

# AGENDA

February 8, 2021  
3:00 PM – 5:00 PM



Customer Review Panel

1<sup>st</sup> Quarter 2021 – Meeting #1  
Webex (ONLINE)

5 min	1. Welcome and Update on <a href="#">SBP Adoption</a> <i>Presenter: Mami Hara</i>
25 min.	2. Council/Mayor Updates a. <a href="#">Introductions</a> : Kathryn Aisenberg, Mayor's Office, and Panel b. Comments from Panel Chair Noel Miller
50 min	3. Committee Business <i>Presenter: Karen Reed, Facilitator</i> a. Approval of prior <a href="#">meeting summary</a> ; previous meeting follow-up items 5 min b. <a href="#">Update on Panel Recruitment</a> – timeline, goals 5 min <i>Presenter: Kate Morrison</i> c. Discussion of <a href="#">SPU Proposed Changes to Panel Meetings/Structure</a> 40 min <i>Presenters: Dani Purnell</i> SPU will present ideas to improve inclusion and opportunities to hear other perspectives in the Panel's work. Topics include:  i) Standardize convenings (cadence, length, day, time) ii) Opportunities to hear different customer/community perspectives <ul style="list-style-type: none"><li>• Adding a short public comment period</li><li>• Adding time for Council/Mayor updates</li><li>• Partner Perspective agenda item</li><li>• Partner Network opportunities</li></ul> iii) Standard agenda elements and annual Master Agenda
40 min	4. Performance Reporting – Year 2020 <i>Presenters: Natasha Papsoueva, Karl Stickel, Marcus Jackson, Jerry Waldron</i> a. 2021 <a href="#">Performance Reporting Schedule</a> 5 min b. 2020 <a href="#">Financials</a> 5 min c. 2020 <a href="#">Customer Contact Center metrics</a> and <a href="#">a virtual tour of the new portal</a> 15 min d. 2020 <a href="#">Construction Highlights</a> 15 min
	5. Thank You and Adjourn

CRP Meetings	<p><b>2021 Customer Review Panel Meeting Schedule</b></p> <p><b>May 10</b> – 2<sup>nd</sup> Quarter Meeting (on-line only)</p> <p><b>August 9</b> – 3<sup>rd</sup> Quarter Meeting*</p> <p><b>November 8</b> – 4<sup>th</sup> Quarter Meeting*</p> <p><i>* Meeting tentatively planned as a hybrid in-person and on-line event</i></p>
Networking	<p><b>Partners Network Opportunities (PNO)</b> (contact <a href="mailto:thuch.mam@seattle.gov">thuch.mam@seattle.gov</a>)</p> <ul style="list-style-type: none"> <li>• <b>Jan 28 (5:00 PM- 6:30 PM)</b> SPU Shape Our Water – Fireside Series: Moving Waters</li> <li>• <b>Feb 11 (8:00 AM – 12:00 PM)</b> SPU Meeting: Shaping the Future 2 – Empowering Our Customers, Community, and Employees</li> <li>• <b>Fall</b> – SPU Community Partners Field Trip Opportunity</li> <li>• <b>Dec 13</b> – SPU Shaping the Future Community Panel + Gathering*</li> <li>• <b>Upcoming Community Sponsorship Events:</b> <ul style="list-style-type: none"> <li>○ <a href="#">Green Infrastructure Summit</a> [March 25 – 26] <i>Diverse leaders from Salish Sea cities and towns convene to map the strategic role of urban green infrastructure in our shared clean water future.</i></li> <li>○ <a href="#">Northwest Climate Conference</a> [April 6 – 8] <i>Major annual gathering for practitioners, scientists and tribal members and community organizers working to build a climate-resilient NW.</i></li> </ul> </li> </ul>