



Board Member Expectations

October 25, 2023

Excellence Starts with Understanding Expectations

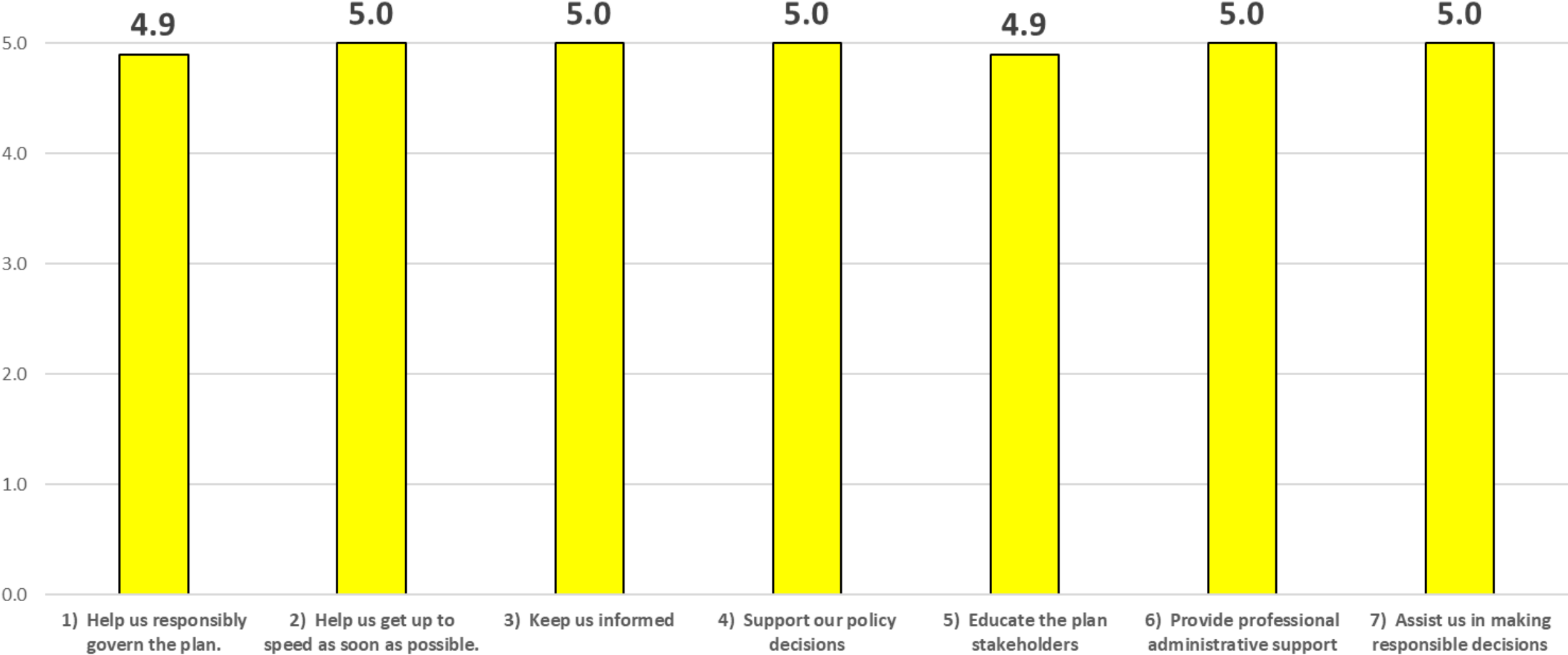
- **You are our primary customers**
 - **Success for the team means meeting or exceeding your expectations**
 - **The team needs to be clear about Board member expectations as we develop processes to support your mission**
 - **The team needs feedback to ensure we are on the right track**

