

SEWERAGE & WATER BOARD OF NEW ORLEANS
OPERATIONS COMMITTEE MEETING
MONDAY, MAY 4, 2015

8:00 AM

COMMITTEE MEMBERS

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

FINAL AGENDA

ACTION ITEMS

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

PRESENTATION ITEMS

7. Customer Service Results through March 2015
8. Topics for Future Discussions
9. Response to Questions

INFORMATION ITEMS

10. DBE Participation Report
11. 2015 Committee/Board Meeting Schedule
12. Any Other Matters

REFERENCE MATERIALS (In Binders)

- A. Sewerage & Water Board By-Laws
- B. 2015 Operating and Capital Budgets
- C. 2011-2020 Strategic Plan
- D. Commitments to the City Council
- E. Bond Ratings Information



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

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NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
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April 6, 2015

TO THE HONORABLE PRESIDENT AND MEMBERS OF THE SEWERAGE AND WATER BOARD OF NEW ORLEANS

The Operations Committee of the Sewerage and Water Board of New Orleans met on Monday, April 6, 2015, at 8:00 AM in the Board Room at 625 St. Joseph Street to address the following matters:

ATTENDANCE

PRESENT: Dr. Tamika Duplessis
Mr. Marion Bracy
Mr. Scott Jacobs
Mrs. Kimberly Thomas

ABSENT: Mr. Mark Moody

Also in attendance: Cedric S. Grant, Executive Director; Robert Miller, Deputy Director; Joseph Becker, General Superintendent; Madeline Fong Goddard, Deputy Superintendent; Harold Marchand, Legal Counsel; Tiffany Carter, EDBP Director; Willie Mingo, Purchasing Director.

ACTION ITEMS

1. Approval of Previous Report

The report of the Regular Operations Committee Meeting held on Monday, March 2, 2015 was received. Upon a motion of Mr. Jacobs and second by Dr. Duplessis the report was approved.

2. Bid Recommendations - DBE Participation

Contract #1379– Painting and Inspection of 4 Four Million Gallon Water Tanks at the Main Water Purification Plant

On Friday, March 20, 2015 four (4) bids were received for subject contract. The bid totals are as follows:

Utility Service Co., Inc.	\$492,000.00
Crom Engineering & Construction Services	\$533,060.00
RLH Investments, LLC	\$534,000.00
Cannon Medical, Inc.	\$668,666.00

Twenty-eight percent (28%) SLDBE participation was requested on this contract.

The apparent low bidder, Utility Service Co., Inc., did not submit a completed SLDBE Participation Summary Sheet or a documented Good Faith Effort with a notarized affidavit.

The apparent second lowest bidder, Crom Engineering & Construction Services, did not submit a completed SLDBE Participation Summary Sheet or a documented Good Faith Effort with a notarized affidavit.

The apparent third lowest bidder, RLH Investments, LLC, submitted **Olympic Group, LLC** (eligible certified SLDBE) to perform pressure washing, painting, and inspection repairs in the amount of **\$165,000.00 – 30.89%**. Correspondence from all SLBDEs on their own letterhead reaffirming negotiated terms was provided.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Utility Service Co., Inc., and Crom Engineering & Construction Services be rejected, and the SLDBE participation submitted by RLH Investments, LLC be accepted.

Contract #2106 – Installation of New Water, Sewer, and Drain Connections at Various Sites throughout Orleans Parish

On Friday, February 27, 2015 one (1) bid was received for subject contract. The bid total is Fleming Construction Co., LLC, \$2,336,550.00. The estimated budget is \$ 3,000,000.00 and thirty-six percent (36%) SLDBE participation was requested on this contract. Fleming Construction Co., LLC, submitted the following subcontractors:

Cooper Contracting Group, LLC (eligible certified SLDBE) to perform utility work and Restoration
\$585,000.00 – 25.04%

Hebert's Trucking and Equipment Service (eligible certified SLDBE) to provide utility work, restoration, trucking and hauling materials
\$260,000.00 – 11.13%

SLDBE Participation Totals: **\$845,000.00 — 36.16%**. Correspondence from all SLBDEs on their own letterhead reaffirming negotiated terms was provided.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted Fleming Construction Co., LLC be accepted.

Contract #2110– Water Main Line Replacements and Extensions at Scattered Locations throughout Orleans Parish

On Friday, February 27, 2015 six (6) bids were received for subject contract. The bid totals are as follows:

Wallace C. Drennan, Inc.	\$988,150.00
Fleming Construction Co., LLC	\$1,068,900.00
Pipeline Services	\$1,193,050.00
Cycle Construction	\$1,244,450.00
Boh Bros.	\$1,696,878.00
BLD Services	\$1,830,200.00

The estimated budget is \$1,000,000. Thirty-six percent (36%) SLDBE participation was requested on this contract.

Operations Committee Report

April 6, 2015

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The apparent lowest bidder, **Wallace C. Drennan, Inc.**, submitted the following subcontractors:

C&M Construction Group, Inc. (eligible certified SLDBE) to perform Municipal & Public Works construction, fencing, concrete and asphalt patching
\$315,950.00 – 31.97%

Choice Supply Solutions, LLC (eligible certified SLDBE) to supply Industrial Pipe
\$10,000.00 – 1.01%

Prince Dump Truck Service (eligible certified SLDBE) to provide trucking and hauling services, sand and aggregate materials
\$30,000.00 – 3.04%

SLDBE Participation Totals: **\$355,950.00 — 36.02%**. Correspondence from all SLDBEs on their own letterhead reaffirming negotiated terms was provided.

The apparent second lowest bidder, **Fleming Construction Co., LLC**, submitted the following subcontractors:

Cooper Contracting Group, LLC (eligible certified SLDBE) to perform utility work and Restoration
\$215,000.00 – 20.11%

Hebert's Trucking and Equipment Service (eligible certified SLDBE) to provide utility work, restoration, trucking and hauling materials
\$172,000.00 – 16.09%

SLDBE Participation Totals: **\$387,000.00 — 36.21%**. Correspondence from all SLDBE's on their own letterhead reaffirming negotiated terms was provided.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted Wallace C. Drennan, Inc., and Fleming Construction Co., LLC be accepted.

Contract #2111– Water Main Point Repair, Water Service Connection, Water Valve, and Fire Hydrant Replacement at Various Sites throughout Orleans Parish

On Friday, February 27, 2015 five (5) bids were received for subject contract. The bid totals are as follows:

Mas Tec	\$2,946,850.00
Wallace C. Drennan, Inc.	\$3,197,190.00
Fleming Construction	\$4,164,600.00
BLD Services	\$4,365,250.00
Boh Bros.	\$5,618,400.00

The estimated budget is \$ 4,000,000. Thirty-six percent (36%) DBE participation was requested on this contract.

The apparent low bidder, Mas Tec, initially submitted with their bid **Dragon Limited** (eligible certified SLDBE) to perform construction and project management; **\$1,050,000.00 – 35.63%**. Mas Tec subsequently submitted a second participation summary sheet that cannot be accepted due LA Public Bid Law.

