

Strategic Business Plan – Update for FY2022 Q3

Regular Board Meeting – May 18, 2022



AGENDA



FY2022 Q2 Recap



FY2022 Q3 Progress



Plans for Next Quarter



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.



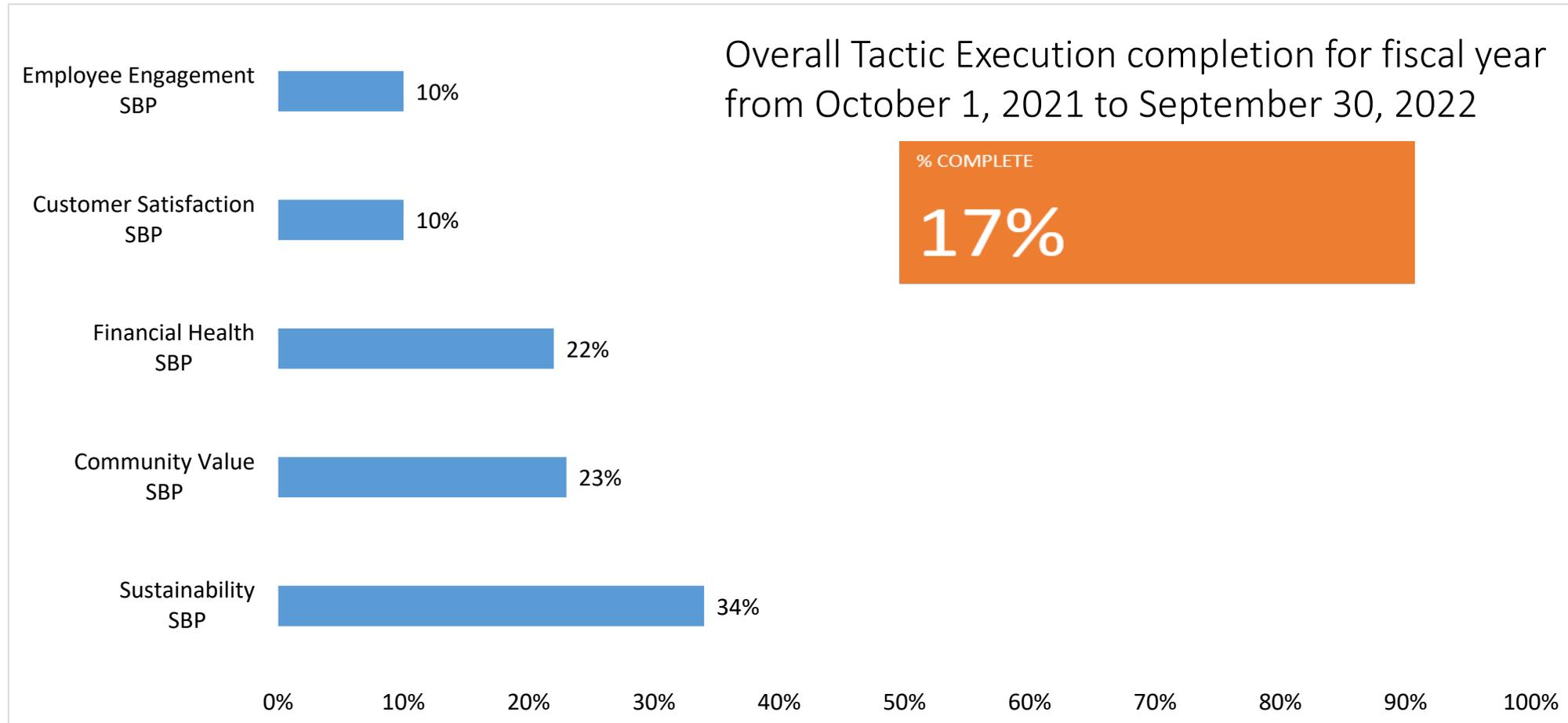
Organizational Scorecard (Metrics) Progress

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

FY2022 Q2 Recap – Tactics Progress

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



FY2022 Q3 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%.

The 2022 Customer Satisfaction Survey just concluded. Score will be available in FY22 Q4.

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%*.

The 2022 Employee Engagement Survey just concluded. Score will be available in FY22 Q4.

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. Two reserve funds established.

