

**MINUTES OF THE REGULAR BI-MONTHLY MEETING OF DIRECTORS
OF THE WATER WORKS BOARD OF THE CITY OF BIRMINGHAM
July 12, 2018**

The regular bi-monthly meeting of the directors of The Water Works Board of the City of Birmingham was held on Thursday, July 12, 2018 at 11:30 a.m., in the principal office of the Board, 3600 First Avenue North, Birmingham, Alabama.

The following Directors were present: Tommy Joe Alexander, Deborah Clark, William Butch Burbage, Sherry Lewis, Ronald A. Mims, William Muhammad and Brenda Dickerson, and Brett King. Director George Munchus was not present.

The meeting was also attended by: Darryl Jones, Michael Johnson and Sonny Jones, Assistant General Managers; Grace Amison, Executive Assistant to the Board of Directors; Anitra Hendrix, Executive Assistant to the General Manager; George Anderson, Rick Jackson, Terrell Jones, John Dansby, Michael Parker, Melvin Staples, Shirley Russell, Chris Hill, Jeff Cochran, Steven Franks, and Chris Landrum, Board Employees; Mary Thompson, and K. Mark Parnell, Parnell Thompson, LLC; Kelvin Howard, Kelvin Howard, LLC; Jesse Lewis, Dorian Kendrick and Thomas Palladino, Agency 54; Dustin Harris, ARCADIS; Theo Johnson, Volkert, Inc.; Olivia Martin, State of Alabama; Chandra Abesingha, CE Associates; Kent Hartzog, Gresham Smith Partners; Richard Weiss; Ayanna Louis-Charles and Joseph Abramson, Morgan Stanley; and Emory Anthony, Jr.

Inasmuch as eight of the directors were present; Chairman Alexander declared a quorum in attendance.

Chairman Alexander called the meeting to order at 11:30 a.m. and Mr. George Anderson opened with prayer.

Following, the Assistant General Manager Darryl Jones asked the Board to adopt resolutions authorizing retirement benefits from the Board's Retirement Trust Fund for Keith Johnson and Steven Starnes, as set forth in agenda item 1. On a motion duly made and seconded, the following resolutions were adopted:

“WHEREAS, Keith Johnson, an employee of The Water Works Board of the City of Birmingham ("the Board"), is retiring, effective August 1, 2018, at an age of 50, and

WHEREAS, Keith Johnson has 30 years of continuous service with the Board at his retirement date, and in accordance with the terms of the Trusteed Pension Plan, is entitled to receive a monthly Retirement payment from the Board's Retirement Trust Fund in the amount of \$3,204.83; and

NOW, THEREFORE, BE IT RESOLVED By the Board of Directors of The Water Works Board of the City of Birmingham, on motion duly made by Mr. Ronald A. Mims and seconded by Mr. William Muhammad, that the Trustee be, and is hereby instructed to pay monthly benefit payments of \$3,204.83 to Mr. Johnson from the Board's Retirement Trust Fund, in accordance with the terms of the Pension Plan, with the first payment to be made August 1, 2018.

Resolution No. 7824 is hereby adopted by unanimous vote.”

“WHEREAS, Keith Johnson, an employee of The Water Works Board of the City of Birmingham, is retiring, effective August 1, 2018, after 30 years of service with the Board; and

WHEREAS, management has informed the Board of Keith Johnson’s efficiency, reliability, and loyal service which contributed to the effective operation and growth of The Water Works Board of the City of Birmingham; and

WHEREAS, Keith Johnson, leaves behind a record which deserves a sincere word of gratitude for a job well done; and the Board does hereby express its best wishes for many happy years ahead.

NOW, THEREFORE, BE IT RESOLVED, By the Board of Directors of the Water Works Board of the City of Birmingham, Keith Johnson is hereby commended for his efficiency, reliability, and loyal service to the Board.

BE IT FURTHER RESOLVED, that in recognition of Keith Johnson’s services to the Board, a copy of this resolution be spread upon the minutes of The Water Works Board of the City of Birmingham and an official resolution presented to Mr. Johnson.

