

In the Levee Loop !



News of the Flood Protection Authority

December 15, 2017

Message from the President

On behalf of the Board of Commissioners, I would like to extend a sincere wish that you and your families have a happy and safe Holiday season. Thank you for all that you do. I know we have had a whirlwind of a year -- just so you know, 2018 will be too!! But that's a good thing. Hectic at times, for sure, but we are really growing as an organization. 2018 is going to be fantastic! Merry Christmas, Happy Hanukkah and Happy Holidays to all.

Joe

THE FLOOD PROTECTION AUTHORITY—EAST COMMISSIONERS

Lambert J. Hassinger, Jr., - President
Richard A. Luettich, Jr., ScD - Vice President
G. Paul Kemp, Ph.D. - Secretary
Mark L. Morgan, P.E., Treasurer
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*"Success in life depends on action, that is, on what you do, and not what you feel or think, and the price of success is hard work." -
Visvesvaraya*

I-Storm Netherlands-London Knowledge Exchange

A team from the Flood Protection Authority participated in the November 6-11 I-Storm Netherlands and London Knowledge Exchange. I-Storm is an international collaboration of surge barrier operators formed to share experiences, knowledge and information on some of the largest surge barrier structures in the world.

The purpose of knowledge exchanges like this is to share best practices, see how our peers operate, discuss shared challenges, develop new processes and learn lessons that can be incorporated into operating procedures and management systems. By sharing knowledge and information in this way, every agency becomes stronger and more effective. The Flood Protection Authority is privileged to be part of a world-wide consortium of professionals who share a common responsibility of defending lives and property against storm surge.

(Story continued on page 2)



The FPA team included (pictured left to right) Elbert Williams, Complex Structures Foreman, Gerry Gillen, Operations Director, Derek Boese, CAO, Paul Kemp, Commissioner, Ryan Foster, Engineer, Mark Morgan, Commissioner, and Joe Hassinger, President.

I-STORM—Netherlands and London Knowledge Exchange

(continued from Page 1)



The team traveled to several massive structures during the knowledge and informational exchange.

The first stop was the Maeslant Barrier located in the Netherlands (pictured above) located at the entrance to the Port of Rotterdam. The 1,180-ft. wide sector gates float and are sunk in position. The Delta project began construction in 1958 and the final barrier completed in 1997. The FPA team's colleagues were eager to hear their personal experiences of life during and after Hurricane Katrina in order to remind them of the consequences of flooding since the last major flood in the Netherlands that cost over 1,800 lives occurred in 1953.

Next, was the Hollandse IJssel Barrier, Netherlands (right). Completed in 1958, it is one of the oldest vertical lift or "guillotine" gate structures. A small lock is located parallel to the barrier for maritime use when the structure is closed.



The Eastern Scheldt Barrier, Netherlands, (left) was constructed to dike across and shorten the coastline. There are two daily 12-foot tidal exchanges from the North Sea into the protected estuary. Gates are closed when the tide is 9 feet



above Amsterdam Ordnance Datum (averages once a year).

The final stop was the Thames Barrier, London (bottom left and right). The Thames Barrier is one of the largest movable flood barriers in the world. The team had the opportunity to observe the monthly test closure of the Falling Radial Gates, meet the closure team and observe final preparations in the control room.



The FPA team participated in various presentations and workshops during the exchange and received invaluable information from the FPA's flood protection peers.

In May, 2018, I-Storm members will travel to New Orleans to conduct a peer audit of the HSDRRS. The audit is a rare opportunity to receive feedback from experienced peers on the system at a time when the FPA prepares for the 2018 Hurricane season.



Flood Protection Authority Surge Barrier Visitors' Center

The Surge Barrier is one of the largest storm surge barriers in the world. It is nearly 2 miles long and stretches across open water and marsh in eastern New Orleans and St. Bernard Parish. The mammoth structure includes 3 navigational flood gates to allow marine vessels access through the barrier at the Gulf Intracoastal Waterway and Bayou Bienvenue. It was designed and built at a cost of \$1.2 billion by the U.S. Army Corps of Engineers after New Orleans and its surrounding areas were devastated by the storm surge accompanying Hurricane Katrina in August of 2005.



