ORANGE WATER AND SEWER AUTHORITY

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

AGENDA
WORK SESSION OF THE OWASA BOARD OF DIRECTORS
THURSDAY, JULY 14, 2016, 6:00 P.M.
OWASA COMMUNITY ROOM

The Board of Directors appreciates and invites the public to attend and observe its meetings. For the Board's Work Session, public comments are invited on only items appearing on this agenda. Speakers are invited to submit more detailed comments via written materials, ideally submitted at least three days in advance of the meeting to the Clerk to the Board via email or US Postal Service (aorbich@owasa.org/400 Jones Ferry Road, Carrboro, NC 27510).

Public speakers are encouraged to organize their remarks for delivery within a four minute time frame allowed each speaker. Additional time may be allowed at the discretion of the Board of Directors.

The Board may take action on any item on the agenda.

Administer Oath of Office to Ms. Yinka Ayankoya, Town of Carrboro Appointee

Announcements

a. Announcements by the Chair
   - Any Board Member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same at this time.
   - Heather Payne and John Young were reappointed to the OWASA Board of Directors by the Chapel Hill Town Council on June 27, 2016

b. Announcements by Board Members

c. Announcements by Staff

Consent Agenda

1. Approval of the Minutes of the May 26, 2016 Closed Session of the Board of Directors (Ed Kerwin)
2. Approval of the Minutes of the June 9, 2016 Work Session of the Board of Directors (Andrea Orbich)
3. Approval of the Minutes of the June 23, 2016 Meeting of the Board of Directors (Andrea Orbich)
4. Quarterly Report on Attendance at Board and Committee Meetings (Andrea Orbich)

Discussion and Action

5. Review and Approve New and Reclassified Positions (Todd Taylor/Dan Przybyl/Andrea Orbich)

Discussion

6. Draft Diversity and Inclusion Plan (Ed Kerwin)
7. Board Work Schedule (John Young/Ed Kerwin)
   a. Request(s) by Board Committees, Board Members and Staff
   b. August 25, 2016 Board Meeting
   c. 12 Month Board Meeting Schedule

Summary of Work Session Items

8. Executive Director will summarize the key staff action items from the Work Session

ORANGE WATER AND SEWER AUTHORITY

CLOSED SESSION OF THE BOARD OF DIRECTORS

MAY 26, 2016

The Board of Directors of Orange Water and Sewer Authority met in Closed Session on Thursday, May 26, 2016, following the Board Meeting.

Board Members present: John A. Young (Chair), Terri Buckner, Barbara Foushee, Quinton Harper and David (Dave) Moreau. Board Members absent: Robert Morgan (Vice Chair), Heather Payne (Secretary), Jeff Danner and Ruchir Vora.

OWASA staff present: Ed Kerwin, Todd Taylor and Robin Jacobs of Epting and Hackney.

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ITEM ONE

The Board of Directors met in Closed Session with staff to discuss a personnel matter.

No official action was taken at the meeting.

The meeting was adjourned at 9:15 P.M.

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Ed Kerwin
Executive Director

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ORANGE WATER AND SEWER AUTHORITY

WORK SESSION OF THE BOARD OF DIRECTORS

JUNE 9, 2016

The Board of Directors of the Orange Water and Sewer Authority (OWASA) held a Work Session on Thursday, June 9, 2016 at 6:00 P.M. in OWASA's Community Room in the Administration Building, 400 Jones Ferry Road, Carrboro.

Board Members present: John A. Young (Chair), Robert Morgan (Vice Chair), Heather Payne (Secretary), Terri Buckner, Jeff Danner, Barbara M. Foushee and David (Dave) Moreau. Board Members Absent: Quinton Harper and Ruchir Vora.

OWASA staff present: Ed Kerwin, Mary Darr, Greg Feller, Stephanie Glasgow, Andrea Orbich, Stephen Winters, Todd Taylor and Robert Epting of Epting and Hackney.

Public present: Margaret Holton, Water, Sewer and Stormwater Manager at the University of North Carolina at Chapel Hill.

MOTIONS

1. BE IT RESOLVED THAT the Orange Water and Sewer Authority Board of Directors adopts the Resolution Adopting the Schedule of Rates, Fees and Charges Applicable to All Customers On and After October 1, 2016. Resolution so titled attached hereto and made a part of these minutes. Motion by Terri Buckner, second by David Moreau and unanimously approved.

