



COMMISSION SUMMARY

AGENDA CATEGORY: General Manager's Office

ITEM NUMBER: 1

DATE: April 17, 2019

SUBJECT	Strategic Planning Work Session - SOAR Presentation
SUMMARY	The purpose for this agenda item is to obtain Commissioner feedback for inclusion in the updated WSSC Strategic Plan through a SOAR analysis presentation.
SPECIAL COMMENTS	
CONTRACT NO./ REFERENCE NO.	N/A
COSTS	N/A
AMENDMENT/ CHANGE ORDER NO. AMOUNT	N/A
MBE PARTICIPATION	N/A
PRIOR STAFF/ COMMITTEE REVIEW	
PRIOR STAFF/ COMMITTEE APPROVALS	Carla A. Reid, General Manager/CEO
RECOMMENDATION TO COMMISSION	
COMMISSION ACTION	For Information Only

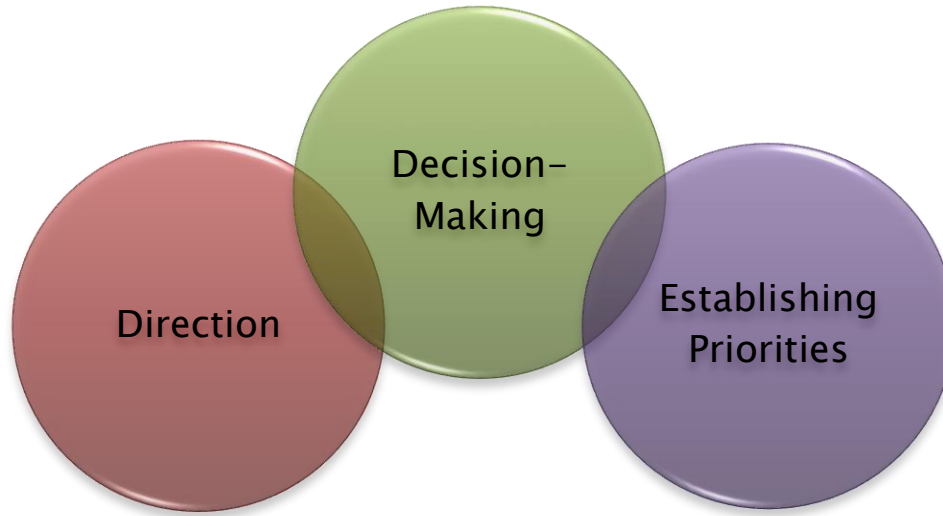
Strategic Planning Work Session with Commissioners

April 17, 2019

Today's Agenda

- ▶ Overview
- ▶ Strategic Planning Importance/Approach
- ▶ Planning for WSSC's Future
 - Brainstorm and Discussion
- ▶ WSSC's Current Strategic Plan
- ▶ Wrap-Up:
 - Check, Change and Go!
 - What Comes Next?

Why Strategic Planning Is Important



Strategic Planning Approach

We are building a **BRIDGE!**

- ▶ Connecting strategy to legacy
- ▶ Sharing knowledge
- ▶ Establishing priorities



Planning for WSSC's Future



STRENGTHS



ASPIRATIONS



OPPORTUNITIES



RESULTS





Strengths: *What can we build on?*

1. What works well?
2. What makes WSSC unique?
3. What distinctively differentiates WSSC from other utilities?
4. What are we most proud of as an organization?
5. What is our proudest achievement in the last year or two?

Name 3 Strengths.



Opportunities: *What are our stakeholders asking for?*

1. What could work better? Where do we have gaps in our performance?
2. What trends are emerging in the water sector?
3. What are possible new markets, products, services, or processes?
4. Are there areas we need to be focused on that we are not focused on today?
5. How can we partner with others?

Name 3 Opportunities.

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Aspirations: *What do we care deeply about?*

1. Where are we going?
2. WSSC will be world-class, when we work towards...
3. What strategic initiatives (projects, programs, processes) would support our aspirations?

Name 3 Aspirations.



Results: *How do we know we are succeeding?*

We will know we are successful, when we ...

Name 3 Results.

WSSC's Current Strategic Plan

WSSC STRATEGIC PLAN

MISSION

We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethical, sustainable, and financially responsible manner.

VISION

To be THE world-class water utility, where excellent products and services are always on tap.

STRATEGIC PRIORITIES



CORE VALUES

Accountability

Transparency

Excellence

Environmental Stewardship

Cost Effectiveness

GUIDING PRINCIPLES

Simplify

Focus

Connect



JOURNEY TO WORLD CLASS

Check, Change, and Go!

Based on our SOAR Analysis, how would you change our:

Mission?

Vision?

Values?

Strategic
Priorities?

Guiding
Principles?

What Comes Next?

Thank you Commissioners!

- ▶ Incorporate Commissioners' input into a revised Strategic Plan (May)
- ▶ Present revised plan to Commissioners for review and approval (June)
- ▶ Review annually

Questions?