

SPU Customer Review Panel

PROPOSALS: PANEL MEETINGS/STRUCTURE

February 8, 2021

Inclusion Proposals

1. Standardize convenings

- a. cadence (quarterly – non-SBP period; monthly-SBP period),
- b. length (2.5 hours or less),
- c. day (second Monday/second month)
- d. time (towards early evening)

2. Opportunities to hear different customer/community perspectives:

- a. 5 min public comment period
- b. 5 min from Council/Mayor staff
- c. 40-50 min agenda item 'Partner Perspectives'
- d. Partner Network Opportunities (PNO)

3. Standard agenda elements and annual Master Agenda



PROPOSAL - PARTNER PERSPECTIVES



Concept:

Dedicate 40 – 50 minutes at each meeting to hear from and build relationships with SPU’s different customer/community-owners, partners, and ambassadors.

Elements of approach:

- **Pre-plan:** confer with Panel chair, facilitator and SPU leadership about the invited guest(s) and learning objective;
- **Guest selection:** customer/community members that represent a diverse array of voices and perspectives;
- **Guest prep:** offer a pre-meet and materials to orient each guest about the SBP, CRP, and proposed learning and dialogue objectives.
- **GM host:** role of welcoming, introductions, time, and discussion;
- **Standard dialogue questions:**
 - WHAT ARE WAYS WE CAN SUPPORT EACH OTHER AND ENHANCE OUR WORK TOGETHER?**
 - WHAT ARE OPPORTUNITIES AND POTENTIAL CHALLENGE AREAS?**



Desired Outcome:

1. Strengthen SPU and SPU Customer Review Panel (CRP) **understanding of different customer/community perspectives, needs, and priorities.**
2. **Develop stronger relationships** with SPU's customer-community owner, partners, and ambassadors...especially dedicated volunteers and change makers.
3. Ensure that SPU Strategic Business Plan ***Voice of Community outreach is ongoing.***



Additional Network Opportunities

SPU will cultivate network and relationship building opportunities for the CRP (*optional*) and others in the following ways:

- SPU will cultivate network and relationship building opportunities for the CRP (*optional*) and others in the following ways:
- Annual community partners field trips;
- End of year Shaping the Future community gathering and panel discussion;
- Invites to SPU internal events and engagement in SBP and other SPU planning stakeholder outreach;
 - *Shaping the Future 2 Leadership Forum: Empowering our customers, community and employees* [February 11]
 - *Shape Our Water Fireside Series* [February 11]
- Involvement in SPU's community sponsorship events (*as appropriate*);
 - [Green Infrastructure Summit](#) [March 25-26]
Diverse leaders convene to map the strategic role of urban green infrastructure in our shared clean water future. The 2021 summit will shift the spotlight north and bring special focus to north Salish Sea along with the usual emphasis on collaboration across the entire Salish Sea region and across sectors.
 - [Northwest Climate Conference](#) [April 6 – 8]
Annual gathering for practitioners, scientist and tribal members and community organizers working to build a climate-resilient NW.
- Project/line of business specific work;
- Other emerging opportunities . . .
- Contact: Thuch.mam@seattle.gov



Customer Review Panel - Master Agenda

Customer Review Panel (CRP) Meetings 2021 Master Agenda Planner - Proposed

SPU Customer Review Panel (CRP) Meetings					Optional - Partner Network Opportunities (PNO)	
Agenda Elements <i>(Target Meeting: 2.5 hrs or less)</i>	1Q <i>February 8</i>	2Q <i>May 10</i>	3Q <i>August 9</i>	4Q <i>November 8</i>	Community Partners Field Trip	Shaping <u>The</u> Future Community Panel + Gathering
					<i>Fall</i>	<i>December 13</i>
1. Welcome + SPU News <i>(5 min)</i>	Recognition of Changes: Karen, Thuch, Dave PCC SCWQP Design NPR - RV Pump out	TBD	TBD	TBD	2021 - Zero Waste <i>(Possible Venues: MRF, Transfer Stations, Prevention Grants, Encampments....)</i> 2022 - One Water 2023 - Community Centered	Possible Themes: 2021- Service Equity 2022 - Climate 2023 - Infrastructure
2. Mayor/Council News <i>(5 min)</i>	Placeholder DM Sixkiller CRP letter					
3. Public Comment Opportunity <i>(5 min)</i>		Sign-up, Time/Topic Limit	Signup, Time/Topic Limit	Signup, Time/Topic Limit		
4. Committee Business <i>(5 min)</i>	Minutes, Follow-up CRP Recruitment Proposal: CRP Inclusion Practices	Minutes, Follow-up	Minutes, Follow-up	Minutes, Follow-up		
5. Performance Reporting <i>(20-30 min)</i>	Year 2021: SBP Reporting Cadence Year 2000: <ul style="list-style-type: none"> Financials Contact Center/Portal Construction 	SBP Q Reporting**	SBP Q Reporting**	SBP Q Reporting**		
6. Plan Progress - Deep Dive Discussion <i>(Focus Areas + Commitments)</i> <i>(55 min)</i>	SBP Adoption Timeline In 2022 - Focus: Strengthening Our Utility's Business Practices <i>i.e. A+A, R+R, asset mgmt, seismic</i>	Focus: Empowering Customers, Community, and Employees <i>i.e. customer assistance, cs, workforce development, workforce facilities, etc</i>	Focus: Stewarding Environment and Health <i>i.e. green infrastructure, climate, ship canal, shape our water, waste prevention</i>	Focus: Essential Equitable Service Delivery <i>i.e. customer service, maintenance, contracts, etc</i>		
7. Break <i>(5 min)</i>	n/a					
8. Partner Perspective and Dialogue <i>(40-50 min)</i>	Proposal	One Water <i>(Guest: Citizen Scientists - Watershed Alliances)</i>	Community Centered <i>(Guest: DON Community Liaisons and SPU Community Connections)</i>	Zero Waste <i>(Guest: Waste Free Seattle Grantees)</i>		

** Reporting Cadence (to be presented Feb 8)