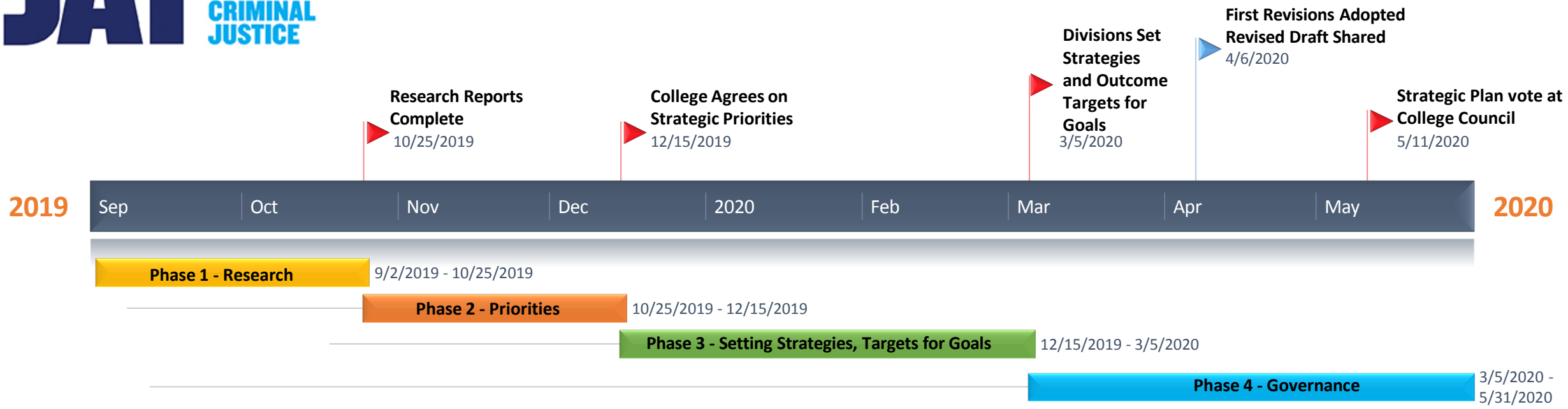2019-2020 STRATEGIC PLANNING PROCESS