

Seattle Public Utilities Customer Review Panel

Friday, April 3, 1:30 - 4 pm

Virtual Meeting

Meeting 14

Agenda

1. **Welcome/Today's Topics & Wayfinding** (5 min.) Mami Hara

2. **Standing Items** (20 min.) Karen Reed
 - a. Review of Today's Agenda & Objectives
 - b. Approval of Prior Meeting Summary
 - c. Communications to Panel
 - d. Panel Questions Tracking List/Follow-up
 - e. SPU in the News/GM Comments
 - COVID Update Andrew Lee/Mami Hara

3. **Follow-up from Prior Presentations**
 - a. Recap & Guidance: Planned Facilities Projects (20 min) Andrew Lee
 - b. Panel Letter to King County (Wastewater Rates) (15 min) Noel Miller

4. **Community Outreach - Summary and Findings** (20 min) Vanessa Lund

- BREAK** (5 min)

5. **Strategic Business Plan Elements** (60 min) Mami Hara/Dani Purnell
 - a. Summary - Mission and Vision
 - b. Draft Priority Areas and Goals
 - c. Discussion

6. **2020 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)

Karen Reed

- **Recap Follow-up questions**
- Meeting 15, Monday, April 13, 1 - 4 pm **(tentative April 17)**
- Meeting 16, Friday, May 1, 9 am - noon
- Meeting 17, Monday, May 18, 1 - 4 pm
- Meeting 18, Friday, May 29, 1 - 4 pm

4. **Adjourn**