

Strategic Business Plan – Update for FY2022 Q2

Regular Board Meeting – February 16, 2022



Lane Transit District

LTD.org

AGENDA



Background



Elements of the SBP



Success Outcomes



Tactics & Scorecard



Plans for Next Quarter



Questions & Discussions



STRATEGIC BUSINESS PLAN

Fiscal
Years **2022 – 24**



Background

- SBP development process from January – July 2021
- Deep engagement with Strategic Planning Committee
- Input from a wide range of community stakeholders
- Robust staff contributions



Background

- Mobilized launch in October 2021
- Ongoing communications roll out
- Developing dashboard

Elements of the Strategic Business Plan

MISSION CONNECTING OUR COMMUNITY.

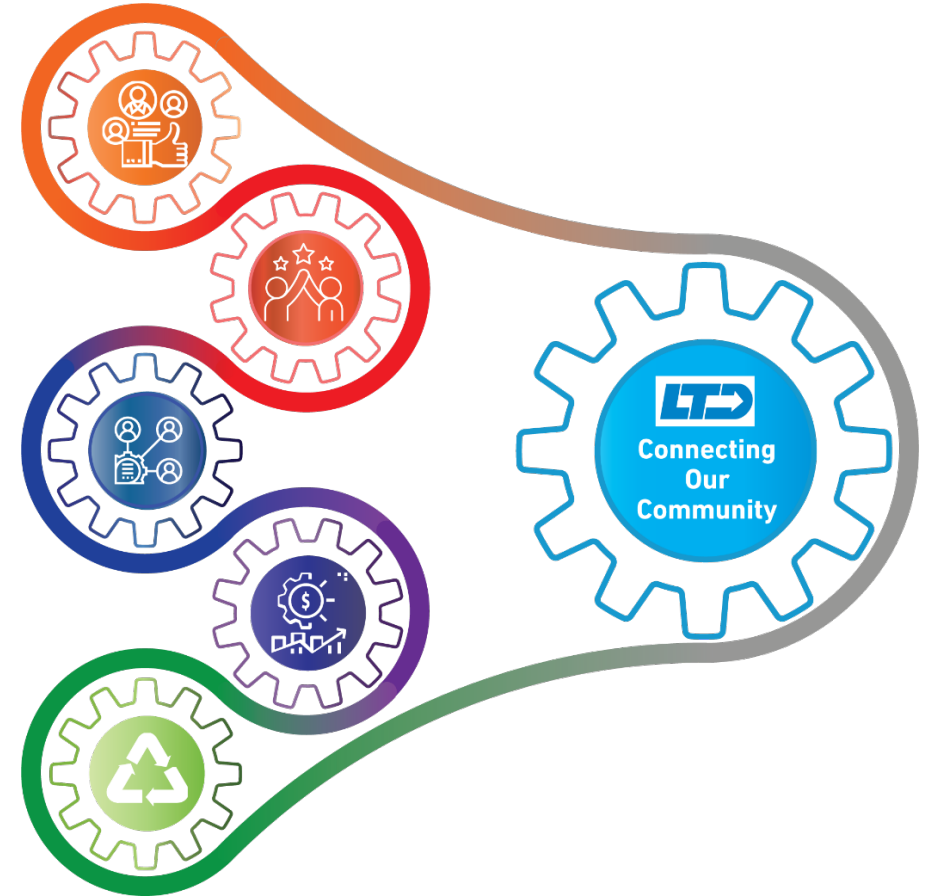
VISION IN ALL THAT WE DO, WE ARE COMMITTED TO CREATING A MORE CONNECTED, SUSTAINABLE, AND EQUITABLE COMMUNITY.

VALUES RESPECT, INTEGRITY, INNOVATION, EQUITY, SAFETY, AND COLLABORATION.

