

## Requests from Customer Review Panel

**COMPLETED REQUESTS**

Request	Date Requested	Status	Date Completed
1. Confirm meeting dates through September	April 29	Meeting dates confirmed through September	May 8
2. Change the colors of the revenue chart in the "Detailed Overview" PPT	May 6	Diane to make edit to chart, and post to the SBP website in the Customer Panel section	May 8
3. Is there an OSHA reportable injury rate, and if so what is it?	May 6	Kim handed out document at May 13 Panel meeting	May 13
4. What are City/SPU plans for addressing the aging workforce issues (Focus on injuries)?	May 6	Kim handed out City Auditor Report at May 13 Panel meeting	May 13
5. What is the age of the water transmission/distribution system (by decade, material type, and miles of pipe).	May 6	Nancy handed out sheet describing this information at May 13 Panel meeting	May 13
6. What are the pros and cons of mitigating stormwater runoff via more regional flow controls, as opposed to requiring new development to mitigate on the property?	May 13	Trish to develop written response for June 5 <sup>th</sup> meeting	June 5
7. In the sources and uses chart for solid waste, why is there a difference in total revenues and total expenses?	May 13	Craig to develop written response for June 5 <sup>th</sup> meeting	June 5
8. How do Seattle's recycling goals compare to other jurisdictions?	May 13	Tim to develop written response for June 5h meeting by pulling 2012 data from the resource recycling magazine	June 5
9. Would like recycling discussion/field trip	May 13; email input	Field trips being set for June 13 and June 17	June 17
10. Start a file for Panel, to include relevant articles, etc. found by Panel members City staff	April 30	Exploring setting up file on Strategic Business Plan website	June
11. Would like employee survey information broken out in more detail (by Branch; by labor-management staff)	June 5	Karen to develop information by July 1 meeting	July 1
12. Would like the detail behind what staff meant in the survey when they said SPU needs to "improve accountability"	June 5	Karen to develop information by July 1 meeting	July 1
13. Question regarding whether SPU can get rid of magnesium in the water, to avoid corroding pipes	June 5	Dave to develop information by July 1 meeting	July 1
14. Would like to understand existing regulatory environment and how it is evolving	Input from May K2 email	Martin developed packet of materials for July 15 meeting	July 15
15. What are the comparative costs of the North Transfer Station construction and the South Transfer Station construction	May 13	Cost estimates in flux; Linda will have comparatives in August	August 6
16. What are the wages and benefits requirements in the recycling contracts	July 15	Tim Croll will follow up with the specifics in August	August 6
17. Why is there not a fixed charge on wastewater rates?	July 15	Melina will research for August meeting	August 6
18. Strategic Role: Include concept of "enabling" people in strategic role	June 10	Will address at Aug 6 meeting	August 6

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19. Vision: is it really important that people know SPU's doing a good job? Isn't it more important just to do a good job?	June 10	Will address at Aug 6 meeting	August 6
20. Overall comments/questions on Strategic Objectives: - Some have a 1-2 word header; others do not. Need to be consistent. - Where in the strategic objectives do we address structural challenges overall (unions, City policies, other)?	June 10	Will address at Aug 6 meeting	August 6
21. Environmental Objectives: - Think of conservation as wise use; focus on efficiency and strategy (5 <sup>th</sup> objective) - Setting an objective of conducting <u>all</u> SPU operations in a sustainable way may be impossible (2 <sup>nd</sup> objective) - Not sure what distinction we're making between stakeholders, public and private entities (3 <sup>rd</sup> objective) - Often a variety of ways to meet environmental & public health mandates, but this concept is missing from the first objective	June 10	Will address at Aug 6 meeting	August 6
22. Customer Focus area: What do we mean by "engaged"? Maybe we don't want all of our customers engaged with us. Maybe different "flavors" of engagement – e.g., customer recycling; conservation. Maybe what we really want to say is we want customers to be effective in their use of SPU services.	June 10	Will address at Aug 6 meeting	August 6
23. Customer Objectives: - Reword objective 1 (minimize customer effort) to be stated positively rather than negatively - What do we mean by the third objective to "create an opportunity to participate"? Need to clarify	June 10	Will address at Aug 6 meeting	August 6
24. Workforce SWOC: Reword the SWOC that says aging workforce leads to increases in OTJ injuries	June 10	Will address at Aug 6 meeting	August 6
25. Workforce Objectives: - Consider saying "enhance" workplace safety instead of "improve" workplace safety (objective 2) - What do we mean by "systems" in objective 4? If not just IT systems, then pick a different word.	June 10	Will address at Aug 6 meeting	August 6
26. Consider SWOC by LOB, at least for the service quality objective in OpEx. Otherwise, we are saying we have sound infrastructure but we have underperforming infrastructure. Also, consider using the word "reliable" instead of "sound."	July 1	Will address at Aug 6 meeting	August 6
27. Consider including the concept of affordability in the Customer focus area as well as the OpEx focus area.	July 1	Will address at Aug 6 meeting	August 6
28. In the Fiscal Integrity strategic objective, specifically call out improving internal controls, maybe by stating it as a weakness	July 1	Will address at Aug 6 meeting	August 6
29. SPU's value statements do not include the environment – is this a miss?	July 1	Will address at Aug 6 meeting	August 6
30. Put something into the DWW SWOC about how	July 1	Will address at Aug 6 meeting	August 6