The apparent second lowest bidder, Wallace C. Drennan, Inc., submitted the following subcontractors:

C&M Construction Group, Inc. (eligible certified SLDBE) to perform Municipal & Public Works construction, fencing, concrete and asphalt patching; **\$561,150.00 – 17.55%.**

Choice Supply Solutions, LLC (eligible certified SLDBE) to supply Industrial Pipe; **\$340,000.00 – 10.63%.**

Prince Dump Truck Service (eligible certified SLDBE) to provide trucking and hauling services, sand and aggregate materials; **\$251,700.00 – 7.87%.**

SLDBE Participation Totals: **\$1,152,850.00 - 36.06%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Mas Tec, be rejected because the company failed to meet the SLDBE participation goal, and did not provide documentation of Good Faith Effort and signed affidavit affixed with official seal, and that the SLDBE participation submitted by Wallace C. Drennan, Inc., be accepted.

Contract #3795– Modification to the Return Activated Sludge PS and Pipeline at the East Bank Sewer Treatment Plant

On Friday, February 27, 2015 four (4) bids were received for subject contract. The bid totals are as follows:

Industrial & Mechanical Contractors, Inc.	\$1,677,000.00
Cycle Construction Co., LLC	\$1,690,000.00
BLD Services, LLC	\$1,785,000.00
Conhagen Inc. of LA	\$2,052,371.00

The estimated budget is \$ 1,500,000. Five percent (5%) SLDBE participation was requested on this contract.

The apparent low bidder, Industrial & Mechanical Contractors, Inc., submitted **EFT Diversified, Inc.** (eligible certified SLDBE) to furnish prefabricated 30" steel pipe header in RAS Pumping Station; **\$100,000.00 – 5.96%**

The apparent second lowest bidder, Cycle Construction Co., LLC, submitted the following subcontractors:

K-Belle Consultants, LLC (eligible certified SLDBE) to form, pour, and wreck concrete; **\$35,496.00 – 2.10%.**

Three C's Properties, Inc. (eligible certified SLDBE) to provide trucking and hauling materials; **\$57,196.00 – 3.38%.**

SLDBE Participation Totals: **\$92,692.00 — 5.48%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted Industrial & Mechanical Contractors, Inc., and Cycle Construction Co., LLC be accepted.

Furnishing Janitorial Services for the Carrollton Water Plant (ME15-0001)

On Thursday, March 19, 2015, four (4) bids were received for subject contract. The bid totals are follows:

KSM Janitorial & Cleaning Service, LLC	\$ 76,120.00
Crescent Building Services, Inc.	\$ 83,481.44
LA T'Shine Cleaning Services, LLC	\$ 89,686.00
ETI, Inc.	\$ 92,798.92

The estimated budget is \$ 120,000. Thirty-percent (30%) SLDBE participation was requested on this contract.

The apparent lowest bidder, KSM Janitorial & Cleaning Service, LLC submitted **Ricard's Paper & Chemical Company** (eligible SLDBE company) to provide janitorial supplies; **\$22,836.00 – 30%**.

The second lowest bidder, Crescent Building Services, Inc. submitted **Westbank Paper & Janitorial Supplies** (eligible SLDBE company) to provide janitorial and chemical supplies and paper products; **\$25,044.73 – 30%**.

The third lowest bidder, LA T'Shine Cleaning Services, LLC submitted **Westbank Paper & Janitorial Supplies** (eligible SLDBE company) to provide janitorial supplies; **\$26,905.80 – 30%**.

The fourth lowest bidder, ETI, Inc. submitted **Supreme Developers, LLC** (eligible SLDBE Company) to provide janitorial services; **\$27,840.00 – 30%**.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by, KSM Janitorial & Cleaning Service, LLC, Crescent Building Services, Inc., LA T'Shine Cleaning Services, and ETI, Inc. be approved.

Furnishing Janitorial Services at Central Yard Complex (RX-SA15-0001)

On Thursday, March 19, 2015, three (3) bids were received for subject contract. The bid totals are follows:

Crescent Building Services, Inc.	\$ 44,368.32
KSM Janitorial & Cleaning Service, LLC	\$ 50,523.00
ETI, Inc.	\$ 58,555.40

The estimated budget is \$ 60,000. Thirty-percent (30%) SLDBE participation was requested on this contract.

The apparent lowest bidder, Crescent Building Services, Inc. submitted **Westbank Paper & Janitorial Supplies** (eligible SLDBE company) to provide janitorial and chemical supplies and paper products; **\$13,310.49 – 30%**.

The second lowest bidder, KSM Janitorial & Cleaning Service, LLC submitted **Ricard's Paper & Chemical Company** (eligible SLDBE company) to provide janitorial supplies; **\$15,156.90 – 30%**.

The third lowest bidder, ETI, Inc. submitted **Supreme Developers, LLC** (eligible SLDBE company) to provide janitorial services; **\$17,567.00 – 30%**.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Crescent Building Services, Inc., KSM Janitorial & Cleaning Service, LLC and ETI, Inc. be approved.

Mr. Jacobs moved to accept staff recommendations and Dr. Duplessis seconded. The motion carried.

3. Construction Review Committee Recommendations

There were no Construction Review Committee recommendations for the month of March 2015.

4. Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on March 17, 2015 and made the following recommendations:

Open Market Contracts

Open Market, 30% SLDBE Participation, one (1) year with a one (1) year renewal option.

1. Furnishing Aerosol, Janitorial and Industrial Chemicals

Budget Amount: \$300,000.00

Areas of Participation: Supply and delivery of product.

Funding Source: Operating and Maintenance Budget.

2. Furnishing Reclaimed Asphaltic Pavement (RAP)

Budget Amount: \$300,000.00

Areas of Participation: Supply and delivery of product

Funding Source: Operating and Maintenance Budget.

Open Market, 0% SLDBE Participation, one (1) year with a one (1) year renewal option.

3. Furnishing Iron Castings

Budget Amount: \$100,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.

Funding Source: Operating and Maintenance Budget

4. Furnishing Automatic Transmissions in Automobiles and Small Trucks

Budget Amount: \$50,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because the responsibilities of the prime contractor would not cover the warranties, if any work was performed by the subcontractor.

Funding Source: Operating and Maintenance Budget

Renewal Contracts

Pursuant to the Finance/Operations Committees request for SLDBE compliance on contracts involving renewals, please find subject information.

First and Final Renewal, 30% SLDBE Participation.

5. Furnishing River Sand, Mason Sand and Washed Gravel

Renewal Cost: \$225,125.00
Prime Contractor: Blue Ribbon Resources, LLC
DBE Subcontractors: Qualified Transportation, LLC
Funding Source: Operating and Maintenance Budget

The SLDBE participation goal is 30.00%. The SLDBE participation achieved is 38.75%

First and Final Renewal, 20% SLDBE Participation.

6. Furnishing and Delivering Complete Fleet Tire Services

Renewal Cost: \$344,199.80
Prime Contractor: Twin Commercial Tires, LLC
DBE Subcontractors: V. Keeler & Associates
Funding Source: Operating and Maintenance Budget

The SLDBE participation goal is 20.00%. The SLDBE participation achieved is 19.01%

Twin Commercial Tires, LLC provided documentation that showed that an invoice of the payment to the SLDBE was sent after the ending of the 4th quarter and thereby was not able to be applied towards the percentage goal until the following quarter. As a result of this, all invoices collected for the quarter will receive payment for the same quarter.

First and Final Renewal, 0% SLDBE Participation.

7. Furnishing Rough Pine and Oak Hardwood Lumber

Renewal Cost: \$63,933.75
Prime Contractor: All Star Forest Products, Inc.
Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.
Funding Source: Operating and Maintenance Budget

The Staff Contract Review Committee Recommendations were approved on a motion by Dr. Duplessis and seconded by Ms. Thomas. The motion carried.

