



Hampton Roads Sanitation District

2020 Vision

A Strategic Plan

Foresighted citizens voted in 1940 to create the Hampton Roads Sanitation District (HRSD), the original grassroots environmental organization in Virginia. At the time, 30 million gallons of raw sewage was discharged daily into area waterways. Today HRSD's service area includes 17 cities and counties of south-east Virginia, an area of 2,808 miles with a population of 1.7 million. Our nine major treatment plants in Hampton Roads and four small facilities on the Middle Peninsula have the combined capacity to treat up to 249 million gallons of wastewater each day. This strategic plan has been developed to perpetuate our rich heritage of protecting and enhancing the environment.



HRSD Vision: Future generations will inherit clean waterways and be able to keep them clean.

Key Focus Areas

People

We employ talented people who take pride in doing their best for the environment.

We focus on:

- Developing our existing talent with a focus on technical expertise, quality and collaboration
- Ensuring the talent we have is used effectively
- Increasing the pool of talent by inspiring the next generation to pursue environmental careers
- Attracting and retaining top talent with diverse backgrounds



HRSD Mission: We protect public health and the waters of Hampton Roads by treating wastewater effectively.



Infrastructure

We build the appropriate wastewater infrastructure, maintain it to ensure full service life and replace it at the right time.

We focus on:

- Maintaining reliable systems, clean facilities and good relationships with our neighbors
- Planning that balances social, environmental and economic issues, integrated with localities
- Getting the most from our existing infrastructure assets
- Using asset management tools effectively



Environmental Impact

We continuously reduce human impact on the environment.

We focus on:

- Outperforming regulatory requirements
- Basing decisions on reducing our “net environmental impact”
- Fostering a culture of conservation and recycling
- Increasing energy efficiency through use of alternative energy sources and innovative technologies



Operations

We operate our business cost effectively.

We focus on:

- Providing wastewater services that are affordable for everyone
- Improving continuously
- Ensuring financial accountability to current and future ratepayers
- Encouraging innovation through increased research and development efforts
- Using cost effective approaches that consider life-cycle cost
- Automating processes and operations where practical
- Implementing fully integrated enterprise systems



Partnerships

We build partnerships
to enhance our
effectiveness.

We focus on:

- Participating in regulatory development through partnerships with regulators and other stakeholders promoting sound science
- Increasing research and development efforts through partnerships with universities and professional organizations
- Improving the quality of projects by partnering with stakeholders
- Developing regional solutions by strengthening our partnerships with local governments
- Increasing environmental awareness and influencing individual behavior through partnerships with educational organizations and others sharing our interests





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