

# Customer Review Panel Meeting

## Meeting Summary

### Wednesday, October 3, 2018, 1 – 4 pm

Panel Members Present: Suzie Burke, Bobby Coleman, Dave Layton, Noel Miller, Thy Pham, Rodney Schauf, Puja Shaw, Kyle Stetler, Jessa Timmer. Maria McDaniel participated via phone.

Excused Absence: Laura Lippman

Others present: Mami Hara, John Holmes, Keri Burchard-Juarez, Susan Fife-Ferris, Danielle Purnell, Jonathan Swift, Cameron Findlay, Natasha Papsoueva, Karen Sherry, Karen Reed, Sheryl Shapiro, Ellen Pepin-Cato, Aaron Blumenthal

#### **ACTION ITEMS AND QUESTIONS:**

##### **Agenda Item 5 – Strategic Business Plan 2018 – Performance Update**

The quarterly Progress Report to Council is now presented on line in Tableau. Natasha and her team are working to determine if panel members will be able to access. Until then, hard copies will be placed in the binders.

Noel mentioned that SDOT is not moving as quickly with Move Seattle projects and asked if this is having a direct effect on SPU. Mami responded that SPU is looking into this now and we will share findings with the panel at the December meeting.

The report to Council on Risk and Resiliency Assessment Framework status report will be emailed to panel members after the meeting. (The report was emailed on Thursday, October 4.)

Noel asked what the projected revenue would be from the Expanded Revenue presentation. Julie Vorhees answered it would be approximately 2 million/year, but that is for new water connections only, not meter replacement.

Mami commented the System Development Charges will be very difficult to implement and we need to be cautious about it.

Rodney commented that efficiencies may have an upfront cost and asked if we know what those numbers look like. Cameron answered we do not know at this time.

Members would like an opportunity to review and discuss work in progress on the efficiencies effort.

Members are interested in quantitative, high level financial measures (are revenues on track, actuals vs. budget).

Noel would like to see a brainstorming document on efficiencies to be used for discussion only.

Dave commented that we should not throw out ideas just because they might not pay off for until year 7.

## **Agenda Item 6 – Panel Expectations**

Karen Reed asked what addition information the panel would like to see:

- Rodney – it's important to follow Move Seattle Levy in order to build the plan going forward
- Rodney – would like more specifics about the quarterly report items – numbers vs. generalities
- Rodney – other high-level financial overviews and whether or not we are deferring work
- Dave – qualitative measure of our financial health
- Noel – periodic updates on sewer overflows (Consent Decree)
- Jessa – what percentage of projects are being delivered/CIP completion rate
- Thy – more information about the customer rankings on the customer satisfaction report. Mami mentioned that the Mayor's Office is working on a coordinated approach to customer surveys.
- Jessa – outreach to small business, especially minority business very important
- Dave – what does "good" look like for each proposal. Why is it good?
- All – interested in a Watershed Tour

### Procedural Issues:

The ground rules were unanimously adopted.

Karen Reed passed out red salmon cards for members to waive if they feel the groundrules are not being followed.

A Chair/Vice-Chair system was preferred over two Co-Chairs.

Chair and Vice Chair will be elected at the next meeting in December.