5. Renewal Construction Contracts with DBE Participation

There were no Renewal Construction Contracts with DBE participation.

6. Final Acceptance Contracts with DBE Participation

Contract #1353 – Hurricane Katrina Related Repairs to Replace Boiler Preheaters at the Main Water Purification Plant

The Prime Contractor is Alfred Conhagen Inc., of LA. The SLDBE participation goal is 6%. The SLDBE participation achieved is 8.7%. The Economically Disadvantaged Business Program recommends that the SLDBE participation on subject contract be approved for final acceptance.

The above referenced final acceptance on subject contract with DBE participation was approved on a motion by Dr. Duplessis and seconded by Mr. Jacobs. The motion carried.

PRESENTATION ITEMS

7. Customer Service Results through January 2015

Mr. Miller, Deputy Director provided an update of the Customer Service Results through February 2015. The Committee received the report.

8. Topics for Future Discussions

There were no presentations to review.

9. Response to Questions

Mr. Cedric S. Grant, Executive Director noted that there were no additional comments or questions.

INFORMATION ITEMS

The following information items were available for review by committee:

10. DBE Participation Report - Received by committee

11. 2015 Committee/Board Meeting Schedule - No changes were requested

12. Any Other Matters – None

ADJOURNMENT

There being no further presentations to come before the Committee, a motion was made by Mr. Jacobs to adjourn the meeting, seconded by Ms. Thomas. The meeting adjourned at 8:35 AM.

Respectfully yours,

Mr. Marion Bracy, Chair

Contract #1369 – HMGP Emergency Fuel Storage Retrofit Power Plant at the MWPP Power Complex

On Thursday, April 2, 2015 three (3) bids were received for subject contract. The bid totals are as follows:

Lou-Con, Inc.	\$7,486,250.00
Cycle Construction Co. LLC, Inc.	\$8,798,925.00
Wharton-Smith, Inc.	\$10,647,000.00

Thirty-six percent (36%) SLDBE participation was requested on this contract.

The apparent lowest bidder, Lou-Con, Inc., submitted the following subcontractors:

Morgan Electric, LLC (eligible certified SLDBE) to perform electrical scope of work
\$1,258,355.00 – 16.8%

RLH Investments (eligible certified SLDBE) to supply Cast-in-Place concrete and Post tensioned concrete, all labor and materials to form set rebar, post tension, pour finish, slab, grade beams, containment wall, fire suppression area, backflow preventer, drain inlets in slab only, under equipment slab, stair slab, day tank slab, set anchors, furnish and install expansion joints, furnish testing agency, bollards, curbs, drain inlet.
\$1,087,832.07 – 14.50%

Choice Supply Solutions, LLC (eligible certified SLDBE) to supply pipe, fittings, valves, tanks or associated materials
\$279,500.00 – 3.7%

The Beta Group (eligible certified SLDBE) to construction material testing, concrete testing, soil testing, concrete piling testing, and vibration testing.
\$77,000.00 – 1.00%

SLDBE Participation Totals: **\$2,702,687.07 – 36.10%**

Correspondence from all SLDBEs on their own letterhead reaffirming negotiated terms was provided.

The apparent lowest bidder, Lou-Con, Inc., submitted the following subcontractors:

EFT Diversified, Inc. (eligible certified SLDBE) to supply piling
\$543,458.00 – 6.18%

K-Belle Consultants, LLC (eligible certified SLDBE) perform concrete work
\$1,400,000.00 – 15.91%

Morgan Electric, LLC (eligible certified SLDBE) to perform electrical work
\$1,283,355.00 – 14.59%

Gulf South Engineering (eligible certified SLDBE) to perform testing
\$220,000.00 – 2.50%

SLDBE Participation Totals: **\$3,446,813.00 — 39.17%**

Correspondence from all SLDBEs on their own letterhead reaffirming negotiated terms was provided.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Lou-Con, Inc., and Cycle Construction Co. LLC, be accepted.

Contract #1382 – Replacement of the Media of Filters 1A,1B, 5A, and 5B at the Claiborne Filter Gallery at the MWPP

On Friday, March 27, 2015 two (2) bids were received for subject contract. The bid totals are as follows:

Lou-Con, Inc.	\$1,079,544.00
Industrial & Mechanical Contractors, Inc.	\$1,183,900.00

Thirty-five percent (35%) SLDBE participation was requested on this contract.

The apparent low bidder, Lou-Con, Inc., submitted **EFT Diversified, Inc.** (eligible certified SLDBE) to perform removal and disposal of filter gravel, sand and existing anthracite, cleaning, resealing and preparation of cells per plans, washing and grading of new filter media, installation of new filter media including gravel, sand and anthracite, and any incidental materials to aid in removal and installation of filter media; **\$400,000.00 – 37.05%**

Correspondence from all SLBDEs on their own letterhead reaffirming negotiated terms was provided.

The apparent second lowest bidder, Industrial & Mechanical Contractors, Inc., submitted **EFT Diversified, Inc.** (eligible certified SLDBE) to provide materials for the replacement of filter media; **\$465,975.00 – 39.35%**

Correspondence from all SLBDEs on their own letterhead reaffirming negotiated terms was provided.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Lou-Con, Inc., and Industrial & Mechanical Contractors, Inc., LLC be accepted.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on April 21, 2015, and made the following recommendations:

Open Market Contracts

Open Market, 30% SLDBE Participation, one (1) year with a one (1) year renewal option.

1. Furnishing Paper Products and Janitorial Supplies

Budget Amount: \$75,000.00

Areas of Participation: Supply and delivery of products

Funding Source: S&WB

Operating and Maintenance Budget.

Open Market, 0% SLDBE Participation, no renewal options.

2. Furnishing Annual Service Awards for the Employees Incentive Committee (EIC) 2015 Award Program

Budget Amount: \$30,950.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because there are no SLDBP's certified to produce these products since they are specialized items that are custom made by the manufacturer.

Funding Source: S&WB

Operating and Maintenance Budget.

3. Furnishing Banquet Facilities and Food for the Employees Incentive Committee (EIC) 2015 Award Program

Budget Amount: \$39,800.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because the services cannot be sub-divided.

Funding Source: S&WB

Operating and Maintenance Budget.

4. The Sale of Junk Water Meters and Meter Components, Scrap Wire, Cables and Transformer Boxes

Income Amount: The Greater Value per Pound

Percentage Goal Justification: Income for S&WB

Funding Source: S&WB

Operating and Maintenance Budget.

One Time Purchase Only, 0% SLDBE Participation, no renewal options.

5. Request to Purchase Equipment to Conduct Stormwater Sampling and Stormwater Monitoring

Budget Amount: \$100,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because the products are specialized items and the nature of the agreement requires that the equipment be installed by the manufacturer.

Funding Source: S&WB

Drainage System Funds

6. Request to Purchase Flush Trucks

Budget Amount: \$4,000,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.

Funding Source: S&WB Capital Budget.

Renewal Contracts

First and Final Renewal, 0% SLDBE Participation.

7. Furnishing Safety Shoe

Renewal Cost: \$105,650.00

Prime Contractor: Cintas Corporation

Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped and sold directly from the manufacturer.

Funding Source: S&WB
Operating and Maintenance Budget.