The Surge Barrier is the largest Civil Works Design-Build project undertaken by the Corps. It forms the eastern closure of the Hurricane and Storm Damage Risk Reduction System (HSDRRS) that defends metropolitan New Orleans against a 100 year hurricane surge event. Construction began in 2009 and the structure was operational by 2011. It was first called into service in 2012 during Hurricane Isaac, and effectively prevented flooding in Orleans and St. Bernard Parishes.

The Authority has conducted more than 200 formal tours of the barrier. Visitors have included foreign delegations from China, Italy, Chile, Great Britain and other countries; US government dignitaries including US Senators and Congressmen; state and local government officials; members of the worldwide scientific community; and, students from Louisiana, the Netherlands and Canada.

Today, there are no facilities on site to accommodate visitors to the barrier. It is difficult to convey pertinent information about the barrier and the overall flood defense system during a walking tour. A well designed and constructed Visitors' Center would provide the Authority with the necessary tools to accomplish the following goals:

- Host foreign delegations, US Congressional visitors, state and local governmental officials;
- Attract additional visitors including students, the general public, members of the scientific community, and agencies from around the world who currently operate surge barriers or are planning to construct one;
- Educate visitors about the construction of the barrier and its operation and maintenance requirements;
- Create awareness among visitors of the significance of the flood defense system, how it works, and how their tax dollars are spent to operate and maintain it;
- Create and maintain a regional support base enthusiastic about the proper operation and maintenance of the flood defense system;
- Establish an educational program for local schools and universities, using working scale models, exhibits, presentations, and guided tours;
- Inform visitors about the roles and responsibilities of the various local, state and federal agencies, and their cooperation and coordination activities in partnership with the Authority;
- Provide a venue to discuss and study coastal preservation and restoration activities, and how such activities affect the flood defense system;
- Provide information to residents and businesses about what they can do as part of their shared responsibility to reduce their flood risk.

The Authority has submitted a State Capital Outlay Request for assistance with this state visitor's center.

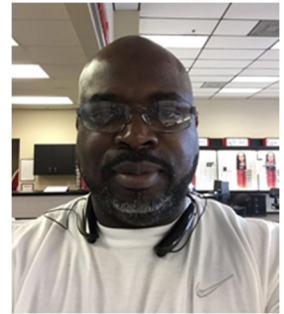
Introducing the FPA's Complex Structure Team (aka "The 3 1 7")

Contributed by Elbert Williams, III, Complex Structure Foreman

The Flood Protection Authority has afforded me the privilege to serve as part of an elite team of dedicated employees known as the Flood Protection Authority's East Complex Structure Team also known as "The 3 1 7". Just like all the employees of the Flood Protection Authority, the members of the "3 1 7" (Complex Structure Team) are committed to protecting the citizens of East Jefferson, St. Bernard, and Orleans Parishes by ensuring the eight structures known as Navigable Floodgates are fully operational in time of need.

Indulge me for a moment while I introduce the members of the "3 1 7" to the rest of you my Flood Protection Authority family. In no particular order, let me begin with myself.

My name is Elbert Williams, III. I'm an HVAC Technician by trade and I serve the team as the Maintenance Foreman and leader. I've been with the Flood Authority for four years as of January 2018 and I've been in the area of maintenance for over 30 years. I do NOT take my position or responsibility lightly. I'm a firm believer that a great leader is one who knows how to tap into the resources and skills of the team he/she leads. I'm committed to equipping anyone I can with the knowledge I've learned over the years and helping my fellow members of the Flood Authority grow to their full potential.



