



Board Member Expectations

October 16, 2019

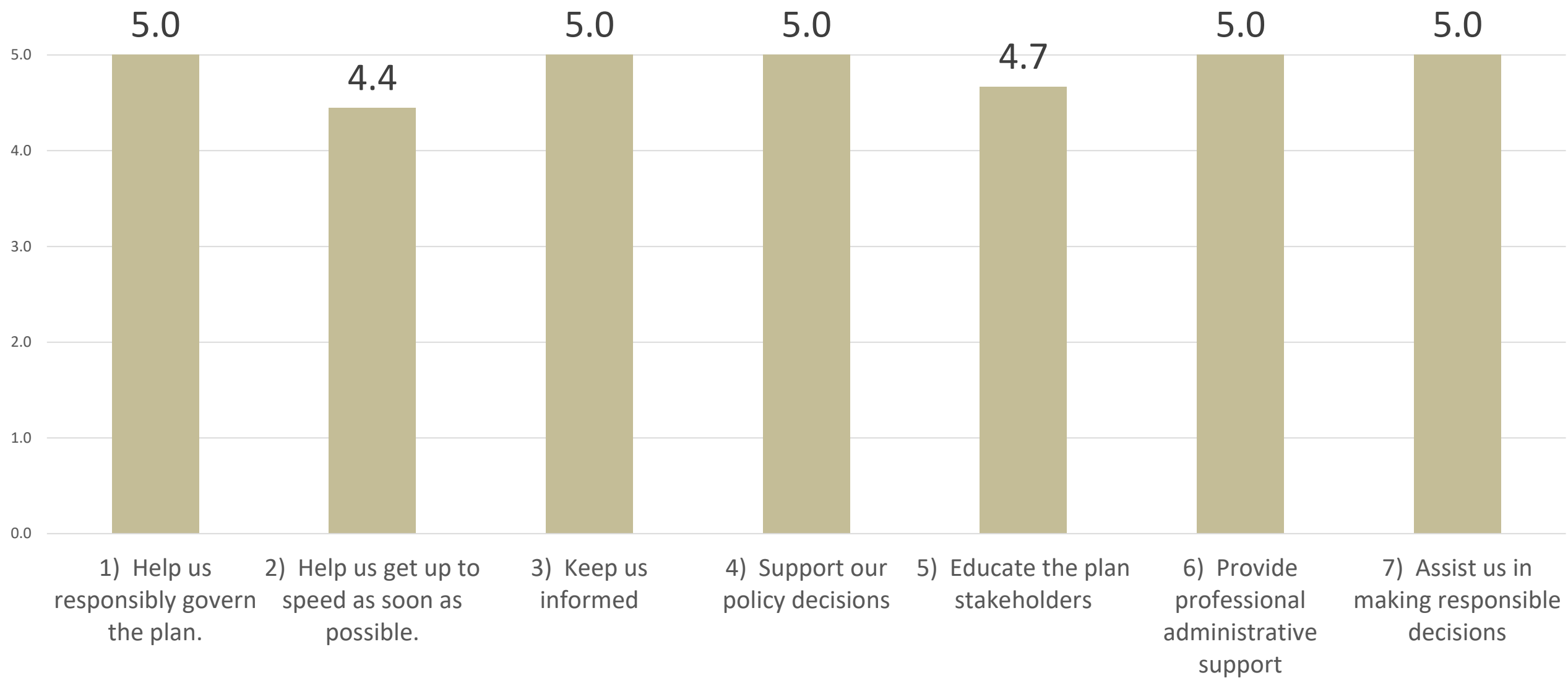
Excellence Starts with Understanding Expectations

- **You are our primary customers**
 - Success for the team means meeting or exceeding your expectations
 - The team needs to be clear about Board member expectations as we develop processes to support your mission
 - The team needs feedback to ensure we are on the right track

