



Commission Strategic Planning Work Session

June 1, 2011

8:00 a.m. – 5:00 p.m.

Marriott Inn and Conference Center

University of Maryland, University College

3501 University Blvd.

Hyattsville, MD 20783

301-985-7300

Facilitator: Barbara Collins

Purpose:

- To receive a quarterly performance report on progress towards achieving the Strategic Priorities within the WSSC Strategic Plan
- To improve the effectiveness of the Commission's policy-making and governance
- To strengthen collaboration and working relationships between board members

TIME	AGENDA ITEM	WHO
8:00 a.m.	1. Breakfast A. Introductions	B. Collins
8:15 a.m.	2. Introduction and Overview A. Purpose of Session and Expected Outcomes B. Ground Rules	Chair Jones J. Johnson B. Collins
8:30 a.m.	3. Recap from Previous Strategic Planning Session A. Outcomes from May and July 2010 Workshops B. Status of Follow-up Items	B. Collins
8:45 a.m.	4. Organizational Performance Reporting A. Strategic Priority Areas of the Strategic Plan and Key Success Measures	J. Johnson C. Knight-Lee
8:55 a.m.	1) Infrastructure	G. Gumm D. Phillips M. Lodhi G. Boykin
9:40 a.m.	2) Customer Service	D. Phillips J. Price
10:00 a.m.	3) Environmental Stewardship	J. Price R. Wade
10:20 a.m.	4) Security and Safety	R. Wade J. Price
10:35 a.m.	BREAK	

TIME	AGENDA ITEM	WHO
10:50 a.m.	5) Workforce Management	Y. McKinney
11:05 a.m.	6) Financial Stability	T. Traber
11:20 a.m.	7) Communications and Stakeholder Relationships	J. Neustadt K. Wineland
11:35 a.m.	8) Procurement	C. Martin T. Livingston
11:55 a.m.	5. Wrap-Up of Morning Session A. Overall WSSC Performance and Adequacy of Measures	J. Johnson
12:10 p.m.	LUNCH	
1:00 p.m.	6. Corporate Governance and Policy A. <u>Commissioner Desired Outcomes for This Session / This Year</u> B. <u>Commissioner Roles</u> 1) Duties and Responsibilities C. <u>Commission Board Functioning</u> 1) Self-Assessment of Commission (a) Accomplishments, Areas for Improvement, Actions to be Taken 2) Governance 3) Group functioning and effectiveness (a) Chairman Transition (i) Organization / Committee Structure (ii) Other Items D. <u>Policy Matters/Issues of Interest for Commission</u> 1) SLMBE Follow-up (a) Future reporting 2) Bi-County Infrastructure Funding Working Group Update 3) Internal Audit Review of Organizational Processes (a) Customer Advisory Board (b) Dispute Resolving Board 4) Other Business (a) Collective Bargaining Process (b) Other Items 5) Parking Lot	B. Collins C. Bundy B. Collins
4:00 p.m.	7. Wrap-Up of Afternoon Session A. Review any decisions B. Review any tasks to be done – by whom and by when? 1) Next check-in on Commission process?	B. Collins
4:30 p.m.	ADJOURN	