



**City of Tacoma
Public Utility Board
Study Session**

**February 28, 2024; 3:00 p.m.
Tacoma Public Utilities, LT1 (3rd Floor Conference Room)
(Directly Across Main Elevator)
3628 South 35th Street, Tacoma WA 98409**

**Join remotely: <https://us06web.zoom.us/j/81336402669>
or by dialing 253-215-8782 and entering meeting ID 813 3640 2669**

Call to Order

Roll Call

The Public Utility Board will hold a study session with staff to discuss the following:

Approximate Time	Topic	Presenter(s)
3:00 – 3:45	Guiding Principle 13 (GP13, Customer Service) Update	Francine Artis, Interim Customer Service Manager
3:50 – 4:25	Customer Satisfaction Survey	Holly Lucht, Market Research and Development Analyst
4:30 – 4:55	Website Rankings	Treena Colby, Market Research and Development Analyst; Emily Privett, Digital Experience Analyst
5:00 – 5:45	Customer Experience and External Affairs Division Transition	LaTasha Wortham, Deputy Director of Customer Experience and External Affairs
5:45	General Board Comments / Discussion and Director’s Reports	

Adjournment

The Public Utility Board may enter into a closed or executive session at any time during an open public meeting as provided by law.

	<p>The City of Tacoma does not discriminate on the basis of disability in any of its programs, activities, or services. To request this information in an alternative format or to request a reasonable accommodation, please contact the TPU Director’s Office at 253-502-8201 or utilityboard@cityoftacoma.org. TTY or speech to speech users please dial 711 to connect to Washington Relay services.</p>
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