

SEWERAGE & WATER BOARD OF NEW ORLEANS

OPERATIONS COMMITTEE

MONDAY, January 9, 2012

10:00 AM

COMMITTEE MEMBERS

Councilperson Jon Johnson • Mr. Marion B. Bracy • Mr. Mark M. Moody • Ms. Florence Schornstein • Ms. Loyce Wright

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Protest
3. Bid Recommendations – DBE Participation
4. Construction Review Committee
5. Staff Contract Review Committee

INFORMATION ITEMS

6. Update on Customer Service Improvement Plan
7. Customer Service Status Report
8. Customer Satisfaction Instruments
9. Financial Plan Model Update
10. FEMA Project Worksheet Status
11. DBE Participation Report
12. 2012 Committee/Board Meeting Schedule
13. Any Other Matters
14. Adjournment