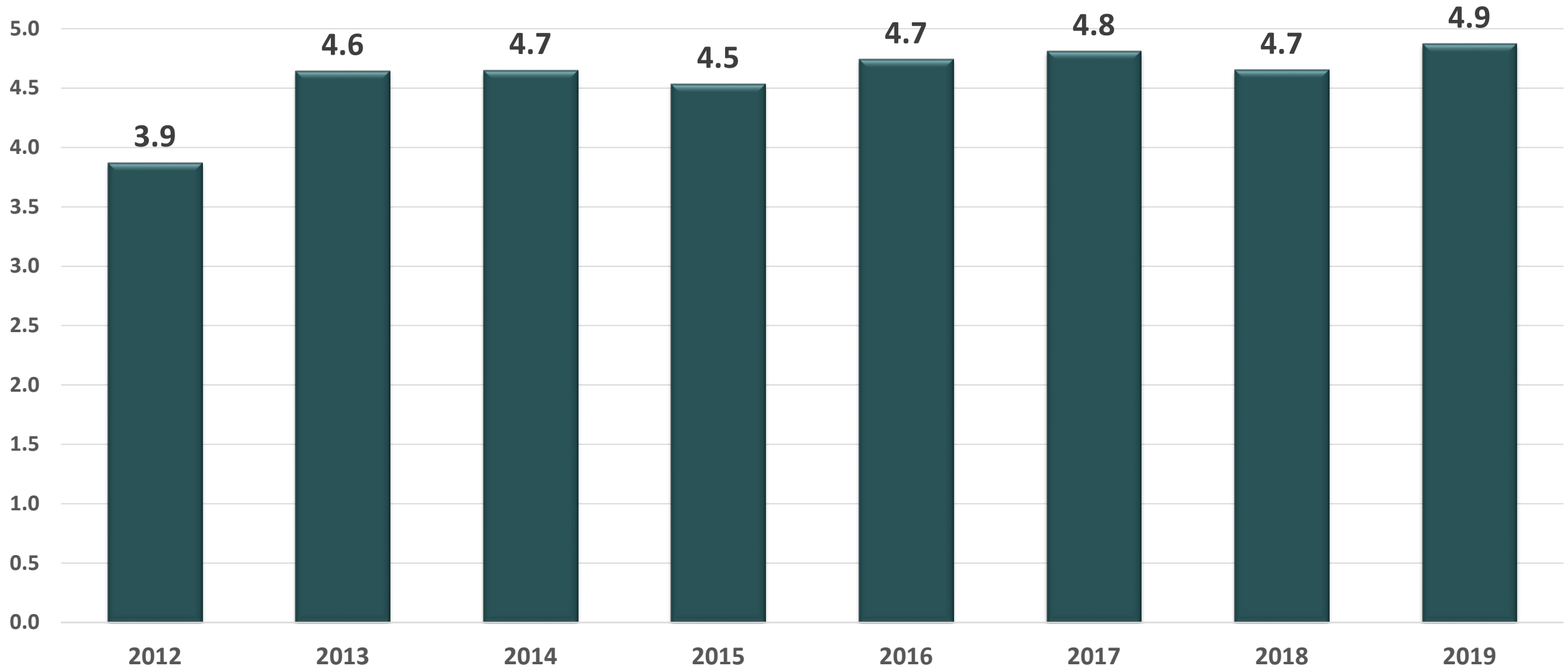
Board Expectations

1. Responsibly govern the plan
2. Help us get up to speed as soon possible
3. Keep us informed
4. Support our policy decisions
5. Educate the plan stakeholders
6. Provide professional administrative support
7. Assist us in making responsible decisions

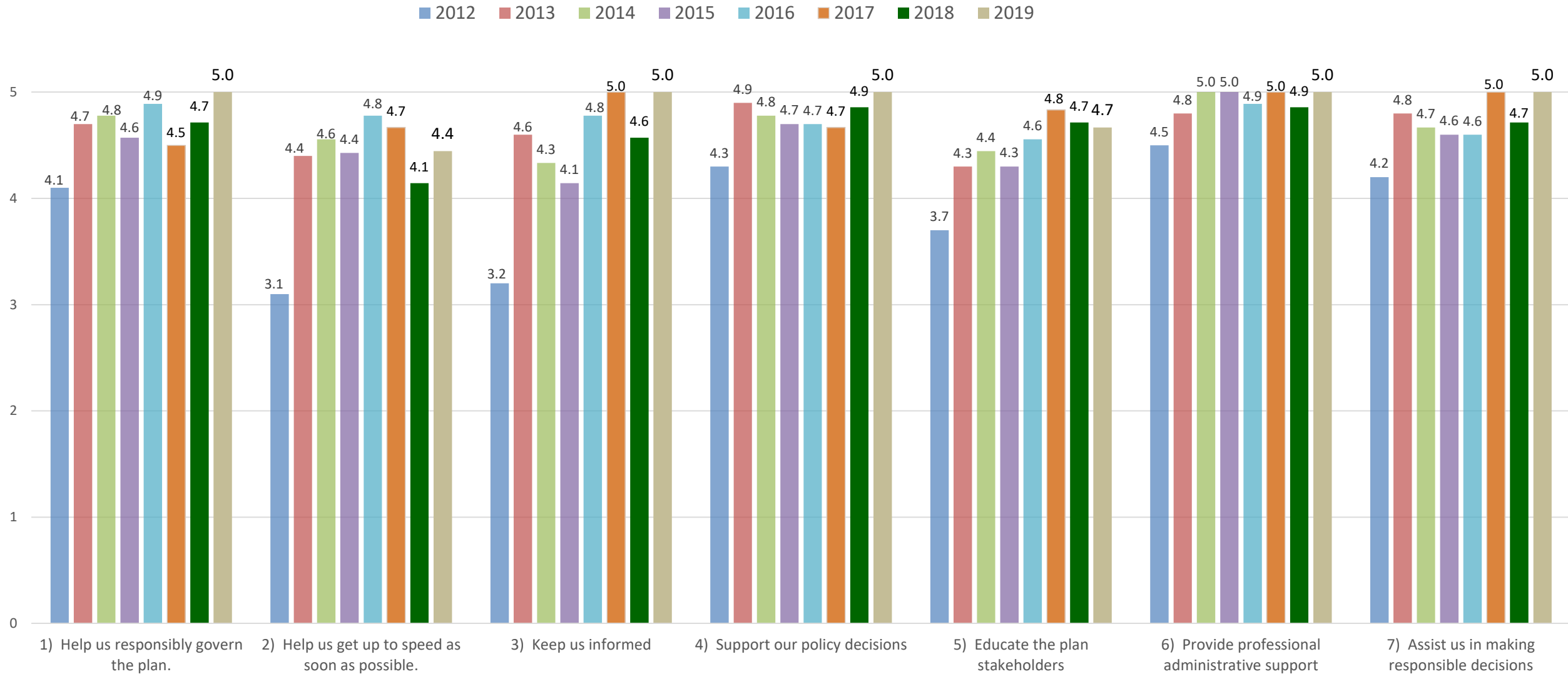
2019 Expectation Results by Question



Satisfaction by Year 2012 - 2019



Results by Question 2012 - 2019





Discussion

- **Clarity regarding expectations is key to success.**
- **Have any expectations changed or new expectations emerged?**
- **What improvements will exceed your expectations?**