



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

**January 22, 2025; 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	Tacoma Water: Cascade Water Alliance Update	Heather Pennington, Water Superintendent; Sean Senescall, Water Division Mgr; Marc Powell, Sr. Business Services Analyst
3:50 – 4:20	Gross Earnings Tax Fee Discussion	Alex Yoon, Deputy Director for Administration; Ying Hall; Rates, Planning, & Analysis Mgr; Dana Larsen, Water Division Mgr; Dan McCabe, Rail CIO/CFO
4:25 – 4:55	Customer and Rail Customer Satisfaction Study	Dan Drennan, Market Research and Development Mgr; Holly Lucht, Market Research and Development Sr. Analyst; Dan McCabe, Rail CIO/CFO
5:00 – 5:30	Guiding Principle Twelve (GP12, Customer Service) Update	LaTasha Wortham, Deputy Director for Customer Experience and External Affairs; Shana Williams, Customer Service Mgr
	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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