

Seattle Public Utilities Customer Review Panel

October 12, 2016, 1:30 – 4:30 p.m.

SPU Conference Room #4901, Seattle Municipal Tower

Meeting #2

Proposed Agenda

	Agenda Item	Lead/Presenter	Time
1.	Welcome and Introductions	Karen Reed, Facilitator	10 minutes
2.	Review and Approval Meeting 1 Summary; Follow-up Items from Meeting 1	Karen	10 minutes
3.	Approve Panel Charter	Karen	5 minutes
4.	Elections of Panel Chair and Vice-Chair	Karen	5 minutes
5	Customer and Employee Engagement Overview a. 2015 Employee Survey Results Presentation b. 2016 Customer Focus Groups Results Presentation	Melina Thung Michael Davis	15 minutes 20 minutes
7.	SPU Overview: Line of Business Presentations a. Drinking Water	Rick Scott Alex Chen	30 minutes
	<i>Break</i>		10 minutes
	b. Drainage and Wastewater	Madeline Goddard Ben Marre	30 minutes
	c. Solid Waste	Ken Snipes Hans VanDusen	30 minutes
8.	Mayor's Office and Council's Interests	Aaron Blumenthal Peter Lindsey	15 minutes
9.	Q&A, Next Meetings, Next Steps and Adjourn	Karen Brian Medford	5 minutes

Next meeting: Wednesday, October 26, 1:30-4:30pm