



**NORTH
TEXAS
MUNICIPAL
WATER
DISTRICT**

2022-2027 STRATEGIC PLAN



OUR VISION

Regional service through unity:
meeting our region's needs
today and tomorrow



OUR MISSION

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

GOAL
01

SERVICE

Provide superior
water, wastewater
and solid waste
services today and
tomorrow

GOAL
02

STEWARDSHIP

Responsibly
manage public
resources to ensure
responsiveness,
effectiveness and
efficiency

GOAL
03

PARTNERSHIP

Actively collaborate
with members,
customers,
partners,
employees and
stakeholders

GOAL
04

PEOPLE

Build a talented,
competent and
committed team

OBJECTIVE 1.1

**High Quality
Services**

OBJECTIVE 2.1

**Efficient Business
Practices**

OBJECTIVE 3.1

**Well-Informed and
Educated Public**

OBJECTIVE 4.1

**Highly Skilled
Workforce**

OBJECTIVE 1.2

**Successfully Deliver
Capital Program**

OBJECTIVE 2.2

**Conscientious
Environmental
Stewardship**

OBJECTIVE 3.2

**Engaged Members,
Customers and
Stakeholders**

OBJECTIVE 4.2

**Safe and Healthy
Employees**

OBJECTIVE 1.3

**Proactive Asset and
Maintenance
Management**

OBJECTIVE 2.3

**Rigorous Financial
Management**

OBJECTIVE 3.3

**Durable Strategic
Partnerships**

OBJECTIVE 4.3

**Performance-Driven
Culture**

OBJECTIVE 1.4

**Reliable and
Resilient Systems**

OBJECTIVE 2.4

**Systematic Risk
Management**

OBJECTIVE 3.4

**Effective
Organizational
Communication**

OBJECTIVE 4.4

**Employer of
Choice**

OUR CORE VALUES



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 TREAT 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.