

**STUDY SESSION**

The HBPW Board of Directors met  
**March 25, 2019**  
at 4:00 p.m.  
in the Service Center Board Room  
625 Hastings Avenue  
Holland, Michigan

**Chair Haworth called the meeting to order at 4:02 p.m.**

**Members Present:** Diane Haworth, Phil Miller, Sue Franz, Paul Lilly, and Ex Officio Member Bob Shilander

**Members Absent:** Tim Hemingway, Keith Van Beek, Brian Lynn

**Staff Present:** Dave Koster, Janet Lemson, Chuck Warren, John Van Uffelen, Becky Lehman, Pete Hoffswell, Jon Hofman, Ted Siler, Chris Van Dokkumburg, Amy Yost, Jane Monroe, Joel Davenport, Mark Volkers, Doug Nibbelink, Kacey Polisky, Tamara Black, Tracy Jousma

19.113 **Communications from the Audience**

Dan Morrison spoke up and thanked us for our broadband efforts in the downtown area. He and his business are extremely pleased.

19.114 **Financial Update**

*For information only*

STUDY ITEMS **Broadband Utility Issues Discussion**

19.115 Staff has prepared a presentation covering the key issues from our last strategic plan update, accomplishments since that time, and a summary of issues now facing the broadband utility. Additional slides are provided detailing some of the key broadband metrics.

In accordance with the Board's governance policies, staff intends to review the existing strategic plan framework with the Board beginning in April 2019. This presentation is the fourth in a series over the next few months intended to prompt questions and begin a dialogue in advance of the strategic plan review.

*Study Session topic. No Board action required.*

19.116 **Common Issues Discussion**

Staff has prepared a presentation covering the key issues from our last strategic plan update, accomplishments since that time, and a summary of issues now facing the utility overall. Additional slides are provided detailing some of the key metrics.

In accordance with the Board's governance policies, staff intends to review the existing strategic plan framework with the Board beginning in April 2019. This presentation is the fifth in a series over the next few months intended to prompt questions and begin a dialogue in advance of the strategic plan review.

*Study Session topic. No Board action required.*

*\* Red italics indicate information or discussion added during the meeting and/or action taken.*

19.116 BOARD COMMENTS

*Our next meeting, a Regular Board Meeting, is scheduled for April 8, 2019*

ADJOURNMENT

The Board Meeting of March 25, 2019, adjourned at *6:33 p.m.*

Minutes respectfully submitted by,

Janet Lemson, Secretary to the Board