



# *Welcome*

**Commission Meeting  
February 12, 2026**

Madison Metropolitan  
Sewerage District



# Welcome

*Ben Nerad*

*Finance Manager*

Madison Metropolitan  
Sewerage District



# Welcome

*Will Rivard*  
*Budget Analyst*

Madison Metropolitan  
Sewerage District



# Welcome

*Jacob Kositzke*

*Process and Regulatory  
Performance Engineer*

Madison Metropolitan  
Sewerage District





# District Strategic Plan KPIs

Madison Metropolitan  
Sewerage District

Presented by Seth McClure, Planning Engineer

# DISTRICT STRATEGIC PLAN

## PURPOSE

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

## MISSION

Protect public health and the environment

## VALUES

- Service
- Reliability
- Sustainability

## VISION

We will achieve operational excellence and infrastructure renewal to support the needs of the communities and local businesses we serve.

## PERFORMANCE AREAS & INDICATORS

FINANCIAL CAPACITY & RESILIENCE	INFRASTRUCTURE RELIABILITY	PUBLIC TRUST	REGULATORY COMPLIANCE
<p>As a capital-intensive organization with large and variable costs, attention to revenue sources and spending is foundational to executing our purpose.</p> <p>For the District, this means having adequate financial resources for staffing and to do the required work needed for infrastructure, operations, maintenance and permit compliance, including resilience during financial disruptions.</p>	<p>To provide efficient and strategic wastewater management to a growing region, the District requires physical and technological infrastructure, now and into the future, that must perform at a high level of service.</p> <p>For the District, this means proactively managing and evolving its physical and technological infrastructure to guarantee the performance of critical assets, ensuring financial and maintenance resources are positioned ahead of future repair or replacement demands.</p>	<p>As a critical public service with broad reach, the District recognizes the importance of building goodwill and collaborative relationships to positively impact our operations and organizational effectiveness.</p> <p>For the District, this means striving for public trust and instilling confidence through customer-focused actions, transparent communications, management of high-quality and effective programs, and consistent and dependable service.</p>	<p>To fulfill our mission to protect public health and the environment, the District complies with applicable state and federal regulations.</p> <p>For the District, this means monitoring and correcting performance against regulatory requirements, striving to maintain a low risk of future violations, maintaining effective working relationships with regulators, and working to influence regulatory trends to support cost-effective achievement of goals.</p>
<p><b>INDICATORS</b></p> <ul style="list-style-type: none"> <li>• Balance Relative to Reserve Requirements</li> <li>• Spending in Line with At-Risk Assets</li> <li>• Debt Service Coverage Ratio</li> </ul>	<p><b>INDICATORS</b></p> <ul style="list-style-type: none"> <li>• Planned Maintenance</li> <li>• Asset Condition Index</li> <li>• Critical IT/OT (Operational Technology) System Availability</li> </ul>	<p><b>INDICATORS</b></p> <ul style="list-style-type: none"> <li>• Public Sentiment Analysis</li> <li>• Stakeholder Satisfaction</li> </ul>	<p><b>INDICATORS</b></p> <ul style="list-style-type: none"> <li>• To Come</li> </ul>

## THREE-YEAR PLAN

The Three-Year Plan prioritizes the major short- and near-term projects and/or programs that we must focus on to support the District's vision and the performance areas and their indicators.

The first Three-Year Plan will cover 2026 to 2029.

We will complete the first Three-Year Plan by the end of Q2 2026.

## DISTRICT MANAGEMENT PLAN

The District Management Plan outlines how staff are aligned to the rest of the vision/strategic plans. It includes at least two things:

1. Workplans for each department and for each division, and
2. Schedule of joint management meetings to ensure progress and accountability on both the Three-Year Plan and division workplans

# Agenda

1. Introduction to Strategic Plan
2. Process for KPI Selection
3. Performance Area Overview
4. KPIs
  1. Public Trust (today)
  2. Regulatory Compliance (next meeting)
5. Questions

Reminder: Financial Capacity & Resilience and Infrastructure Reliability reviewed at January 2026 meetings

# Introduction

The strategic plan connects the Commission's vision and policy directions to specific, measurable objectives.

How does the Commission want to use the Strategic Plan?



# Key Performance Indicator (KPI) Selection

- Used Performance Areas from previous draft of the strategic plan
- Facilitated process with District Management Team (DMT)
- Began with a large list of Industry Standard KPIs
- Indicators were vetted by DMT based on:
  - Utility: Would this KPI provide useful information?
  - Cost: How difficult would it be to gather data?
  - Clarity: Would the KPI be a useful communication tool?





## Performance Area: Public Trust

Building goodwill and collaborative relationships is vital for our operations and our organizational effectiveness.

We strive to build public trust and instill confidence through customer-focused actions, transparent communications, management of high-quality and effective programs, and consistent and dependable service.



# Public Trust Key Performance Indicators

**KPI 1: Public Sentiment Analysis:**  
General public satisfaction scores using surveys and/or other evaluative methodologies

**Rationale:** Direct measure of the level of public trust and confidence in the organization. Includes assessments of non-permit activities that promote awareness of the District.





# Public Trust: Key Performance Indicators

## KPI 2: Stakeholder Satisfaction Score

**Measure:** Survey of direct stakeholders of District performance.

**Rationale:** Separates the general public from those with a direct stake in District performance.

# Public Trust: Next Steps

KPI 1:

## **Public Sentiment Analysis:**

- Planning in progress to develop standard question set

KPI 2:

## **Stakeholder Satisfaction Score**

- Planning in progress to hold stakeholder focus groups/surveys.



Questions?





# Thank you

Madison Metropolitan  
Sewerage District



***The Commission is in Closed Session***

