

City of Ramsey
“A New Day...A New Beginning”

Tuesday, January 15, 2012
Strategic Planning Workshop
5:30 PM
Lake Itasca Room, Ramsey Municipal Center

Pre Assignment

1. Be prepared to discuss what lessons from the past we can learn from
2. Identify whom do you serve e.g., customers
 - internal
 - external
3. Identify what your customer wants, expects, and/or desires?

Agenda

Timeframe	Topic/Subject	Responsible Party
5:30 – 5:45 PM	<ul style="list-style-type: none">• Introductions	All
5:45 – 6:00 PM	<ul style="list-style-type: none">• Agenda• Principles of Engagement	Anita/All
6:00 – 6:30 PM	<ul style="list-style-type: none">• Planning Expectations	All
6:30 – 7:15 PM	<ul style="list-style-type: none">• Lessons Learned from the past	All
7:15 – 8:00 PM	<ul style="list-style-type: none">• Who are my customers and what do they expect from me?	All – Each person will be given time to present
8:00 – 8:15 PM	<ul style="list-style-type: none">• City Success Indicators	Anita
8:15 – 8:30 PM	<ul style="list-style-type: none">• Project Schedule	Anita

Meeting Outcomes

A common understanding of the --

- Lessons learned from the past
- City’s customers and their respective needs and requirements
- Success indicators of a healthy city
- Project schedule