Resolution No. 7825 is hereby adopted by unanimous vote.”

“WHEREAS, Steven Starnes, an employee of The Water Works Board of the City of Birmingham ("the Board"), is retiring, effective August 1, 2018, at an age of 49, and

WHEREAS, Steven Starnes has 30 years of continuous service with the Board at his retirement date, and in accordance with the terms of the Trusteed Pension Plan, is entitled to receive a monthly Retirement payment from the Board’s Retirement Trust Fund in the amount of \$4,640.14; and

NOW, THEREFORE, BE IT RESOLVED By the Board of Directors of The Water Works Board of the City of Birmingham, on motion duly made by Mr. Ronald A. Mims and seconded by Mr. William Muhammad, that the Trustee be, and is hereby instructed to pay monthly benefit payments of \$4,640.14 to Mr. Starnes from the Board’s Retirement Trust Fund, in accordance with the terms of the Pension Plan, with the first payment to be made August 1, 2018.

Resolution No. 7826 is hereby adopted by unanimous vote.”

“WHEREAS, Steven Starnes, an employee of The Water Works Board of the City of Birmingham, is retiring, effective August 1, 2018, after 30 years of service with the Board; and

WHEREAS, management has informed the Board of Steven Starnes’ efficiency, reliability, and loyal service which contributed to the effective operation and growth of The Water Works Board of the City of Birmingham; and

WHEREAS, Steven Starnes, leaves behind a record which deserves a sincere word of gratitude for a job well done; and the Board does hereby express its best wishes for many happy years ahead.

NOW, THEREFORE, BE IT RESOLVED, By the Board of Directors of the Water Works Board of the City of Birmingham, Steven Starnes is hereby commended for his efficiency, reliability, and loyal service to the Board.

BE IT FURTHER RESOLVED, that in recognition of Steven Starnes' services to the Board, a copy of this resolution be spread upon the minutes of The Water Works Board of the City of Birmingham and an official resolution presented to Mr. Starnes.

Resolution No. 7827 is hereby adopted by unanimous vote.”

Following, Assistant General Manager Darryl Jones asked the board to approve payments of invoices for professional services, as set forth in agenda items 2.1 through 2.3. The Assistant General Manager indicated staff had reviewed the invoices and recommended them for approval. After the motions had been made, Director Muhammad requested each item be voted on separately. Director Muhammad then questioned whether management reviews invoices prior to approval. Assistant General Manager Darryl Jones responded yes. On a motion duly made and seconded, the following resolutions were adopted:

“BE IT RESOLVED By The Water Works Board of the City of Birmingham (“the Board”), on a motion duly made by Dr. Brenda Dickerson and seconded by Ms. Deborah Clark, that the Board hereby authorizes staff to execute payment to the following:

- 2.1 Maynard Cooper & Gale
For professional services rendered through June 2018 \$ 6,262.20

Resolution No. 7828 is hereby adopted by unanimous vote on.”

“BE IT RESOLVED By The Water Works Board of the City of Birmingham (“the Board”), on a motion duly made by Ms. Sherry W. Lewis and seconded by Ms. Deborah Clark, that the Board hereby authorizes staff to execute payment to the following:

- 2.2 Terminus Municipal Advisors, LLC
For professional services rendered for June 2018 \$ 6,500.00

Resolution No. 7829 is hereby adopted by unanimous vote.”

“BE IT RESOLVED By The Water Works Board of the City of Birmingham (“the Board”), on a motion duly made by Mr. Brett King and seconded by Mr. Ronald A. Mims, that the Board hereby authorizes staff to execute payment to the following:

2.3 The Jones Group, LLC \$ 7,500.00
For professional services rendered for July 2018

Resolution No. 7830 is hereby adopted by unanimous vote.”