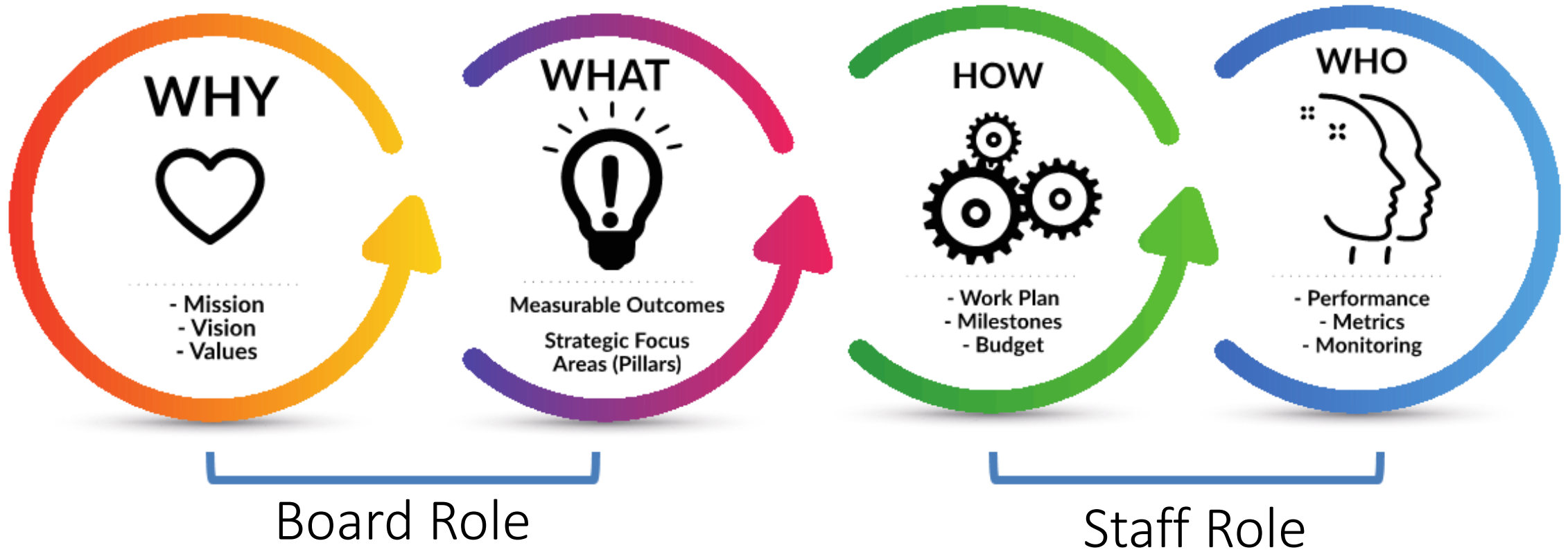
LTD

Elements of the Strategic Business Plan

- Align day-to-day operations to agency mission, vision, and goals
- Performance management strategy
- GM performance evaluation aligned to SBP accomplishments
- Build culture of ownership throughout the organization
- Transparency and accountability



Elements of the Strategic Business Plan



Success Outcomes - Strategic Areas of Focus

CUSTOMER SATISFACTION

Our goal is to deliver outstanding customer service that increases the willingness of our customers to recommend our services to others.



A Net Promoter Score of 55%.

LTD's net promoter score averages 20% from 2014-2021.

EMPLOYEE ENGAGEMENT

Our goal is to attract and retain a high quality workforce through high levels of employee engagement.



An Employee Engagement Score of 65%*.

We are in the process of establishing a baseline.

COMMUNITY VALUE

Our goal is to provide strong value to the community through the services we offer, whether or not they use our services directly.



Establishment of a baseline for the percentage of the community that believes we provide value and improve 5%.

We are in the process of establishing a baseline.

FINANCIAL HEALTH

Our goal is to maintain LTD's strong financial position to sustain our operations for the future.



Achievement of 3-year rolling financial plan targets.

We are currently on track.

SUSTAINABILITY

Our goal is to do our part to preserve and protect the environment through a reduction in greenhouse gas emissions.

