

City of Lewes Board of Public Works | Strategic Plan

agenda | Discovery Meeting

August 29, 2018

Participation

Spotts, Stevens and McCoy Team: Patrick McCoy and Brian Hassinger
City of Lewes BPW Strategic Planning Team

Meeting Objectives

- Provide Overview of Strategic Planning process.
- Discover primary strategic goals that BPW will consider in upcoming workshop.

Schedule

11:00 am – 11:15 am	Welcome/Introductions	Board and Staff/Admin
11:15 am – 11:45 am	Overview of Strategic Planning Process	Board and Staff/Admin
11:45 am – 12:00 pm	Break for Lunch	
12:00 pm – 12:30 pm	Brainstorming Activity Discovering Potential BPW Goals	Staff/Admin
12:30 pm – 3:00 pm	One-One Interviews 12:30 pm – Robert Kennedy 1:00 pm – Pres Lee 1:30 pm - Jack Leshner 2:00 pm – Tom Panetta 2:30 pm – Tom Owen	Board
3:00 pm – 4:00 pm	Open – Available for Follow-Up Questions/Ideas	SSM Team

Preparing for the Session

Good strategies take time for thought.

During the Discovery Meeting we will be exploring the BPW operations and looking at broad topic areas such as: Customer Service, Access to Services, Safety and Health, Regulations, Emerging Technology, Environment, Cost of Service/Affordability, Communications, Asset Reliability, Human Capital, Information Management, etc.

As you prepare for the Discovery session, take some time to think about two key questions:

1. What keeps you up at night?
2. What trends, obstacles, or opportunities may affect the BPW in the coming 10-20 years that we should discuss and plan for?

Come up with as many answers to the questions as you can and be prepared to share those thoughts during the session. If the thinking stimulates other questions, bring them along so that we can get the team's feedback.



The Strategic Plan Process

A strategic plan is a clear picture of an organization’s vision, illuminating the path for the future. As facilitators, SSM will guide the planning process and help BPW align their vision for the future with an implementable plan that is sustainable and is responsive to the needs of its customers. The process will provide a forum for the BPW stakeholders to explore, discuss and debate strategic issues and priorities, and for making clear decisions for the BPW. At the end of the process, BPW will have a roadmap that outlines a sustainable plan for the long-term future.

SSM’s technical team will guide you through the strategic planning process. Working side by side with the BPW we help you find the answers by asking the right questions. The result is a sustainable plan that can be implemented into operations.

We collaborate. We will gain input and feedback through various levels of participation and tools including stakeholder meetings, surveys, focus groups and interviews. The planning process benefits from participation by all stakeholders. The resulting Strategic Plan is more reflective of the organization, implementable, and achievable if those that are impacted by the plan are involved in the formation of the plan.

We ask questions. As we guide you through the planning process, we will work with the stakeholders identify key priorities and ensure that this key information is brought into the discussion. Additionally, our team consists of diverse, technical experts to facilitate technical discussions.

We connect the pieces. At the end of the process BPW will have a Plan that’s aligned with your Vision. We provide the checks along the way to be sure that each step is aligned with previous steps. The result is a comprehensive, implementable Strategic Plan.

