

Election Lessons Learned

Overwhelmingly positive...Focus is only on improvements

DRAFT 1.1

The Three Pillars

Solve the issue between the City and BPW

1. Blame is not the issue
2. Just fix it...Small town
3. Stop spending our money on lawyers

The Spill

1. Concern it will happen again...Marsh / Sea level rise
2. Recommendation that we should have hired an independent investigator...non-bias

Customer understanding...A range of opportunity

1. What do we do ?
2. Why do we have so much in reserves ?

Targeted Opportunities / Responsibilities

Broaden our inputs

1. Finance Committee*
2. Workshops / Meetings during more available times
3. Ability to add agenda items based on two board members
4. Workshop to determine Board approach

Broaden our outputs

1. Newsletter with City
2. Share WWTF report*
3. More detailed agenda items in Cape Gazette

Continuous improvements...Policies

1. Election improvement process...Playbook
2. Annual Web Site improvement
3. Annual BPW best practice lessons learned sharing
 - A. Technology, Customer Service, Et Al

The more Customers know about BPW, the better the perception of BPW

Strawman Thoughts for a BPW Finance Committee

Approval Process

1. Review with the Board and seek approval
2. Recalibrate as required
3. Develop a Policy and seek final approval

The Business Case...Do What Works

1. Perception of BPW improves with transparency
2. Rate payer input allows BPW to make better decisions
3. Ex officio involvement from the City Council builds relationships and knowledge transferer

Proposed Initial Sessions...Grounding

Mirror initial City approach...Quarterly session/s

1. Reserve Policy
2. Long term capital plan
3. Investment Policy
4. Investment review
5. Ask for feedback, perspectives and ideas

Proposed Members

1. BPW Assistant Treasurer and Treasurer
2. BPW Finance and Assistant GM / GM
3. City Treasurer and others City Finance
4. Select HOA Leaders
5. Lewes Business Owner