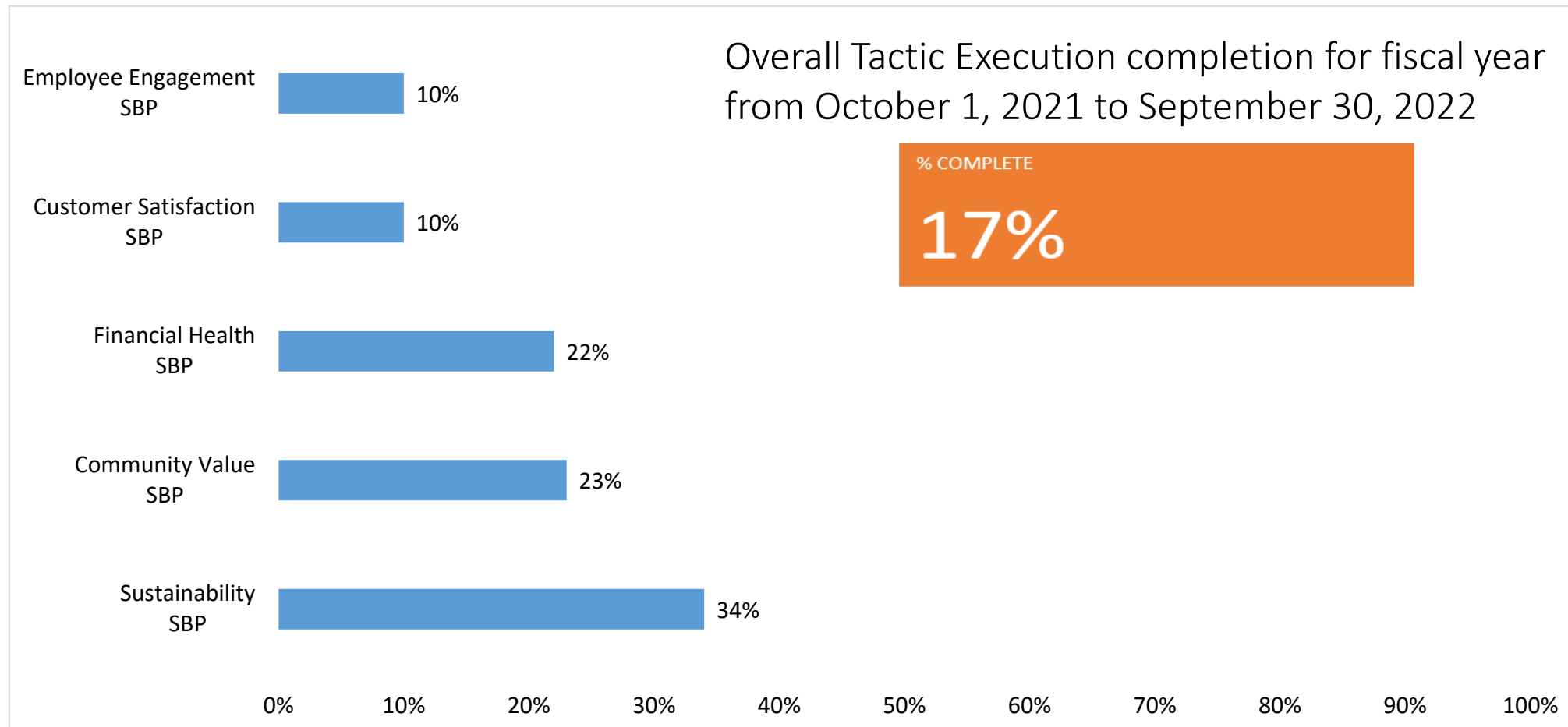


A reduction in Greenhouse Gas Emissions of 70%.

Our current fleet GHG emissions reduction is 67%.


Tactics Progress from October – December 2021

31 major projects or work activities (tactics) that we will undertake to achieve our success outcomes.



Organizational Scorecard (Metrics) Progress

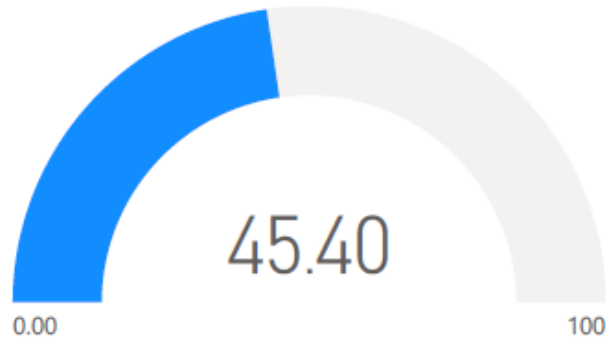
Prioritizing what to measure enables us to produce results that matter towards achieving our success outcomes.

LTD Scorecard 		
Customer Satisfaction	Performance metrics that measure LTD's success at delivering customer satisfaction.	30 points
Employee Engagement	Performance metrics that measure the level of employee engagement.	25 points
Community Value	Performance metrics that gauge LTD's success at achieving perceived community value.	20 points
Financial Health	Metrics that measure how well LTD is performing financially.	15 points
Sustainability	Performance metrics that measure LTD's achievement of environmental goals.	10 points
TOTAL		100 points

Organizational Scorecard Dashboard

LTD Strategic Focus Area Performance

LTD Scorecard Overall - Q2 FY22



LTD is seeking a perfect score!

LTD's Strategic Business Plan lays out a path to 100 points by 2024 collected from 24 scores across 5 Strategic Focus Areas.

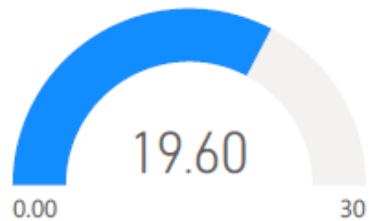
As of Q2 FY22 LTD scored 45.4 points over their first quarter of measurement. With 2.5 more years in the timeline and a plan designed to help improve on yellow or red and sustain in green, progress is on track.

Take a look at each Focus Area to learn more.

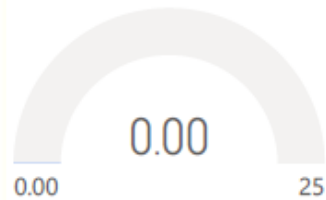
Scorecard Methodology

At the end of each fiscal quarter, LTD's score is calculated using current measurements against performance goals. In some cases you will notice scores over the target points - this means LTD is exceeding expectations and earning bonus points.

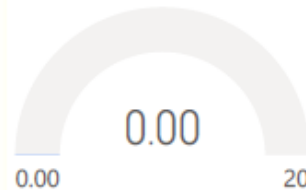
Customer Satisfaction



Employee Engagement*



Community Value*



Financial Health



Sustainability



*Employee Engagement and Community Value Information Systems are in Progress with first Scores due by Q2 FY23



Plans for Next Quarter

- Target tactics and metrics that missed their mark this quarter
- Conduct surveys
- Continue to build out information systems and ongoing data validation
- Publish publicly available dashboard
- Start integrating the SBP into LTD's budget development process



Discussion & Questions