8. Furnishing #1 All Purpose Rags Wipers

Renewal Cost: \$81,000.00

Prime Contractor: Assorted Products, LLC

Percentage Goal Justification: Does not lend itself to SLDBE participation because product cannot be sub-divided.

Funding Source: S&WB
Operating and Maintenance Budget.

3rd Renewal Contract with DBE Participation
Contract # 8138 – Skilled and Unskilled Labor for Maintenance Services

The prime contractor is The Gee Cee Co., Inc.

The DBE Participation Goal is 30%. The DBE participation achieved is 20%

However, explanations exist as to why the DBE participation goal is not met.

- The project's electrical scope of work did not begin in 2013 as expected, but is expected to surge in activity during the Summer of 2015.
- The Laborer scope of work was discontinued during the 2nd and 3rd quarter of 2013, but reinstated in late December 2013.
- Contacted SLDBE were unwilling to contract for certain scopes of work
 - o Topp Knotch refused any other scope of work than Laborer
 - o Delta Personnel, Inc.'s Risk Manager indicated that their insurance company declined coverage after visiting job site
 - o ETI did not want to share participation with other DBEs
 - o Joseph Electric, Inc., has refused work in any other scope of work than Electrical

Therefore, the Economically Disadvantaged Business Program recommends that subject contract be renewed.

Final Acceptance Contracts with SLDBE Participation

Contract #30000 – Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole-to-Manhole and Point Repairs at Various Sites throughout Orleans Parish

The Prime Contractor is Wallace C. Drennan, Inc.,

The SLDBE participation goal is 36%. The SLDBE participation achieved is 28.3%.

Based upon supporting statements and documentation provided by the prime contractor and review by Sewerage & Water Board of New Orleans' project manager, the Economically Disadvantaged Business Program finds that the prime contractor made a Good Faith Effort to meet the SLDBE participation goal and recommends that the participation on subject contract be approved for final acceptance.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

May 4, 2015

Operations Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Customer Service Results through March 2015

This report is intended as a consolidated report of customer service results, including key activities, indicators of metric results, and a status update on implementation of the Customer Service Improvement plan.

Customer Service Improvement Plan Status Update. Following is an update of the implementation status for the Customer Service Improvement Plan.

Plan	Implementation Status
I. Provide improved customer account management and billing capabilities	
A. Replace existing CAM system. <i>Staff will replace the existing in-house developed billing and collection system with packaged software built upon industry standard best practices.</i>	In Progress. The CIS Project Team continues to work through the data conversion and system configuration phase of the project. The project is moving as scheduled.
B. Implement automated meter reading technology. <i>Staff will move from manual meter reading on a monthly cycle to automated meter reading on a multiple-times-per-day cycle, allowing customers to monitor their usage online and allowing for underground leaks to be more readily identified.</i>	In Progress. We have identified an area in New Orleans East that may be suitable to test 50 remote shut off meters. New metering technology allows the utility to disconnect the water service remotely from a nearby vehicle or from the office. The AMI Project Team will be finalizing these pilot plans and may be ready to install the test meters by the end of May.
II. Reduce the volume of calls by increasing the perceived accuracy of the bills.	
A. Continue focus on obtaining readings to avoid estimates. <i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i>	Completed. During the month of March 2015, meter reading staff maintained a high percentage of actual readings, with a reading on 98.2% of all meters.
B. Improve accuracy of readings <i>Although the quantity of readings has improved, the quality of some of the readings has not, resulting in either rechecks or customer complaints. Staff will more closely monitor those meter readers that are experience accuracy issues.</i>	Complete. The re-sequencing of residential meter reading routes is complete. This process has helped in ensuring that no meter is skipped and the Meter Reader is at the correct address reading the correct meter.



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C. Ensure meter reading and billing edits are worked diligently.	
<i>An unintended consequence of working to increase the number of readings has been a decrease in the number of days between reading and billing. This has resulted in bills being mailed with a lesser amount of review than previously took place. Staff will immediately work to ensure an adequate number of days occur between reading and billing to allow for full review of meter reading and billing edits.</i>	<p>Complete. Billing staff has finalized the flowcharts of the bill review and bill adjustment processes. The finalized flowchart document will be of great value in establishing improved business practices as we implement the new billing system.</p>
D. Retrain billing clerks on proper review of meter reading and billing edits.	
<i>There has been a significant decrease in the experience level of customer service clerks and supervisors due to employee retirements and turnover. Likewise, the training center for customer service representatives had been shut down following Hurricane Katrina. Staff will work to immediately re-open and re-staff the customer service training center and provide remedial training.</i>	<p>In progress. Each supervisor is evaluating staff's performance and providing individual training as needed.</p>
E. Re-staff Analyst Level Positions	
<i>The Customer Service Department is budgeted for three analyst positions, but currently has only two analysts on staff. This has left the responsibility for process analysis to supervisors who are currently over-committed in resolving particularly difficult customer concerns. Requisitions for one analyst positions will be submitted shortly and they will be among the first trained at the training center.</i>	<p>Completed. The new team member began working on July 1, 2013.</p>
III. Improve the customer service experience when questioning a bill and resolve more issues during the first call.	
A. Re-emphasize and retrain employees on courtesy and accountability.	
<i>Complaints about perceived rudeness by customer service representatives are a serious concern. Management will meet with employees to re-emphasize the courteous manner in which customers are to be treated and the accountability for the representatives to resolve customer concerns. Management will also bring in outside training for representatives on dealing with customers.</i>	<p>Completed. All Revenue & Customer Service staff members have participated in the Business Training Skills series. The classes were conducted by Debra Gould & Associates and Cathy Harris Consulting and Training.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

B. Reduce the amount of time spent by customers waiting for assistance.	
<i>The amount of calls abandoned by customers prior to being served has increased significantly in recent months. Likewise, the number of customers waiting in the lobby for service has been quite large on some days. Management will review staffing levels at all workdays and shifts to ensure appropriate matching to the customer call and walk-in volume.</i>	<p>In progress. During the month of March, the percentage of abandoned calls decreased from 17.8 % to 16.6%. The average call wait time also decreased slightly from 2 minutes and 33 seconds to 2 minute and 11 seconds.</p>
C. Provide a more effective appeals process within Sewerage and Water Board.	
<i>It is crucial to resolve customer complaints within Board processes so that customers do not feel that it is necessary to take their complaints to board members, elected officials, and executive management. Staff will clearly define and communicate the appeals process to customers. Also, Customer Service management will ensure that the Special Accounts Sections will be consistently used for customer calls to elected officials and board members.</i>	<p>In progress. The Administrative Hearing Procedure Policy has been approved and implemented. Office space for the separate Hearing Unit is still being planned.</p>
D. Improve coordination between Customer Service and Networks departments.	
<i>One of the most frustrating experiences for customers occurs when there are "disconnects" between customers requests for repairs to occur and how the Board responds to those requests. It is crucial to ensure that high priority customer concerns are resolved on a timely basis and that representatives have reliable information about when repairs will occur or have been completed.</i>	<p>In progress. The staff has been selected for the Work Order Tracking Unit and we will work on identifying office space either at Central Yard or the Saint Joseph building.</p>
E. Establish feedback processes for customer.	
<i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i>	<p>In progress. The Hawthorne Agency and Dr. Silas Lee and Associates have completed the comprehensive customer satisfaction study. The results will be reported at an upcoming cycle of committee meetings.</p>
IV. Evaluate possible changes to the leak adjustment policy.	
A. Examine statutory and policy limitations.	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.