2. BE IT RESOLVED THAT the Orange Water and Sewer Authority Board of Directors adopts the Resolution Adopting the Annual Budget for Orange Water and Sewer Authority for the Fiscal Year July 1, 2016 through June 30, 2017. Motion by Robert Morgan, second by David Moreau and unanimously approved.

3. BE IT RESOLVED THAT the Orange Water and Sewer Authority Board of Directors adopts the Resolution Approving the Capital Improvements Program and Budget for Fiscal Years 2017-2021. Motion by Robert Morgan, second by Terri Buckner and unanimously approved.

4. BE IT RESOLVED THAT the Orange Water and Sewer Authority Board of Directors adopts the Capital Project Resolution for Fiscal Year 2017. Motion by Robert Morgan, second by Terri Buckner and unanimously approved.

5. Robert Morgan made a motion to provide 3% pay increase for eligible employees rate Successful and above, $500 bonus for eligible employees rated Successful and $1,000 bonus for eligible employees rated Exceptional; second by Heather Payne; the motion failed with a vote of three to four with Jeff Danner, Heather Payne, Dave Moreau and John Young opposed.

6. BE IT RESOLVED THAT the Orange Water and Sewer Authority Board of Directors adopts the Resolution Updating the Schedule of Employee Classification and Authorized

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Compensation; Adjusting Affected Employees' Compensation to the Minimum of the Pay Range; and Authorizing Cost of Labor and Merit Pay Increases for Eligible Employees (1.5% Cost of Labor increase for all eligible employees who earn a Successful or Exceptional rating on their October 2016 annual performance review; 1.5% Merit increase for all eligible employees who earn a Successful rating on their October 2016 annual performance review; and 3% Merit increase for all employees who earn an Exceptional rating on their October 2016 annual performance review). Motion by Heather Payne, second by Jeff Danner and approved with a vote of five to two with Terri Buckner and Barbara Foushee opposed.

7. Heather Payne made a motion to approve the update to the Strategic Plan with an additional measure of success to Strategic Initiative 5, Advanced Metering Infrastructure, regarding a customer satisfaction component; second by Robert Morgan and unanimously approved.

8. Robert Morgan made a motion to continue the election of Secretary of the Board of Directors to the June 23, 2016 meeting; second by Terri Buckner and unanimously approved.

ANNOUNCEMENTS

John Young said any Board Member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same. None were disclosed.

Dave Moreau said that the Natural Resources and Technical Services (NRTS) Committee met on June 8, 2016 to discuss a petition the Board received on April 28, 2016 regarding OWASA's disinfection methods, and the potential impact of use of chloramines for secondary disinfection on customers' private plumbing from Mr. Art Belden. Mr. Moreau reported the following NRTS Committee's recommendations:

- After extensive research into the limited options available for disinfection and the potential adverse effects of each, it was concluded that chloramines remain OWASA's best option as its secondary disinfectant due to the significant reductions in disinfectant byproducts they provide.
- OWASA acknowledges that while dezincification impacts do not appear to be caused by OWASA's water chemistry, some customers' plumbing equipment may be experiencing dezincification, and remedying the impacts of dezincification may be expensive for customers.
- Staff will inform and engage customers and other stakeholders such as plumbers, realtors, and home and plumbing inspectors about the safety of OWASA water and use of chloramines.
- While it is appreciated that the petitioner brought this issue to the Board, the NRTS Committee and staff does not believe hiring an independent party as suggested by the petitioner is necessary because current studies are available and show no connection between the use of chloramines and dezincification. Staff will continue to monitor research in this area.

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Finally, Mr. Moreau said that the NRTS Committee recommends that staff present the information from the June 8, 2016 NRTS Committee meeting at the Board's August 25, 2016 meeting and ask staff to provide the petitioner and other interested stakeholders notice that the Board will discuss this issue at that meeting. The Board agreed.

ITEM ONE: APPROVAL OF THE SCHEDULE OF RATES, FEES AND CHARGES; ANNUAL BUDGET; AND FIVE-YEAR CAPITAL IMPROVEMENTS PROGRAM (CIP)

The Board approved the annual budget for July 2016 through June 2017, the 5-year capital program and rates to be effective in October 2016. For the fifth year in a row, monthly rates will not increase.

