



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

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Director of Business Planning      Chief of Staff

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

**RECOMMENDED ACTION:** Presentation on the NBU Fiscal Year 2024 Strategic Plan Results

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## **BACKGROUND**

During the August 2023 New Braunfels Utilities (NBU) Board of Trustees meeting, the FY 2024 strategic plan was officially approved, establishing a comprehensive framework for our strategic goals and annual priorities to ensure continued operational excellence.

The fiscal year 2024 marked the inception of a new strategic plan anchored by six (6) strategic goals and their corresponding eleven (11) goal measures. Additionally, we introduced nine (9) 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 emerging initiatives as they arose during the year.

This presentation item provides an encapsulated view of the FY 2024 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 2024 strategic plan before we consider updates to the FY 2025 strategic plan, which is slated as an action item in the August meeting agenda.

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## **FINANCIAL IMPACT**

None

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## **LINK TO STRATEGIC PLAN**

**Customers and Community**

**People and Culture**

**Infrastructure and Technology**

**Financial Excellence**

**Safety and Security**

**Stewardship**

**EXHIBITS**

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1. Fiscal Year 2024 Strategic Plan Results Presentation