

Customer Review Panel

Seattle Public Utilities

June 13, 2022



City of Seattle

Welcome & SPU Updates

Andrew Lee

Interim CEO and General Manager, SPU



City of Seattle

Public Comment

Moderator: Andrés Mantilla

Committee Business

Presenters: Andrés Mantilla, Samantha Stork

Introductions – Facilitation Team

Andrés Mantilla, Melodie Garcia, & Jacqueline Robinette

BDS Planning & Urban Design



City of Seattle

Mayor's Office & City Council Updates

Presenters: Akshay Iyengar, Brian Goodnight



City of Seattle

2022 Q1 SBP PERFORMANCE SUMMARY

CRP Quarterly Meeting

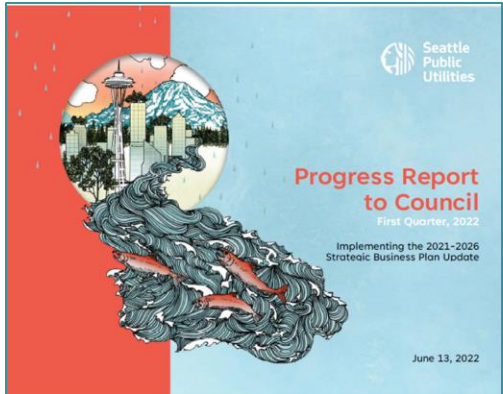
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2022 Q1 Performance Reporting: New Layout



FOCUS ON: Stewarding Environment and Health

GREEN STORMWATER INFRASTRUCTURE Status: On Track

Annual Target:

- Leverage DWV Capital project investments to grow knowledge and delivery of expanded community benefits (environment, health, equity, empowerment, customer experience)
- Support projects led by external partners to add SD beyond stormwater management requirements
- Manage an average volume of 400 million gallons (MG) of runoff with SD

SD: Storm SD involves contracts to help accelerate the implementation of SD. There are now nearly 2,000 SD projects installed across the city through partnerships, resulting in an average annual volume of 400 million gallons (MG) of runoff SD installations include 7.3 miles of SD in the right-of-way providing future in the City with meeting and driving the stormwater.

SD in the Real World: [Case of an innovation efforts are making national attention.](#) [Seattle's Green Stormwater Infrastructure](#) features an article in the *Thomson Reuters* journal, highlighting an innovative design engineering element (constructed "trickle-in" SD). Additionally, *Seattle's Green Stormwater Infrastructure* is featured in *The Urban Design* magazine's *Resilient* feature as a climate resilience strategy on its [SD Resilient](#) feature.

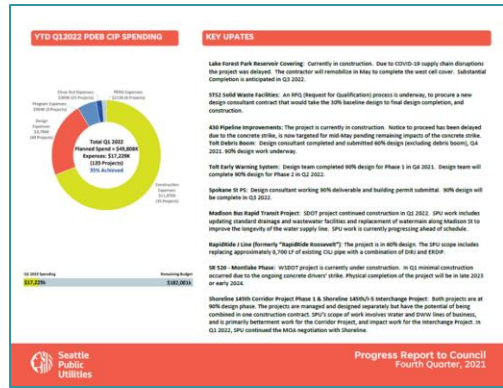
Capitol Hill Water Quality Project "Bubble on Yaki"

Completed: 2014 and 2019

Project Highlights:

- Partnership with:
- Redesign
- Regional facilities
- Urban Hill
- And to be awarded

Venema - Constructed in 2015



- Updated report format and layout for 2022
- Aligned with Strategic Business Plan design and illustrations
- Collaborating with SBP design consultant on layout
- More opportunities for visual displays of performance
- Variable layouts for Quarterly and Annual Performance reporting

