

FY '22 Greater Peoria Sanitary District Strategy Summary



Stakeholders: Customers • Supported Communities • Employees

Mission: Facilitating the environmental and economic prosperity of Greater Peoria through the wastewater utility

Core Values: Safety • Excellence • Leadership • Teamwork

Goals: Environmental Stewardship • Financial Stability • Community Partnership • Service Excellence & Continuity

Focus Areas

Safety & Employees

Foster a culture of safety and comprehensive employee wellbeing

Environmental Protection

Provide the best quality effluent and collection system reasonably possible

Community & Customer Expectations

Understand and exceed community and customer expectations

Key Performance Indicators

| | | |
|--|-----------------------------------|---|
| Safety: Certified Oversight | BOD (monthly avg) | Served Community Visits |
| Safety: Training Sessions | SS (monthly avg) | Informational Webpages for Cap Projects |
| Safety: Toolbox Talks | NH3 (monthly avg) | Community Annual Report |
| Safety Results: Recordable Incidents w/ Restrictions | Fecal (monthly avg) | Partner Net Promotor Score (pNPS) |
| Emotional: Wellness Program Need Evaluated | pH (monthly avg) | Customer Google Reviews |
| Financial: Discounts Program Need Evaluated | TP (annual geo mean) - 2030 LIMIT | Comprehensive OpEx Budget Management |
| Employee Net Promotor Score (eNPS) | On-time Compliance Reporting | CapEx Project Cost Control |
| | CMOM Completion | % Cap Projects Bid |