellence and Stakeholder Engagement performance metrics are in development for monthly distribution. Technology Modernization is a highlighted focus area and will be updated with incoming data in anticipation of the upcoming visit from Cogsdale. GSO Ron Spooner gave feedback on what is happening from an operational standpoint based on the Workforce Development and Enrichment focus area. Tracking compliance is a key area that the committee would like to have more discernable data on the basis by department and productivity. Infrastructure Resiliency and Reliability was discussed, and the committee gave feedback on what they would like to see in the metrics, i.e., Boil Water Advisories. Organizational and Operational Improvement was touched on by GSO Ron Spooner and Chief Customer Service Director Rene Gonzalez such as process improvements and SOPs expectations and to document workflows.

In assurance that all avenues have been exhausted, Raftelis is preparing to build a hardy dashboard that will incorporate available data and directors' feedback to the designated focus areas discussed in the strategic plan.

### **PUBLIC COMMENT**

None.

### 3. **ADJOURNMENT**

There being no further business to come before the Operations Committee Meeting. The meeting adjourned at approximately 10:36 AM.

Respectfully submitted,

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Janet Howard, Chair