2022 Q1 Equitable Essential Services Metrics

BEST IN CLASS

5.8%

Distribution System Leakage

Annual Target: ≤10%

259

Utility Discount Programs

Target: Meet the Need

.86 lbs

Residential Garbage

Annual Target: <1lb/pers/day

100%

Clean City Collection

Target: ≥ 17%

2.59

Sewer Overflows

Target: ≤4 per 100 miles

RELIABLE AND REWARDING EXPERIENCES

92%

Water & DWW response*

Target: ≥ 90%

90%

Customer call response

Target: ≥ 80% in 3 mins

93%

Customer satisfaction

Target: ≥ 90%

0.8

Missed waste pick-up

Target: ≤1 per 1000 stops

EXPECTATIONS, REQUIREMENTS, & COMMITMENTS

63%

CSO Outfalls

Annual Target: ≥ 62%

2.27 lbs

Garbage, Recycle, Organics**

Target: < 2.5 lbs./person/day

78%

Customer Effort

Target: ≥ 80%

21%

WMBE Purchasing

Target: ≥ 17%

13%

WMBE consultants

Target: ≥ 22%

Met



Drinking Water Quality

Target: Regulation met

Met

NPDES***

Target: Requirements met

 = Meeting Target  = Monitor

* More details about the performance of these service areas below

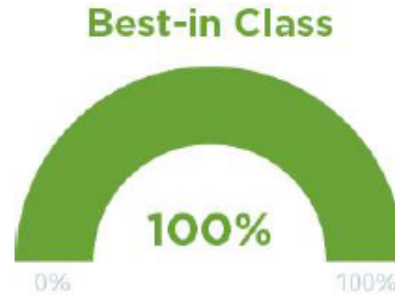
**Metrics for Residential Garbage and Garbage, Recycle, Organics reporting is annual, and there is a lag in obtaining the data. Current annual metric available is from Oct 2021.

*** National Pollution Discharge Elimination System permits requirements for Seattle's Drainage and Wastewater systems

Focus Area Progress

DELIVERING EQUITABLE ESSENTIAL SERVICES

Essential service delivery represents the day-to-day services our customers and community need to live healthy lives. Our staff work year-round to deliver reliable water, drainage and wastewater, solid waste services, and Clean City services.



STEWARDSHIP ENVIRONMENT AND PUBLIC HEALTH

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EMPOWERING OUR CUSTOMERS, COMMUNITY, AND EMPLOYEES

Improving access to utility services, partnering with community organizations to increase livability and local opportunity, and cultivating and promoting a more diverse and dynamic workforce.



STRENGTHENING OUR UTILITY'S BUSINESS PRACTICES

The utility will examine its business practices and assess ways to improve service, be more efficient, and provide value. We will also use the best available science, data, and analysis to inform utility decision making and performance.



2022 Q1 Focus Area Performance Highlights

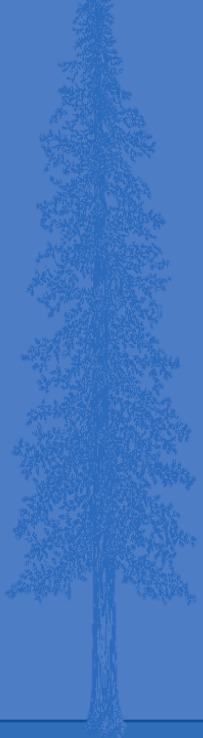
All Focus Area Investments are on track for 2022

Focus Area	Highlights
Delivering Equitable Essential Services	Clean City collaborating with City of Seattle on RV mediation, Customer Service ramping up for return to regular service
Stewarding Environment and Public Health	GSI program featured in Scientific American Magazine; SCWQP Final Design Package on track for Q2 completion
Empowering our Customers, Community and Employees	Surpassed targets with 25 RV mediation cleans; 400 RV Wastewater collections complete and all 20 RV Wastewater neighborhood routs mapped.
Strengthening Our Utility's Business Practices	2 Pipe assessors added to DWW crew; Stage Gate 1 complete on Cedar River Pipelines in Renton; 99.9% of hydrants retained in service



Seattle Public Utilities

2021 Race & Social Justice Accomplishments





Mission

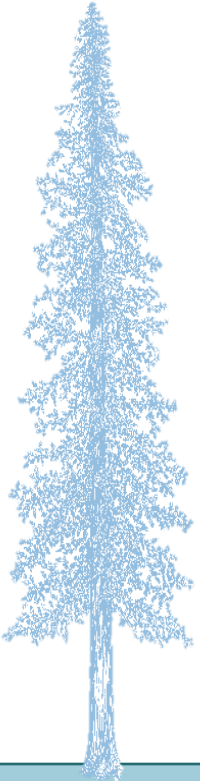
Seattle Public Utilities fosters healthy people, environment, and economy by partnering with our community to equitably manage water and waste resources for today and future generations.

CARES Principle: Equity & Empowerment

“We work to dismantle institutional racism by building trusting relationships, prioritizing equity and inclusion in decision-making, and creating opportunities for all.”

