



625 St. Joseph Street
New Orleans, LA 70165
504.529.2837 or 52.WATER

September 10, 2025

The Operations Committee met on Wednesday, September 10, 2025, in the Executive Boardroom. The meeting convened at approximately 10:50 a.m.

Present

Director Janet Howard, Chair
Director Chadrick Kennedy
Director Tamika Duplessis, PhD
Director Kimberly Thomas

Absent

Director H. Davis Cole, Vice Chair

Warm welcome to Kimberly Thomas

PRESENTATION ITEMS

A. SWBNO Performance Goals – Jamie Parker, Chief of Staff

Director Howard shared some introductory remarks, noting that SWBNO has used its 5-year strategic plan (2022-2027) to guide its operations and decision-making processes. She shared that the utility, at the request of the City Services Coalition, has been asked to share some performance goals with measurable outcomes. SWBNO staff has prepared a presentation of key performance goals, all of which fall under SWBNO's existing strategic plan.

Ms. Parker began the presentation noting that the strategic plan focusing on six areas: 1) financial stability; 2) technology modernization; 3) workforce development and enrichment; 4) customer service excellence and stakeholder engagement; 5) infrastructure resiliency and reliability; and 6) organizational and operational improvement. Within these areas, the performance goals that were the focus of the presentation were as follows:

- Strengthening **financial stability** by continuing to raise awareness and increase enrollment in SWBNO's Promise Pay program. As of June 30, 2025, roughly 25,000 customers have a past due account and 62% have enrolled in a payment plan. The utility's goal is to increase enrollment in Promise Pay to 90% or more of past due customers.
- SWBNO is in the process of **modernizing its technology** by procuring and implementing four new managements systems: a new financial management system in 2026, a new human capital



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management system in 2027, a new enterprise asset management system in 2028, and a new customer information system in 2028. The utility is in various stages of the procurement and implementation process for each system, with specific quarterly and annual milestones that must be met to stay on schedule.

- SWNO has several goals regarding strengthening **infrastructure resiliency & reliability**.
 - Assessing, repairing, and cleaning 20% of the minor drainage system each year to complete a full assessment and cleaning of the system every five years, subject to availability funding. A total of \$25M to \$40M annually is needed to meet this goal.
 - Improving response times for water system and sewer system work orders.

Committee members discussed each of the performance goals and offered feedback on how to clarify the utility's goals and tactics. SWBNO staff will revise the presentation based on the committee's feedback and share the revised presentation with the committee for review.

A. Human Resources Update – Kimberly Batiste, Interim Human Resources Director

Ms. Batiste shared a presentation focusing on the employee performance review process, job classifications, and a compensation study. Other HR personnel, including Mr. Joe Longo, Ms. Terri Sippio, and Ms. Miera Moore, along with Dave Callahan, Chief Administrative Officer, also assisted with the presentation.

Mr. Longo explained the employee performance review process, noting that it is fully governed by Civil Service rules and cannot be altered, supplemented, or replaced by SWBNO. The current process applies to all classified employees and includes a planning period, performance period, and performance evaluation. It also requires input from both employees and supervisors. The current process includes three performance categories: exceeds expectations, meets expectation, and does not meet expectations. In 2024, 30% of SWBNO employees exceeded expectations, 66% met expectations, and 4% did not meet expectations. Mr. Longo noted ways to improve the administration of performance reviews, such as additional training for managers, increasing engagement with the performance review platform (NeoGov), removing technology and access barriers for employees, and clarifying reporting structures.

Ms. Sippio discussed how positions are classified and explained the difference between citywide classifications and utility specific classifications. SWBNO currently has 104 utility specific positions, which are not comparable to those of the city but specific to water utility needs. Approximately 700



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SWBNO employees are in utility specific positions. SWBNO currently has 50 citywide classifications with approximately 530 employees in these classifications.

Ms. Moore focused on the compensation study. Conducting a classification and compensation study is foundational to any attempt to compensation increases. While City Civil Service is currently conducting a study, it does not include any utility specific positions. The HR Department will request funding for a classification and compensation study in its fiscal year 2026 budget. Committee members noted that the study should include benefits (e.g., health insurance, pension), in addition to base pay.

The committee discussed ways to engage current employees, while also seeking new talent. Director Thomas offered suggestions on ways to market recruitment. Committee members also noted the need to align personnel needs with the strategic plan to ensure that the appropriate positions are in place to achieve the utility's long-term goals.

PUBLIC COMMENT

None

ADJOURNMENT

Director Thomas moved to adjourn. Director Kennedy seconded. The motion carried. The meeting was adjourned at approximately 12 p.m.