

Northern Moraine Wastewater Reclamation District

Strategic Plan Draft Outline, updated March 2013

Mission Statement

The mission of the District is to protect public health and preserve the environment by reclaiming precious water and other resources through providing wastewater collection and treatment services to communities and residents within the service area.

Vision Statement

It is the vision of the District to maintain a sustainable municipal wastewater utility while expanding service to those communities and residents within the service area in a cost effective and environmentally sound manner, while minimizing social impacts.

Values Statement

- The District provides sound business operations.
- The District protects public health and the environment through providing effective wastewater services within the service area.
- The District provides for the fair and equitable application of policies, ordinances and business practices to its residents and customers.
- The District provides strategic planning for current and future wastewater needs within the service area.
- The District consistently seeks to find more effective and efficient cost savings processes to provide the best possible service at the lowest reasonable cost.
- The District seeks to expand efficiencies through cooperating with other units of local government including municipalities and sanitary districts within the region.
- The District treats its customers with dignity and respect.
- The District is committed to having a highly sustainable utility.

Goals and Objectives

- Employ best management practices for facility and equipment renewal.
- Achieve full cost pricing for all services provided.

- Employ sound business principles.
- Support the economic development of the communities served through the extension of sanitary sewer services while maintaining a sustainable business model for the District.
- Extend sanitary sewer services to communities not currently served, such as Holiday Hills and Burtons Bridge, while maintaining a sustainable business model for the District.
- Become the example of good governance for other local units of government.
- Meet all applicable regulations for water quality and the administration of the District.
- Adopt robust fiscal operations, programs and partners to support business efficiency, continuity and recovery.
- Further enhance sewer billing by promoting electronic and paperless processes.
- Enhance all facets of District operations through employee development.
- Expand transparency through posting budgets, appropriations ordinances and other fiscal information to the District's website.
- Provide public education on the social and economic value provided by the District through expanded avenues of communication and tours for the general public.

Internal Relationships:

- Maintain a culture of fairness, mutual respect and appreciation between the Board and District staff.
- Attract and retain high performing staff members.
- Become the employer of choice within the wastewater field.
- Maintain effective two-way communication of the District goals, objectives and expectations between the Board and District Staff.
- Maintain mutually beneficial relationships and effective communication with key appointed professionals including the District's Engineer and Attorney.

External Relationships:

- Facilitate open communication with elected officials and the District's appointing authorities.
- Maintain professional, cooperative and supportive relationships with the communities served.
- Cooperate with other jurisdictions and regulatory bodies.
- Provide exceptional customer service to the District's residents.