Next, Assistant General Manager Darry Jones asked the Board if there was New Business, as set forth in agenda item 3. Director Dickerson stated she requested an update on the pension plan at the Engineering & Maintenance Committee and wanted to know when she would receive it. Assistant General Manager Michael Johnson stated an update would be provided at the Human Resources Committee meeting. Director Muhammad then requested the board go into executive session to have a discussion with Attorney Emory Anthony regarding the legal work he would perform. Director Lewis requested the board go into executive session to discuss Reed Mine.

Under new business, Board Attorney Mark Parnell asked the Board to enter into Executive Session and stated under the open meeting’s act the purpose of the meeting had to be certified to discuss existing litigation and stated such certification. He indicated said session may last 30 minutes and there would be no official action taken after coming out of Executive Session. On a motion duly made and seconded, the following resolution was adopted:

“BE IT RESOLVED By The Water Works Board of the City of Birmingham (“the Board”), on a motion duly made by Mr. Ronald A. Mims and seconded by Dr. Brenda Dickerson, that the Board hereby approves an Executive Session to discuss pending litigation. Resolution No. 7831 is hereby adopted by unanimous vote.”

At 11:37 a.m. the Board entered into an Executive Session. At 12:54 a.m. a motion was duly made and seconded to adjourn the Executive Session and the meeting reopened.

Under new business, Assistant General Manager Michael Johnson presented the Communication Customer Service Plan to improve customer service in various areas within the company. Director Muhammad stated he takes issue with staff being able to bring up items under New Business. Director Clark stated a customer contacted her regarding an issue and she contacted Assistant General Manager Michael Johnson and Customer Support Services Manager Michael Parker. She stated the customer contacted BWWB several times to find out why they did not have water at their home and the customer was treated very, very rudely. She stated Assistant General Manager Michael Johnson sent a letter regarding how the negatives in customer service would be addressed. She indicated that was more than likely the reason Assistant General Manager Michael Johnson was making the presentation to the Board. Director Lewis questioned whether the customer’s water service had been restored. Director Clark responded yes. She stated there was a main break near the customer’s home and the customer was not informed of the break by BWWB staff. Director Lewis questioned whether other customers in the neighborhood were notified about the main break. Distribution Manager John Dansby responded yes and stated this one customer was not notified. Director Clark stated she did not agree with that statement and indicated the problem was with BWWB staff. Assistant General Manager Michael Johnson stated this particular customer

made four (4) calls to BWWB and was not informed by an employee regarding the main break, even though the employee was aware there was a main break near the customer's home. Director King left the meeting at 12:58 p.m. Director Lewis questioned whether a door knocker was placed on the customers' doors. Assistant General Manager Michael Johnson stated door knockers would not be used in this instance; however, a leak notification is posted, and employees can inform customers of outages in their area. He indicated this employee was aware of the break and did not inform the customer. He stated the employee's actions are being addressed. Chairman Alexander stated this issue bothers him and indicated this employee should receive more than a "talk to". Assistant General Manager Michael Johnson stated management will follow the progressive discipline policy regarding this employee. Director Muhammad then made a motion that the customer service complaint registered against the employee be referred to the proper committee and Director Dickerson seconded the motion. The following resolution was adopted:

"BE IT RESOLVED on motion made by Mr. William Muhammad and seconded by Dr. Brenda Dickerson, that the Board hereby refers the customer service complaint to the proper committee. Resolution No. 7832 is hereby adopted by unanimous vote."

Director Lewis stated there are major concerns and customer service is important. She stated issues in customer service should be addressed with an urgency to ensure customers are being taken care of because currently that is not happening. Chairman Alexander stated he would like to be informed of the action taken against the employee; however, he does not need to be informed of the employee's name. Director Clark stated these problems need to be corrected with the swiftness and if that does not happen, the Board needs to make radical changes. Director Lewis suggested staff examine all areas in Customer Service and Distribution before making a presentation before the Communications Committee.

As there was no further business before the Board, Chairman Alexander entertained a motion to adjourn the meeting. A motion was duly made and seconded, and the meeting adjourned at 1:07 p.m.

/s/

Tommy Joe Alexander
Chairman/President

Attest:

/s/

William Burbage, Jr.
Secretary-Treasurer