

The best, for the most, for the longest



SUMMARY OF PROPOSED SERVICE CENTER OUTREACH EFFORTS

CHELAN PUD COMMISSION MEETING

April 1, 2019 – No Action Today

Chelan County PUD Service Center

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February & March Outreach

Presentations

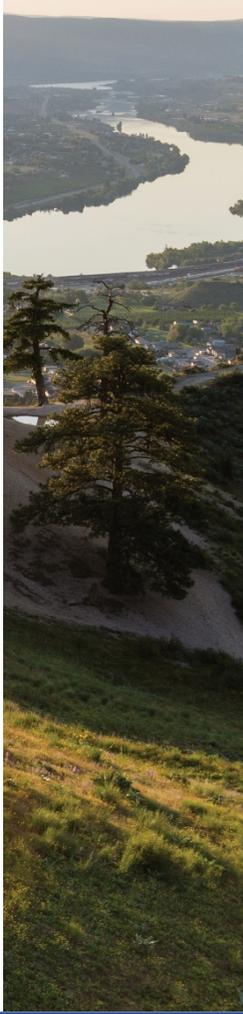
Cashmere City Council	Downtown Kiwanis
Chelan City Council	CAFÉ
Entiat City Council	PUD Key Accounts
Leavenworth City Council	Central Lions
Wenatchee City Council	Manson Community Council

Community Open House Events

Wenatchee Valley Museum & Cultural Center
Cashmere Riverside Center
Leavenworth Fire Station
Chelan Chamber of Commerce
Entiat Fire Station

Employee Open House Events

Headquarters Campus Confluence Technology Center



LISTENING TO OUR CUSTOMERS

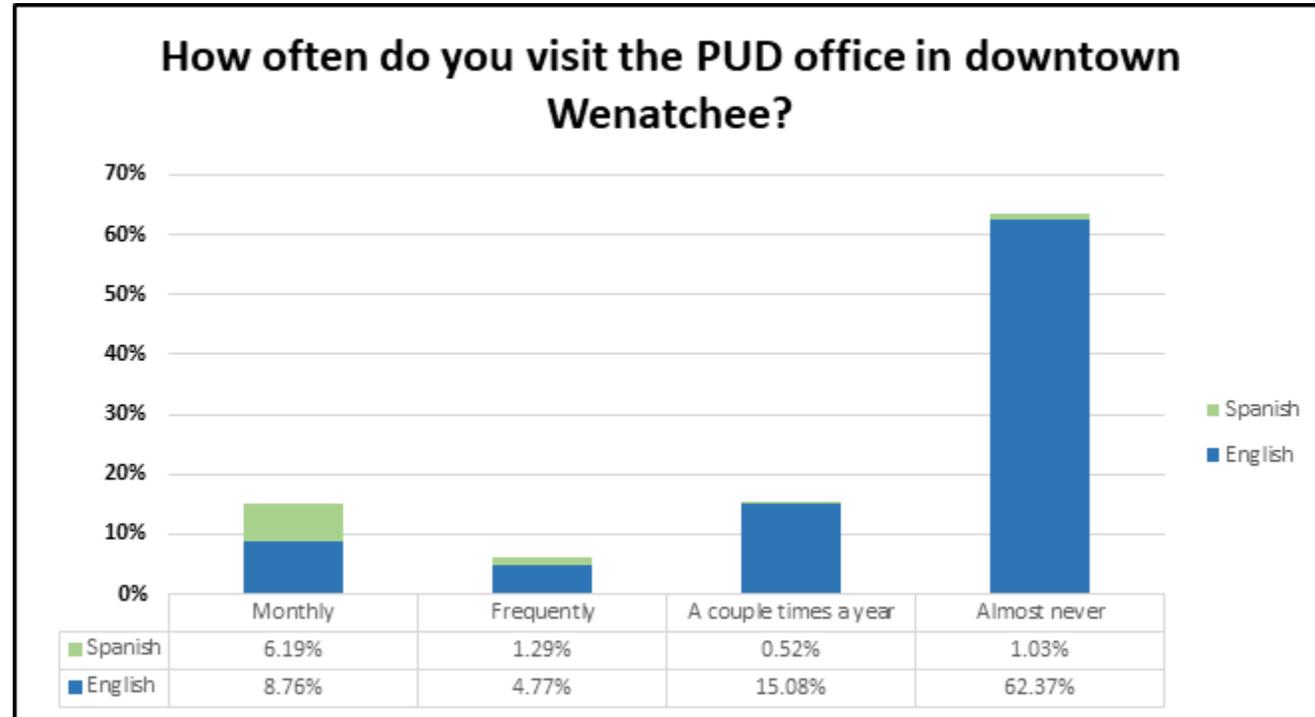
What do you think?