On hold. The SWB leak adjustment policy is governed by Louisiana State law. We plan to develop legislative alternatives to allow for greater credits to assist customers with high bills resulting from leaks on their property.

Staff will provide ongoing status updates on the implementation of the Customer Service Improvement Plan at upcoming Operations Committee meetings.

Robert K. Miller
Deputy Director

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
March 2015**

Operations Support	Goal	Goal Met		Within Control Limits		Trend
Billing Accuracy / Reasonable						
	Meters Read	Green		Green		Green
	Estimated Bills	Yellow		Green		Green
	High Bill Complaints	Red		Green		Red
	Adjusted Bills	Red		Green		Red
Problem Resolution						
	Customer Contacts	Red		Red		Red
	Call Wait Time	Green		Green		Green
	Abandoned Calls	Red		Green		Green
	Emergency Abandoned Calls	Red		Green		Green
	Low Water Pressure	Yellow		Green		Yellow
	Water System Leaks	Yellow		Green		Green
	Sewer System Leaks	Yellow		Green		Green
Collections Effectiveness						
	Accounts Off for Non-Payment			Green		Green
	Receivables 30 to 120 Days Old			Green		Yellow
	Receivables 120 Days and Older			Green		Green

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended

Sewerage and Water Board of New Orleans Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

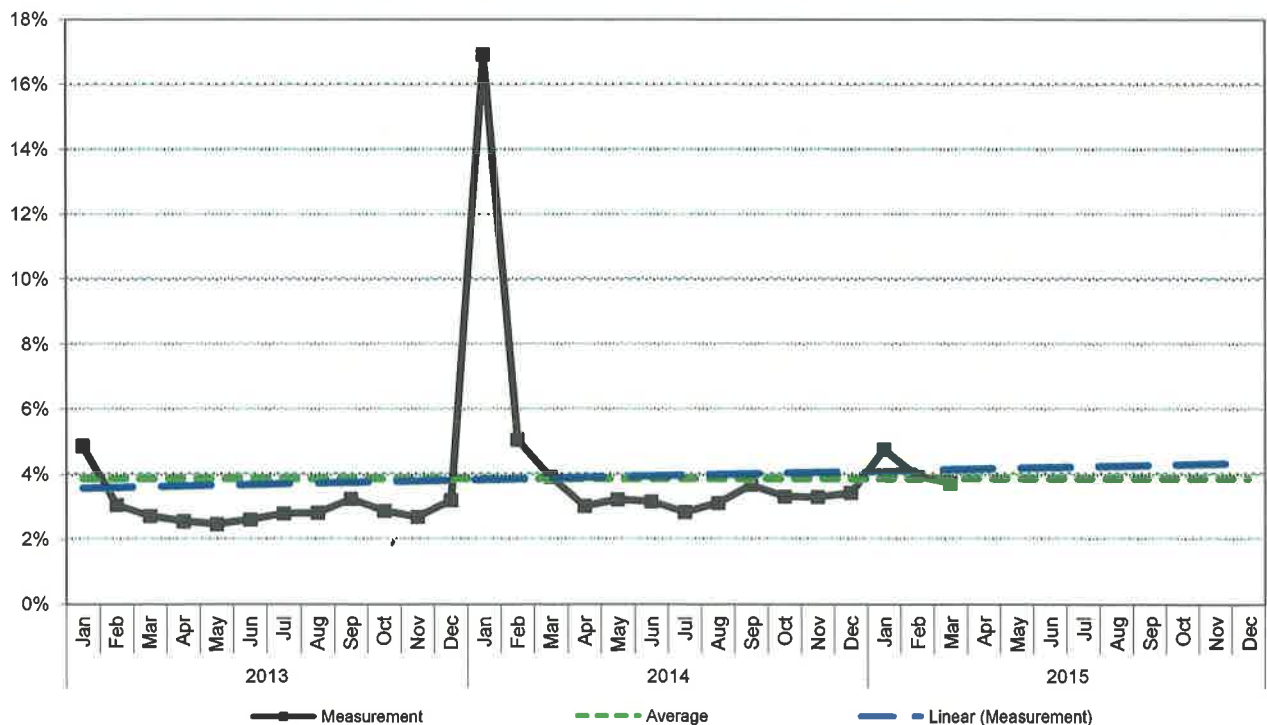
Trend: Level

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



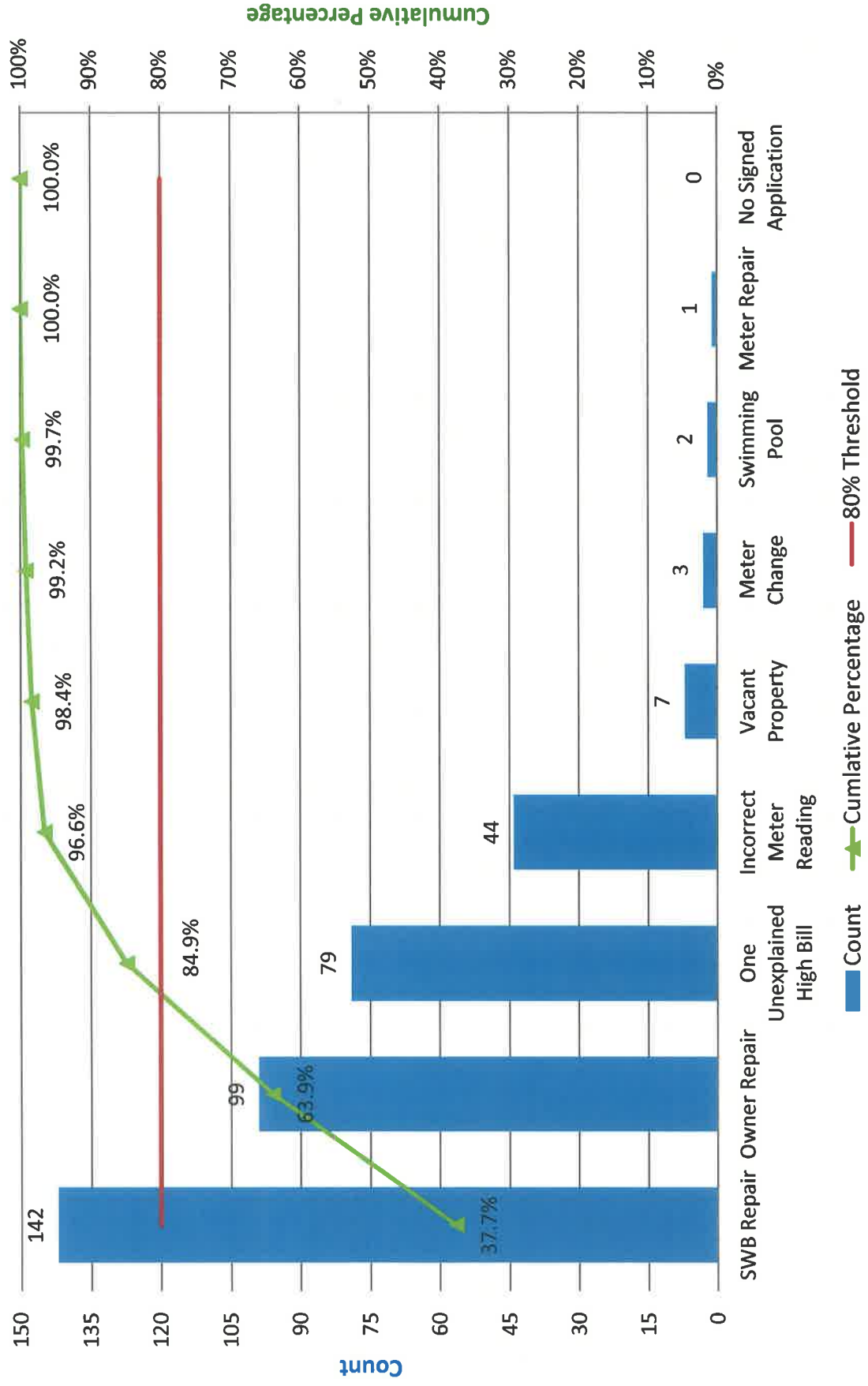
Data Table

[illegible]

