

## Appendix C: Focus Group Agenda

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[Note: The agendas for the two focus groups were the same except for the date and location.]

### Effective Water Utility Management Focus Group

September 26, 2006 | 11:00 AM – 4:00 PM

Mead Conference Room – Las Vegas Valley Water District

1001 S. Valley View Blvd., Las Vegas, NV 89153

Please arrive no later than 10:45 AM

**11:00 AM**—Welcome and Introduction

**11:15 AM**—Background and Working Lunch

- *What are the key challenges water sector utility managers face?*

**12:00 PM**—Defining “Effective Utility Management”

- *What do you think of when you hear the term effective utility management?*
- *What accomplishments or actions signal to you that a water sector utility is effectively managed?*

**1:30 PM**—Barriers to and Incentives for Effective Utility Management

- *What do you view as the primary factors that motivate utilities to invest in improving their management efforts?*
- *What holds utilities back from undertaking improvement to their management efforts?*
- *What are the ways the water sector can overcome these barriers to improving management?*

**2:30 PM**—Measuring Utility Performance

- *What has your experience been with performance measurement at your utility?*
- *Are you using, or are you aware of other utilities using, what you consider practical and useful measures of utility performance?*
- *If there are measures you would like to be using, but don't, what has held you back from developing these measures?*

**3:15 PM**—Synthesis and Wrap Up

**4:00 PM**—Adjourn