Terri Buckner made a motion to approve the Resolution Adopting the Schedule of Rates, Fees and Charges Applicable to All Customers On and After October 1, 2016; second by Robert Morgan and unanimously approved. Please see Motion 1 above.

Robert Morgan made a motion to approve the Resolution Adopting the Annual Budget for Orange Water and Sewer Authority for the Fiscal Year July 1, 2016 through June 30, 2017; second by David Moreau and unanimously approved. Please see Motion 2 above.

Robert Morgan made a motion to approve the Resolution Approving the Capital Improvements Program and Budget for Fiscal Years 2017-2021; second by Terri Buckner and unanimously approved. Please see Motion 3 above.

Robert Morgan made a motion to approve the Capital Project Resolution for Fiscal Year 2017; second by Terri Buckner and unanimously approved. Please see Motion 4 above.

ITEM TWO: REVIEW INFORMATION AND OPTIONS FOR EMPLOYEE MERIT/COST OF LABOR PAY INCREASES FOR FISCAL YEAR 2017

The Board discussed several options for employee merit/cost of labor pay increases for Fiscal Year 2017 prior to approving a 3% pay increase (1.5% merit increase, 1.5% cost of labor) effective October 31, 2016 for employees whose performance is rated as Successful, and a 4.5% increase (3% merit increase, 1.5% cost of labor adjustment) for employees whose performance is rated as Exceptional.

Robert Morgan made a motion to provide 3% pay increase for eligible employees rate Successful and above, $500 bonus for eligible employees rated Successful and $1,000 bonus for eligible employees rated Exceptional; second by Heather Payne; the motion failed with a vote of three to four with Jeff Danner, Heather Payne, Dave Moreau and John Young opposed. Please see Motion 5 above.

Heather Payne made a motion to approve the Resolution Updating the Schedule of Employee Classification and Authorized Compensation; Adjusting Affected Employees' Compensation to the Minimum of the Pay Range; and Authorizing Cost of Labor and Merit Pay Increases for

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Eligible Employees (1.5% Cost of Labor increase for all eligible employees who earn a Successful or Exceptional rating on their October 2016 annual performance review; 1.5% Merit increase for all eligible employees who earn a Successful rating on their October 2016 annual performance review; 3% Merit increase for all employees who earn an Exceptional rating on their October 2016 annual performance review); second by Jeff Danner and the motion passed with a vote of five to two with Terri Buckner and Barbara Foushee opposed. Please see Motion 6 above.

ITEM THREE: DISCUSS STAFF PROPOSED UPDATE TO STRATEGIC PLAN

John Young suggested that Strategic Initiative 5, Advanced Metering Infrastructure include a measure of success with a customer satisfaction component.

Heather Payne made a motion to approve the update to the Strategic Plan with an additional measure of success to Strategic Initiative 5, Advanced Metering Infrastructure, regarding a customer satisfaction component; second by Robert Morgan and unanimously approved. Please see Motion 7 above.

ITEM FOUR: REVIEW BOARD WORK SCHEDULE

Provide a suggested schedule for the development of a long-term plan for sustainable management of OWASA's forest lands (Strategic Initiative 6) after consideration of the Mountains to Sea Trail in Orange County.

Provide an update on the monitoring and evaluation of Jordan Lake water quality.

Provide status and schedule information for each pending key staff action item for review at Board Work Sessions.

ITEM FIVE: REPORT OF THE NOMINATING COMMITTEE AND ELECTION OF OFFICERS

Dave Moreau said that the Nominating Committee met on May 23, 2016 and recommends the nominations of following Board Members for the election of officers. For the office of Chair of the Board, the Nominating Committee has nominated John Young; for the office of Vice Chair, the Nominating Committee has nominated Terri Buckner or Jeff Danner; for the office of Secretary, the Board has nominated Barbara Foushee or Heather Payne.

Mr. Moreau conducted the election.

Mr. Moreau asked if there were any other nominations for the office of Chair. There were none. A motion to close the nominations and elect John Young as Chair was made by Robert Morgan and passed unanimously.

Mr. Moreau asked if there were any further nominations for Vice Chair. There were none. Jeff Danner was then elected by majority ballot.

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Mr. Moreau asked if there were any further nominations for the office of Secretary. There were none. Neither of the candidates received five votes on the succeeding ballot, and the Board agreed to continue the election for Secretary to the next meeting.

