

## Sewer Maintenance Division's FY21 Objectives and Initiatives

Below are the City of Raleigh's Raleigh Water-Sewer Maintenance Division's FY21 Objectives and Targets. When developing these objective and targets, we considered input from concerned interested parties. Should you have questions or comments, please send them to Gracelyn Sanders at [Gracelyn.Sanders@raleighnc.gov](mailto:Gracelyn.Sanders@raleighnc.gov).

Goal	Objective	Initiatives (Targets)
<b>Continue to meet or exceed regulatory compliance</b>	Refine maintenance priority manhole assets lists to include manholes at and downstream from force main discharge points	Identify 100% of manholes at force main discharge points
	Create and execute inspections schedule for high priority manholes	Inspect 4,290 (33% of 12,849) high priority manholes by 6/30/21
	Create a investigative summary for each SSO based on the affecting asset	Implement a process for investigating and reporting the cause of each reportable and non-reportable SSO by 6/30/21
<b>Continue to improve environmental performance</b>	Recycle excavation spoils for reuse on easements	Evaluate current spoil volumes and set target for material to be reused from 25% of the Division's excavations jobs by 12/31/20
<b>Continue to develop a competent workforce</b>	Develop employee skills	Complete testing of 85% of employees on competency test by 12/31/20
		Using test results develop baseline/metrics to determine what areas to train on by 4/1/21
		Identify gaps and develop remedial training to achieve basic employee competencies by 6-30-21
<b>Continue to improve communication with internal and external interested parties</b>	Deliver educational outreach utilizing available resources	Identify 5 available communication avenues to deploy messaging to a broad audience within the Raleigh Water service area by 6/30/21
		Develop a training presentation for multi-family property managers by 6/30/21
<b>Continue to improve work processes to meet customer expectations</b>	Improve environmental and fiscal stewardship by exploring new technology with battery powered small equipment	Develop a pilot program for battery operated small equipment to replace fuel powered equipment by 12/31/20