



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

Strategic Planning Committee Workshop

March 08, 2012

11:00 a.m.

1. Call to Order.....Adam Clampitt, Chairperson
2. The DC Water Strategic Planning Process
3. Discussion of:
 - Vision
 - Values
 - Mission
4. Statements of Goals/Strategic Direction
5. Committee Assignments
6. Committee Process
7. Further Discussion
8. Other Business.....Adam Clampitt, Chairperson

DC WATER

STRATEGIC PLANNING COMMITTEE WORKSHOP

May 9, 2012



AGENDA

STRATEGIC PLANNING COMMITTEE WORKSHOP

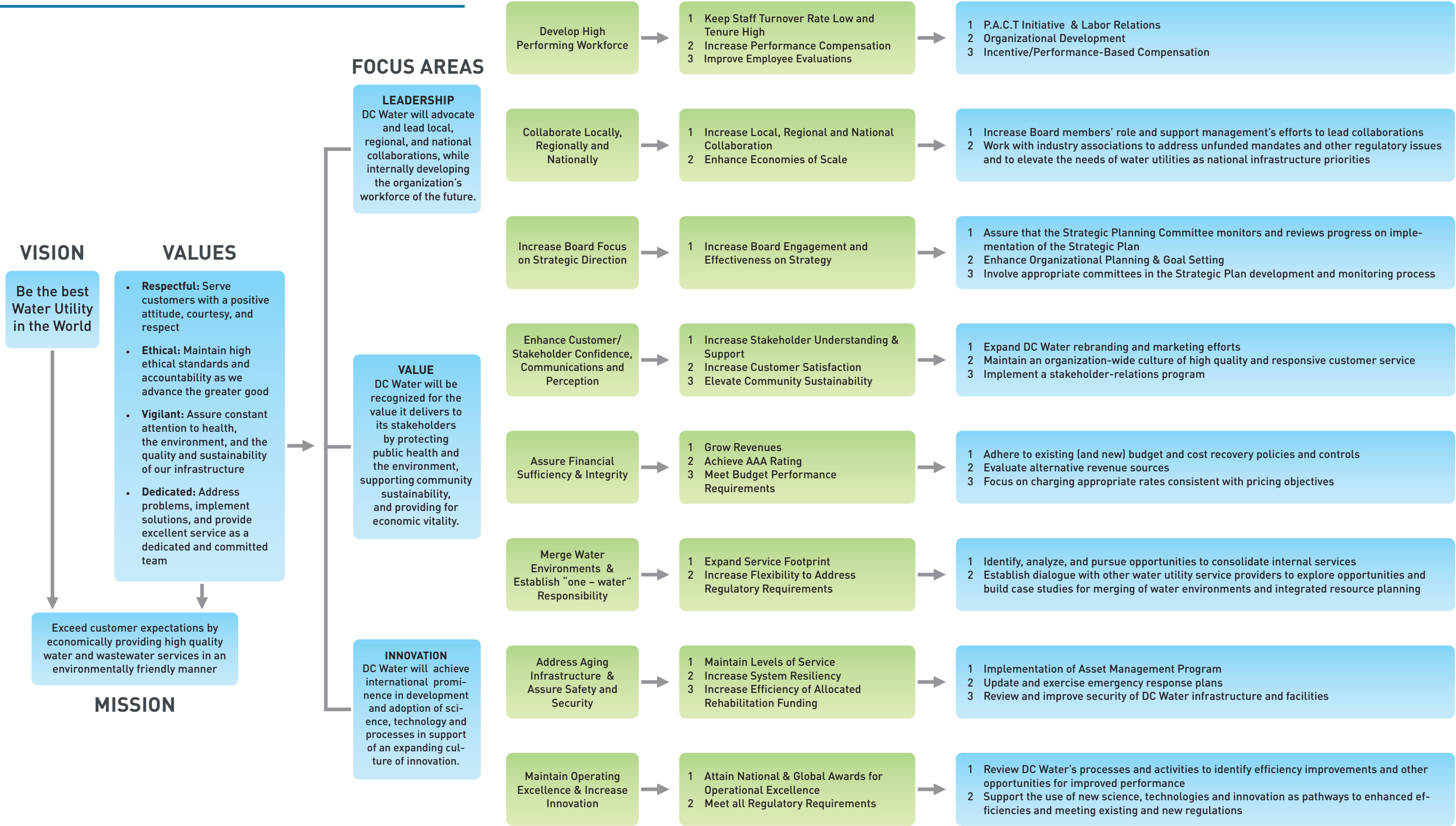
MAY 8, 2012

- I. The DC Water Strategic Planning Process
- II. Strategic Plan Strawman
- III. Discussion of:
 - Vision
 - Values
 - Mission
- IV. Statements of Goals/Strategic Direction
- V. Committee Assignments
- VI. Committee Process
- VII. Further Discussion

