

Resource Recovery Division's FY22-24 Objectives & Initiatives

The City of Raleigh's Raleigh Water-Resource Recovery Division has developed Objectives and Initiatives that will become effective July 1, 2021 through June 30, 2024. When developing these objectives and initiatives, we consider input from interested parties and stakeholders. Below are the draft Objectives and Initiatives; should you have questions or comments, please send them to Emily Fentress at emily.fentress@raleighnc.gov

| Intended Outcomes | Objectives | Initiatives |
|---|---|--|
| Customer Satisfaction | Meet or exceed regulatory compliance obligations across Utility operations | Proactively monitor, participate, and act in an effort to protect and optimize the Utility's nutrient allocation |
| Customer Satisfaction | Meet or exceed regulatory compliance obligations across Utility operations | Maintain regulatory compliance with water quality standards |
| Employee Leadership and Development | Invest in employee knowledge, skills, and well-being to support our vision to be a world-class utility | Promote the use of employee learning plans by developing integrated position-based training tracks |
| Infrastructure Strategy and Performance | Protect and maintain the assets and enhance operations necessary to ensure system reliability | Improve asset stewardship and reporting for the Utility |
| Enterprise Resiliency | Employ continuous improvement practices to improve operations across the Utility | Optimize departmental processes by developing program evaluation and performance management tools and strategies |
| Enterprise Resiliency | Promote efficient and safe management of materials and equipment used in Utility operations | Implement and transition to the bioenergy program |
| Enterprise Resiliency | Optimize energy usage, cost, and intensity to reduce carbon footprint | Track renewable natural gas production and associated energy offset for the bioenergy program |
| Infrastructure Strategy and Performance | Protect and maintain the assets and enhance operations necessary to ensure system reliability | Implement odor control projects to address elevated and consistent odors from the sanitary sewer collection system |
| Stakeholder Understanding and Support | Build stronger partnerships with industry stakeholders, including government entities, professional associations, peer utilities, and contractors | Monitor and respond to regulatory compliance requirements and contaminants of emerging concern |