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MINUTES
STRATEGIC PLANNING SESSION
JANUARY 15, 2019

I. Meeting called to order by the Commission Chairman, Mr. Bob Manne, at 10:17 a.m.

II. Those in attendance were:

Mr. Bob Manne	Chairperson
Mr. David McCoy	Vice Chairperson
Mr. Gary Kratz	Treasurer
Mr. Frank Drehwing	Secretary
Mr. Herbert Ford	Commissioner
Mrs. Patti Soltys	Commissioner
Mr. Frank Turano	Commissioner

Present by request:

Mr. Pete Nardi	General Manager
Mr. Larry Sapp	Finance Manager
Ms. Amy Graybill	Finance Manager
Mr. Bill Davis	Operations Manager
Mrs. Connie Whitehead	Commission Recording Secretary

III. Strategic Planning Session

Key Discussion Points

- Mr. Manne opened the session by offering a brief history of the board.
- The board reviewed the PSD’s strategic roadmap, planning cycle, core businesses, customer survey results, and SWOT.
- The customer survey responses came in at an all-time high of 1,385. The tallies show a 96% overall approval rating, 82% approval rating of PSD tap water quality, and 76% approval rating of water pressure.
- Several revisions were made to the SWOT. Staff will update the document and distribute it to the board for adoption at the February meeting.
- The board will discuss the strategic goals and directives at the February meeting. The board is asked to review the staff work plan from the January packet and consider evergreen items and the 25,000-foot approach.

IV. Adjournment

Action

- Mr. Drehwing moved to adjourn the meeting. Mr. Turano seconded. The meeting adjourned at 10:10 a.m.