

SEWERAGE & WATER BOARD OF NEW ORLEANS
OPERATIONS COMMITTEE MEETING
MONDAY, SEPTEMBER 8, 2014

8:00 AM

COMMITTEE MEMBERS

Mr. Marion Bracy, Chair • Dr. Tamika Duplessis • Mr. Scott Jacobs • Mr. Mark Moody • Mrs. Kimberly Thomas

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Construction Review Committee
4. Staff Contract Review Committee
5. Renewal Construction Contracts with DBE Participation - NONE
6. Final Acceptance Contracts with DBE Participation - NONE

PRESENTATION ITEMS

7. Topics for Future Discussions
8. Customer Service Results through July 2014
9. Customer Service Management Software Capabilities
10. Customer Satisfaction Survey Results

INFORMATION ITEMS

11. DBE Participation Report
12. Topics for Future Discussions
13. 2014 Committee/Board Meeting Schedule
14. Response to Questions
15. Any Other Matters

REFERENCE MATERIALS (In Binders)

- A. Sewerage & Water Board By-Laws
- B. 2014 – Operating & Capital Budget
- C. Strategic Plan
- D. Tracking Tool for Commitments to the City Council
- E. Bond Rating