



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** February 1, 2023  
**ITEM TITLE:** STRATEGIC BUSINESS PLAN QUARTERLY REPORTING  
**PREPARED BY:** Aimee Reichert, Project Manager II  
**DIRECTOR:** Joe McCormack, Chief Development Officer  
**ACTION REQUESTED:** Information and Discussion

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**PURPOSE:** To provide progress update on the fiscal year 2022-2024 Strategic Business Plan (SBP) for fiscal year 2023 Quarter 2 (Oct 1 – Dec 31, 2022).

**DESCRIPTION:** The District's FY22-24 Strategic Business Plan has five strategic areas of focus. These include 1) Customer Satisfaction 2) Employee Engagement 3) Community Value 4) Financial Health 5) Sustainability. Each of these priorities has tactics, milestones, and performance measures to ensure achievability and accountability. All District projects and matters brought before the Board align with one of these five strategic areas of focus.

**BACKGROUND:** The Board of Directors adopted LTD's first-ever Strategic Business Plan in July 2021. Implementation of the Plan began in October 2021 (FY22 Q2) and will span through June 2024. Since the last staff update to the Board in November 2022, staff have continued executing the tactics and monitoring the District's performance metrics as adopted in the SBP. This quarterly report provides an update to the Board and community regarding the progress toward achieving those associated success outcomes in the five strategic areas of focus. A presentation will be provided to explain this topic in further detail.

The strategic plan is available to view in full through an interactive document or pdf from LTD's website: <https://www.ltd.org/strategic-business-plan/>

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Staff will provide the Q3FY23 SBP Progress Report in May, 2023.

**SUPPORTING DOCUMENTATION:**

1. Presentation

**PROPOSED MOTION:** N/A

# Strategic Business Plan – Update for FY2023 Q2

Board Work Session – February 1, 2023

Fiscal Years **2022 – 24**

# STRATEGIC BUSINESS PLAN



**FY23**



**Lane Transit District**

# AGENDA

TransDash

Tactics

Q&A





# LTD TransDash

## [Public Dashboard Accessed from LTD.ORG](https://www.ltd.org/strategic-business-plan/)

<https://www.ltd.org/strategic-business-plan/>



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# LTD Tactical Work

## LTD's Interactive Online Strategic Business Plan



### **Customer Satisfaction**

Work activities and performance goals that align LTD teams on delivering outstanding customer service.

#### **Work Plan Tactics**

8

#### **Performance Metrics**

8



### **Employee Engagement**

Initiatives and performance goals centered on attracting and retaining a high quality workforce.

#### **Work Plan Tactics**

9

#### **Performance Metrics**

5



### **Community Value**

Projects, programs, and performance goals aimed at providing strong value for the community.

#### **Work Plan Tactics**

7

#### **Performance Metrics**

4



### **Financial Health**

Work plan tactics and performance goals focused on maintaining LTD's strong financial position.

#### **Work Plan Tactics**

5

#### **Performance Metrics**

3



### **Sustainability**

Specific steps and performance goals to help LTD do its part to preserve and protect the environment.

#### **Work Plan Tactics**

2

#### **Performance Metrics**

4



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# Q2FY23 Highlights



Performance Management strategy deep dive, with major updates planned for year ahead.



Ridership – 12% overall increase quarter over quarter



Investment in renewable fuel



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# What's Ahead?



Financial Health Metrics Monitoring and Strategy



Employee Engagement Continued – Cross-department connections



Measurements: Employee Engagement, Community Value, Customer Satisfaction



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# Discussion & Questions