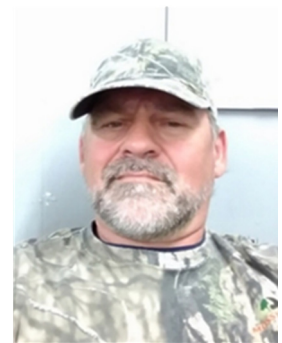
Elbert Williams, III



Christopher Norfleet

Next there's Christopher Norfleet. Mr. Norfleet is a Licensed Master Electrician. He is the only electrician that I'm aware of currently working with the Orleans division of the Authority that holds that License. Mr. Norfleet has been with the Flood Authority for four years as of January 2018. He is an Electrician Specialist. He worked as a contractor prior to joining the Flood Authority and continues to function in that capacity today. He is very methodical when he is diagnosing electrical issues and never quits until the mission is accomplished.

Mr. Wyatt Hallywell is a carpenter by trade and worked in this field for over 25 years. For the last 3 ½ years, Mr. Hallywell worked with the Flood Authority as a Maintenance Repairman II. He is a native of Germany and has been living in America for the last 16 years.



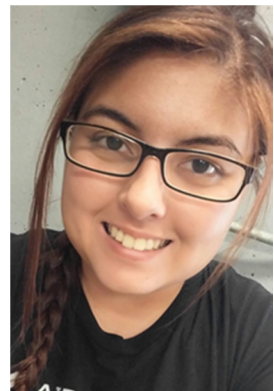
Wyatt Hallywell



Lyle Johnson

Mr. Lyle Johnson is a plumber by trade and has been with the Flood Authority for approximately 1-½ years. Mr. Johnson worked for a family plumbing company for a total of 20 years before branching out on his own for the last 10 years to date. Mr. Johnson served as plumbing department manager of Lowes and Home Depot for 15 years prior to joining the Flood Authority.

Last, but not certainly not the least is Mrs. Audrianna Bluthgen. Mrs. Bluthgen brings a variety of skills to the complex structure team. She's been employed with the Flood Authority for exactly one year as of December 5, 2017. Her background crosses all aspects of the maintenance field like basic electric, carpentry and plumbing, just to name a few. She's the youngest on the complex structure team at 22 years of age and a very good organizer. She doesn't have any problem working side by side with her male counterparts to accomplish the many challenges that the team encounters working on the complex structures.



Audrianna Bluthgen

In conclusion, the complex structure team is a vital part of the many talented employees that help make the Flood Protection Authority East the success it has become today.

Note: The eight complex structures maintained by the "3 1 7" are the IHNC Surge Barrier Sector and Barge Gate, Bayou Bienvenue Vertical Lift Gate, Bayou Bienvenue Sector Gate, Bayou Dupre Sector Gate, Caernarvon Sector Gate, Seabrook Complex Sector Gate and Bayou St. John Sector Gate.

Flood Protection Authority Hosts Orleans Levee District Police Complex Groundbreaking



O.L.D. POLICE OFFICERS JOIN PUBLIC OFFICIALS AND COMMUNITY LEADERS IN GROUNDBREAKING

The groundbreaking for the new O.L.D. Police Complex took place on November 28th. The new complex came about after 12 years of planning by the Orleans Levee District and the Flood Protection Authority. The new facility will provide officers with the tools and capabilities they need to protect the public, provide security for the flood protection system and work with fellow staff to fulfill the Authority's mission.

State Representative Stephanie Hilferty remarked, *"This is very exciting. It's going to be great for the community and great for Orleans Levee District Police. They are going to have a state of the art new facility with all of the amenities they need to be a fully operational unit."*

COMING FALL 2018



ORLEANS LEVEE DISTRICT POLICE STATION

FLOOD PROTECTION AUTHORITY

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- Andrew J. Englade, Jr., Ph.D., P.E., DEE - Commissioner
- Jason P. Latiolais - Commissioner
- Herbert I. Miller, P.E. - Commissioner



