

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: March 9, 2011

Board Item: V-B-1

Strategic Plan

Action by Consent

Action

Information

For the last several months, the Executive Team has been working with the Board and the newly-formed Section Leaders group toward the development of a new Strategic Plan for Denver Water. We held several Board retreats and numerous one-on-one discussions with the Board. We held hours of discussion among the members of the Executive Team. And we held several divisional sessions and a full meeting of the Section Leaders group to discuss and develop ideas for the Plan.

The structure of the Plan is based on the Board's direction that the plan be sleek, to the point, and directive. We developed the four perspectives and desired outcomes that encompass our work, and then identified the goals and key priorities to achieve those desired outcomes.

This plan is presented in a notebook because it is a working document. Moreover, this plan is not complete. In fact, this step represents only the beginning. With the direction established by this Plan, the Board has set the organization forward on a path. It is now up to us to implement the plan by developing and completing tasks and initiatives to achieve the results expected of us.

In furtherance of our vision that we be strategically driven, nimble and adaptable, we recognize that this plan will never be "done." Instead it will evolve and change based on circumstances. However, the bedrock foundation of the goals and priorities will remain. We expect to continue to work closely with the Board, and report on the metrics of our performance.

Recognizing the priority necessary to implement the directions established by this Plan, I have appointed Brian Good as special assistant to the CEO. Brian will devote full-time to work with the Board, Executive Team and the entire organization to launch the implementation process. We have already been working on numerous ideas, and in fact the Board has already seen positive changes in the organization. Brian and the rest of the Executive Team are ready to immediately get to work.

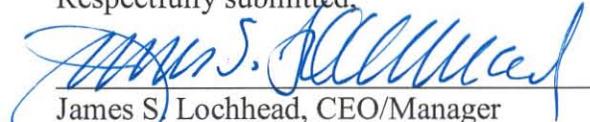
I want to acknowledge the entire Executive Team, who has embraced the development of this plan. I especially wish to recognize Dave Little who worked tirelessly in the development of the Plan, and Brian Good who has been integral in the finalization of the Plan and who is now ready to lead its implementation. Finally, this Plan would not have been possible but for the expertise, facilitation and hard work of the team at GBSM – John Baron, Andy Mountain and Becky Karlin.

We are now bringing this Plan to you for adoption.

Recommendation:

It is recommended that the Board approve and adopt the Denver Water Strategic Plan.

Respectfully submitted,



James S. Lochhead, CEO/Manager