

# 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

FY2023 Q1 Results

Q1 Highlights

FY2023 Work Ahead

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.





# FY2023 Q1 Progress



# FY2023 Q1 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.



Establish a Net Promoter Score and increase by 5%.

NPS established at 21% with next measure in spring 2023.

## 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%\*.

65% of staff rated LTD as a good place to work in 2022

## 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 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>



# FY2023 Q1 Wins

- Completed first full year of the Strategic Plan with 86/100 Overall Score
- Significant improvement in Customer Satisfaction Score due to Net Promoter Score Improvement
- Established baseline target for Community Perception that LTD Provides Value to the Community
- Established baseline target for Access to Frequent Transit Among All Populations







# 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



Lane Transit District



# Discussion & Questions

