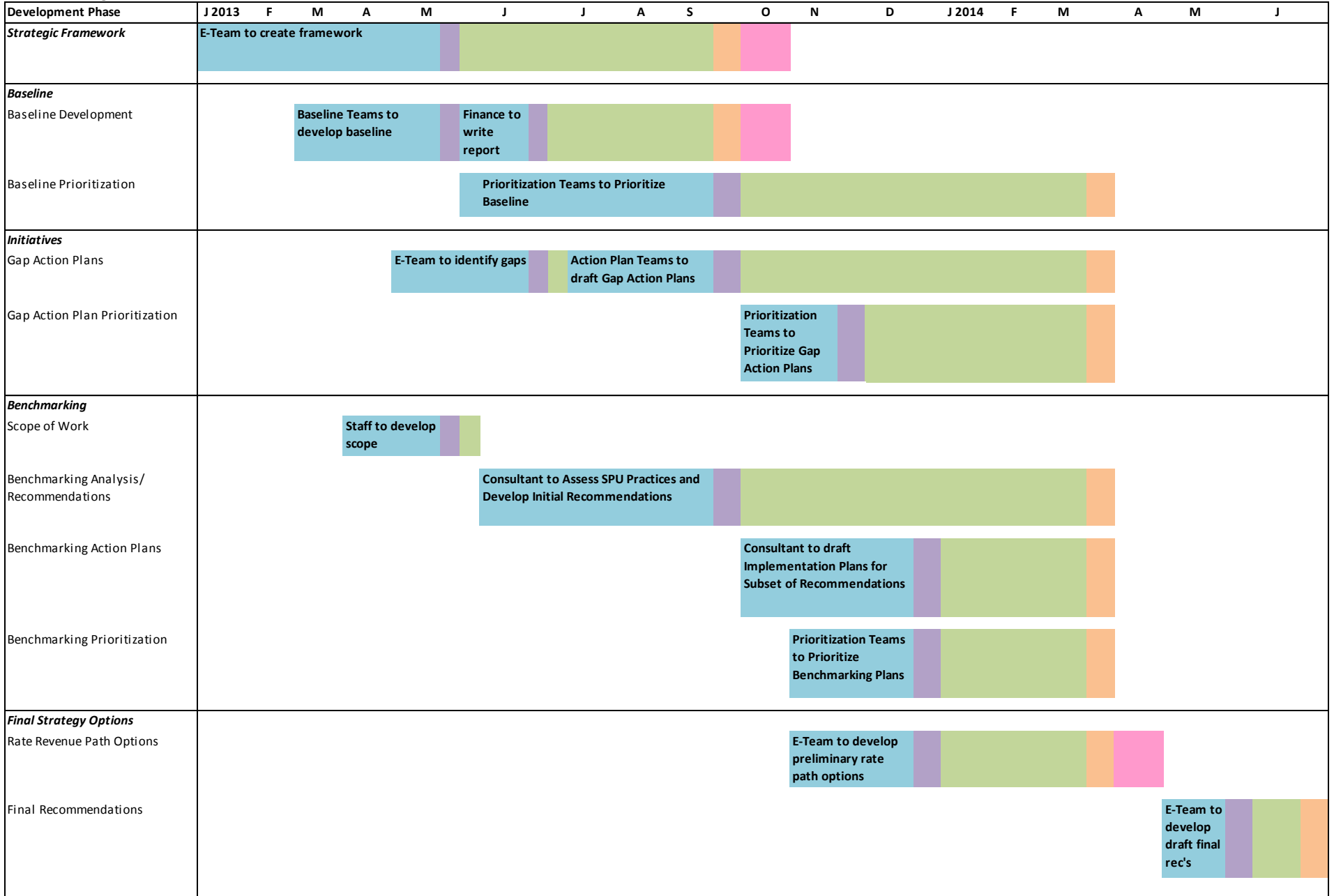


SPU Strategic Business Plan Customer Review Panel: Meeting Content for Phases 1 and 2a

Meeting	Basics/Learnings	Getting Organized	SBP Discussions	CRP Organizational Decisions and SBP Feedback	Materials
Mtg 1 – April 29	<ul style="list-style-type: none"> ▪ Welcome/Intros ▪ Goal of SBP/role of Panel ▪ SPU Overview ▪ Workplan & Panel specifics 	<ul style="list-style-type: none"> ▪ Panel Groundrules ▪ Panel Interviews report 			<ul style="list-style-type: none"> ▪ Various administrative documents ▪ Learning materials ▪ Panel interviews report
Mtg 2 – May 6	<ul style="list-style-type: none"> ▪ SPU Detailed Overview ▪ Water focus 	Panel Charter		Panel Groundrules	<ul style="list-style-type: none"> ▪ Learnings documents ▪ Draft Panel Charter ▪ Panel Groundrules
Mtg 3 – May 13	<ul style="list-style-type: none"> ▪ Ethics Office ▪ DWW focus ▪ Solid Waste focus 			<ul style="list-style-type: none"> ▪ Panel Charter ▪ Election of Panel Chair & Vice Chair 	<ul style="list-style-type: none"> ▪ Learnings documents
Mtg 4 – June 5	<ul style="list-style-type: none"> ▪ Corporate focus ▪ 2012 focus group & employee survey results 		<ul style="list-style-type: none"> ▪ SWOC ▪ Customer 2020 	Initial feedback on SWOC; Customer 2020	<ul style="list-style-type: none"> ▪ Customer/Employee feedback ▪ SWOC list ▪ Customer 2020
Mtg 5 – June 10	Intro: Decision Lens		<ul style="list-style-type: none"> ▪ Prior meeting review ▪ SPU Promise ▪ Focus areas & strategic objectives ▪ Review Benchmarking scope 	<ul style="list-style-type: none"> ▪ Further feedback on SWOC ▪ Initial feedback on focus areas, objectives ▪ Suggestions for benchmarking 	<ul style="list-style-type: none"> ▪ SPU Promise ▪ Draft focus areas & strategic objectives ▪ Decision Lens intro
Mtg 6 – July 1			<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Discuss Baseline assumptions; general description by strategic objectives ▪ Discuss initial gap areas by strategic objectives 	Further feedback on focus areas & strategic objectives Initial feedback on baseline assumptions Initial feedback on gap areas	<ul style="list-style-type: none"> ▪ Baseline assumptions ▪ General baseline descriptors by strategic objective
Mtg 7 – July 15			<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Review baseline rate path results and detailed report 	Further feedback on baseline; gap areas	<ul style="list-style-type: none"> ▪ Baseline Report
Mtg 8 – August 20			<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Additional baseline discussion ▪ Additional gap area discussion ▪ Engage D Lens tool 	Further feedback on baseline; gap areas	
Mtg 9 – Sept 12			<ul style="list-style-type: none"> ▪ Prior meeting review & review work to-date ▪ Prep for Council & Interim Outreach 	<ul style="list-style-type: none"> ▪ “Final” feedback on framework & baseline ▪ Get organized for presentations 	<ul style="list-style-type: none"> ▪ Summary of work to-date ▪ Draft plan for Council presentation ▪ Draft interim outreach plan
Mtg 10 – Sept 26			<i>Catch up as needed</i>	<i>Catch up as needed</i>	

DRAFT Strategic Business Plan Phases and Timeline

Revised May 23, 2013



- = develop proposals
- = to L-Team/SPU staff
- = to Customer Panel
- = to Mayor/Council
- = Broad outreach