

Strategic Business Plan – Update for FY2022 Q4

Regular Board Meeting – August 17, 2022



Lane Transit District

LTD.org

AGENDA



FY2022 Q4 Progress



SBP Refresh



TransDASH Launch



Questions & Discussions



STRATEGIC BUSINESS PLAN

Fiscal
Years **2022 – 24**



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.



FY2022 Q4 Progress - 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%.

Customer Satisfaction Survey complete with results reporting on track for Q1 FY23

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%*.

Employee Engagement Survey complete; baseline scores recorded on scorecard. Targeting Q1 for NPS reporting

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%.

Community Value Survey in development and on track for Q1 FY23 reporting

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.

Financial Health tactical work in Forecasting Models **COMPLETE**

SUSTAINABILITY

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

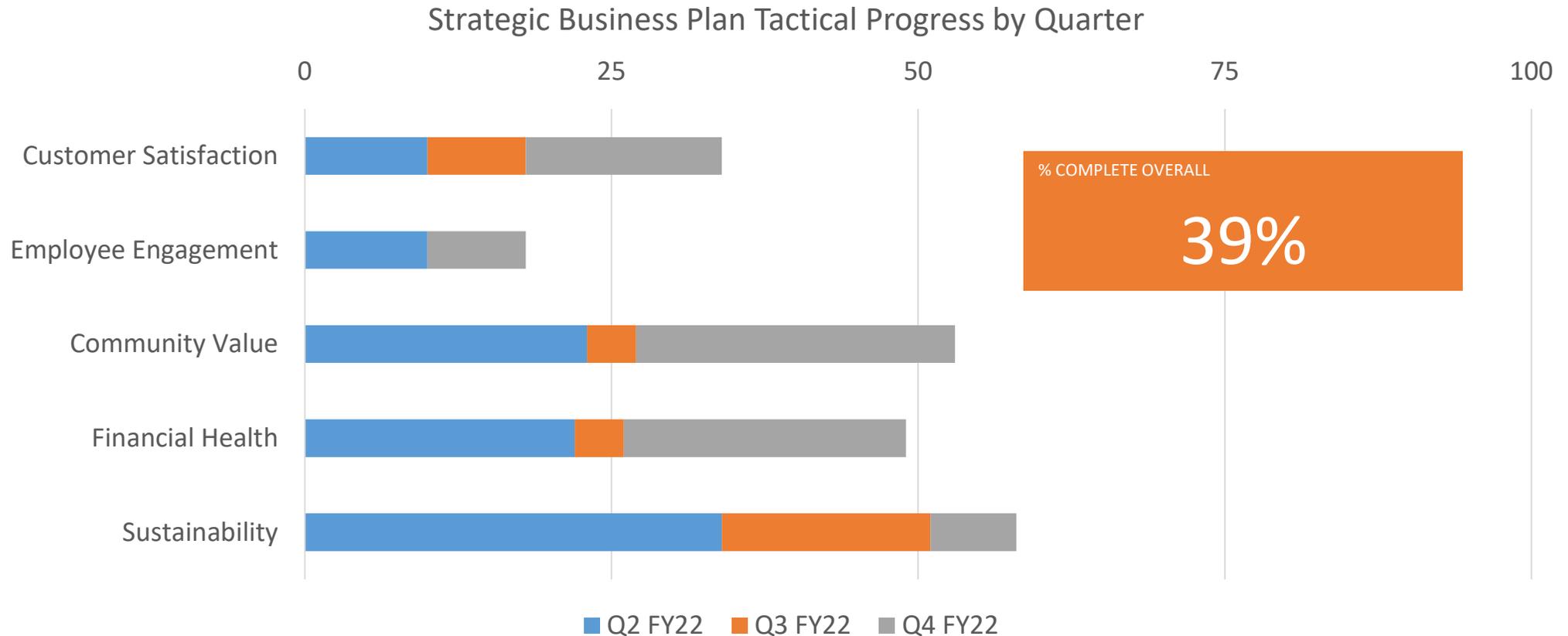


A reduction in Greenhouse Gas Emissions of 70%.

