



## **2012 Mayor & City Council Retreat – Session #2**

**Hjemkomst Center**  
*March 20, 2012*

### ***Agenda***

#### **Tuesday, March 20**

- 6:30 p.m.      **Review Planning Topics & Themes from Session #1**  
*Michael Redlinger, City Manager*
- 7:00 p.m.      **Marketing & Communications Plan Update**  
*Chris Hagen, Flint Communications*
- 8:00 p.m.      ***Break***
- 8:10 p.m.      **Customer Service Initiative Update**  
*Michael Redlinger, City Manager*
- 8:30 p.m.      **Framing the Future Strategic Planning Process**  
*Mayor & City Council*
- Timing
  - Outside vs. Inside Facilitation
  - City Council or a Community Process?
  - Role of Citizens
- 9:00 p.m.      **Adjourn**

