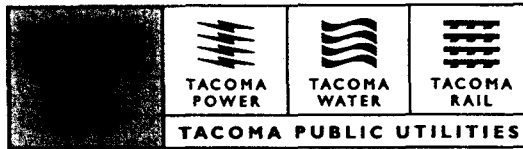


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MINUTES
City of Tacoma
Public Utility Board Study Session
August 14, 2013
4:00 p.m.

Chair Nelson called the Public Utility Board study session to order at 4:04 p.m. at the Public Utilities Administration Building.

Present: David Nelson, Mark Patterson, Woody Jones, Monique Trudnowski

Excused: Bryan Flint

Tacoma Public Utilities 2013 Annual Employee Survey

Bill Berry, Rates, Planning and Analysis Manager in Power, stated this survey is designed to measure understanding of employee engagement; supervisory gaps; communication; ways to improve TPU's workplace culture; and business strategy. Washington State University's Social and Economic Sciences Research Center (SESRC) conducted the survey for TPU. Eighty percent of employees responded to the survey. Mr. Berry summarized the survey findings. Management is discussing the findings and is focusing on understanding the results and developing action plans for improvement. Each division is analyzing their results, discussing the survey with employees, and developing action plans.

Tacoma Power and Water Balanced Scorecard Strategy Management System

Bill Berry, Rates, Planning and Analysis Manager in Power, and Heather Pennington, Deputy Water Superintendent, co-presented this topic. The Balanced Scorecard (BSC) initiative was launched to align leadership to a shared view of the organization's strategy and how to manage it for long-term success. It establishes a mechanism for clear two-way communication, provides greater focus on linked sets of performance measures, and develops a quantitative and qualitative approach to effectively allocate resources. The BSC also builds a culture of strategy execution and accountability across the organization. The mechanisms used to implement these BSC systems were detailed. Practical examples were shared. The benefits of the BSC approached were summarized.

Executive Session

Mr. Patterson moved to convene an executive session at 5:35 for thirty minutes for the purpose of discussing pending litigation per RCW 42.30.110(1)(i); seconded by Mr. Jones. The executive session convened at 6:05. Attorney's present: Bill Fosbre, Paul Goulding, Ben Stone.

Adjournment


The study session was adjourned at 6:05 p.m. until the next regularly scheduled study session on Wednesday, August 28, 2013 at 3:00 p.m.

Approved:



David S. Nelson, Chair

Approved:



Bryan Flint, Secretary