

Seattle Public Utilities Customer Review Panel

Monday, May 13, 2013, 1:30 – 4:30 p.m.

SPU Conference Room #4901

Seattle Municipal Tower

Meeting 3

Proposed Agenda

1. **Welcome, Introductions** (10 min.)
2. **Review and Approval of Agenda** (3 min.)
3. **Review and Approval of Meeting 1 Summary** (3 min.)
4. **Follow Up on Calendaring Items** (5 min.)
 - a. **Meeting Dates through September**
 - b. **Field Trips**
5. **Panel Organization: Approval of Panel Charter** (10 min.) Karen Reed
6. **Panel Organization: Nominations for, and election of Panel Chair and Co-Chair** (15 min.)
7. **Ethics Office Presentation: Serving on a City Panel** (20 min.) Wayne Barnett
8. **Strategy for Responding to Panel Questions** (15 min.)
9. **Presentation and Discussion: Line of Business: Drainage and Wastewater** (45 min.) Trish Rhay
PowerPoint Presentation
10. **Presentation and Discussion: Line of Business: Solid Waste** (45 min.) Tim Croll *PowerPoint Presentation*
11. **Proposed Agenda for Meeting 4** (Wednesday June 5) (5 min.)
 - a. **Follow up on Questions from Meeting 2, 3**
 - b. **Overview of Corporate Functions**
 - c. **2012 Focus group & employee survey results**
 - d. **Presentation of SPU “SWOC”**
 - e. **“Customer 2020” Vision**
 - f. **Review of “Promise Statements” (Mission, Vision, Values, Strategic Role)**
 - g. **Initial presentation of proposed Strategic Plan Focus Areas**
12. **Adjourn**