SUSTAINABILITY

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

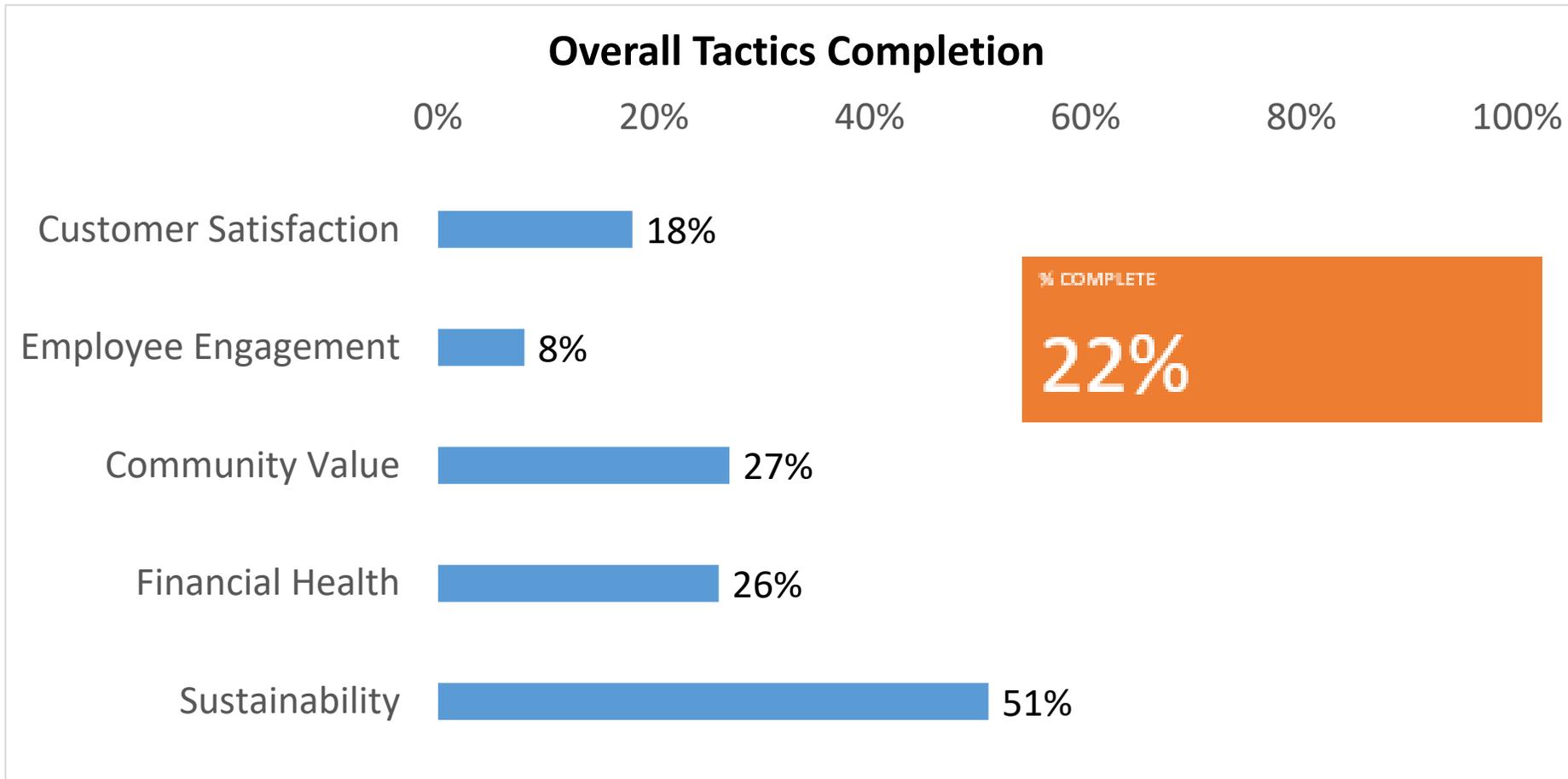


A reduction in Greenhouse Gas Emissions of 70%.

We have reduced our GHG emissions by 77% since FY18. We are currently on track.

FY2022 Q3 - Tactics Progress

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



Scorecard Q3 Points Progress

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



Plans for Next Quarter

- Target tactics and metrics that missed their mark this quarter
- Establish Customer Satisfaction Net Promoter Score
- Implement recommendations based on Employee Engagement survey
- Conduct Community Value survey
- Refresh



Discussion & Questions

