



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: October 30, 2024

AGENDA ITEM: Review and discuss the 2024 Annual Plan Q3 Scorecard

PREPARED BY: Julie Kennedy, General Manager

BACKGROUND:

In 2023, the Commission developed a new strategic plan to serve as a roadmap for the future development and growth of utility services in our community. GRPU's vision is to be a dynamic public asset for the thriving community of Grand Rapids, enhancing lives and fostering growth through excellence in the provision of essential utility services. GRPU's mission is to empower their team members to deliver safe, reliable, affordable, sustainable, and customer-focused utility services for our community.

The strategic plan is organized around the following five "pillars" of activity:

- Uninterrupted, High-Quality Utility Services (US)
- Strategic and Sustainable Fiscal Management (FM)
- Engaging and Educating the Community (EC)
- Use and Stewardship of the Natural Environment (NE)
- Operational Excellence (OE)

Each year following updated and reaffirmed strategic direction from the Commission, the General Manager and staff create an annual operating plan. The annual operating plan includes SMART goals within the five "pillars" developed by the priorities and strategic intent of the Commission. A scorecard on progress toward achieving each approved goal/deliverable will be presented to the Commission in the months following the end of each quarter (April, July, October, and January).

Attached is the 2024 Q3 scorecard for discussion at the Commission meeting.

RECOMMENDATION:

Review and discuss the 2024 Annual Plan Q3 Scorecard.