In his opening remarks Joe Hassinger stated, *"The men and women of the Orleans Levee District and East Jefferson Levee District Police Departments are dedicated professionals who serve the public every day. They are critical to the success of the Flood Protection Authority and integral to crime fighting efforts in Orleans and Jefferson Parishes. Our officers enforce the law along hundreds of miles of barriers that make up the flood defense system and supplement the efforts of our sister agencies. Heroes don't wear capes, they wear badges."*



Derek Boese, Chief Administrative Officer

Derek Boese told community leaders, *"The Orleans Levee District had a presence here (Elysian Fields Avenue and Lakeshore Drive) pre-Katrina for over 25 years ... Now we're looking at a 10,000 square foot modern state-of-the-art facility ... in a very secure site, but interactive with the public..."*

Kerry Najolia promised, *"This is going to be a major footprint in this area and we want to assure and pledge to the community that we are going to be good neighbors."*



Kerry Najolia, Superintendent of Police

2017 Authority-wide Staff Meeting

Promises Made—Promises Kept



The theme of the 2017 Staff Meeting was Promises Made—Promises Kept. President Joe Hassinger provided an account of the Authority's efforts to address the findings of the Authority-wide employee surveys and the recent focus groups, and presented methods and procedures identified through the Culture Change Initiative (CCI) to address these findings.

The surveys and focus groups identified weaknesses in the areas of communications, recognition and accountability, training, leadership, human resources, compensation structure, lack of cohesiveness, regionalism, technology and visibility. The CCI Working Group first identified seven guiding principals that the FPA will strive to achieve: 1) Accountability, 2) Clear Expectations, 3) Open and Transparent Communication, 4) Valued and Appreciated Employees, 5) Teamwork, 6) Professionalism and 7) Mission Statement.

Following are ways that were identified to address the findings, some of which have already been implemented.

Communication: Message boards, FPA new website, employee benefits fair, communications coordinator (internal and external), continuation of focus groups, newsletter, increased use of e-blasts/texts, Board's expectation of supervisors and department heads, leadership training, senior staff meetings to formulate best methods to ensure excellent communication, common computer terminals with access to emails, continue confidential surveys, use of multiple methods of communication, and respect chain of command.

Leadership: Implement training for anyone who is responsible for others (January), develop other training opportunities (leadership and management, communication skills, people skills, conflict resolution), development of subordinates, team building, PD Pilot Program, computer training, accountability for implementing lessons learned in leadership training, develop attitude *"not authority over, but responsibility to"*, and responsibility.

Recognize and Reward Exceptional Performance: Rewards and Recognition Program (Employee of the Month, rewards for certification, optional pay to recognize additional duties, specific awards for a particular project), and supervisors to look for opportunities to use the Rewards & Recognition Program.

Technology: Text blasts, common email domain, security upgrades, cameras/sensors at structures, PD tablets and ID system, evaluating various software (e.g. finance), I-pads for levee inspections and flood fights, shared drive to share information across all districts, consolidate cloud backup infrastructure, email addresses for all employees, asset management software/tablets (being tested for complex structures, work orders, scheduling), standardized timekeeping by January (thumbprints), permitting software (streamline process, full implementation in March/April), and security assessments at barriers.

Training: Hire training coordinator; complete assessment, overhaul / development of formal training program (skills, leadership, etc.). Policy to provide as much training as possible with increased frequency and a broader array.



2017 Authority-wide Staff Meeting (continued)

Compensation: Compensation review by CBIZ (national firm), evaluate pay equality across Authority, and evaluate benefits package with other employers.

Accountability: Poor performance will not be accepted, excused or tolerated; Board expectations of supervisors and department heads; training on properly documenting PES issues; develop attitude “*not authority over, but responsibility to*”; accident review committee overhaul; PES reviews; and supervisors, managers and directors will be held accountable.

