



Meeting Date: August 29, 2024 **Agenda Type:** Action Items

From: Shawn Schorn **Reviewed by:** Rocio Gallegos
Director of Business Planning Chief of Staff

Submitted by: Shawn Schorn **Approved by:** Ryan Kelso
Director of Business Planning Chief Executive Officer

RECOMMENDED ACTION: Discuss and Consider Approval of the Fiscal Year 2025 Strategic Plan

BACKGROUND

In August 2023, the New Braunfels Utilities (NBU) Board of Trustees approved the FY 2024 strategic plan. Following this approval, a thorough assessment of the strategic objectives was conducted to ensure alignment with the organization's core mission.

Since then, the eleven (11) strategic goal metrics and nine (9) annual priorities have been carefully refined through a comprehensive evaluation, enhancing their accuracy and relevance. This process included updating all eleven (11) annual priorities to facilitate continuous progress on these mission-critical goals and milestones.

In August 2023, NBU staff presented a plan to the Board that proposed reducing the requirements for full performance measure payout, along with a reduction in the number of annual priorities. This adjustment aimed to alleviate pressure on employees, acknowledging that perfection isn't always attainable. By easing these requirements, the plan sought to reduce stress and promote a healthier work-life balance, ultimately fostering a more sustainable and productive work environment. NBU staff recommends continuing the FY 2024 performance measure weighting, with 70% assigned to strategic goals and 30% to annual priorities. Additionally, to achieve full performance measure payout, staff must meet 75% of the strategic goals and 100% of the annual priorities. This recommendation acknowledges that emerging initiatives may shift priorities throughout the year, allowing flexibility while maintaining focus. The annual performance measures payout is designed to incentivize company-wide performance, leading to increased efficiencies and cost savings.

In light of these refined FY 2025 strategic goals, annual priorities, and the continuation of the current performance measures weighting, we respectfully request the Board's approval. The proposed revisions reinforce NBU's commitment to advancing its mission while effectively stewarding resources and optimizing operational excellence.

FINANCIAL IMPACT

None

LINK TO STRATEGIC PLAN

Customers and Community

People and Culture

Infrastructure and Technology

Financial Excellence

Safety and Security

Stewardship

EXHIBITS

1. Fiscal Year 2025 Strategic Plan Updates Presentation