

SPU Strategic Business Plan Customer Review Panel-
Meeting Summary for September 28, 2016

Panel Members		Staff and Others		Staff and Others	
Suzie Burke	✓	Mami Hara	✓	Karen Sherry	✓
Dave Layton	X	Melina Thung	✓	Cameron Findlay	✓
Melissa Levo	✓	Susan Sanchez	✓	Miles Mayhew	✓
Laura Lippman	✓	Sherri Crawford	✓	Karen Reed SPU	✓
Noel Miller	✓	Henry Chen	✓	Michael Davis	✓
Rodney Schauf	✓	Rick Scott	✓	Aaron Blumenthal	✓
Puja Shaw	✓	Ken Snipes	✓	Peter Lindsay	✓
Kyle Stetler	X	Madeline Goddard	✓	Karen Reed, Facilitator	✓
Jessa Timmer	✓	Brian Medford	✓		

Welcome and Introductions

The meeting was convened by Melina Thung at 1:35 p.m. Mami Hari, Director of Seattle Public Utilities (SPU), and Melina Thung, Deputy Director of Office of Utility Services welcomed the Customer Review Panel members and thanked them for their service in updating the SPU Strategic Business Plan (SBP). Panel members and staff/others also introduced themselves.

Goals of the SPB, Roles of the Panel

Melina Thung provided an overview of the goals of the SBP and the role of the Customer Review Panel (Panel). Melina outlined the purpose behind the original creation of the SPU SBP and the Panel and highlighted the Panel’s role in providing the voice of the customer into the Update process. Melina also pointed out that once the Seattle City Council adopts the SBP, the Panel will dissolve. She noted which members of the Panel are deemed Council appointees and which are Mayor Appointees:

Mayor Appointees: Dave Layton, Melissa Levo, Rodney Schauf, Puja Shaw, Jessa Timmer

Council Appointees: Suzie Burke, Laura Lippman, Noel Miller, Kyle Stetler

Panel Organization

Karen Reed, facilitator, reviewed the proposed ground rules, which were approved by the Panel. Karen also reviewed a draft of the Panel Charter for consideration and will provide a final Panel Charter for review and approval by the Panel at the next meeting.

Presentation: SPU Overview

Melina Thung presented an overview of SPU including SPU history, lines of business, department structure and the mission, vision and values.

SPU Corporate Functions

Suzan Sanchez, Deputy Director Customer Service Branch, presented an overview of SPU corporate functions including structure, examples of tasks for each corporate function and service targets.

Strategic Business Plan Overview

Melina and Brian Medford, SPU Project Lead, presented an overview of the SBP process including historical context for the 2015-2020 plan, reviewed the 2015-2020 rate plan and identified a high level process for updating the Plan.

Questions from the Panel members included:

- Can we see more details about the customer satisfaction ratings – measures, trends over time?
- Union negotiation schedule – when were contracts last negotiated, when will they next be negotiated?
- How does the rate path melded across all lines of business get changed, and what is the impact on customers? Is the customer impact best expressed by percentage changes in each line of business rates, or would it be clearer to show dollar weighted impact of the currently projected rate increases over the 6 year period?

Review Work Plan

Brian Medford reviewed an overview of the Panel work plan that contains agenda items for the first four meetings. He indicated the work plan would continually be updated as we moved forward, with a goal of planning the next four meetings at a time. The work plan will be adjusted as needed.

Comments from Panel members included a request for more information about the work plan going forward and to again discuss the possibility of single-side of the street garbage collection.

Logistics/Next Steps

- ORCA cards are forthcoming for those Panel members interested.
- Brian Medford will provide an email with the link to the CRP website as soon as the page is finalized.
- Brian Medford will create and maintain a Question/Action Item list for items that require follow up identified by Panel members.

The meeting was adjourned at 4:15pm.