



**Priority III**

Innovate and diversify funding sources.

**2026 Goal III.1**  
By the end of June 2026, Fletcher will achieve annual revenue goals from non-credit training programs.\*\*\*

Baseline		2021-2022			2022-2023			2023-2024 Q3			2024-2025			2025-2026		
Diversifying Funding	2020-2021	Target	Run date: 6-30-2022		Target	Run date: 5-30-2023		Target***	Run date: 04-01-24		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
# of Programs	0	8	4	50.0%	8	3	37.5%	\$ 343,000.00	\$ 273,000.00	79.6%	-	-	-	-	-	-

**2026 Goal III.2**  
By the end of June 2026, Fletcher will establish \$100k in an enterprise corporation.

Baseline		2021-2022			2022-2023			2023-2024			2024-2025			2025-2026		
Enterprise Corp.	2020-2021	Target	Run date: 6-30-2022		Target	Run date: 7-07-2023		Target	Run date: 3-31-2024		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
Enterprise Corp	\$ -	\$ 20,000.00	\$ 49,912.80	249.6%	\$ 40,000.00	\$ 99,369.54	248.4%	\$ 60,000.00	\$ 119,698.05	199.5%	\$ 80,000.00			\$ 100,000.00		

**Priority IV**

Enhance Fletcher's image and brand.

**2026 Goal IV.1**  
By the end of June 2026, Fletcher will achieve a Net Promoter Score (NPS) rating of greater than 8 out of 10.

Baseline		2021-2022			2022-2023			2023-2024			2024-2025			2025-2026		
NPS	2020-2021	Target	Run date: 6-30-2022		Target	Run date: 7-05-2023		Target	Run date: 4-11-2024		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
NPS	0.00	8.1	9.2	113.6%	8.1	9.31	114.9%	8.1	9.46	116.8%	8.1			8.1		

**2026 Goal IV.2**  
By the end of June 2026, Fletcher will achieve a Community Impact Rating (CIR) of 8 out of 10.

Baseline		2021-2022			2022-2023			2023-2024			2024-2025			2025-2026		
CIR	2020-2021	Target	Run date: 6-27-2022		Target	Run date: 7-05-2023		Target	Run date: 3-31-2024		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
CIR	0.00	8.0	8.7	108.8%	8.0	8.55	106.9%	8.0	75	937.5%	8.0			8.0		

\*Target decreases are a reflection of COVID and IDA impacts.

\*\*Targets have been increased due to success accelerations

\*\*\*Goal revised to reflect non-credit revenue initiative beginning Q3 2023-2024.

\*\*\*\*Goal targets reset Q3 2023-2024. Prior targets updated to reflect actuals of revised reporting method.