

Performance Indicators

**Commission Meeting
September 14th, 2023**



Objective

Commission acceptance
of
High-level indicators
and
Their reporting schedule



Outline

1. Strategic plan review
2. What are indicators?
3. Why use them?
4. Proposed indicators
5. Discussion & acceptance



Strategic Purpose

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



High Performance Needed in...

1. Adaptation
2. Financial Sustainability
3. Infrastructure Reliability
4. Public Trust
5. Regulatory Compliance
6. Strategy Execution
7. Workforce Development

How are we doing?

How might we tell?



Performance Indicators

A measure of *desired outcomes*

They answer the questions:

1. Are we achieving our goals?
2. If not, why not?
3. What can we do about it?



Can we have an indicator for everything?

We can have an indicator for anything that matters to us.

With a clear goal, we can evaluate performance.

There must be *some observable difference* between achieving and not achieving the goal.



Indicators Do Not Have to Be Perfect

Some knowledge is better than none

Okay to estimate

The goal is to learn, improve, and to reduce
uncertainty



Reflect: How Would You Measure Performance?

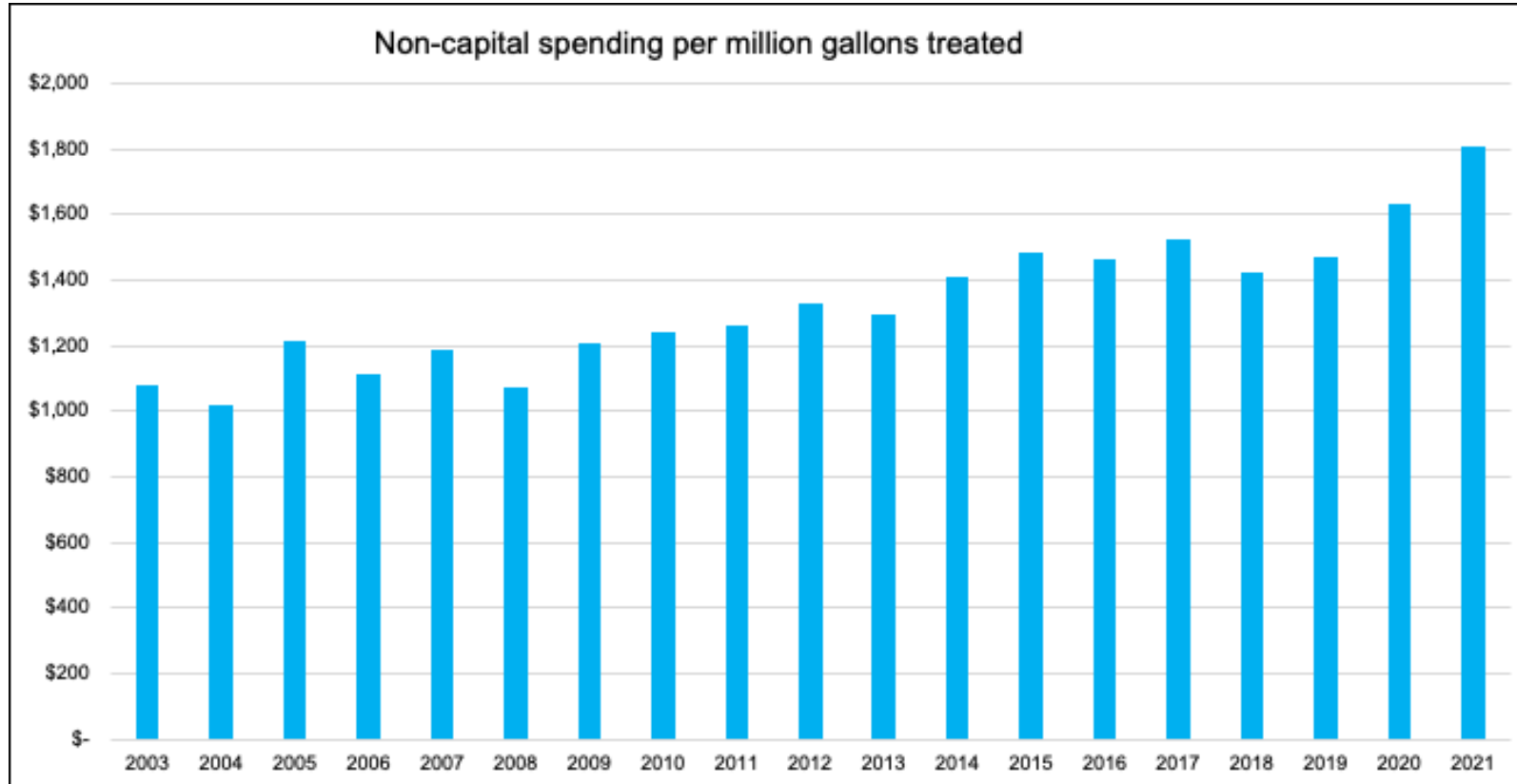
1. Adaptation
2. Financial Sustainability
3. Infrastructure Reliability
4. Public Trust
5. Regulatory Compliance
6. Strategy Execution
7. Workforce Development



