



# Board Member Expectations

December 16, 2020

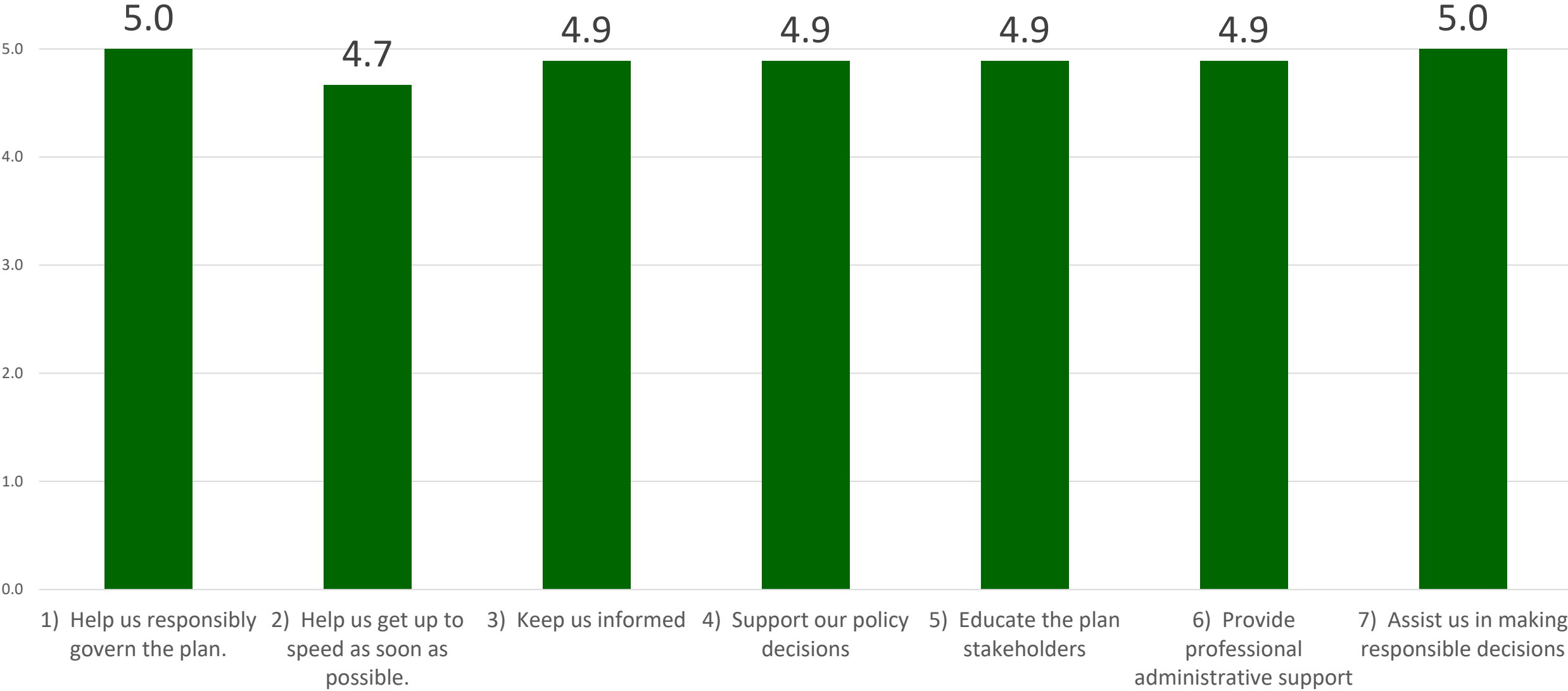
# Excellence Starts with Understanding Expectations

