

MESSAGE FROM THE DIRECTOR

Today our community and our department are reaping the benefits of having invested in state-of-the-art wastewater treatment infrastructure. As a result of completing the Regional Optimization Master Plan (ROMP) in 2014, we are now producing extremely high-quality reclaimed water at all of our wastewater treatment facilities. Reclaimed water is a growing, renewable water resource for the community that can be put to beneficial reuse and can offset demand for limited, non-renewable groundwater resources. Pima County Regional Wastewater Reclamation Department (PCRWRD) is committed to contributing to our community's sustainable water future through optimizing opportunities for reclaimed water reuse. Additionally, PCRWRD is pursuing exciting opportunities to partner with the academic community, other water utilities, and the private sector to advance research and identify innovative solutions for future water quality, and regulatory and sustainability issues. Our commitment to sustainability also includes a focus on optimizing processes to reduce chemical and energy consumption and increase energy and resource efficiency.

Moving into the post ROMP era, PCRWRD is poised to continue investing in its aging infrastructure. A major investment in rehabilitating the sewer conveyance system is programmed over the next five years. These projects, and our operations in general, will be implemented in the spirit of creating a zero-accident safety culture and applying the best practices demonstrated in the ROMP for value engineering and efficient project delivery.

People – employees and customers – are other top strategic priorities. Achieving our vision to be an industry leader means creating a best-in-class workplace where innovation is encouraged; contributions are recognized; and employees grow their skills and feel a sense of commitment to excellence. Happy employees lead to happy customers. We are expanding our ability to provide excellent customer service by increasing our use of results-oriented continuous improvement methods that generate measurable improvements in the timeliness, quality and efficiency of our service delivery.



In short, we are in a shining moment in our institutional history. This updated Strategic Plan provides a roadmap for building on our prior successes and creating an even brighter future for Pima County residents and the environment over the next five years.



Jackson Jenkins
Director, PCRWRD

OUR VISION

To be an industry leader in the management and sustainability of the water reclamation cycle and other renewable resources.