Visibility: Outstanding website; civic and peer meetings; public service announcements; pilot school program; drones; visits to FPA barriers; construction of EJLD complex, OLD Police station and Franklin renovations; uniforms (as contracts end); signage at barriers and gates; A-frame signs at worksites; coordination of reserve officers in adjacent neighborhoods; increased social media presence; and visitors center.

Opportunity for Advancement: All job openings will be advertised by email blast and message boards; it is the FPA’s policy to always consider promoting from within before a new hire; and supervisors will be responsible to look for opportunities.

Human Resources: Benefits fair, HR exists to serve employees, and employees are to be treated as clients/customers of HR.

Lack of Cohesiveness: Cohesiveness is a process, common uniforms, one holiday-safety event, mechanics and operations personnel are working across lines as a team.

Going forward the FPA will continue implementation of the efforts identified to address the survey/focus group findings. President Hassinger stressed that continued feedback (what’s working and what’s not working), suggestions and ideas are essential to the effort to make the FPA a better workplace. The FPA will annually evaluate its progress and shortcomings. The FPA’s goal is 90% approval in its next survey.



News and Updates

With the recent departure of John Lewis, Human Resource (HR) Director, from the Authority, Kelli Chandler and Peggy Sembera have assumed supervisory responsibility of the HR Department while the position is vacant. Kelli has taken the lead on several ongoing projects related to employee benefits. Peggy is the lead on day-to-day HR activities. The position of HR Director has been advertised by Civil Service (Human Resource Director A) and is anticipated to be filled by the end of January, 2018.

In order to reach all employees, Job Postings are being distributed through several methods (email blast to all employees, posted on FPA website and posted on bulletin boards). The IT Department is currently working on the procurement of electronic bulletin (message) boards for the Authority and levee district facilities.

The HR Department has implemented a process to keep supervisors informed about the status of vacancies. Vacancies will be tracked and periodic status reports will be emailed to all supervisors.

The EJLD Safehouse and Consolidated Facility Project is on schedule. Site work, on-going utility work and concrete pours started on the 16th of November.

The design of the Franklin Avenue Complex Renovations Project continues. The design will incorporate additional changes as a result the O.L.D.’s safehouse settlement for mechanical and electric work.

Employees are encouraged to familiarize themselves with the FPA’s new website. Postings of particular interest to employees are located under the **Business** tab on the home page. Job Postings can be found by clicking on **Job Opportunities**.

Another important category under **Business** is **Employee Resources**. Postings for events, the employees’ handbook, **In The Levee Loop Newsletters**, and employee polices can be found under **Employee Resources**. The Employee of the Month Nomination Form and Instructions can be found under **Employee Resources - Policies**.

The FPA'S Employees of the Month for November

Dwayne Johnson Recognized by Authority as Employee of the Month

The Board recognizes that the success of the Flood Protection Authority depends upon the work performed by its employees. Dwayne Johnson was recognized by the Board as the Employee of the Month for his hard work and contribution to the Authority.

Dwayne Johnson has been a Civil Servant for the past 14 years. He began his service as a General Maintenance person with LSU where he worked for a little over a year. After Hurricane Katrina, Dwayne transferred from LSU to UNO and moved



from a General Maintenance position to a Painter position. Dwayne worked at UNO for 11 years as a Painter and then transferred to the Orleans Levee District as a Painter where he has worked for the past two years. Dwayne is a very dedicated employee who is always on time. He has a very positive attitude and always willing to help other groups accomplish their work tasks. Dwayne has worked with the flood gate crew when needed and also helped the HVAC master on projects where the HVAC Master needed assistance.

June Humphrey Recognized as Administrative Employee of the Month



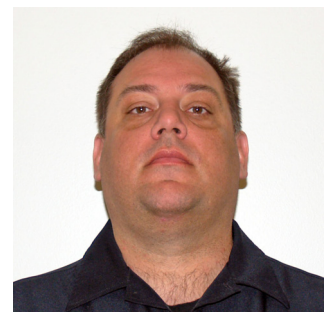
June Humphrey started her career with the O.L.D. 21 years ago in Finance as an Accounting Specialist 1, reallocated to an Accounting Specialist 2 in 1997, and then promoted to a Procurement Specialist 2 in 1999.