Board Expectations

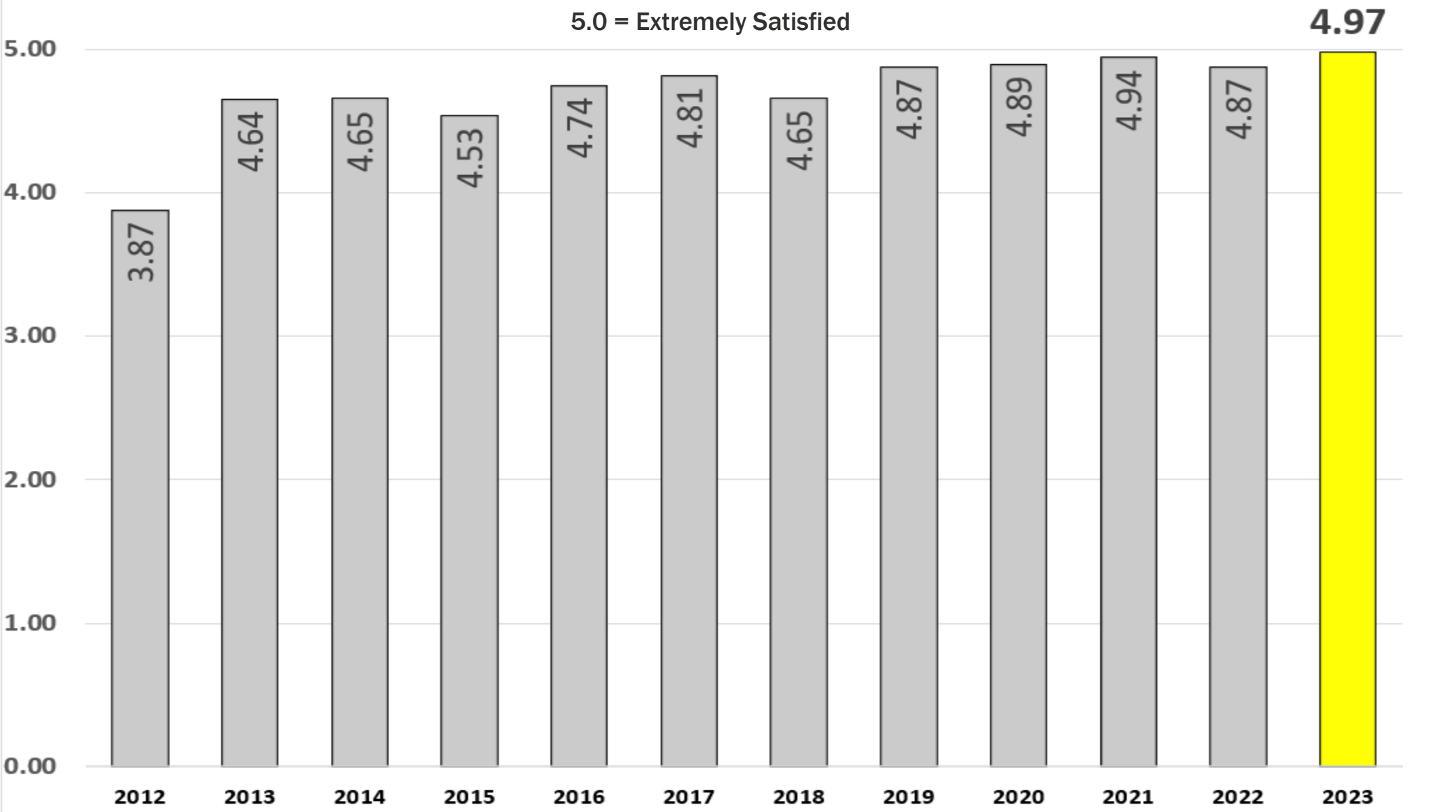
1. Responsibly govern the plan
2. Help us get up to speed as soon possible
3. Keep us informed
4. Support our policy decisions
5. Educate the plan stakeholders
6. Provide professional administrative support
7. Assist us in making responsible decisions

