



Meeting Date: August 31, 2023

Agenda Type: Presentation Items

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RECOMMENDED ACTION: Presentation on the NBU Fiscal Year 2023 Strategic Plan Results

BACKGROUND

During the June 2022 New Braunfels Utilities (NBU) Board of Trustees meeting, the FY 2023 strategic plan was officially approved with the budget approval process, establishing a comprehensive framework for our strategic goals and annual priorities to ensure continued operational excellence.

The fiscal year 2023 marked the inception of a new strategic plan anchored by six strategic goals and their corresponding performance metrics. Additionally, we introduced 17 annual priorities with performance objectives to channel our efforts toward mission-critical areas.

Throughout the year, while navigating resource constraints, NBU remained steadfast in its commitment to achieving the strategic goals and addressing the essential annual priorities central to our mission. Furthermore, we responded proactively to emergent initiatives as they arose during the year.

This presentation item provides an encapsulated view of the FY 2023 strategic plan, encompassing the strategic goals, annual priorities, and an overview of outcomes derived from company-wide emerging initiatives. The presentation culminates with a comprehensive performance measure payout assessment.

It is important that we review the successes of the FY 2023 strategic plan before we consider updates to the FY 2024 strategic plan, which is slated as an action item in the August meeting agenda.

FINANCIAL IMPACT

None

LINK TO STRATEGIC PLAN

Customers and Community

People and Culture

Infrastructure and Technology

Financial Excellence

Safety and Security

Stewardship

EXHIBITS

Fiscal Year 2023 Strategic Plan Results Presentation