

A G E N D A

**MEETING OF KISSIMMEE UTILITY AUTHORITY TO BE HELD
WEDNESDAY, JANUARY 8, 2020 AT 3:30 PM, BRINSON BOARD
ROOM, JAMES C. WELSH ADMINISTRATION BUILDING, 1701 WEST
CARROLL STREET, KISSIMMEE, FLORIDA**

- A. MEETING CALLED TO ORDER
- B. PLEDGE OF ALLEGIANCE TO THE FLAG
- C. APPROVAL OF AGENDA
- D. AWARDS AND PRESENTATIONS
 - 1. 10-YEAR SERVICE AWARD – JORGE CARRERO, MANAGER OF MATERIALS MANAGEMENT, FINANCE & ADMINISTRATION
 - 2. EMPLOYEE OF THE MONTH FOR JANUARY 2020 – CHRISTINE INFANTE, CALL CENTER SUPERVISOR, CUSTOMER SERVICE
 - 3. EMPLOYEE OF THE YEAR FOR 2019 – MICHELLE DAUGHTREY, FIELD SERVICE SPECIALIST, CUSTOMER SERVICE
 - 4. RECOGNITION OF 2020 CALENDAR ART CONTEST WINNERS
- E. HEAR THE AUDIENCE
- F. CONSENT AGENDA
 - 1. APPROVAL OF MINUTES FOR DECEMBER 4, 2019 REGULAR MEETING
 - 2. KISSIMMEE PARKS & RECREATION 2020 EVENTS SPONSORSHIP
- G. PUBLIC HEARING
- H. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)
 - 1. PRESENTATION BY DR. JEFFREY LING OF EVERGREEN SOLUTIONS, LLC ON THE PRESIDENT & GENERAL MANAGER'S PERFORMANCE MANAGEMENT STUDY

I. OLD BUSINESS

J. NEW BUSINESS

K. STAFF REPORTS

1. HUMAN RESOURCES SEMI ANNUAL REPORT

L. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS

M. ADJOURNMENT

STATISTICAL REPORTS AND OTHER INFORMATIONAL ITEMS

1. CUSTOMER SERVICE REPORT
2. COPCA REPORT & SALES
3. RELIABILITY REPORT
4. LINE EXTENSIONS
5. HUMAN RESOURCES DEMOGRAPHICS
6. ECONOMIC DEVELOPMENT CONTRACTS
7. PURCHASE ORDERS
8. RATE COMPARISON
9. SPONSORSHIPS REPORT
10. BOARD CALENDAR

IN ACCORDANCE WITH FLORIDA STATUTES 286.0105: ANY PERSON WISHING TO APPEAL ANY DECISION MADE BY THE KUA BOARD OF DIRECTORS WITH RESPECT TO ANY MATTER CONSIDERED AT SUCH MEETING OR HEARING WILL NEED A RECORD OF THE PROCEEDING, AND FOR SUCH PURPOSES MAY NEED TO ENSURE THAT VERBATIM RECORD OF THE PROCEEDINGS IS MADE, WHICH RECORD INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS MADE. IN ACCORDANCE WITH FLORIDA STATUTE 286.26, PERSONS NEEDING ASSISTANCE TO PARTICIPATE IN ANY OF THESE PROCEEDINGS SHOULD CONTACT THE OFFICE OF THE PRESIDENT, 1701 W. CARROLL STREET, KISSIMEE, FLORIDA 34741, (407)933-7777, EXT. 6100.