Sewerage and Water Board of New Orleans

Chart of Reasons for Adjustments

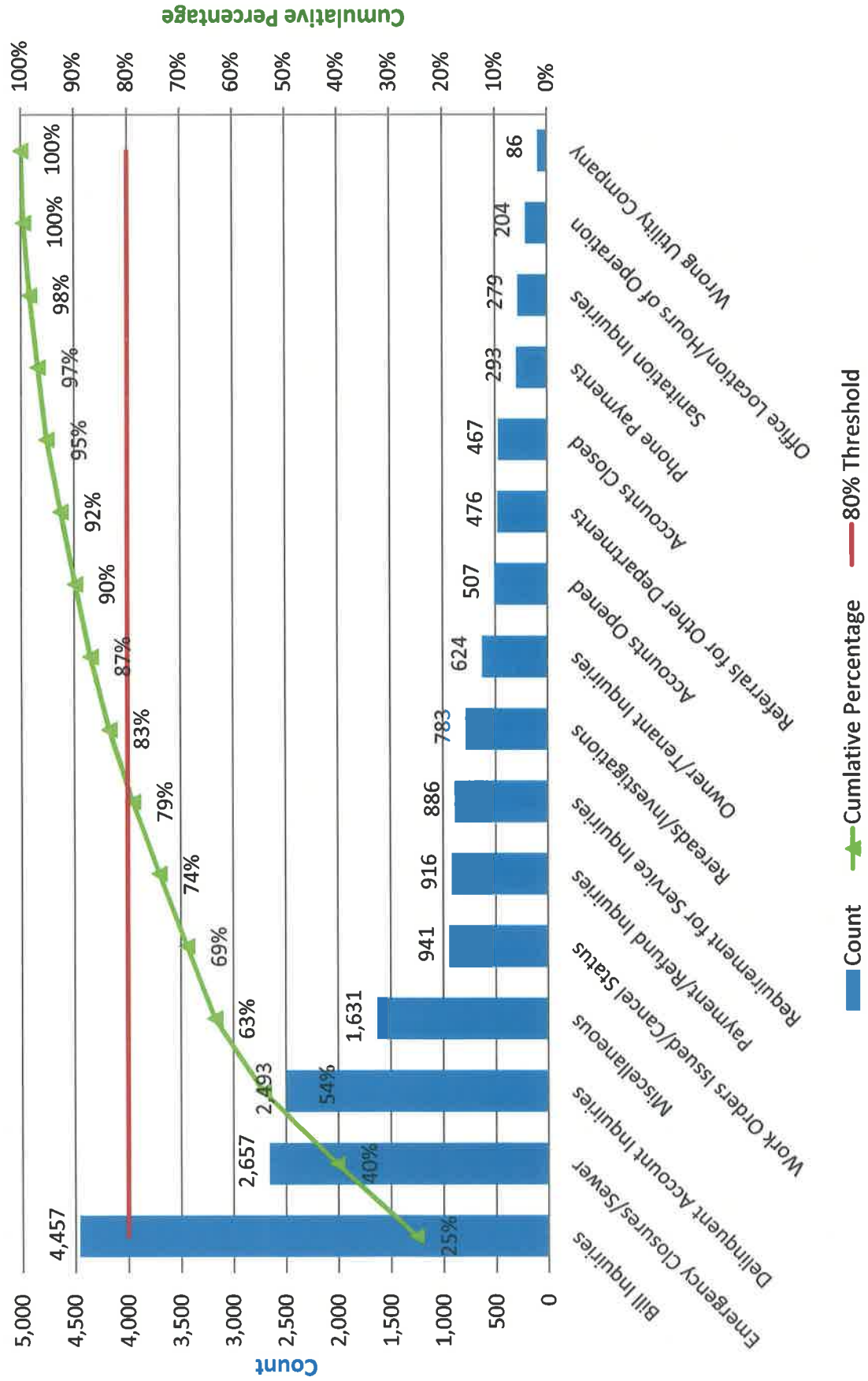
March 2015



Sewerage and Water Board of New Orleans

Chart of Types of Customer Calls

March 2015



Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

**Constituency:
Customer
Ratepayers**

Objective: Ensure Collection of Payments for Services Provided

Goal: None Established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

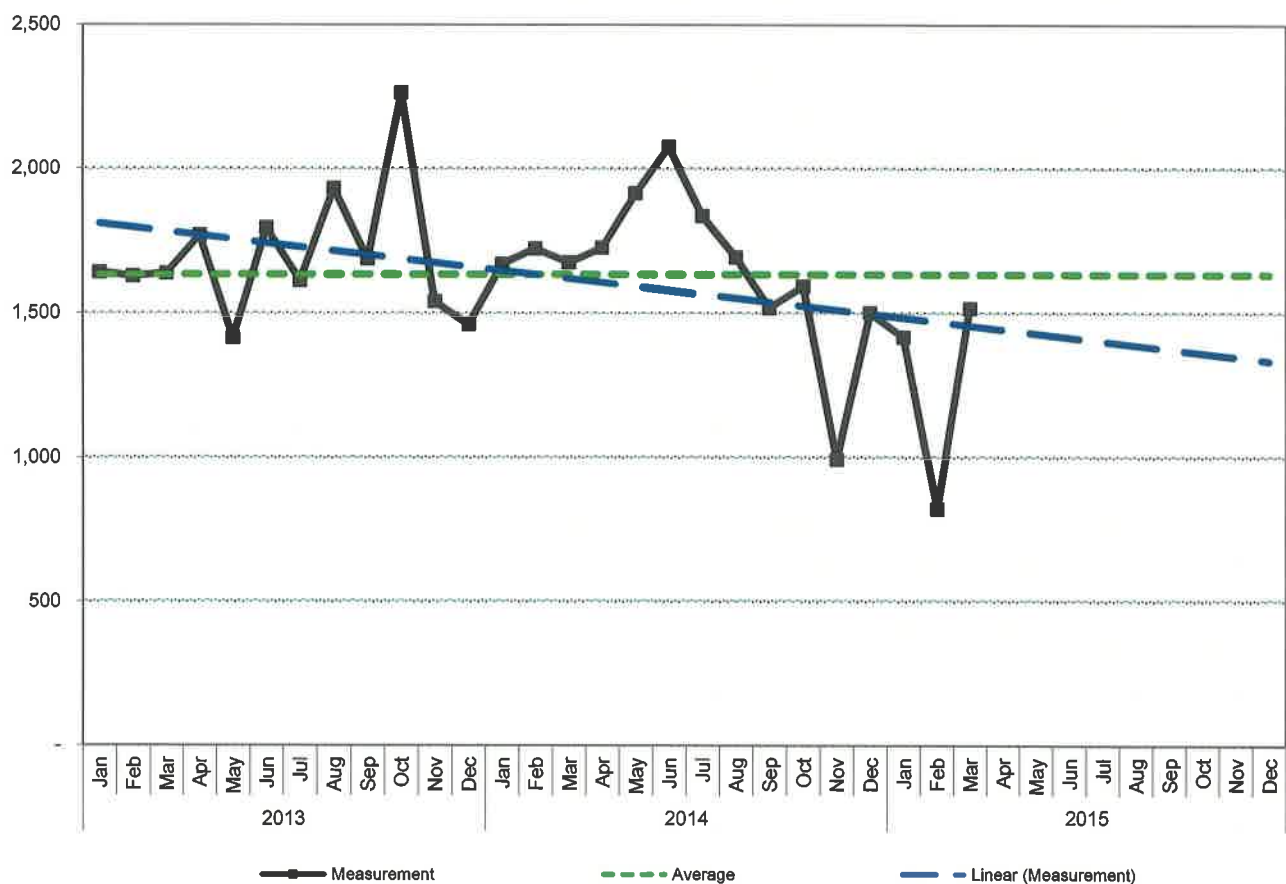
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table

