

Sewer Maintenance Division's FY22-24 Objectives and Initiatives

The City of Raleigh's Raleigh Water-Sewer Maintenance Division has developed Objectives and Initiatives that will begin July 1, 2021 to June 30, 2024. When developing these objective and targets, we consider input from concerned interested parties. Below are the draft Objectives and Initiatives. Should you have questions or comments, please send them to Gracelyn Sanders at Gracelyn.Sanders@raleighnc.gov.

| Intended Outcomes | Objectives | Initiatives |
|---------------------------------------|--|---|
| Customer Satisfaction | Meet or exceed regulatory compliance obligations across Utility operations | Decrease dry weather Sanitary Sewer Overflows |
| Employee Leadership and Development | 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 |
| Stakeholder Understanding and Support | Provide stakeholders timely information about projects, programs, and policies | Proactively provide system work notifications to customers |
| Stakeholder Understanding and Support | Foster partnerships with stakeholders for improved customer relations and Utility operations | Deploy Property Manager Resource Kits |
| Enterprise Resiliency | Promote efficient and safe management of materials and equipment used in Utility operations | Identify options for improving recycling and managing waste |
| Stakeholder Understanding and Support | Provide stakeholders timely information about projects, programs, and policies | Increase the effectiveness of information sharing activities with customers |