THE DC WATER STRATEGIC PLANNING PROCESS

EVENT	AGENDA	TIMING
Board Retreat	SWOT	February 24 (Done)
	DC Water Focus Areas	
	Strategic Direction	
Strategic Planning Committee Meeting	Review Strawman	May 8
	Adopt Vision, Values, and Mission	
	Review Strategic Focus areas and Goals/ Strategic Directions	
	Review Committee Assignments and Process	
Committee Sessions	Finalize Goals	May 9 – May 24
	Draft Objectives	
	Consider Initiatives	
Draft Plan	Draft Strategic Plan Framework	June 8
Executive Management Review	Provide Information on Board Direction	June 18
	Further Definition of Objectives and Strategic Initiatives	
Board Presentation	Input for Plan Finalization	July 5

2012 STRATEGIC PLAN STRAWMAN



REVIEW OF VISION

Be the Best Water Utility in the World

Does this represent the desired future state?

How can progress/achievement be evaluated?

Revisions?

VALUES

Respectful: Serve customers with a positive attitude, courtesy, and respect

Ethical: Maintain high ethical standards and accountability as we advance the greater good

Vigilant: Assure constant attention to health, the environment, and the quality and sustainability of our infrastructure

Dedicated: Address problems, implement solutions, and provide excellent service as a dedicated and committed team

Are these the Board's collective deeply held beliefs about how DC Water should operate?

Can these values influence Board and staff behavior?

Revisions?

MISSION

Exceed customer expectations by economically providing high quality water and wastewater services in an environmentally friendly manner

Does this describe DC Water’s purpose?

Does it implicitly reflect the vision and values?

Revisions?

STATEMENTS OF FOCUS AREAS & GOALS/STRATEGIC DIRECTION

FOCUS AREAS	GOALS/STRATEGIC DIRECTION
<p>LEADERSHIP DC Water will advocate and lead local, regional, and national collaborations, while internally developing the organization’s workforce of the future.</p>	<p>Develop High Performing Workforce</p> <p>Collaborate Locally, Regionally and Nationally</p> <p>Increase Board Focus on Strategic Direction</p>
<p>VALUE DC Water will be recognized for the value it delivers to its stakeholders by protecting public health and the environment, supporting community sustainability, and providing for economic vitality.</p>	<p>Enhance Customer/Stakeholder Confidence, Communications and Perception</p> <p>Assure Financial Sufficiency & Integrity</p>
<p>INNOVATION DC Water will achieve international prominence in development and adoption of science, technology and processes in support of an expanding culture of innovation.</p>	<p>Merge Water Environments & Establish “one – water” Responsibility</p> <p>Address Aging Infrastructure & Assure Safety and Security</p> <p>Maintain Operating Excellence & Increase Innovation</p>

If DC Water accomplishes the above, will it achieve its vision and mission?

If not, do we need revisions?

COMMITTEE ASSIGNMENTS

GOAL/STRATEGIC DIRECTION	COMMITTEE(S)	DATE
Develop High Performing Workforce	<ul style="list-style-type: none"> • Human Resources/Labor Relations 	May 9
Increase Board Focus on Strategic Direction	<ul style="list-style-type: none"> • Strategic Planning • Governance 	May 9
Enhance Customer/Stakeholder Confidence, Communications and Perception	<ul style="list-style-type: none"> • Strategic Planning • Governance 	May 9
Collaborate Locally, Regionally and Nationally	<ul style="list-style-type: none"> • Environmental Quality and Sewage Services • Water Quality and Water Services 	May 17
Merge Water Environments & Establish “one – water” Responsibility	<ul style="list-style-type: none"> • Environmental Quality and Sewage Services • Water Quality and Water Services 	May 17
Address Aging Infrastructure & Assure Safety and Security	<ul style="list-style-type: none"> • Environmental Quality and Sewage Services • Water Quality and Water Services 	May 17
Maintain Operating Excellence & Increase Innovation	<ul style="list-style-type: none"> • Environmental Quality and Sewage Services • Water Quality and Water Services 	May 17
Assure Financial Sufficiency & Integrity	<ul style="list-style-type: none"> • Finance & budget • DC Retail and Sewer Rates • Audit 	May 24

COMMITTEE PROCESS

For respective Goals/Strategic Direction, the Committees will:

- Review the respective goal(s) and make revisions as necessary.
- Determine the three or less key objectives (measures) relating to the goals.
- Provide comments/input relative to the initiatives that might be pursued to achieve the goal(s).

FURTHER DISCUSSION
