

LMCD Strategic Plan 2017-2018 Dashboard: 3rd Quarter Update (October 2017)



Updated quarterly, this dashboard provides a snapshot of LMCD's operating performance in relation to key strategic priorities. These initiatives help focus resources to more effectively address the needs of Lake Minnetonka and the Lake community.

Approvals: Strategic Plan 02/08/2017, Business Plan 06/28/2017 **Quarterly Updates:** April, July, October, January.

Strategic Priority	Target	Strategic Initiatives	2017 Progress (% completed for year, color rating for Quarterly progress)				Finished	Notes
			R=<25%, O=25-49%, Y=50-75%, G=76-99%, P=2018					
			1st Q April	2nd Q July	3rd Q October	4th Q January		
I. OPERATIONAL EFFECTIVENESS	i. 80% of annual core functions accomplished	a) Create prioritized annual calendar/work plan- 2017, 2018	—	75%	80%		<p>2nd Qtr. Annual calendar reflects 9 of 12 months experienced and 3 months projected. Working calendar will require updates to reflect changes in priorities and operational requirements.</p> <p>3rd Qtr. Reviewed and added items to calendar throughout the third quarter.</p> <p>Final action will include review by Board to establish priorities.</p>	
	ii. 80% of annual priorities accomplished	b) Develop an effective reporting system- 2018	—	—	—		Deferred to 2018	
	iii. Fund reserves of 30 to 50% of annual expenditures for all funds (General, AIS, STL Funds)	c) Conduct staffing/capacity analysis- 2017	—	80%	90%		<p>2nd Qtr. Staffing analysis completed based on current activities and priorities as reflected in 2018 budget. Further review will occur as future needs and programs are considered.</p> <p>3rd Qtr. Revised job description for Env. Adm Technician position to reflect organization needs and strategic plan. Completed recruitment process for that position.</p>	
		d) Review approved reserve fund policies- 2018	—	—	—		Deferred to 2018	

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		e) Establish a Capital Equipment Plan- 2018	—	20%	25%			2018 Target. 2nd Qtr. A review was initiated to assess inventory and consider consolidation of watercraft.
		f) Strategy to capitalize on Save the Lake-2017	—	20%	30%			2nd Qtr. At an initial meeting with the Board, Save the Lake (STL) Fund was reviewed. STL Committee discussed options and opportunities for contributions and grants at July meeting. Research is initiated regarding opportunities. 3rd Qtr. Created Benevity account to facilitate employee giving programs. Started implementation of expansion of donor list for fall 2017.
		g) Develop a technology inventory and updated IT plan- 2018	—	40%	50%			2018 Target. 2nd Qtr. Review of IT/IS to consolidate, integrate, and advance technology as appropriate. An inventory of hardware and software conducted with estimated costs for computer related items. Review of printers and information management planned.

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II. CLEAR & TIMELY COMMUNICATIONS	i. 100% communication compliance by Board and staff	a) Develop a comprehensive communications policy-2018	—	5%	5%			2018 Target. 2nd Qtr. Outline of plan started.
	ii. 80% stakeholders find value in relationship	b) Create stakeholder & partner feedback process- 2018	—	—	5%			2018 Target. 2nd Qtr. Preparation of an action plan suggested for to ensure comprehensive and inclusive approach to reflect all stakeholders.
	iii. 80% or greater of stakeholders understand purpose, rules and regulations	c) Update public information and materials for LMCD website - 2017/2018, ongoing	—	50%	50%			2nd Qtr. Several webpages have been updated & formatted for web communication such as STL, Meetings, Strategic Plan, Regulations/Handouts, Water Patrol (worked with HCSO Communications), and Budget. Some changes have been made to the left navigation sidebar such as Hot Topics adding Archive, Regulations & Handouts (also rerouted regulation handouts/brochures to this page), and added Connect With Us for FaceBook & Twitter links. Graphics/pictures have been added to some pages and Hot Topics where appropriate to add interest. The Contact Us and SSL security certificate assessed for future requirements and updating. Additional public education and resources have been created and posted to address customer demand such as new residential dock handout, 2017 Summer Rules pamphlet, and STL contribution flyer. Board meetings and public hearings regularly posted to social media, & website. 3rd Qtr. Added hot topics videos for boater safety & fire; added to social media.

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III. EFFECTIVE GOVERNANCE	i. Meetings rated greater than 7 on a 1-10 scale by Board	a) Update LMCD By Laws- 2018, long-range	—	5%	5%			2018 Target. 2nd Qtr. Financial investment and committee related By Laws were updated.
	ii. < 50 Board & Committee meetings annually	b) Create annual LMCD Board & Committee meeting schedule- 2018	—	98%	98%			2018 Target. 2nd Qtr. Meeting calendar created for 2017, but changes required if meetings change. This item requires annual updating. 3rd Qtr. Calendar updated to reflect discovered or new items.
	iii. 75% of Board meetings < 3 hrs	c) Create Board Member Handbook- 2017	—	50%	50%			2nd Qtr. An outline with some sections of a Board member handbook has been drafted. In meantime, several items compiled and presented to new Board Director in June.
	iv. 90% of Committee/Workshop meetings < 2 hrs	d) Develop training standards/process for Board- 2018	—	—	—			Deferred to 2018
	v. 80% decisions made within 60 days	e) Create a Board self evaluation process- 2017	—	0%	0%			
	vi. 100% Board & staff member completion of training							

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IV. LAKE PROTECTION AND REGULATORY COMPLIANCE	i. 4 underage drinking saturations	a) Establish a public safety plan- long-range	—	—	—		Deferred to 2018-19	
	ii. 2 Public service announcements	b) Update Quiet Water Area policy for Lake Minnetonka- 2018	—	—	—		Deferred to 2018	
	iii. 10% reduction in staff time processing licenses	c) Implement secure licensee portals for renewal applications- long-range	—	—	—		Deferred to 2018-19	
	iv. All rules & regulations are up to date	d) Create instruction sheets for new applications- 2017, 2018	—	30%	30%		<p>2017 and 2018 Target.</p> <p>2nd Qtr. Systems and processes are being assessed initiating creation of or changes to internal procedures. Created some new processes/documents for reconfiguration of nonconforming structures to address ordinance amendment, multiple dock license process streamlined, Watercraft for Hire files streamlined by adding master file for multiple licenses, digitalized submittal logs, created file activity logs to facilitate process and communications.</p> <p>3rd Qtr. Updated de-icing application, instruction, and education materials. Expanded types of specification excel sheet for guidance for reconfiguration of nonconforming docks. Drafted outline of internal procedures for multiple dock, issuing licenses, watercraft for hire, permanent dock, and other application processes.</p>	

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		e) Reorganize & recodify Code Book- 2017, 2018	—	20%	38%		<p>2017 and 2018 Target.</p> <p>2nd Qtr. A recodification workgroup has been created for input throughout the project. A general format of the code has been drafted, the residential section has been drafted, and drafting of the commercial dock section is underway.</p> <p>3rd Qtr. Additional sections have been drafted to include definitions, general regulations on structures, alcohol regulations, watercraft for hire.</p>	