[illegible]

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

EUM Attribute: Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

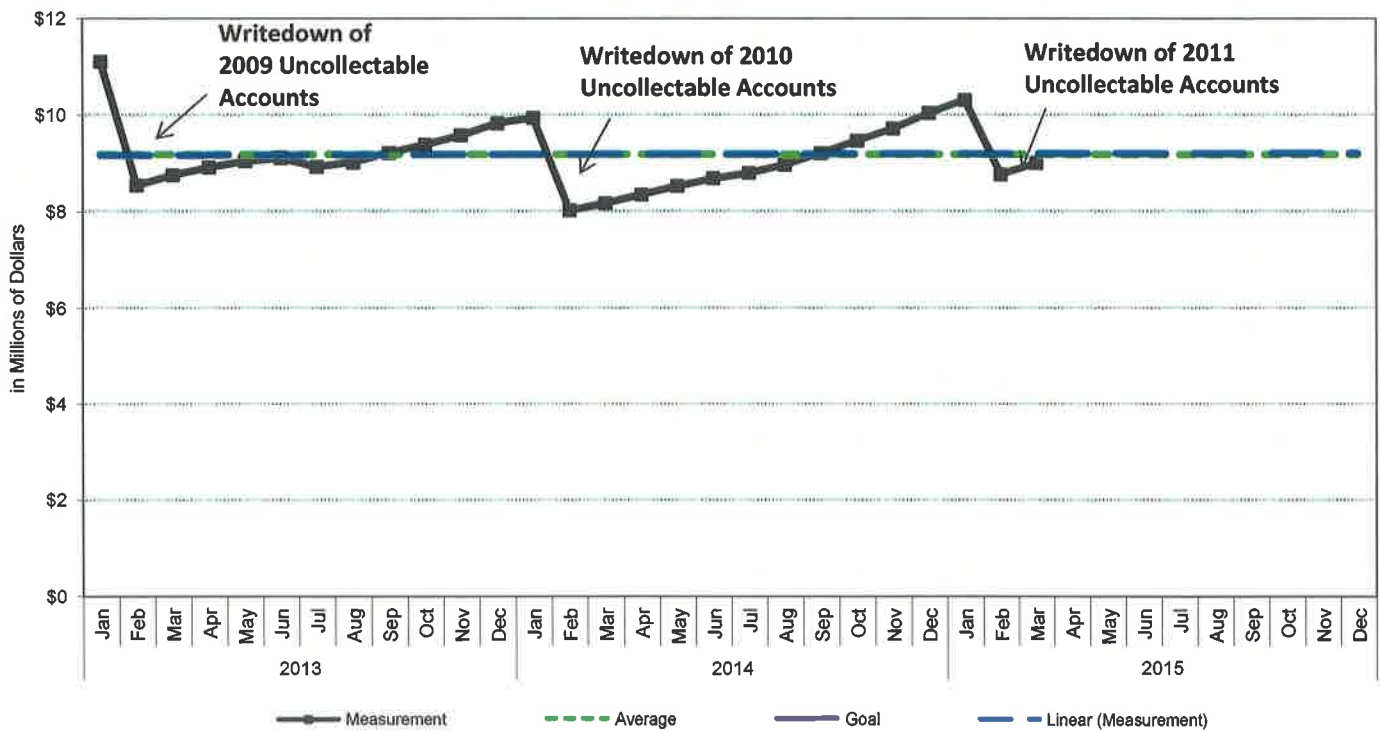
Trend: Level

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

[illegible]

Sewerage & Water Board Contracts with SLDDBE Participation January - April 2015

Category	Category Dollar Amount	SLDDBE Dollar Value
Goods and Services Contracts	\$ 269,267	\$ 88,219
Construction Contracts	\$ 12,369,314	\$ 4,035,744
Professional Services Contracts	\$ 1,815,295	\$ 428,351
Grand Total	\$ 14,453,876	\$ 4,552,314

Sewerage and Water Board Contracts with SLD BE Participation January - April 2015

<u>Contract</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
<u>Goods & Services Contracts</u>				
YW15-0003 Furnishing Limestone	SAV Trucking Services, LLC	Blue Ribbon Resources	35%	\$ 52,072
ME15-0001 Furnishing Janitorial Services for the Carrollton Water Plant	KSM Janitorial & Cleaning Service, LLC	Ricard's Paper & Chemical Company	30%	\$ 22,836
RX-SA15-0001 Furnishing Janitorial Services at Central Yard Complex	Crescent Building Services, Inc.	Westbank Paper & Janitorial Supplies	30%	\$ 13,310
<u>Construction Contracts</u>				
#8143 - Katrina Related Repairs to Garage 2 at Cen. Yard	Hamp's Construction, LLC	Boines Construction Paint Pro Depot	12.42% 26.91% 39.33%	\$ 99,180 214,850 314,030
#3792 - Central Wetlands Unit Expansion @ EBWWTP	Industrial & Mechanical Contractors	EFT Diversified	38%	\$ 1,297,914
#2106 Installation of New Water. Sewer, and Drain Connections at Various Sites throughout Orleans Parish	Fleming Construction Group, LLC.	Cooper Contracting Group, LLC. Hebert's Trucking & Equipment Service	25% 11% 36.16%	\$ 585,000 260,000 845,000
#2110 - Water Main Line Replacements and Extensions at Scattered Locations throughout Orleans Parish	Wallace Drennan	C & M Construction Group, Inc.	31.97%	\$ 315,950

Sewerage and Water Board Contracts with SLD BE Participation January - April 2015

<u>Contract</u>	<u>Prime Contractor</u>	<u>SLD BE Sub-Contractor</u>	<u>SLD BE %</u>	<u>Dollar Amount</u>
#2111 - Water Main Point Repair, Water Service Connection, Water, Valve, and Fire Hydrant Replacement at Various Sites throughout Orleans Parish	Wallace Drennan	Choice Supply Solutions Prince Dump Truck Service	1.01% 3.04% 36.02%	\$ 10,000 \$ 30,000 \$ 355,950
#3795 Modification to the Return Activated Sludge PS and Pipeline at the East Bank Sewer Treatment Plant	Industrial & Mechanical Contractors, Inc.	C & M Construction Group, Inc. Choice Supply Solutions Prince Dump Truck Service	17.55% 10.63% 7.87% 36.06%	\$ 561,150 \$ 340,000 \$ 251,700 \$ 1,152,850
		EFT Diversified, Inc.	5.96%	\$ 100,000

