2019-2024 Strategic Plan

VISION: Regional Service Through Unity - Meeting Our Region’s Needs Today and Tomorrow

MISSION: Provide high quality and dependable water, wastewater and solid waste services in a cost efficient manner

Goal 1: Service
Provide superior water, wastewater and solid waste services today and tomorrow

Objective 1.1
High Quality Services

Objective 1.2
Successful Bois d’Arc Lake Program

Objective 1.3
Proactive Maintenance Management

Objective 1.4
Reliable and Resilient System Capacity

Goal 2: Stewardship
Responsibly manage public resources to ensure responsiveness, effectiveness and efficiency

Objective 2.1
Disciplined Asset Management

Objective 2.2
Efficient Business Practices

Objective 2.3
Conscientious Environmental Stewardship

Objective 2.4
Rigorous Financial Management

Objective 2.5
Systematic Risk Management

Objective 2.6
Resolution to Member City Contracts

Goal 3: Partnership
Actively work with members, customer, partners, employees and stakeholders

Objective 3.1
Well-Informed & Educated Public

Objective 3.2
Engaged Members, Customers and Stakeholders

Objective 3.3
Durable Strategic Partnerships

Objective 3.4
Effective Organizational Communication

Objective 3.5
Resolution to Member City Contracts

Goal 4: People
Build a talented, competent and committed team

Objective 4.1
Highly Skilled Workforce

Objective 4.2
Safe and Healthy Employees

Objective 4.3
Performance-Driven Culture

Objective 4.4
Effective Organizational Communication

Objective 4.5
Resolution to Member City Contracts

Integrity

We are honest, trustworthy, transparent and reliable in our words and actions and accountable for what we say and do.

Trust

We are relied on to be effective, honest, open and consistent, and to serve our customers’ best interests.

Respect

We trust our customers and each other with courtesy, kindness and fairness.

Unity

We do what’s best for our customers and the region—ALL IN together.

Safety

We mitigate risks in our daily activities to minimize accidents and injuries, and protect our public health and environment; we take care of each other so we can fulfill our mission.

Teamwork

We cooperate and collaborate with each other, our customers and partners to meet our region’s needs today and tomorrow.
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