

# Seattle Public Utilities Customer Review Panel

October 26, 2016, 1:30 – 4:30pm

SPU Conference Room #5965, Seattle Municipal Tower

Meeting #3

## Proposed Agenda

**Purpose:** The Customer Review Panel provides the voice of the customer in each step of the 2018-2023 Strategic Business Plan Update.

	Agenda Item	Facilitator	Time
1.	Welcome	Karen Reed, Facilitator	5 minutes
2.	Review and Approval of Meeting 2 Summary Follow-up Items from Meeting 2 Review Questions Document	Brian Medford Karen	10 minutes
3.	Futuring and Strengths, Weaknesses, Opportunities and Challenges (SWOC) Overview	Brian Melina Thung	30 minutes
4.	CRP Photo – 40 <sup>th</sup> Floor ( <i>arrive around 2:15 for photo</i> )	Brian	20 minutes
	<i>Break</i>		10 minutes
5.	Current State of the 2015-2020 SBP (Gap Action Plans and Efficiencies)	Melina Brian	50 minutes
6.	Finance Overview Part 1: Financial Basics	Cameron Findlay	30 minutes
7.	Mayor’s Office and Council’s Interests	Aaron Blumenthal Peter Lindsay	20 minutes
8.	Q&A, Workplan Review, Next Steps and Adjourn	Karen Reed Group	5 minutes

**Outcome:** Delivery of final proposed 2018-2023 Strategic Business Plan Update to the Mayor and City Council by end of May 2017.

*Next meeting: Wednesday, November 9, 1:30-4:30pm*