

# AGENDA

May 10, 2021  
3:00 – 5:30pm



## Customer Review Panel

2<sup>nd</sup> Quarter 2021 – Meeting #2  
Webex (ONLINE)

5 min	<b>1. Welcome and SPU Updates</b> <i>Presenter: Mami Hara</i>
5 min	<b>2. Public Comment</b> <i>Moderator: Karen Reed, Facilitator</i> <ul style="list-style-type: none"><li>a. Sign up to participate in Public Comment on SBP’s website up to two-hours prior to the CRP meeting.</li></ul>
10 min	<b>3. Committee Business</b> <i>Presenters: Karen Reed, Facilitator, Dani Purnell, Kate Morrison</i> <ul style="list-style-type: none"><li>a. Approval of Meeting Minutes of February 8, 2021, Karen Reed, Facilitator</li><li>b. SBP Adoption Process update</li><li>c. CRP Recruitment update</li></ul>
5 min	<b>4. Council/Mayor Updates</b> <i>Presenters: Akshay Iyengar, Brian Goodnight</i>
20 min	<b>5. Performance Reporting – 1<sup>st</sup> Quarter Reporting</b> <i>Presenters: Natasha Papsoueva, Keri Burchard-Juarez, Karl Stickel</i> <ul style="list-style-type: none"><li>a. Essential Service Metrics</li><li>b. Focus Area Progress</li><li>c. Capital Improvement Projects</li><li>d. Financials</li></ul>
40 min	<b>6. Strategic Business Plan Focus: Empowering Customers, Community, and Employees</b> <i>Presenters: Andrew Lee, Ben Marré, Todd Snider, Debra Reed</i> <ul style="list-style-type: none"><li>a. Facilities Master Plan</li><li>b. Workforce Development</li><li>c. COVID Relief Programs</li></ul>
40 min	<b>7. Partner Perspective and Dialogue</b> US Water Alliance Shut-off prevention program <i>Presenter: Kahreen Tebeau, Cesar Garcia, Brianna Kiarie</i> <ul style="list-style-type: none"><li>a. Lake City Collective</li><li>b. Neighborhood House</li></ul>

<p>5 min</p> <p>5 min</p>	<p><b>8. Future SBP Focus Area Planning – Interest Areas</b>  <i>Presenter: Karen Reed</i></p> <p>a. August Focus Area: Stewarding Environment and Health – What topics are of interest to panel members?</p>
<p>5 min.</p>	<p><b>9. Closing Comments, Thank You and Adjourn</b></p>

<p>CRP Meetings</p>	<p><b>2021 Customer Review Panel Meeting Schedule</b>  <b>August 9</b> – 3<sup>rd</sup> Quarter Meeting*  <b>November 8</b> – 4<sup>th</sup> Quarter Meeting*  <i>* meeting tentatively planned as a hybrid in-person and on-line event</i></p>
<p>Networking</p>	<p><b>Partners Network Opportunities (PNO)</b> (<i>contact thuch.mam@seattle.gov</i>)</p> <ul style="list-style-type: none"> <li>• <b>May 13</b> – Shaping Our Future - Stewarding Environment and Health</li> <li>• <b>Fall</b> – SPU Community Partners Field Trip Opportunity</li> <li>• <b>Dec 13</b> – SPU Shaping the Future Community Panel + Gathering*</li> <li>• <b>Upcoming Community Sponsorship Events</b></li> </ul>