

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 ▪ DWW 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 ▪ Solid Waste focus ▪ Corporate focus 			<ul style="list-style-type: none"> ▪ Panel Charter ▪ Election of Panel Co-Chairs 	<ul style="list-style-type: none"> ▪ Learnings documents
Mtg 4 – June 10	2012 focus group & employee survey results		<ul style="list-style-type: none"> ▪ SWOC ▪ Customer 2020 ▪ SPU Promise (mission, vision, values, roles, focus areas) 		<ul style="list-style-type: none"> ▪ Customer/Employee feedback ▪ SWOC list ▪ Customer 2020 ▪ SPU Promise
Mtg 5 – June 18	Intro: Decision Lens		<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Strategic objectives/example KPIs 	<ul style="list-style-type: none"> ▪ Customer 2020 ▪ SWOC ▪ Focus Areas 	<ul style="list-style-type: none"> ▪ Draft strategic objectives and example KPIs ▪ Decision Lens intro
Mtg 6 – July 1			<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Weighting of strategic objectives: E-Team results; Panel engagement with tool 	Draft feedback on strategic objectives	Engage Decision Lens tool
Mtg 7 – July 15			<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Baseline assumptions, service levels, financial concepts 	“Final” feedback on strategic objectives and weightings	<ul style="list-style-type: none"> ▪ Baseline assumptions
Mtg 8 – August 20 or 21			<ul style="list-style-type: none"> ▪ Prior meeting review ▪ Baseline results 	Draft feedback on baseline	<ul style="list-style-type: none"> ▪ Baseline rate revenue path
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 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>	