During Hurricane Katrina in 2005, June remained on duty for 10 days until released providing food, beverages and supplies for O.L.D. employees. After the storm June return to work putting in 12-14 hours days for seven months starting each day at the Franklin Facility collecting listings of supplies, equipment and services needed to rebuild the overall operations of the District then traveling to Baton Rouge to procure all that what was needed.

When the Baton Rouge Office closed, June resumed her Purchasing duties at the Franklin Facility until recruited to perform work on researching data and documents to compile and create reports for FEMA reimbursements for agency wide Katrina damages. Due to her hard and dedicated work, the O.L.D. was reimbursed millions of dollars by FEMA. June returned to her duties as Procurement Specialist until she was promoted to Administrative Program Specialist A to manage the District Storeroom and Warehouse Inventory in 2009. Through her efforts she improved upon the receipt, issuance, storage and security of these areas. In addition, she has continued to work tirelessly providing supplies and food services for every storm event. June has always been an exceptional employee and a valuable team player in the Purchasing Department and the Authority.

P/O Rob Tewis Recognized as Police Officer of the Month

Police Officer Rob Tewis has been with the EJLD District Police Department for about six months. In the period of mid-October to mid-November, P/O Tewis made arrests for narcotics, two arrests for DWI and wrote eight citations. P/O Tewis displays leadership and sound judgement and is an asset to the Authority and the community we serve. He is a proactive employee always assisting both his watch and the surrounding agencies on calls for service. P/O Tewis displays confidence, maturity and forward thinking which benefits this agency greatly.



FPA Employees Encouraged to Submit Nominations for Employee of the Month

As part of continuing improvement to the Employee of the Month recognition process, the FPA created the Employee of the Month (EOM) Nomination Form and Instructions for submitting nominations. Any employee can nominate another employee and submit the Nomination Form for consideration. The Chief Administrative Officer and FPA Directors will review all nominations and make a selection. The FPA's CAO Derek Boese highly encourages everyone to consider nominating a fellow employee who they feel embodies the Authority's values and makes the FPA a better place to work.

The instructions developed for the process provide guidelines for submitting nominations, lists the values that the FPA is striving to achieve and gives examples for the nomination of individuals.

Nominations will be due by the end of the month for the following month (i.e., nominations for January's EOM are due by 31 December). You can email Glenda Boudreaux the form (gboudreaux@slfpae.com), have a supervisor email it, drop it off personally to her at the Lakefront Airport Terminal (Suite 225) or send it through inter office mail.

You can obtain a copy of the Nomination Form and Instructions for Nominations from your supervisor or by emailing a request for the forms to Glenda. These documents are also available on the FPA's website - flood-authority.org - under Business, Employee Resources.

Calendar of Events

December

December 19 (Tuesday) - 2:00 pm Ethics Training and Sexual Harassment Prevention Training

December 20 (Wednesday) - End of Year Report (Safety) Meeting / Holiday Luncheon for all FPA employees

December 21 (Thursday) - Board/Committee Meetings

December 25 (Monday) - Christmas Day (State Holiday)

December 26 (Tuesday) - State holiday declared by Governor John Bel Edwards

January

January 1 (Monday) - New Years' Day (State Holiday)

January 2 (Tuesday) - State holiday declared by Governor John Bel Edwards

January 15 (Monday) - Martin Luther King, Jr. Day (State Holiday)

January 18 (Thursday) - Board/Committee Meetings

Reminders

All State Employees must complete the Annual Ethics Training and Sexual Harassment Prevention Training each calendar year prior to December 31.

Submit your Employee of the Month Nomination Forms by the last day of each month.

