



**CENTRAL ARIZONA PROJECT  
Customer Service Task Force  
May 17, 2018 – 2:00 p.m.**

**Central Arizona Project  
23636 N. 7th Street  
Phoenix, Arizona  
Board Room**

**FINAL AGENDA**

Times shown are approximate. Some items may take more or less time than scheduled, or the President may grant requests to hear items in an order other than shown.

1. [Consideration of Action to Approve the Minutes of April 19, 2018 Task Force Meeting](#)—Atkins/Graff (2:00)
2. [Report and Discussion on Discovery Phase Findings](#)—Jeanne Schulze, Jeanne Schulze and Associates, LLC
  - a. Report and Discussion (2:05)
  - b. Questions and Answers (3:05)
3. Identify Areas of Focus for Customer Service Task Force—Schulze
  - a. Prioritization Exercise (3:20)
  - b. Questions and Answers (4:20)
4. Summary and Wrap-Up—Schulze (4:35)
5. Next Steps—Atkins/Graff (4:50)
6. Public Comment (4:55)
7. Adjourn (5:00)