District Strategic Plan

STRATEGIC PURPOSE
Protect public health, welfare and the environment by providing efficient and strategic wastewater management on behalf of our owner communities.

OWNERS EXPECT...
1. The District to PROTECT PUBLIC HEALTH AND WELFARE & THE ENVIRONMENT.
2. The District to PROVIDE COST-EFFECTIVE & EFFICIENT WASTEWATER TREATMENT.
3. The District to be RESILIENT & SUSTAINABLE IN ITS OPERATIONS & BUSINESS PRACTICE so it is meeting the needs of the present without compromising the ability of future generations to meet their own needs.
4. The District to COMPLY WITH REGULATIONS & PROACTIVELY ANTICIPATE FUTURE REGULATORY NEEDS.
5. The District to be COLLABORATIVE, FAIR, RESPONSIVE AND EQUITABLE with all communities having access to safe, clean, affordable wastewater services and sharing the economic, social and environmental benefits of wastewater systems.

PERFORMANCE AREAS
- ADAPTATION
- FINANCIAL SUSTAINABILITY
- INFRASTRUCTURE RELIABILITY
- PUBLIC TRUST
- REGULATORY COMPLIANCE
- STRATEGY EXECUTION
- WORKFORCE DEVELOPMENT
Focus Item-Performance Area Alignment
Technical vs. Adaptative

**TECHNICAL PROBLEMS**
Live in people’s heads and logic systems.
*They are susceptible to facts and authoritative expertise.*

**ADAPTIVE CHALLENGES**
Live in people’s hearts and stomachs.
*They are about values, loyalties and beliefs.*
Focus Items are adaptive work

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<thead>
<tr>
<th></th>
<th>TECHNICAL WORK</th>
<th>ADAPTIVE WORK</th>
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</thead>
<tbody>
<tr>
<td><strong>THE SOLUTION</strong></td>
<td>is clear</td>
<td>requires learning</td>
</tr>
<tr>
<td><strong>THE PROBLEM</strong></td>
<td>is clear</td>
<td>requires learning</td>
</tr>
<tr>
<td><strong>WHOSE WORK IS IT?</strong></td>
<td>experts or authority</td>
<td>stakeholders</td>
</tr>
<tr>
<td><strong>TYPE OF WORK</strong></td>
<td>efficient</td>
<td>act experimentally</td>
</tr>
<tr>
<td><strong>TIMELINE</strong></td>
<td>ASAP</td>
<td>longer-term</td>
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<tr>
<td><strong>EXPECTATIONS</strong></td>
<td>fix the problem</td>
<td>make progress</td>
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<tr>
<td><strong>ATTITUDE</strong></td>
<td>confidence and skill</td>
<td>curiosity</td>
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An early iteration of Yahara WINS
2024 Commission Focus Items

- Greenhouse Gas Reduction Plan
- Ongoing Commission Process Improvement
- Equity
- Badger Mill Creek Phosphorus Compliance
- Market Wage Study

Formerly Climate Change Mitigation Plan
Formerly Commission Organizational Performance & Structure
2024 CED/E-Team Focus Items

ERP Implementation
Employee Engagement
Diversity, Equity & Inclusion
Service Charges & Rate Structure
Changes from 2023

MOVED TO PROGRAM WORK

- Inflow & Infiltration Program
- PFAS Sampling & Monitoring
- Executive Team Leadership & Oversight
- RCM Improvements

PUT ON HOLD

Emergency Management/ Business Continuity/Disaster Recovery
Discussion & Direction