Chelan County PUD Service Center

What We Have Heard

Customer Surveys

791	Total Surveys
554	Online Surveys
237	Comment Cards
720	English
71	Spanish
86	Lobby Interviews



HEARING FROM OUR CUSTOMERS

Online & In-person

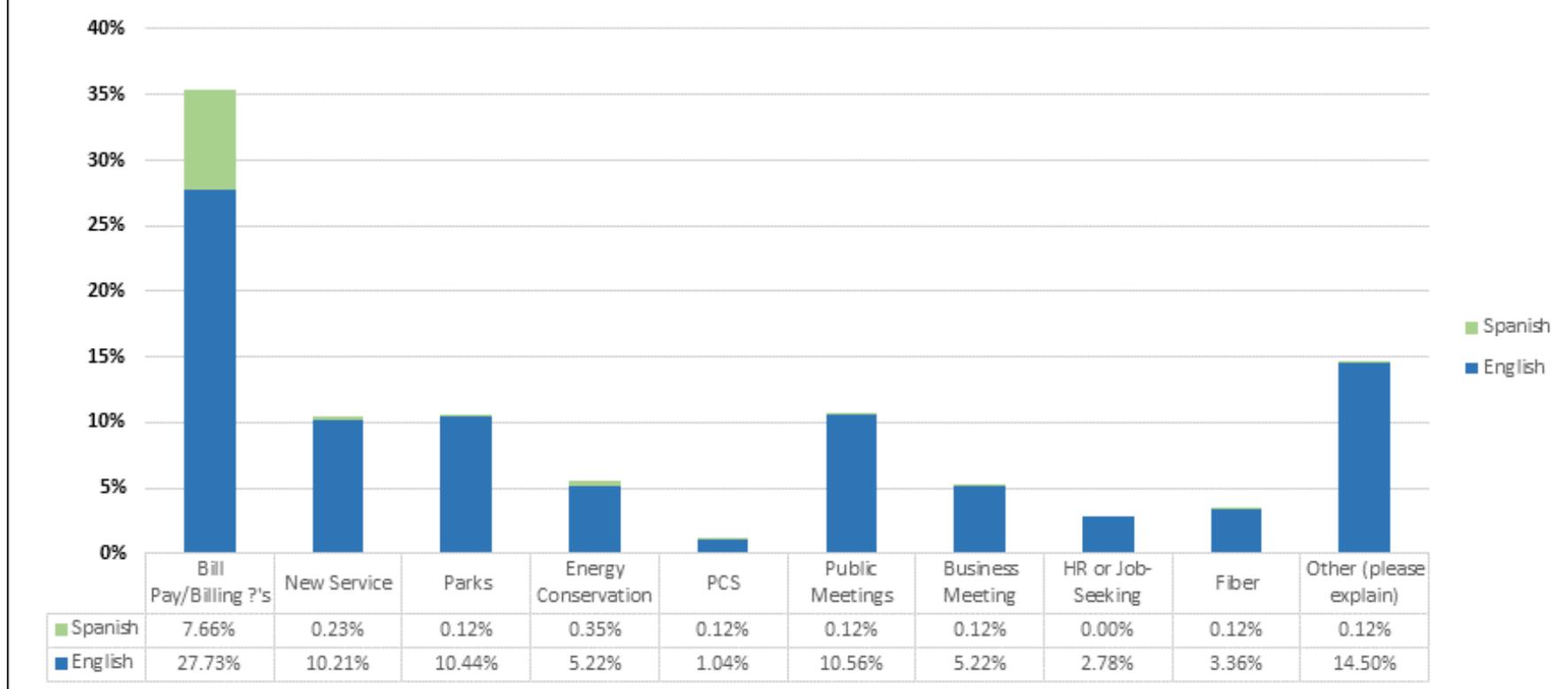
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What We Have Heard



Why do you usually visit the Wenatchee office?



HEARING FROM OUR CUSTOMERS

Online & In-person

Chelan County PUD Service Center

What We Have Heard

How would the proposal affect you?

