Seattle Public Utilities Customer Review Panel

PROPOSED GROUND RULES

How we will work together:

• Respect the right to be heard—only one person talk at a time and raise your hand to comment.
• Stay on topic.
• Stay on task consistent with the Customer Review Panel's role.
• Monitor your airtime. Be concise so we can hear from everyone.
• Be constructive and solutions oriented.
• Be respectful of differing points of view.
• We will operate by consensus wherever possible. We will take votes if necessary.
• Focus on interests, not positions; treat people as individuals.
• Use your “red salmon” flag to help us stay on track.
• New ground rules can be added by the Panel at any time.

The Process:

• Meetings will start on time.
• Meetings will end on time, unless there is agreement to extend for a specific amount of time.
• The facilitator will keep track of requests for information from Panelists; we will confirm together staff’s capacity to respond, and whether the answers are of general interest to the Panel or simply need individual follow up.
• At each meeting we will discuss plans for the next agenda. A final agenda will be circulated by email in advance of the meeting. Meeting materials will also be circulated several days in advance if reasonably possible.
• A summary of each meeting will be prepared by staff and the facilitator and submitted for approval by the Panel at the next meeting.
• The facilitator will keep us on schedule during meetings.