Photo from recent Women in the Trades event





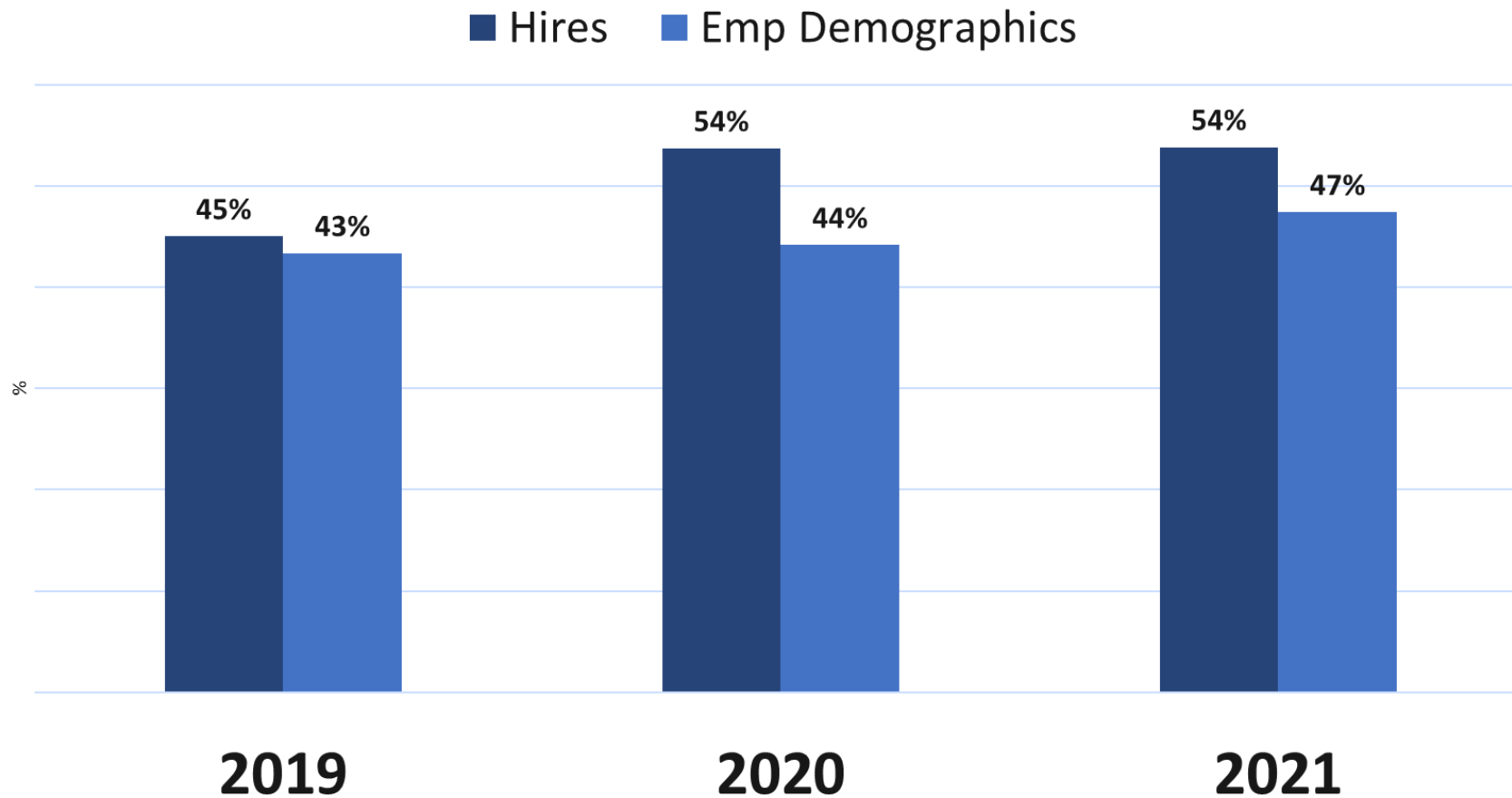
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SPU's 2021 Racial Equity Action Plans