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dependent we are on our customers actions and activities			
31. Feedback on SWOC in Customer Focus Area: - Include cost of ESL services and expansion of communications modes as a challenge - In Challenges, note that accretion of non-core programs can drive rate levels up - In Opportunities, edit language to say we will consider all electronic communication modes to make it easier for customers	July 15	Will address at Aug 6 meeting	August 6
32. Feedback on SWOC in Workforce Focus Area: - In Challenges, include City policy of generous disability payments - In Challenges, include developing a culture of embracing efficiency and accountability - In Strengths, include the union labor force - In Weaknesses, include the relatively low span of control	July 15	Will address at Aug 6 meeting	August 6
33. Feedback on SWOC in Environmental Focus Area: In Challenges, note difficulty with defining sustainability; also include issue of selling less resulting in higher rates	July 15	Will address at Aug 6 meeting	August 6
34. Feedback on SWOC in Operational Excellence Focus Area: - In Weaknesses, add difficulty with delivering large capital projects on time and within budget - In Weaknesses, expand on "lack of effective prioritization" to say something about limiting lower-priority work in order to effectively deliver core services - In Challenges, explain what you mean by underperforming infrastructure	July 15	Will address at Aug 6 meeting	August 6
35. Feedback on Strategic Objectives: Workforce: add accountability; call out succession planning; call out IT systems vs people processes Environment: What do you mean by "sustainable"? Change to "environmentally sustainable"? Or move to Operational Excellence?	July 15	Will address at Aug 6 meeting	August 6
36. Email Panel to ask for (a) suggestions for who to contact regarding interim outreach; (b) additional thoughts on content of interim outreach meetings	August 6	Karen Reed (facilitator) to send out email	August 7
37. Provide info on budget by major cost category, including labor and benefits	April 29	May 6 and 13 presentations & handouts will have budget detail but not labor and benefits breakout; this will occur during baseline discussions in July	July 15 & August 6
38. Describe the major cost drivers by LOB	May 6	Will include this information in the baseline document	August 6
39. Describe fixed vs variable costs (and provide fixed/variable ratios) for each LOB.	May 6	Will include this information in the baseline document	August 6
40. Bring Community Advisory Committees' observations	July 1	Sheryl and Karen to discuss at	August 20

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and interested to the Panel		August 20 meeting	
41. Check if solid waste tonnage tax in the “tax” portion of cost bar	August 6	Melina to develop for August 20	August 20
42. Show rate “rules of thumb” also as bill “rules of thumb”	August 6	Melina to develop for August 20	August 20
43. Provide utility tax rate comparisons	August 6	Melina to develop for August 20	August 20
44. Place capital project delivery in the weakness AND the challenge categories in the OpEx SWOC	August 6	Will be discussed August 20	August 20
45. Add “and costs” to the OpEx SWOC statement “achieving appropriate balance between core services, policy objectives, and costs”	August 6	Will be discussed August 20	August 20
46. Note that “customer engagement” means a lot more than that – e.g., use your services efficiently	August 6	Will be discussed August 20	August 20
47. Change “minimize customer effort” to “make it easy for customers to interact with SPU”	August 6	Will be discussed August 20	August 20
48. Acknowledge elephant in the room by mentioning “evolving workforce” in the workforce strategic objectives	August 6	Will be discussed August 20	August 20

**REQUESTS UNDERWAY**

Request	Date Requested	Status	Date Completed
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**ONGOING**

49. Offer Panel members field trips	April 29	Underway	Ongoing
50. Send materials out electronically in advance of meetings	April 29	Will do this throughout process	Ongoing
51. Provide Panel members with access to additional SPU informational materials	April 29	Links included in Customer Review Panel section of the Strategic business Plan web page	Ongoing
52. Include in presentations and materials more photos of capital components and operational activities	April 30	Will do	Ongoing

