

LMCD Strategic Plan 2017-2018

(Approved Strategic Plan 02/08/2017; Business Plan 06/28/2017)

Strategic Priority	Desired Outcome	Key Outcome Indicator (KOI)	Target	Strategic Initiatives
OPERATIONAL EFFECTIVENESS	<ol style="list-style-type: none"> 1. Capacity to deliver core functions 2. Execution of strategic plan priorities 3. Maintaining a strong financial foundation 	<ol style="list-style-type: none"> A. Semi annual reports B. Quarterly reports C. Major fund reserves –year-end balances 	<ol style="list-style-type: none"> i. 80% of annual core functions accomplished ii. 80% of annual priorities accomplished iii. 30 to 50% of annual expenditures all funds (General, AIS, STL Funds) 	<ol style="list-style-type: none"> a) Create prioritized annual calendar/work plan- 2017, 2018 b) Develop an effective reporting system-2018 c) Conduct staffing/capacity analysis-2017 d) Review approved reserve fund policies- 2018 e) Establish a Capital Equipment Plan- 2018 f) Strategy to capitalize on Save the Lake-2017 g) Develop a technology inventory and updated IT plan- 2018
CLEAR & TIMELY COMMUNICATIONS	<ol style="list-style-type: none"> 1. Board and staff follow communication protocols 2. Partners & stakeholders find value in relationship 3. Increased understanding of purpose, rules & regulations 	<ol style="list-style-type: none"> A. Stakeholder & partner feedback B. Annual survey results 	<ol style="list-style-type: none"> i. 100% communication compliance by Board and staff ii. 80% stakeholders find value in relationship iii. 80% or greater of stakeholders understand purpose, rules and regulations 	<ol style="list-style-type: none"> a) Develop a comprehensive communications policy- 2018 b) Create stakeholder & partner feedback process- 2018 c) Update public information and materials for LMCD website - 2017/2018, ongoing
EFFECTIVE GOVERNANCE	<ol style="list-style-type: none"> 1. Effective Board/Committee meetings 2. Well-trained Board and staff 3. Effective and respective Board and staff relations 4. Board meeting civility 	<ol style="list-style-type: none"> A. Number of meetings B. Meeting length C. Decision processing D. Training records 	<ol style="list-style-type: none"> i. Meetings rated greater than 7 on a 1-10 scale by Board ii. < 50 Board & Committee meetings annually iii. 75% of Board meetings < 3 hrs iv. 90% of Committee/ Workshop meetings < 2 hrs v. 80% decisions made within 60 days vi. 100% Board & staff member completion of training 	<ol style="list-style-type: none"> a) Update LMCD By Laws- 2018, long-range b) Create annual LMCD Board & Committee meeting schedule- 2018 c) Create Board Member Handbook- 2017 d) Develop training standards/process for Board- 2018 e) Create a Board self evaluation process- 2017
LAKE PROTECTION AND REGULATORY COMPLIANCE	<ol style="list-style-type: none"> 1. Ensure public safety on Lake Minnetonka 2. Reduction of staff time processing applications 3. Up-to-date rules and regulations 	<ol style="list-style-type: none"> A. Over & underage consumption B. Boating compliance C. Litter D. Special events E. Processing time audit F. Rules & regulations 	<ol style="list-style-type: none"> i. 4 underage drinking saturations ii. 2 Public service announcements iii. 10% reduction in staff time processing licenses iv. All rules & regulations are up to date 	<ol style="list-style-type: none"> a) Establish a public safety plan- long-range b) Update Quiet Water Area policy for Lake Minnetonka- 2018 c) Implement secure licensee portals for renewal applications- long-range d) Create instruction sheets for new applications- 2017, 2018 e) Reorganize & recodify Code Book- 2017, 2018