SPU submitted nearly **20%** of the City's Racial Equity Action Plans in 2021

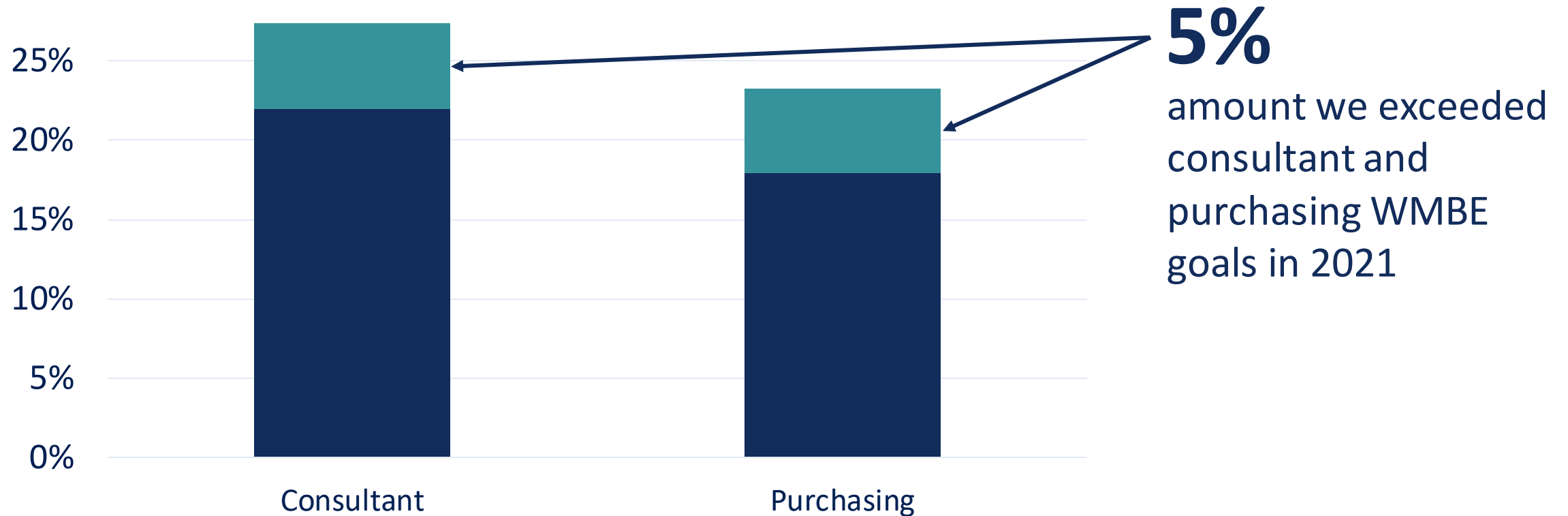
Trends in BIPOC Hires and Employee Demographics



54%
of SPU's current
Leadership Team
are BIPOC
employees

70%
of SPU's promotions
in 2021 were BIPOC
employees

Women & Minority Owned Business Utilization in 2021



Embedding Equity Throughout the Utility

Women & Minority Owned Businesses Customer Service Climate Resiliency
Utility Discount Program **Community Connections** Waste Reduction
Cedar River Education Center **Pollution Prevention** Youth Stormwater Education
Side Sewer Assistance Pilot Program **Summer Youth Employment Program** Clean Cities
Solid Waste Advisory Committee **RV Wastewater Pump-out Pilot Program** **Public Health**
Language Access Customer Review Panel **RainCity Partnership** **Shape Our Water**
Adopt A Street Duwamish Valley Youth Group Partnership **Emergency Assistance** Clear Alley Program
Community Partnerships **Adopt-A-Drain** Hygiene Stations **Environmental Stewardship**
Water Conservation Workforce Equity **Apprenticeship Program** **Emergency Management**
Essential Services Capital Improvement Project Engagement **And More**

Customer Contact Center Quality Assurance: Improving Customer Experience



Customer Contact Center

Quality Assurance Program

Apply Racial Equity Toolkit

Implement Recommendations



Customer Contact Center Quality Assurance: Improving Customer Experience

Build capacity for equitable service delivery:

- Cultural communication awareness training
- Develop training with specific focus on:
 - Empathy
 - Stress Management
 - Active Listening
 - De-escalation
 - And other skills for customer engagement



SPU's Race & Social Justice Work Continues



“We work to dismantle institutional racism by building trusting relationships, prioritizing equity and inclusion in decision-making, and creating opportunities for all.”



Questions?



SBP Focus Area: Stewarding Environment and Health

Protecting water sources, increasing integrated and equitable investments in water management and systems, and reducing Seattle's waste and carbon pollution by helping transform our economy.

Presenter: Ashima Sukhdev



CRP Discussion

Moderator: Andrés Mantilla

CRP One-on-ones

CRP One-on-ones

- Early distribution of materials



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- Intentional, timely presentations – with appropriate time for engagement and



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- Early distribution of materials
- Intentional, timely presentations – with appropriate time for engagement and
- Clarity in understanding of roles and intended outcomes



Role of the CRP



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- Provide input on the Strategic Business Plan & review progress

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- Community liaison, outreach, and advocacy



Role of the CRP

- Provide input on the Strategic Business Plan & review progress
- Connectors to community, outreach, and advocacy
- Ensuring the success of the Strategic Business Plan



Looking Forward

What does success look like one year from now?

What do you as panel members need to be successful?





Closing & Wrap Up



Upcoming Meetings

September
12 –
Quarterly
Meeting
(Hybrid)



June Evaluation

Linked on
your
agenda