

## Sewer Maintenance Division's FY22 Objectives and Initiatives

Below are the City of Raleigh's-Raleigh Water-Sewer Maintenance Division's FY22 Objectives and Initiatives. When developing these items, we considered input from interested parties. Should you have questions or comments, please send them to Gracelyn Sanders at [Gracelyn.Sanders@raleighnc.gov](mailto:Gracelyn.Sanders@raleighnc.gov)

| INTENDED OUTCOMES   | OBJECTIVES   | INITIATIVES   | TARGETS  | ACTIONS   |
|---|--|---|--|---|
| <b>Customer Satisfaction:</b> Provide reliable, responsive and professional services and products that meet or exceed regulatory compliance and customer needs.   | Meet or exceed regulatory compliance obligations across Utility operations                             | Decrease dry weather Sanitary Sewer Overflows                               | "Attain dry weather overflow rate less than 1.0 by end of FY24."   | 1. Increase cleaning frequency based on areas with high root intrusion in order to reduce SSO rate        |
|   |  |   |  | 2. Conduct root cause investigation using CCTV within five (5) business days of all dry weather overflows |
|   |  |   |  | 3. Restore chemical root control by third party vendor  |
| <b>Employee Leadership and Development:</b> Recruit, develop, and retain a diverse competent, safety-focused workforce and invest in opportunities for professional and leadership development, considering the differing needs and expectations of our workforce.  | Invest in employee knowledge, skills, and well-being to support our vision to be a world-class utility | Develop a Sewer System Overview Awareness Program                           | Develop a program specific work task list by 6/30/24   | 1. Each program to provide a detailed work task list  |
|   |  |   |  | 2. Revise new employee orientation (NEO) process  |
| <b>Enterprise Resiliency:</b> Actively anticipate and respond to the risks affecting resources, systems, and operations as well as seek ongoing performance improvements to deliver quality services, ensure business continuity, and reduce environmental impacts. | Promote efficient and safe management of materials and equipment used in Utility operations            | Identify option for improving recycling and managing waste                  | Develop a waste management plan and incorporate into the SMEMS by 6/30/24                                  | 1. Form Subcommittee  |
|   |  |   |  | 2. Write Process  |
|   |  |   |  | 3. Determine the measurables and how it will be reported  |
| <b>Stakeholder Understanding and Support:</b> Actively informs and involves stakeholders to promote and appreciation of the value and life cycle of water and services provided by the Utility, and fosters welfare and sustainability withing the community.       | Provide stakeholders timely information about projects, programs, and policies                         | Increase the effectiveness of information sharing activities with customers | Develop two pre-scripted external press release messages regarding Sewer Maintenance Operations by 6/30/24 | 1. Identify necessary repeat messages   |
|   |  |   |  | 2. Develop templates for messaging  |
|   |  | Proactively provide system work notifications to customers                  | Communicate planned preventive maintenance jobs via a social media platform by 6/30/24                     | 3. Develop communications calendar  |
|   |  |   |  | 1. Develop/update a Preventive Maintenance Plan   |
| 2. Develop templates for communications   |  |   |  |   |
| 3. Schedule communications  |  |   |  |   |
| <b>Stakeholder Understanding and Support:</b> Actively informs and involves stakeholders to promote and appreciation of the value and life cycle of water and services provided by the Utility, and fosters welfare and sustainability withing the community.       | Foster partnerships with stakeholders for improved customer relations and Utility operations           | Deploy Property Manager Resource Kits                                       | Complete process by 12/31/21   | 1. Create Material to include in Resource Kits  |
|   |  |   |  | 2. Prioritize Deployment  |
|   |  |   |  | 3. Deploy Resource Kits   |