



APPROVED 11-18-15

Tacoma Public Utility Board  
Special Meeting  
October 24, 2015  
Cushman Hydroelectric Project  
21451 N. US Highway 101  
Shelton WA 98584

Present: Bryan Flint, Mark Patterson, Monique Trudnowski, Woodrow Jones, Karen Larkin

The meeting was quorate.

Chair Flint called the meeting to order at 9:00 A.M.

Chair Flint made opening remarks and Director Gaines provided an overview of the agenda.

### **Strategic Planning Discussions**

Tacoma Water: Linda McCrea, Water Superintendent, reviewed initiatives from Water's 2012 strategic plan. Superintendent McCrea then walked through Water's 2015 strategy map and detailed key initiatives. A draft of the 2016 Water strategy map was reviewed.

Tacoma Rail: Dale King, Rail Superintendent, reviewed the 2009 Rail strategic plan detailed the implementation of those strategic initiatives. Superintendent King concluded by providing an overview of future strategic initiatives.

Customer Service: Steve Hatcher Customer Services Manager, reviewed the Customer Service 2010 strategic plan and the update that was done in 2014. Mr. Hatcher then detailed the strategic drivers and initiatives. Mr. Hatcher concluded by summarizing the evaluation process for future strategic initiatives.

Tacoma Power: Chris Robinson, Power Superintendent, reviewed the initiatives from the 2008 strategic plan and detailed the interim strategy updates. Superintendent Robinson provided an overview of the current strategic planning process and the

analytics currently taking place. Next steps in the current process include stakeholder interviews, including Board Members.

### **Metrics/Benchmarking Discussion**

Jim Sant, Deputy Director for Administration, outlined the purpose and considerations behind TPU-level performance metrics. The approach to metrics development, key performance areas, and reporting were detailed.

### **Government/Legislative Affairs Discussion**

Bob Mack, Deputy Director for Public Affairs, provided an overview of internal processes, which are interaction with TPU divisions, contract lobbyists, and the City's government relations department. Outreach processes for national, regional, state, trade associations, and external associations were reviewed. Mr. Mack then walked through the legislative policy document that guides TPU's Public Affairs activities.

### **Adjournment**

The special Board meeting was adjourned at 3:03 P.M.