"I know of no single formula for success. But over the years I have observed that some attributes of leadership are universal and are often about finding ways of encouraging people to combine their efforts, their talents, their insights, their enthusiasm and their inspiration to work together." Queen Elizabeth II

FPA's New Process for Information Technology Support

In an effort to be as efficient as possible in meeting the needs of the Flood Protection Authority community, your Information Technology Department introduced a new cloud-based help desk ticketing system called Spiceworks in February of this year. Spiceworks helps users help themselves with a customizable user portal. Employees can submit tickets and track progress. This software allows Roman and Kaz to track all IT related incidents and tasks and to create custom reports based on tickets, labor, and other criteria of interest. A few of the metrics that can be captured include:

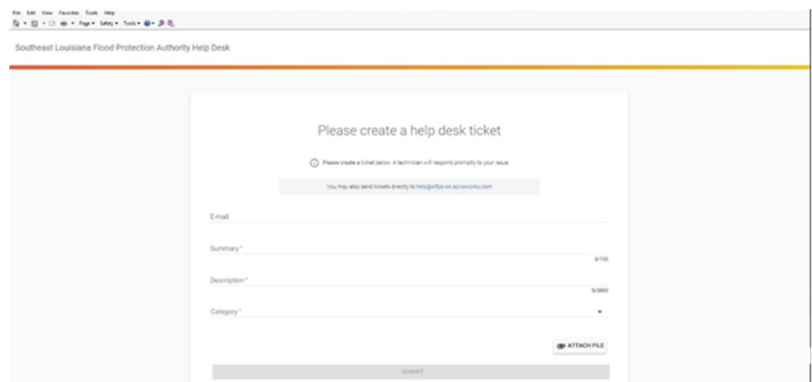
- The total number of IT help desk tickets you received each day
- The average response wait time for each of those tickets
- How many of them were opened and closed over a given period
- Who (e.g., a certain person or user group) created what percentage of your tickets
- First contact rates — or how many tickets were resolved during the initial exchange

This information is crucial to determining priorities for IT, supporting future needs for staff, justifying expenses, as well as illustrating the FPA's technology needs for funding proposals.

Listed below are (2) links which allows users to submit a request:

- 1) Connect via web portal <https://slfpa.on.spiceworks.com/portal>
- 2) Connect through email help@slfpa.on.spiceworks.com

The web portal requires the requestor to provide an email address, select a category, summary topic and a brief issue description (pictured right).

A screenshot of a web browser displaying the Spiceworks help desk interface. The page title is "Southeast Louisiana Flood Protection Authority Help Desk". The main heading is "Please create a help desk ticket". Below the heading, there is a radio button option "Please make a ticket when a technician will respond promptly to your issue" and a note "You may also send tickets directly to help@slfpa.on.spiceworks.com". The form includes fields for "Email", "Summary", "Description", and "Category". There is an "ATTACH FILE" button and a "Submit" button at the bottom.

The email access option is simply an email sent to help@slfpa.on.spiceworks.com from the user's email account describing the problem. The user will receive an email immediately to verify the request was received.

After utilizing one of the above help desk ticketing options and receiving the automatic confirmation, the user will be contacted by a FPA IT superhero named Roman or Kaz who will solve all technological issues and make the world right again.

This new process is IT best practice and the only way to guarantee prompt service. If an employee does not submit a ticket, the employee will not be able to get work done on requests. IT issues can slow work down. This new process helps to address all requests faster. It also allows the IT department to be proactive and prevent issues before they happen. Roman and Kaz are still onsite and available to stop by to help fix laptop, phone, PC, or other issues when necessary - if you have submitted your ticket!

If you stop them in the hall and ask them for help they will likely answer, "Yes I'll look into it, but please go ahead and submit a ticket, because odds are, the second I walk away someone else will have a question and I will have forgotten this conversation altogether." Similarly, if you call them up and ask for help they will likely respond "Yeah, I can take care of that, but I'm on the other line addressing another issue right now. Submit a ticket so I don't forget, I have a terrible memory!" Lastly, if you email them directly you may receive an auto response stating, "Thanks for your message, if this is a support request, please email help@slfpa.on.spiceworks.com to ensure your issue is resolved as fast as possible. I only scan emails and could forget something if it's not in our ticket system."

