

# Seattle Public Utilities Customer Review Panel

Monday, June 10, 2013, 1:30 – 4:30 p.m.

**Operations Control Center**  
2700 Airport Way South, Seattle

## Meeting 5

### Proposed Agenda

1. **Welcome, Introductions** (5 min.)
2. **Review and Approval of Agenda** (3 min.)
3. **Review and Approval of Meeting 4 Summary** (3 min.)
4. **Review of Updated “Parking Lot” list and status of information items** (5 min.)
5. **Task Force Check-in on “Learnings” – additional information requests?** (10 min.)
6. **Response to questions at Meeting 4** (0 min – to be developed for July 1 meeting)
7. **Presentation and Discussion: SPU’s strategic framework, including continuing discussion of SWOC** (90 minutes) SPU’s Executive Team *PowerPoint Presentation and handout*
8. **Demonstration: Decision Lens Instrument for weighting and prioritizing** (40 min.) Jared Smith, consultant, *Tool Demonstration*
9. **Presentation and Discussion: Benchmarking Request for Proposals; Status of Contract** (20 min.) Terry Martin, *PowerPoint Presentation*
10. **Proposed Agenda for Meeting 6** (Monday July 1) (4 min.) – *see below*

## 11. Adjourn

### Proposed July 1 Agenda

- **Continued discussion of Strategic Framework**
- **Baseline, Part 1: general assumptions and results; descriptions by strategic objective**
- **Potential gap Action Plans, Part 1: draft gaps and ways to address, by strategic objective**