

**Strategic Business Plan – Update for FY2023 Q1**  
Regular Board Meeting – November 16<sup>th</sup>, 2022

**Fiscal Years 2022 – 24**

# STRATEGIC BUSINESS PLAN



**FY23**



Lane Transit District

LTD.org

# AGENDA

Strategic Focus Areas

Scorecard

Work Highlights

Q&A





**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.



# Strategic Areas of Focus – As of end of Q1FY23

## CUSTOMER SATISFACTION

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



Establish a Net Promoter Score and increase by 5%.

Baseline NPS established at 21%.

## 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%\*.

Baseline Employee Engagement established at 65%

## 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%.

Baseline Community value established at 79%.

## 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%.

77% reduction in GHG since 2018.

# Organizational Scorecard (Metrics) Progress

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

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

# Organizational Scorecard Progress Update

Strategic	Target	Q2FY22	Q3FY22	Q4FY22	Q1FY23
Customer Satisfaction	30	18.5	20.6	19.8	29.5
Employee Engagement	25	0	0	20.5	20.5
Community Value	20	0	0	0	12
Financial Health	15	18.4	18.4	18.4	16
Sustainability	10	7.9	7.9	7.9	8.1
<b>Total</b>	<b>100</b>	<b>44.8</b>	<b>46.9</b>	<b>66.6</b>	<b>86.1</b>



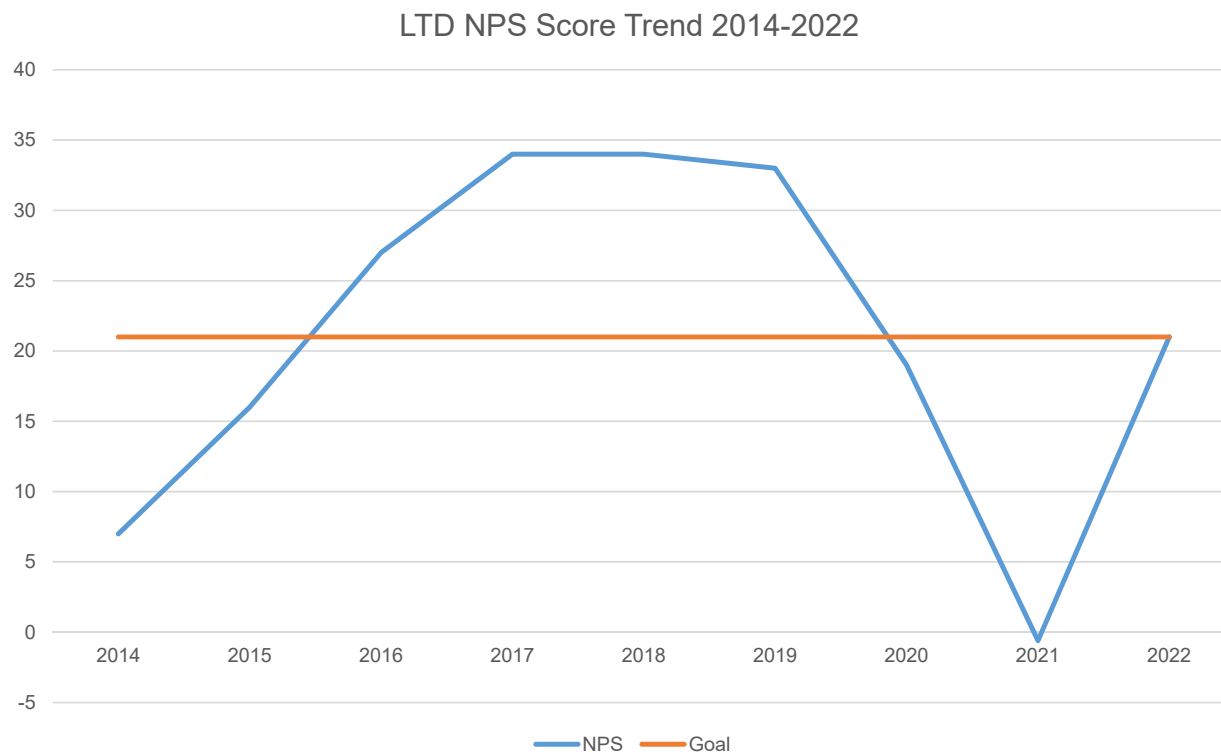
# Q1FY23 Highlights

- Completed first full year of the Strategic Plan with 86/100 Overall Score
- Established baseline targets in Employee Engagement and Community Value.



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# Q1FY23 Highlights: 21% Net Promoter Score







# Plans ahead for Fiscal Year 2023



Focus on Employee Engagement Tactical Work including Workforce Diversity Initiatives, Employee Development, and Employee Turnover



Develop plan to measure Community Partner Perception of LTD



Launch Comprehensive Operations Analysis



Maintain success in Financial Health and Customer Satisfaction with emphasis on continuous improvement and communication



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# Discussion & Questions



# Employee Engagement

Employee Engagement Composite Score = 65%

84% of Employees Understand How Their Performance is Linked to LTD's Success

57% of Employees Agree Leadership is Invested in their Success.

53% of Employees Agree They are Provided with the Tools Needed to Work Successfully