General Comments		Possible Concerns	
No Impact	429	Traffic Concerns	21
Improved Customer Access/Service	95	Impact to Riverside Playhouse	46
Support	44	Increase Travel Time	31
Great Location	13	Cost - Rate Impact	17
		Impact to Downtown Businesses	5
		Don't Support Moving Administration	2



HEARING FROM OUR CUSTOMERS

Online & In-person

Chelan County PUD Service Center

Customer Feedback

- **Wenatchee Open House**
 - Consider impacts to Riverside Playhouse and downtown businesses
- **Cashmere & Leavenworth Open House**
 - Will be easier for me to access PUD services
 - More centrally located for the entire county
- **Chelan & Entiat Open House**
 - Keep great customer service
 - Consolidation just makes sense

TALKING WITH OUR CUSTOMERS

What we are hearing





Customer Feedback

- **Will I be able to take the bus to the new Service Center?**

The PUD is working with Link Transit to provide service to the proposed Service Center location.

- **Do you have room to expand in Olds Station?**

An important consideration during facility planning was the “generational” decision that consolidation would represent for years to come. The site and buildings have the ability to accommodate future growth and the PUD has obtained a purchase option on a neighboring parcel.

- **Will the PUD leave a payment center downtown?**

The PUD is undergoing a change in our Customer Information System (CIS) which will bring with it a host of new options for making payments and providing information to our customers.

TALKING WITH OUR CUSTOMERS

What we are hearing



Customer Feedback

- **Will this project cause future rate increases?**

The proposed project is the lowest cost option over the long-term which means less rate pressure than the other facility options that were studied.

- **Will there be adequate access to PUD services?**

The Olds Station location is more centrally located and provides better access for the entire county. Being able to access all PUD service at one location will provide a much better customer experience.

- **Will the PUD be evaluating traffic impacts on Wenatchee Ave?**

One of the primary reasons that the PUD is recommending consolidation is to reduce the high number of trips our crews make through north Wenatchee. The PUD is working with the City and a traffic consultant to evaluate the overall traffic impacts and mitigation options.



What we are hearing

Chelan County PUD Service Center

Customer Feedback

- **Will PUD leaving Fifth Street affect downtown businesses and eliminate parking for the Riverside Playhouse?**

The PUD has partnered with the City of Wenatchee, the Port of Chelan County and a wide range of downtown stakeholders to begin planning for the future of the Fifth Street campus. Music Theatre of Wenatchee and several business representatives have been identified as important stakeholders in that process and will be included in the visioning and planning efforts during the next several months.

What we are hearing

Chelan County PUD Service Center



Customer Feedback

Ideas for the Service Center from our customers

- Café open to the employees and public
- Trail with access to the Wenatchee River
- Learning center for kids in the lobby
- Bilingual staff in customer service
- Museum or display area in the lobby
- More conservation demonstrations
- Auditorium/meeting space for public use

What we are hearing



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Media Coverage



Chelan PUD Hosts Open House at Wenatchee Valley Museum, Looks to Olds Station



- Four print stories
- Seven radio stories
- Three online stories



CHELAN COUNTY



WHAT OTHERS ARE SAYING

Opportunities for the public to learn more

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Keeping the Community Informed

PUD Website



Now is the time to get involved

In February and March we will be reaching out to our customers throughout Chelan County. We will be making presentations to service and civic groups, talking to city councils and holding open houses. The schedule below gives you an idea of where we will be and when. If you have a group that would like a presentation, send us an [email](#).

This [Service Center Outreach Kickoff](#) gives you an idea of what we will be talking about with the community. You can find all sorts of information within this website page. And, if you don't find something you want to know about – let us know and we will help you.

We hope you will take us up on our invitation! You may have that great idea that we haven't thought of yet!

[Share your comments](#) and ideas by March 26 to enter the drawing for an iPad. [Contest rules](#)

If you have questions or other comments, please use our [form](#), [email](#) or call 509-661-4294.

PUD Facebook



MON, MAR 25 AT 4 PM - 6 PM

Service Center open house - Entiat

Chelan County Fire District #8 · Entiat



Interested



Going



Share ▾



More



Public event by Chelan PUD

CONTINUING THE CONVERSATION

Staying in touch

Chelan County PUD Service Center



Questions & Next Steps

- **Additional Questions from Commission**
- **Comments from the Public**
- **April 15 Commission Meeting**
 - Update with new information
 - Resolution to approve recommended consolidation plan and adopt project budget

MOVING FORWARD

Staff Recommendation

