

Seattle Public Utilities Customer Review Panel

Wednesday, June 5, 2013, 1:30 – 4:30 p.m.

SPU Conference Room #4901

Seattle Municipal Tower

Meeting 4

Proposed Agenda

1. **Welcome, Introductions** (5 min.)
2. **Review and Approval of Agenda** (3 min.)
3. **Review and Approval of Meeting 3 Summary** (3 min.)
4. **Review of “Parking Lot” list and status of information items** (10 min.)
 - a. Next field trip
 - b. Updated meeting schedule
 - c.
5. **Response to questions at Meeting 3** (20 min.)
 - a. 2011 Solid Waste Revenue and Expenditure summary
 - b. North and South Transfer Station cost comparison
 - c. Seattle’s recycling goals compared to other jurisdictions
 - d. Stormwater runoff mitigation: regional vs. property-specific flow controls
6. **Presentation and Discussion: Overview of Corporate Functions** (50 minutes) Martin Baker *PowerPoint Presentation*
7. **Presentation and Discussion: 2012 Focus group results, employee survey results, customer 2020** (40 min.) Joe LePla, Green Rubino *PowerPoint Presentation*
8. **Presentation and Discussion: SPU “SWOC”** (45 min.) Ray Hoffman *PowerPoint Presentation and handout*
9. **Proposed Agenda for Meeting 5** (Monday June 10) (5 min.) – *see below*
10. **Adjourn**
 - Proposed June 10 Agenda**
 - Continued discussion of SWOC
 - Strategic Framework: Promise statements, focus areas, strategic objectives
 - Introduction of Decision Lens Instrument for weighting and prioritizing
 - Discuss Benchmarking Scope