



Boards of Trustees Special Meeting

1 Utility Parkway - (319) 266-1761

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February 22, 2018

1:00 P.M.

THIS IS A BOARD RETREAT WHICH WILL BE A WORKING SESSION ONLY.

- 1) Call the meeting to order and roll call.
- 2) Revisions and approval of the agenda.
- 3) Mission, Vision, Values, Board Roles – Setting a Strategic Direction for 2018.
- 4) Proposed 2018 Strategic Plan.
 - a) SWOT
 - b) Customer Survey Messages
 - c) Proposed Strategic Plan
- 5) Supporting Efficient, Smart Operations.
 - a) Proposed schedule and process for health care plan
 - b) Staffing plan and projections
 - c) Facilities Extension Policy Report
 - d) Redundant/Emergency Service Options
 - e) Financial Reserves Report
 - f) Purchasing Policy

Vision: *Cedar Falls Utilities strives to achieve a standard of excellence as an industry leader and a trusted provider of utility services to its customers and community.*

Mission: *To provide our customers with innovative, high-quality services that bring the best value to the community.*

- 6) How can we be a better Board?
 - a) Board oversight and delegation
 - b) Posting of Board materials and budget
 - c) Board reporting/monitoring options
 - d) Customer Survey comment review
 - e) Board 2017 self-evaluation
- 7) Review Conclusions.
- 8) Adjournment.

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