

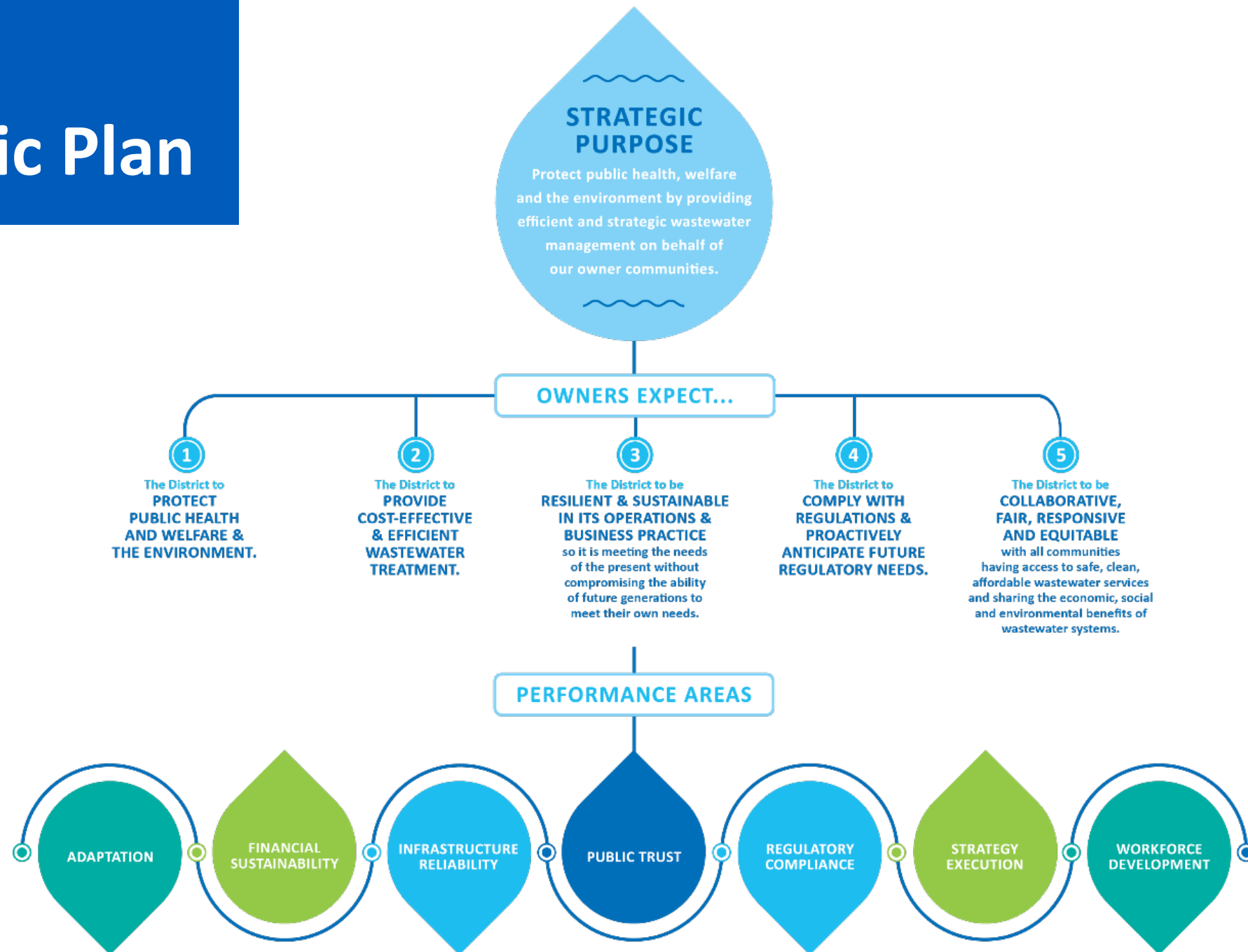


2024 Focus Items

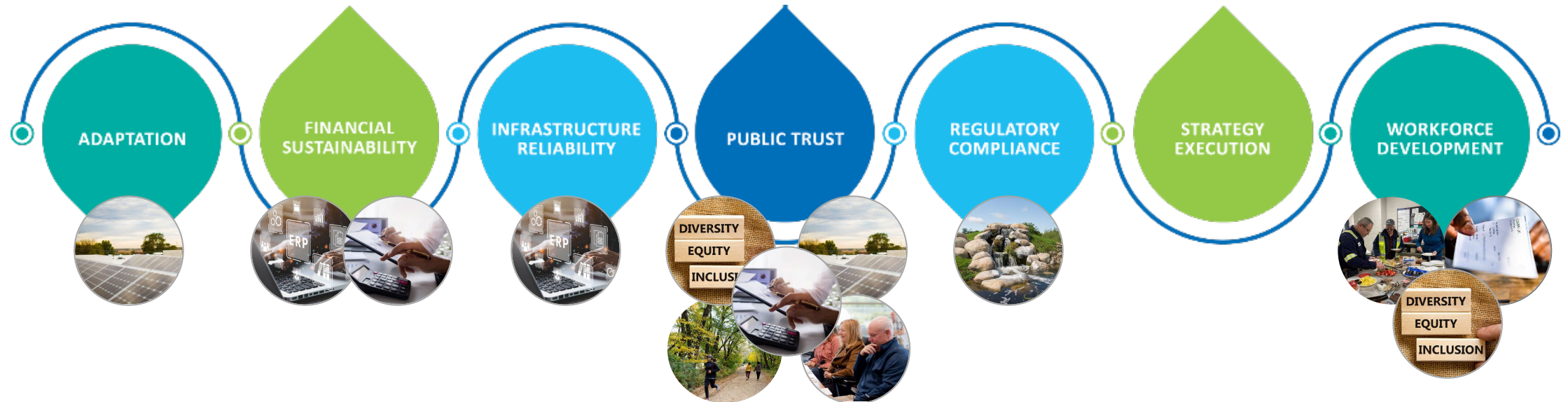
Madison Metropolitan Sewerage District



District Strategic Plan



Focus Item-Performance Area Alignment



Technical vs. Adaptive



TECHNICAL PROBLEMS

LIVE IN PEOPLE'S HEADS AND LOGIC SYSTEMS.

They are susceptible to facts and authoritative expertise.



ADAPTIVE CHALLENGES

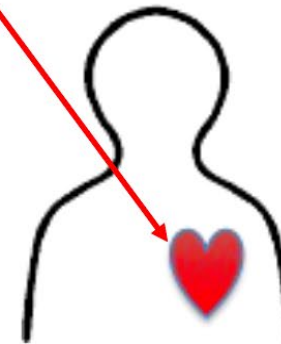
LIVE IN PEOPLE'S HEARTS AND STOMACHS.

They are about values, loyalties and beliefs.

Focus Items are adaptive work

DISTINGUISHING TECHNICAL AND ADAPTIVE

	TECHNICAL WORK	ADAPTIVE WORK
THE SOLUTION	... is clear	requires learning
THE PROBLEM	... is clear	requires learning
WHOSE WORK IS IT?	experts or authority	stakeholders
TYPE OF WORK	efficient	act experimentally
TIMELINE	ASAP	longer term
EXPECTATIONS	fix the problem	make progress
ATTITUDE	confidence and skill	curiosity



An early iteration of Yahara WINS





2024 Commission Focus Items

Greenhouse Gas Reduction Plan



Formerly Climate Change Mitigation Plan

Ongoing Commission Process Improvement



Formerly Commission Organizational Performance & Structure

Equity



Badger Mill Creek Phosphorus Compliance



Market Wage Study



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**



Madison Metropolitan Sewerage District



Discussion & Direction



2022 District Annual Report

Available at
madsewer.org/plans-reports



CED Update

August 17, 2023



Madison Metropolitan Sewerage District

