

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 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 activities that offer professional development opportunities, improve employee morale, and build better teams
Employee Leadership and Development	Recruit a competent, safety focused workforce that is representative of the community we serve	Standardize employee recruitment, onboarding, and offboarding processes and procedures across the Utility
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	Plan and prepare for emergencies and recovery to ensure continuity of operations	Increase readiness for emergency and recovery efforts by conducting tabletop exercises
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