- **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**

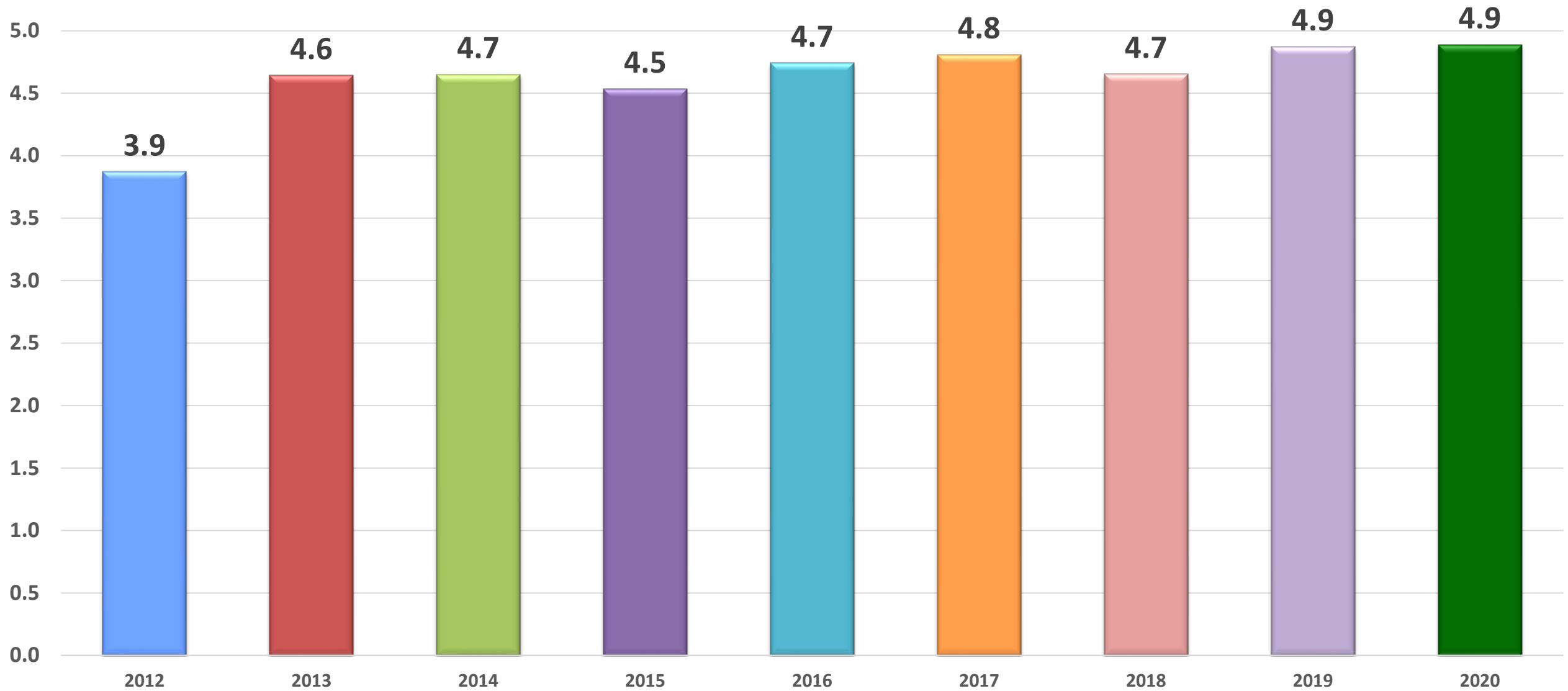
# Board Expectations

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

# 2020 Expectation Results (by question)

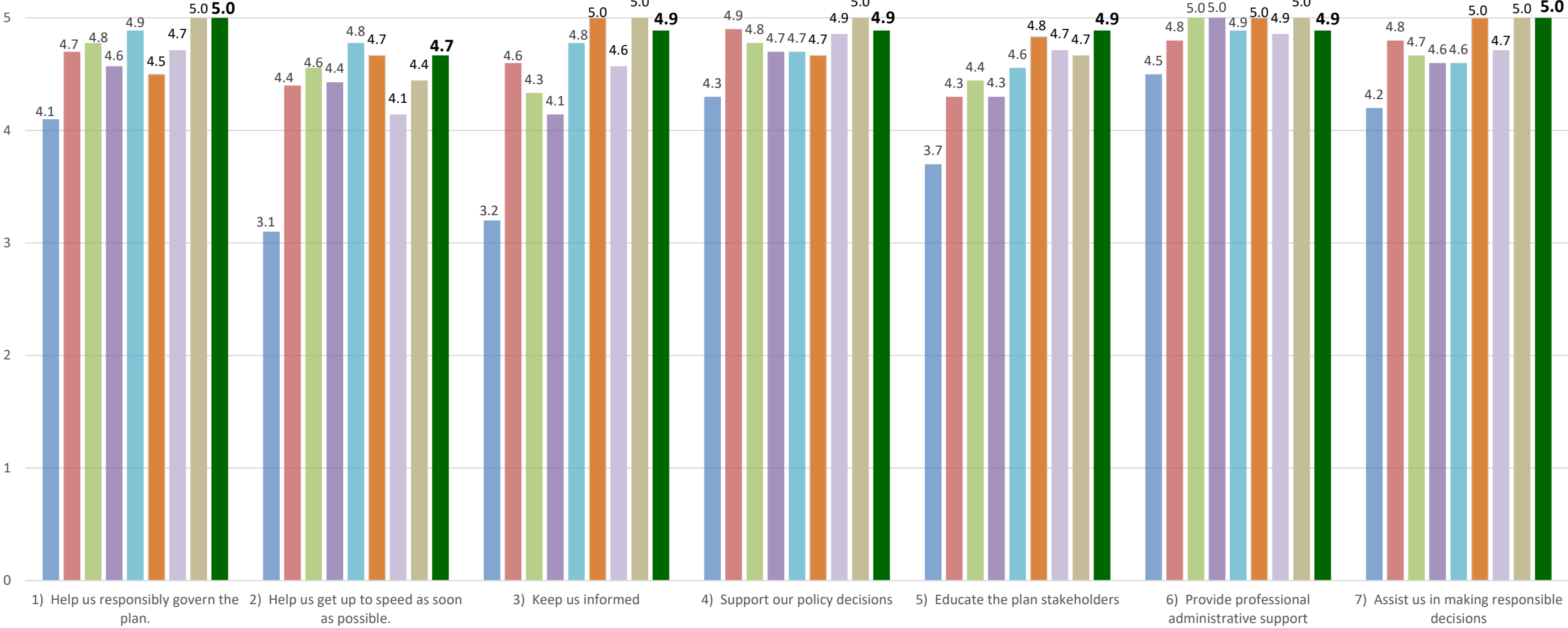


# Satisfaction by Year 2012 - 2020



# Satisfaction by Question 2012 - 2020

2012 2013 2014 2015 2016 2017 2018 2019 2020





# Discussion

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