Proposal

| Performance Area | Indicator | Frequency | Format |
|----------------------------|---|--------------------------------|--------------------------------------|
| Adaptation | Deferred | | |
| Financial Sustainability | Non-Capital Expenditures per Gallons Treated | Annual | Include in Budget Document |
| Infrastructure Reliability | Number and Volume of SSOs and TFOs | As They Happen and Annually | CMAR |
| Public Trust | Engagement and Awareness | TBD (every few years) | Third Party Survey Results |
| Regulatory Compliance | Permit Compliance | Annually | CMAR |
| Strategy Execution | Capital \$ Spent vs. Capital \$ Budgeted | Annually | Include in Capital Improvements Plan |
| Workforce Development | Safety Employee Engagement Employee Retention | Typically Annual (may vary) | Various |

Teaser: Financial Sustainability



What can this graph tell us?

How do we define financial sustainability?

Madison Metropolitan Sewerage District

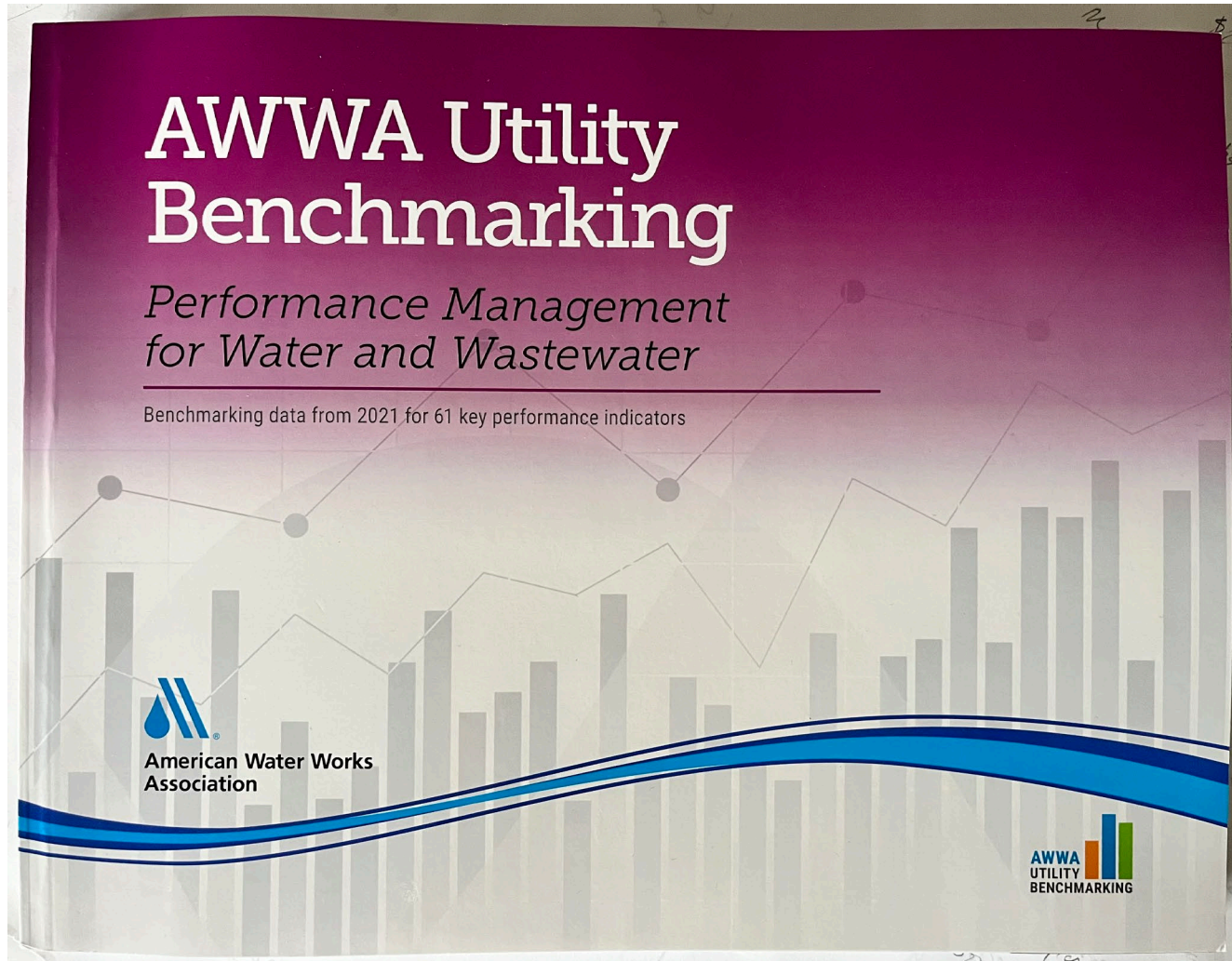


Next Steps

1. Calculating **baselines**
2. Developing/performing **surveys**
3. Developing cyclical **reporting**



Possible Future Step



Cautions:

- These are complicated
- We are still learning

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Discussion & Resolution

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