

AGENDA

December 13, 2021

3:00 – 5:30pm



Customer Review Panel

4th Quarter 2021 – Meeting #4

Webex (ONLINE)

3:00	1. Welcome and SPU Updates <i>Presenter: Andrew Lee</i>
3:10	2. Public Comment <i>Moderator: Karen Reed, Facilitator</i> <ul style="list-style-type: none">a. Sign up to participate in Public Comment on SBP’s website up to two-hours prior to the CRP meeting.
3:15	3. Committee Business <i>Presenters: Karen Reed, Facilitator Brian Goodnight, Kate Morrison, Dani Purnell, Natasha Papsoueva</i> <ul style="list-style-type: none">a. September 13 Meeting Minutes – Review & Approvalb. September meeting evaluation and responsec. Meeting Structured. CRP Overview and Resolution Reviewe. SBP Document & Performance Reporting Overviewf. Discussion
4:00	4. Council/Mayor Updates <i>Presenters: Akshay Iyengar, Brian Goodnight</i>
4:10	5. Performance Reporting – 3rd Quarter Reporting <i>Presenters: Natasha Papsoueva, Maryam Mason, Keri Burchard-Juarez, Karl Stickel</i> <ul style="list-style-type: none">a. SBP Data Highlight: Best in Classb. Essential Service Metrics and Focus Area Progressc. Capital Improvement Projectsd. Financials
4:45	6. Break
4:50	7. SBP Focus Area: Delivering Equitable Essential Services: <i>Providing Essential Services in the Time of COVID – SPU Frontline Discussion</i> <ul style="list-style-type: none">a. Bruce Bentley – Water LOBb. Jeremi Watkins – DWW LOB

5:25	8. Closing Comments, Thank You and Adjourn a. December Meeting Evaluation Survey (Link)
	2022 Customer Review Panel Meeting Schedule <ul style="list-style-type: none"> • January 2022 – Orientation (Part 2) • March 14, June 13, September 12, December 12 – Quarterly CRP Meetings
Networking	Partners Network Opportunities (PNO) (<i>contact thuch.mam@seattle.gov</i>) <ul style="list-style-type: none"> • March 1, 2022 – Ship Canal Water Quality Project Field Trip Opportunity • TBD – Community Panel + Gathering Opportunity*

** meeting tentatively planned as a hybrid in-person and online event*