

**SPU Strategic Business Plan Customer Review Panel
Draft Meeting Summary
Tuesday, June 17, 2014**

Attendance:

Panel Members			
Suzie Burke	x	Tara Luckie	X
David Gault	x	Noel Miller	X
Dave Layton	x	Carl Pierce	
Laura Lippman		Walter Reese	X
Bruce Lorig	x		
Staff and Others¹			
Ray Hoffman, SPU	x	Brian Surratt, Mayor's Office	
Nancy Ahern, SPU	x	Meg Moorehead, City Council Central Staff	X
Martin Baker, SPU	x	Saroja Reddy, City Budget Office	X
Melina Thung, SPU	x	Karen Reed (facilitator)	X
Karen Reed (SPU)	x	Diane Clausen, SPU	X
Joe LePla (consultant)	X		

Review and Approval of Agenda.

No official agenda was distributed. The purpose of the meeting was to receive copies of the final Plan, discuss the possibility of an OpEd piece, and thank the Panel members for their hard work.

Review and Approval of Meeting 27 Summary.

Summary of meeting 27 approved without discussion or changes.

Meeting Summary.

Each Panel member was given a copy of the final Plan.

Several ideas were floated as possible input to an OpEd piece, including:

- The process:
 - This has been a committed thoughtful process
 - The process and the Plan are both examples of good government
 - The process was transparent throughout; the Panel asked lots (over 100) questions; the Utility answered them all
 - Problems don't go away by ignoring them; have to tackle them in a systematic way
 - Proud of the diverse representation of customers with input to the Panel.
 - SPU appreciates the honest and frank discussion with the Panel – challenged SPU assumptions but in a respectful way

¹ Only those individuals sitting at the head table are included on this list. A number of other staff and consultants attended the meeting.

- Implementation:
 - Implementation of the Plan requires ongoing attention
 - Need to ensure a feedback loop on accountability
 - Need to remember that the WORKFORCE is what we're all about. Need to bring new, talented people into the utility. And they don't all have to be in their 20's – can still train and grow a person into the job in their 30's and 40's.
 - Controlling overall labor costs are the most important long-term strategy—not reducing salaries, but ensuring that employees are deployed most efficiently.

- Other
 - It should be obvious that Seattle's utilities are important enough to plan strategically for.
 - City can be very siloed, with services costing more than they need to. More work needs to be done to make things affordable.

Councilmember Bagshaw attended the “thank you” portion of the meeting, and offered her thanks to the Panel for their good work. Multiple other thanks ensued, and a good time was had by all.

The meeting ended around 2:30.