APPROVED 10/28/26

MINUTES
City of Tacoma
Public Utility Special Board Meeting
Tuesday, October 20, 2026
8:30 – 4:30 p.m.

Chair Claus-McGahan called the special Public Utility Board meeting to order at 8:41 a.m.

Present: John O'Loughlin; William Bridges; Elly Claus-McGahan; Devin Hampton; Anita Gallagher (arrived 8:55 a.m.)

Leadership Framework Overview
Director Flowers opened the morning session by highlighting TPU's leadership engagement and development program, a fixture for employee training over the past eight years. She framed the presentation as a broader discussion on how organizational culture and performance drive TPU's ability to fulfill its mission for its customers. Director Flowers then introduced Mike Nash, an organizational development and leadership consultant with a background in social work and behavioral science. Mr. Nash provided the Board with an overview of the six-day leadership course designed for TPU managers and supervisors. He outlined its six core components: 1) Manager's mindset; 2); Proactive management; 3) Understanding people, 4) Performance mgt, 5) Employee engagement; 6) Sustaining change. This was followed by a group exercise to identify individual and group behavior styles.

Strategic Foresight
Director Flowers opened this portion of the meeting by summarizing key milestones since TPU's founding in 1893. She noted that today's success is the result of the foresight shown by past employees and policymakers. Just as we benefit from their legacy, it is now our responsibility to act as good ancestors for future customers by making forward-looking decisions. While we cannot predict the future, we must operationalize processes and build the institutional capacity to track trends and adapt to change.

KayLyne Newell, Strategy Manager, facilitated a discussion about long-term thinking and strategic foresight; Board discussion ensued. Ms. Newell introduced strategic planning as a prediction based on historical trends, reviewing what's happened in a similar cycle, or season to project what may happen again. Strategic foresight was described as a range of plausible futures – not one predicted outcome, but what could unfold so we prepare and act today. Ms. Newell led a group exercise assessing the certainty and impact of scenarios that could affect TPU in the future.

Adjournment
There being no further business or comments, the Public Utility Board meeting was adjourned at 4:25 p.m. until Wednesday, October 28, 2026, for a 3:00 p.m. study session followed by a 6:30 p.m. regular meeting.

Approved:



Elly Claus-McGahan, Chair



Devin Hampton, Secretary