**GENERAL INFO/OTHER**

53. Confirm meeting dates post-September	April 29	Done with 2013; will begin work on 2014 dates	
54. What are our risk thresholds – e.g., what is a “large” risk? A “small” risk? How do we define large/small assets and projects?	June 5	Terry to develop for future meeting in August or September	
55. How do you ensure Green Stormwater Infrastructure is properly maintained?	July 1	Nancy to develop response for September	
56. What are the number a % of SPU’s workforce on disability payment	July 15	RQA and HR staff will follow up in September	
57. When will costs level out for each LOB	July 15	Melina will provide this information in Sept for debt service and capital expenditures – we cannot forecast general inflationary pressures such as health care increases	
58. Develop cost estimate history for South Transfer Station	August 6	Linda to develop for September	

<b>Request</b>	<b>Date Requested</b>	<b>Status</b>	<b>Date Completed</b>
59. To the degree we can, provide cost/risk information associated with baseline drinking water service levels	August 6	Dave to develop for September	
60. At some point (maybe after efficiencies discussion?), describe the service implications of an "inflation only" rate revenue path	August 20		
61. Describe the assumptions behind the relationships between water demand and wastewater demand; make sure that projections have kept pace with changes to actual	August 20		

**ADDRESS IN BASELINE**

62. Describe the major changes between 2011 Actuals, 2012 Adopted budget, 2013 Adopted Budget, 2014 Endorsed Budget	May 6	Will include this information in the baseline document	
63. Provide Panel with information on trends in pension costs.	May 6	Will include this information in the baseline document	
64. Provide general overview of financial relationship with, and services provided from, the General Fund (and vice versa).	June 10	Will include this information in the baseline document	
65. What are the regulatory impacts on rates through 2020?	July 15	Melina will develop a response	
66. Provide additional information on inter-relationships between pockets of money – truly self-sufficient?	August 6	Melina to develop response for meeting in September	
67. Provide better descriptors of discretionary services	August 6	Melina to come back in September?	
68. For baseline assumptions (cost inflation, non-rate revenue inflation, etc.) provide historical actual	August 20		
69. Demand – what is SPU's assumptions on customer account growth?	August 20		
70. Rate path vs rate revenue path – describe differences, and pros/cons	August 20		
71. Check example baseline info on customer charges – did we reverse the water/wastewater charges for the hotel example?	August 20		
72. In future materials, note the assumptions behind the typical residential charges	August 20		

**ADDRESS IN BENCHMARKING/EFFICIENCIES**

73. During efficiency discussions, let Panel hear from SPU staff as well as from the Consultant; SPU to engage employees	April 29; August 20	In process	
74. Would like street sweeping included in benchmarking	May 13	Will address in the fall during benchmarking/efficiency discussions	
75. Would like solid waste non-contract	May 13	Will address in the fall during benchmarking/	

<b>Request</b>	<b>Date Requested</b>	<b>Status</b>	<b>Date Completed</b>
costs included in benchmarking		efficiency discussions	
76. Would like service level analysis included in benchmarking	May 13	Will address in the fall during benchmarking/efficiency discussions	
77. Streamline bureaucracy (simplify processes, interactions with other City departments)	August 20		

**ADDRESS IN ACTION PLANS/INITIATIVES or OTHER PRESENTATIONS**

78. Provide Panel with information on annual SPU costs for OTJ injuries.	May 6	Kim handed out document at May 13 Panel meeting that shows time loss costs; other costs (medical) will come later	
79. Would like more discussion of safety data	May 13	Will address in the fall during Action Plan discussions	
80. Would like to hear about One Less Truck garbage collection	Input from May K2 email	Will address in the fall during Action Plan discussions	
81. Would like analysis/discussion of continuous improvement vis-à-vis delivery of capital projects – how can we do this consistently well, and in the most effective manner	June 5 & August 6	Will address in the fall during Action Plan discussions	

**ADDRESS IN OUTREACH**

82. Work with Community Advisory Committees to get understanding of SBP/support for outreach work	August 6		
83. Consider representation from people living on the water (e.g. houseboats). Also consider representation from clients of West Seattle Helpline (or other helplines).	August 20		

**PANEL FEEDBACK**

<b>Feedback</b>	<b>Date Given</b>	<b>Status</b>	<b>Date Completed</b>
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**Framework Feedback from Panel**

84. Consider clarifying language on “easy and engaged customer experience” goal to be clear about what we mean by internal and external customers	August 20		
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