Professional Services Contracts

Construction Management Services for Capital Projects	Meyer Engineers	Infinity Engineers	35%	N/A
Design and Engineering Services for the Carrollton Water Treatment Plant				
Sludge Line to the River	CDM Smith	MSMM Engineers	35%	\$ 194,447
ARC Flash Assessment for Analysis for the Carrollton Water Treatment Plant	URS Corporation	Infinity Engineers	35%	\$ 90,959
Design and Engineering Services for the East Bank Wastewater Treatment Plant Effluent Pump Station	AECOM Technical Services, Inc.	Bonton Associates GreenPoint Engineering		

Sewerage and Water Board Contracts with SLD BE Participation January - April 2015

<u>Contract</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Provide Design and Engineering Services for HVAC System Improvements at the St. Joseph Street Building	Infinity Engineers	Trigon Associates, LLC	35%	\$ 104,907
Design and Engineering Services for Kansas Street and Jourdan Road Sewer Force Mains	Royal Engineers & Consultants, LLC.	WDG Architects	35%	\$ 14,350
		Circular Consulting GreenPoint Engineering MSMM Engineers	35%	\$ 23,688

Sewerage & Water Board Contracts with SLDBE Participation January - April 2015

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLSLDBE %	Awarded SLDBE Dollar Value	Award Date
#8143 - Katrina Related Repairs to Garage #2 at Central Yard	\$ 798,424	Hamp's Construction, LLC	Boines Construction	12.42%	\$99,180	1/21/15
			Paint Pro Depot	26.91%	\$214,850	
			Total	39.33%	\$ 314,030	
#3792 - Central Wetlands Unit Expansion @EBWWTP	\$ 3,389,000	Industrial & Mechanical Contractors	EFT Diversified	38.00%		2/18/15
			Total	38.00%	\$ 1,297,914	
#2106 - Installation of New Water, Sewer, and Drain Connections at Various Sites throughout Orleans Parish	\$ 2,336,550	Fleming Construction Co., LLC	Cooper Contracting Group	25.04%	\$585,000	4/6/15
			Hebert's Trucking and Equipment Service	11.13%	\$260,000	
			Total	36.17%	\$ 845,000	
#2110 - Water Line Replacements and Extensions at Scattered Locations throughout Orleans Parish	\$ 998,150	Wallace Drennan	C & M Construction Group	31.97%	\$315,950	4/6/15
			Choice Supply Solutions, LLC	1.01%	\$10,000	
			Total	32.98%	\$ 325,950	
#2111 - Water Line Repair, Water Service Connection, Water Valve, and Fire Hydrant Replacement at Various Sites throughout Orleans Parish	\$ 3,197,190	Wallace Drennan	C & M Construction Group	17.55%	\$561,150	4/6/15
			Choice Supply Solutions, LLC	10.63%	\$340,000	
			Prince Dump Truck Service	7.87%	\$251,700	
			Total	36.06%	\$ 1,152,850	

Sewerage & Water Board Contracts with SLDBE Participation January - April 2015							
Construction Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLSLDBE %		Awarded SLDBE Dollar Value	Award Date
#3795 - Modification to the Return Activated Sludge PS and Pipeline at the East Bank Sewer Treatment Plant	\$ 1,677,000	Industrial & Mechanical Contractors	EFT Diversified	5.96%	100,000		
			Total	5.96%		\$ 100,000	4/6/15
Total Construction Contracts	\$ 12,396,314		Total			\$ 4,035,744	

Sewerage & Water Board Contracts withSLDBE Participation from January - April 2015							
Professional Service Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	SLDBE %	Awarded SLDBE Value	Award Date	
Construction Management Services for Capital Projects	Fixed Hourly Rates (upon request)	Meyer Engineers	Infinity Engineers	35%	N/A	1/21/2015	
Design and Engineering Services for the Carrollton Water Treatment Plant Sludge Line to the River	\$ 555,564	CDM Smith	MSMM Engineering, LLC	35%	\$ 194,447	1/25/2015	
ARC Flash Assessment for Analysis for the Carrollton Water Treatment Plant	\$ 259,884	URS Corporation	Infinity Engineers	35%	\$ 90,959	1/25/2015	
Design and Engineering Services for the East Bank Wastewater Treatment Plan Effluent Pump Station	\$ 299,737	AECOM Technical Services, Inc.	Bonton Associates	35%	\$ 104,907	2/18/2015	
			GreenPoint Engineering				
			Trigon Associates, LLC				
Provide Design and Engineering Services for HVAC System Improvements at the St. Joseph Street Building	\$ 41,000	Infinity Engineers	WDG Architects Engineers	35%	\$ 14,350	2/18/2015	
Design and Engineering Services for Kansas Street and Jourdan Road Sewer Force Mains	\$ 659,110	Royal Engineers & Consultants, LLC.	Circular Consulting	35%	\$ 23,688	2/18/2015	
			GreenPoint Engineering				
			MSMM Engineering, LLC.				
Total Professional Service Contracts	\$ 1,815,295				\$ 428,351		

Sewerage & Water Board of New Orleans Committee & Board of Director's Meeting Schedule

2015

MONDAY	MAY 4, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	MAY 5, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	MAY 6, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MAY 6, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	MAY 8, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MAY 20, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	MAY 25, 2015	HOLIDAY	MEMORIAL DAY / OFFICE CLOSED
MONDAY	JUNE 1, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JUNE 2, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	JUNE 3, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JUNE 3, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JUNE 5, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JUNE 17, 2015	9:00 AM	BOARD OF DIRECTOR'S
WEDNESDAY	JULY 1, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JULY 1, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JULY 3, 2015	HOLIDAY	INDEPENDENCE DAY/OFFICE CLOSED
MONDAY	JULY 6, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JULY 7, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	JULY 10, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JULY 15, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	AUGUST 3, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	AUGUST 4, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	AUGUST 5, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	AUGUST 5, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	AUGUST 7, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	AUGUST 19, 2015	9:00 AM	BOARD OF DIRECTOR'S
TUESDAY	SEPTEMBER 1, 2015	8:00 AM	OPERATIONS/ FINANCE COMMITTEE
WEDNESDAY	SEPTEMBER 2, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	SEPTEMBER 2, 2015	10:30 AM	PENSION
FRIDAY	SEPTEMBER 4, 2015	9:00 AM	EXECUTIVE COMMITTEE
MONDAY	SEPTEMBER 7, 2015	HOLIDAY	LABOR DAY / OFFICE CLOSED
WEDNESDAY	SEPTEMBER 16, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	OCTOBER 5, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	OCTOBER 6, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	OCTOBER 7, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	OCTOBER 7, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	OCTOBER 9, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	OCTOBER 21, 2015	9:00 AM	BOARD OF DIRECTOR'S

NOTE: DUE TO THE LABOR DAY HOLIDAY IN SEPTEMBER, WE ARE ATTEMPTING TO HOLD THE OPERATIONS AND FINANCE COMMITTEES AS A JOINT MEETING.