Sustainability tactical work implementing Electronic Records Management System **COMPLETE**

Tactics Progress

31 major projects – aka “tactics” in progress across 5 strategic areas of focus



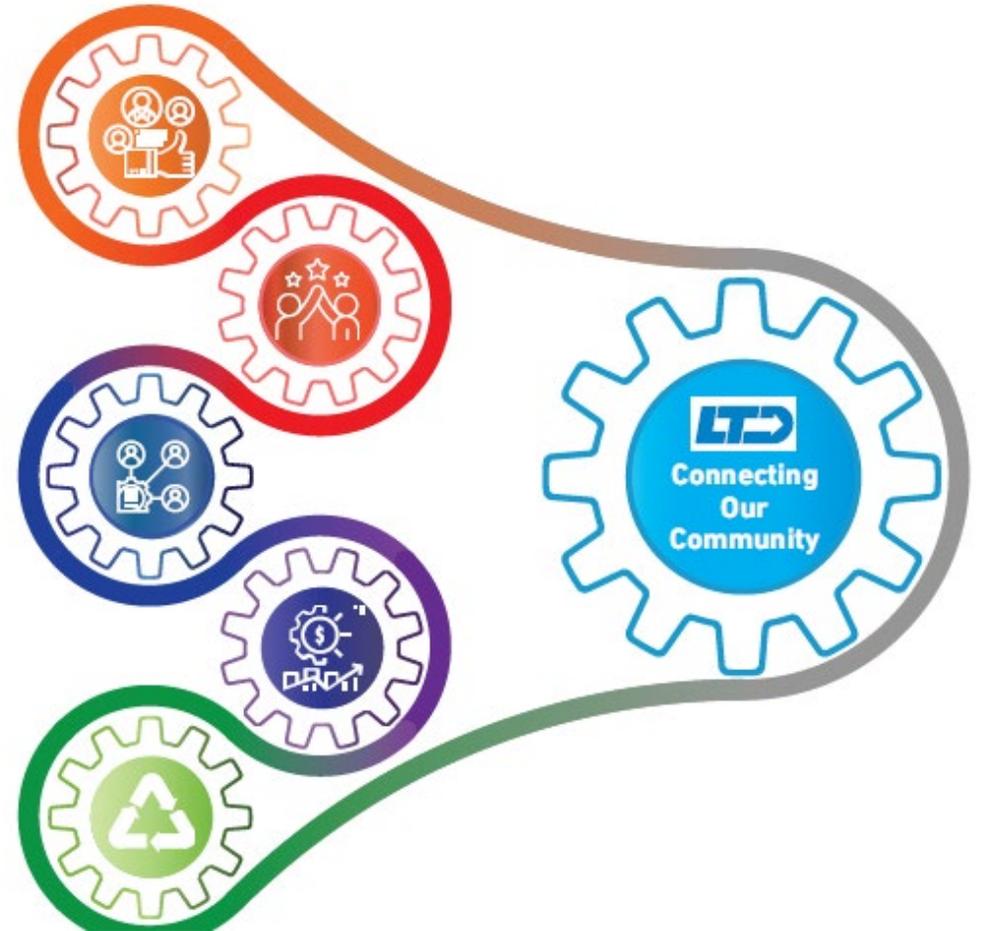
Organizational Scorecard Progress

Striving for 100 points by FY2024

Strategic Focus Area	Points Target	Q2 FY22	Q3 FY22	Q4 FY22
Customer Satisfaction	30	19.3	21.4	20.6
Employee Engagement	25	0	0	20.5
Community Value	20	0	0	0
Financial Health	15	18.4	18.4	18.4
Sustainability	10	7.9	7.9	8
Total	100	45.6	47.7	67.5

FY2023 Tactical Refresh

- Tactical Refresh Complete including:
 - Milestones mapped through FY24 for continued tactics
 - New Milestones added
 - Major Facilities Work
 - Moving Ahead Work
 - Major IT Software Improvements



TransDASH: SBP Digital Dashboard

Launches Fall 2022! Will provide:

- Performance Results Data that will be linked to our Success Outcomes
- Ability to benchmark against our industry peers
- Dynamic Deep Dive into the our historic performance
- Ability to focus on the key performance indicators that drive Outcomes rather than Activity
- Transparency to our Community





Plans for Next Quarter

- Target tactics and metrics that missed their mark this quarter
- Implement recommendations based on Employee Engagement survey
- Report: Customer Satisfaction and Community Value survey results
- Implement TransDash



Discussion & Questions

