

Seattle Public Utilities Customer Review Panel

Friday, February 14, 2020, 11:30 am - 2:30 pm
Seattle Municipal Tower, 4901 (49th Floor)

Meeting 11

Agenda

1. **Welcome/Today's Topics & Wayfinding** (5 min.) Mami Hara
 2. **Standing Items** (10 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
 3. **Report Out - Draft Mission, Vision, Values** (15 min) Dani Purnell
 4. **"Five Questions" Follow-up** (15 min) Karen Reed
 5. **Solid Waste Line of Business - Services, Issues, Options** (40 min) Jeff Fowler
 - a. Background, Financial Overview, and Service Levels
 - b. Looking Ahead to Strategic Priorities 2021-2026
- BREAK** (10 min)
6. **Drainage and Wastewater Line of Business - Services, Issues, Options** (80 min)
Ben Marre, Corrinne DeLeon, Julie Crittenden
 - a. Background, Financial Overview, and Service Levels
 - b. Review 2018-2023 Action Plans

BREAK (5 min.)

c. Looking Ahead to Strategic Priorities 2021-2026

7. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)

Karen Reed

- **Recap Follow-up questions**
- Meeting 12, Wednesday, February 26, 1 - 4 pm
- Meeting 13, Friday, March 20, 1 - 4 pm
- Meeting 14, Tuesday, March 31, 1 - 4 pm
- Meeting 15, Monday, April 13, 1 - 4 pm
- Meeting 16, Friday, May 1, 9 am - noon
- Meeting 17, Monday, May 18, 1 - 4 pm
- Meeting 18, Friday, May 29, 1 - 4 pm

8. **Adjourn**