

Welcome

Commission Meeting
February 26, 2026

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 strong wastewater management services to our communities.

MISSION

Protect public health and environment.

VALUES

- Service
- Accountability
- Sustainability

VISION

Striving for 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 public provider of services with legal and political obligations, we must ensure our financial foundation is sound and resilient.</p> <p>For the District, this means having adequate financial resources to address needs to ensure we can meet our obligations, maintain our services, and balance our budget over the long term.</p>	<p>To provide a sound and strategic way to manage the physical assets we own, we must ensure physical and technological investments are made into the future that meet present and high level of service.</p> <p>For the District, this means ensuring we are managing and updating the physical and technological infrastructure to guarantee the performance of critical assets, ensuring financial and physical resources are a qualified level of future-ready investment.</p>	<p>As a public provider of services, we must ensure the public trust in our organization is maintained and enhanced through sound and consistent practices that are visible to our customers and stakeholders.</p> <p>For the District, this means ensuring the public trust and holding confidence through customer-focused actions, transparent communications, management of high quality and efficient programs, and consistent and dependable service.</p>	<p>To fulfill our mission to protect public health and the environment, the District must ensure it is compliant with applicable laws, rules, and regulations.</p> <p>For the District, this means maintaining and ensuring performance against regulatory requirements, avoiding or meeting a low risk of future violations, maintaining effective working relationships with regulators, and working with business regulators to ensure compliance of future development of goals.</p>
<p>INDICATORS</p> <ul style="list-style-type: none"> • Annual Budget to Expense Ratio • Operating Reserve Ratio • Debt Service Coverage Ratio 	<p>INDICATORS</p> <ul style="list-style-type: none"> • Planned Maintenance • Asset Reliability • Critical IT/OT System Availability 	<p>INDICATORS</p> <ul style="list-style-type: none"> • Customer Satisfaction Score • Employee Satisfaction • Service Reliability • Service Availability 	<p>INDICATORS</p> <ul style="list-style-type: none"> • Agency Violation Frequency • Agency Sanctions • Enforcement Number

THREE-YEAR PLAN

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

DISTRICT MANAGEMENT PLAN

The District Management Plan outlines how staff are aligned to the rest of the vision/strategic plan. 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 Key Performance Indicator (KPI) Selection
3. Performance Area Overview
4. Regulatory Compliance KPI
5. Questions

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: Regulatory Compliance

To fulfill the public interest in health and a clean environment, the District complies with applicable state and federal regulations.

The District does this by monitoring performance against regulatory requirements, striving to maintain a low risk of future violations.



Regulatory Compliance: Key Performance Indicators



KPI 1: Third-Party Compliance Validation

- Methodology: National Association of Clean Water Agencies (NACWA) Peak Performance Award
 - No Award → Platinum
- Rationale: Third-party recognition of compliance
- Type: Monitoring metric



Regulatory Compliance: Key Performance Indicators



KPI 2: Treatment Performance

- Methodology:
Monthly Operations Report
- Rationale: Objective
comparison to permit limits
- Type: Action-oriented metric



Regulatory Compliance: Next Steps

**KPI 1: Third-Party
Compliance Validation**
NACWA Peak Performance Award

KPI 2: Treatment Performance
Monthly Operations Report

Both KPIs are part of the
District's current work.

Strategic Planning: Next Steps

- **March 26:** Commission receives written summary from Executive Director Report on Strategic Plan discussions
- **April 16:** Commission acceptance of the Strategic Plan
- **May-June (tentative):** Presentation of Three-Year Plan



Questions?

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Thank you

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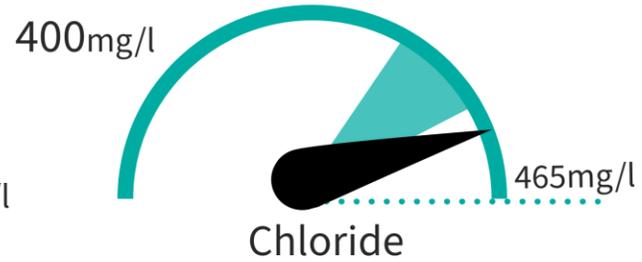
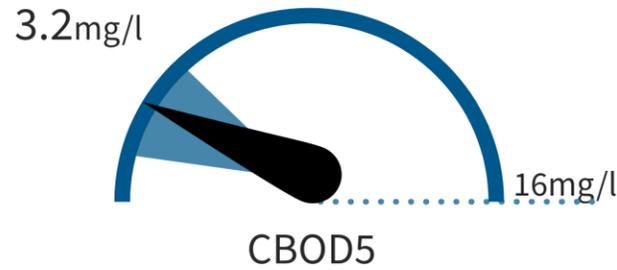




Operations Report

Presented by Alan Grooms,
Director of Operations and Maintenance





*6-month average
Nov. 2025 - Present*

Shaded area represents one standard deviation around the 3-year average

January Plant Performance

An aerial photograph of Madison, Wisconsin, featuring the Wisconsin State Capitol building in the center. The image is overlaid with a semi-transparent blue filter. The word "Questions?" is written in a large, white, sans-serif font on the left side of the image.

Questions?

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The Commission is in Closed Session