This new system is intended to provide FPA employees with even more effective and efficient service than we already receive. Remember, simply email help@slfpa.on.spiceworks.com or connect via the portal <https://slfpa.on.spiceworks.com/portal> and you are on your way to solving your IT issues.

GEM - Going the Extra Mile

Betty Vignes, who fractured her arm on September 9th after falling in the Franklin Ave. Facility parking lot, asked that *The Levee Loop* convey her message of thanks.

"Thank you all for being there the morning of my accident. Thank you to everyone for their cards and words of encouragement, I am so grateful to have such friends. Few people have the privilege of having such supportive and giving friends. I am beyond lucky to have all of you in my life. Please accept my warmest thanks for your thoughtfulness and words of comfort. I appreciate all of you."



Thank you again, Betty



David Harris and Ryan Thompson

Ryan Thompson, Levee foreman A and David Harris, Maintenance Repairer 2 were part of the staff that assisted with the ground breaking preparation for the new Police complex on November 28th. After the ceremony it was brought to their attention that there was a serious washout sinkhole near the site. They could have easily said it was the City's problem, but they secured the area and contacted the City. They are a great example of going above and beyond to show concern for our community. Thank you Ryan and David for Going the Extra Mile!



O.L.D. Police Officer Nick Tusa plays Santa Claus for the Ochsner children's hearing impaired party on the Jefferson Hwy Campus. Nick takes on his Santa Clause identity for Ochsner's every year as well as playing the role for other groups of children.



Congratulations on Flood Protection Team Promotions



O.L.D. Police Reserve Division promotions on Monday, December 11, 2017:

Promoted to Lieutenant:

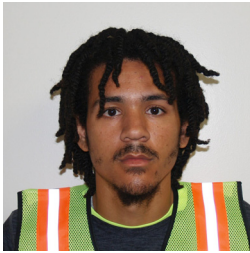
Rachel Robertson, Al Hynes

Promoted to Sergeant:

Ed Brauner, Jeffrey Gates

Left to right in picture: President Joe Hassinger, Police Chief Kerry Najolia, Sgt. Jeffrey Gates, Captain Sue Eagan, Lt. Rachel Robertson, Lt. Al Hynes, Sgt. Ed Brauner

Welcome to New Flood Protection Team Members



Jeremy Courbarous
O&M / Mobile Equipment Operator 1
Hired: 12/4/2017



Deron Moore
O&M / Mobile Equipment Operator
Hired: 1-12/4/2017



Ross Debouchel
O&M / Maintenance Repairer 1
Hired: 12/4/2017



Devonte K. Bell
LBBLD Pumping Station Trades Apprentice
Hired: 11-13-17



Clement J. Gauthier, III
LBBLD Pumping Station Trades Apprentice
Hired: 11-29-17



Brittany M. Roberts
LBBLD Pumping Station Trades Apprentice
Hired: 11-29-17

Flood Protection Team Congratulations



Nyka Scott, Executive Counsel, received her Master in Business Administration from the University of New Orleans this month. The Executive Track accelerated program includes convenient on-line learning (www.uno.edu). Nyka was also selected to participate in the Council for a Better Louisiana's Leadership Louisiana 2018 program. This is a year-long program with about 50 participants chosen from all over the state. Participants will engage in discussions, classes, etc. regarding reform initiatives, governmental restructuring and enactment of strong, forward-looking policies.

Editor: Glenda Boudreaux
Associate Editor: Wilma Heaton

Submittals can be placed in any "In the Levee Loop" suggestion box, emailed to gboudreaux@slfpa.com or sent to Glenda Boudreaux, SLFPA-E, Airport Terminal, Suite 225, 6001 Stars and Stripes Blvd., New Orleans, LA 70126.