2023 Satisfaction by Expectation

5.0 = Extremely Satisfied

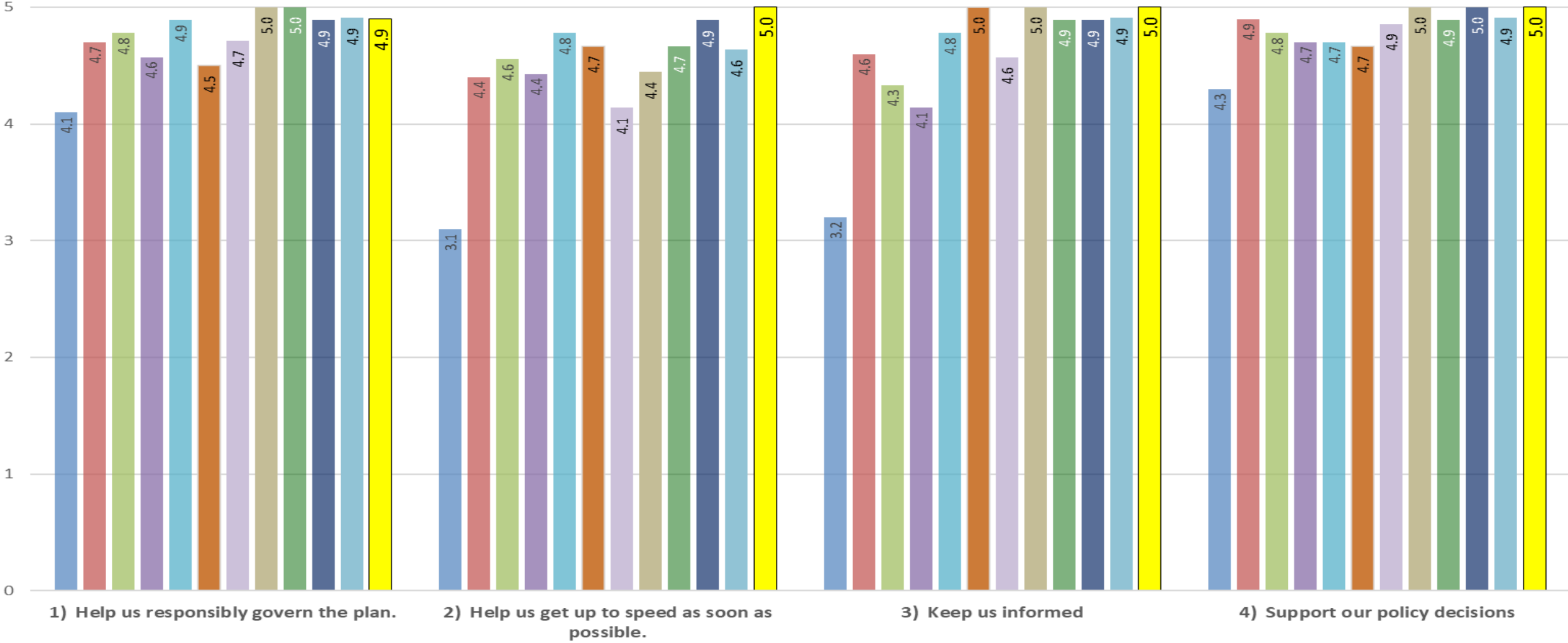


Satisfaction by Year 2012 - 2023

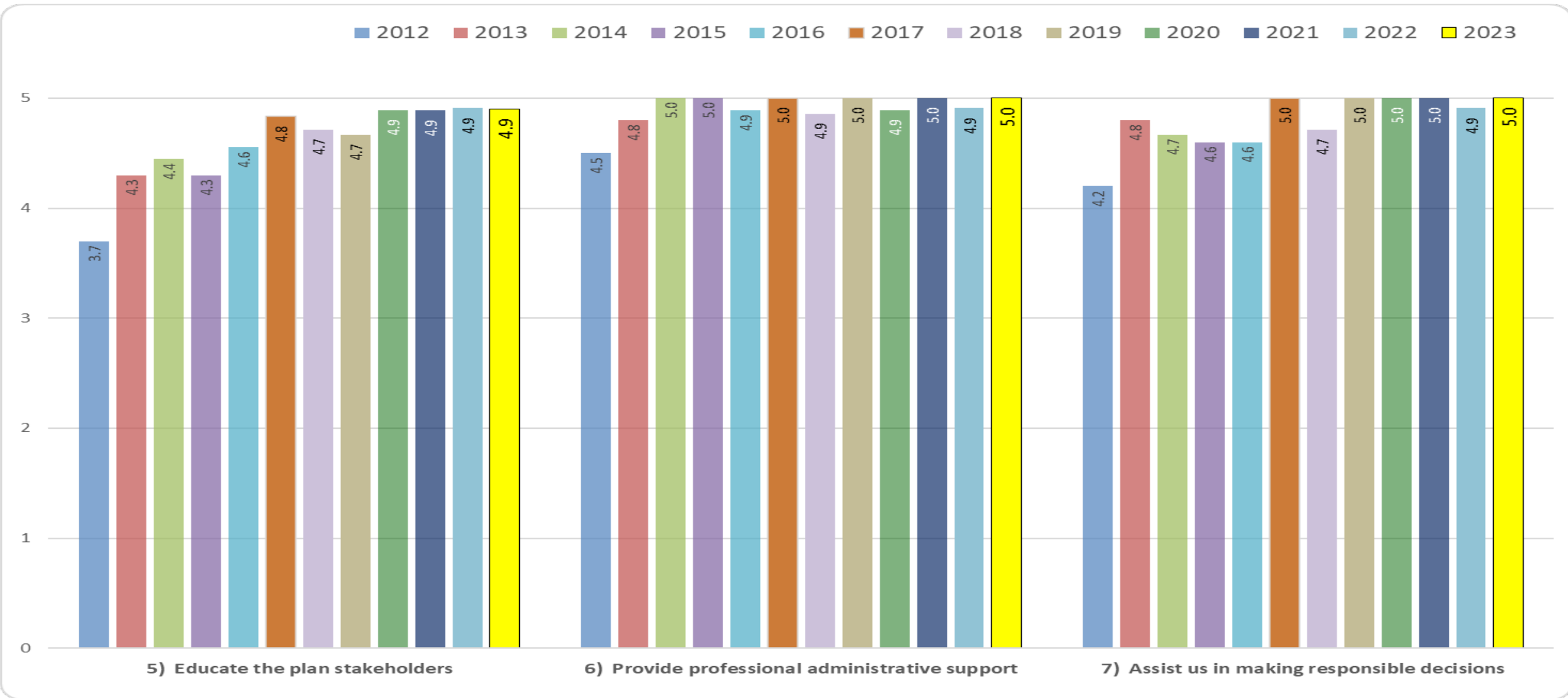


Satisfaction by Question 2012 - 2023

2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023



Satisfaction by Question 2012 - 2023





Discussion

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