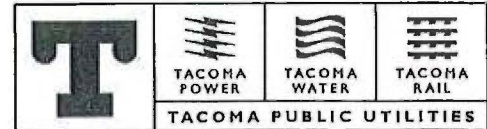


MEMORANDUM



TO: Mayor Woodards and Council Members

CC: Public Utility Board Members

FROM: Chair Trudnowski, Public Utility Board Chair

DATE: March 20, 2018

RE: Recruitment of Director of Utilities

Feedback on the Director of Utilities was sought by the Interim Director and Public Utility Board. Three questions were developed with Public Utility Board input by the recruitment firm. Invitations to provide feedback were sent to a variety of specific contacts and the general public. Stakeholder contact lists were reviewed and edited by the TPU Public Utility Board with input from the Interim Director and Community & Government Relations manager. Feedback was gathered from late December through February, and was provided to the Board Chair, Interim Director, and recruitment firm during that time. The feedback was organized into 5 general areas:

- 1) **City Council Members** met with the recruitment firm in person or by telephone with the exception of two.
- 2) **Stakeholder groups** were identified and contacted for feedback, which was gathered through either group meetings, individual conversations, or online:
 - Tribal outreach: 4 tribal nations were contacted including Muckleshoot Indian Tribe, Puyallup Tribe of Indians, Skokomish Indian Tribe, and Cowlitz Indian Tribe
 - 3 tribes responded with feedback
 - Key accounts: 20 of largest accounts were contacted
 - Meeting held 1/9/18 with 7 key accounts present
 - Large public & community organizations: 14 groups were contacted
 - Meeting held 1/9/18 with 3 groups represented
 - Franchise cities: 5 cities were contacted
 - Meeting held 1/9/18 with 1 city represented
 - Labor leaders: 8 groups were contacted
 - Meeting held 1/9/18 with 3 representatives
- 3) **Neighborhood council (NC)** meetings were attended including:
 - North End on January 8, 2018
 - New Tacoma on January 10, 2018
 - South Tacoma on January 17, 2018

- West End on January 17, 2018
 - Northeast Tacoma on January 17, 2018
 - Community Council on January 25, 2018
 - South End on February 26, 2018
- 4) **Online feedback** sought from both the public and TPU employees
- Over 130,000 emails sent
 - Over 700 customers and over 200 employees responded
- 5) Conglomerate of **various feedback** was submitted including a letter from NW Energy Coalition, former Mayoral candidate Jim Merritt, emails sent directly to the PUB email account, and emails sent to the MyTPU.org account.

Additional communications were established to raise awareness of the opportunity to provide feedback including contact to the Cross District Association of Tacoma, social media posts, banner on the TPU homepage, banner on the MyAccount webpage, and Utilities & You newsletter to 180,000 recipients.