Robert Morgan made a motion continue the election of Secretary of the Board of Directors to the June 23, 2016 meeting; second by Terri Buckner and unanimously approved. See Motion 8 above.

The Board agreed to have a discussion on how the Board reviews and nominates officers in January 2017 prior to next election of officers.

ITEM SIX: EXECUTIVE DIRECTOR WILL SUMMARIZE THE KEY STAFF ACTION ITEMS FROM THE WORK SESSION

Ed Kerwin summarized the key action items for staff as follows:

- Provide status and schedule information for each pending key staff action items for review at Board Work Sessions.
- Provide update on monitoring and the evaluation of Jordan Lake water quality.
- Provide a suggested schedule for the development of a long-term plan for sustainable management of OWASA's forest lands (Strategic Initiative 6) after consideration of the Mountains to Sea Trail in Orange County.

ITEM SEVEN: DISCUSS THE RESULTS OF THE 2016 BOARD SELF-ASSESSMENT

The Board discussed the results of 2016 Board Self-Assessment in OWASA's Board Room. No action was taken.

The meeting was adjourned at 9:12 P.M.

Respectfully submitted by:

Andrea Orbich
Executive Assistant/Clerk to the Board

Attachments

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ORANGE WATER AND SEWER AUTHORITY

MEETING OF THE BOARD OF DIRECTORS

JUNE 23, 2016

The Board of Directors of the Orange Water and Sewer Authority (OWASA) held a regular business meeting on Thursday, June 23, 2016, at 7:00 P.M. in the Council Chamber, Chapel Hill Town Hall, 405 Martin Luther King Jr. Boulevard in Chapel Hill, NC.

Board Members present: John A. Young (Chair), Robert Morgan (Vice Chair), Terri Buckner, Jeff Danner, Barbara Foushee, Quinton Harper, David (Dave) Moreau and Ruchir Vora. Board Members absent: Heather Payne (Secretary).

OWASA staff present: Ed Kerwin, Mary Darr, Greg Feller, Kenneth Loflin, Andrea Orbich, Johnny Riley, Ruth Rouse, Mary Tiger, Todd Taylor and Robin Jacobs of Epting and Hackney.

Public present: Joanie Alexander; Yinka Ayankoya; Bev Beu; Karen Bley; Bill Boyansky; Lynne Bresler; Ann Charles; Bill Charles; Bill Crowther; Gene Erb; H. Manel Farrah; H. Marrel Foushee; Glen Greenstreet; Lynn Harman; Danny Hooley; Bonnie Houser; Annie Jarabek; Bob Johnson; Ed Johnson; Luther Livermon; Edward N. Mann III; Mark Marcopolos; Brenda McCall; Colin Mellor; Jim O'Connor; Marlene O'Connor; Lucy Piner; Jack Pless; Lance Richardson; Meciedea Rinny; Carl Shy; Christina Silva; John Silva; Greg Smith; Linda Smith; Todd Stabley; Jim Suiter; Janis Tombery; Bill Vann; Dave Walser; Donna Walser; Randall Williams; John Willis; Drena Worth; Sandy Worth; Scott Zimmerman; Howard Lee, former Secretary of Department of Natural and Economic Resources; Kate Dixon and Betsy Brown of Friends of the Mountains-to-Sea Trail; Bernadette Pelissier, Orange County Commissioner; Bonnie Hammersley, Orange County Manager; Dave Stancil, Orange County Director of Department of Environment, Agriculture, and Parks and Recreation; Rich Shaw, Orange County Land Conservation Manager; Stephanie Trueblood, Town of Hillsborough; Margaret Holton, Water, Sewer and Stormwater Coordinator, and Ben Poulson, Associate Director of Energy Services, University of North Carolina at Chapel Hill.

There being a quorum present, Chair John Young called the meeting to order.

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MOTIONS ACTED UPON

1. BE IT RESOLVED THAT the Orange Water and Sewer Authority adopt the Resolution Adopting a New Records Retention and Deposition Schedule for Water & Sewer Authorities and Sanitary Districts. (Motion by Terri Buckner, second by Robert Morgan and unanimously approved.)

2. Terri Buckner made a motion to approve the Minutes of the May 12, 2016 Work Session of the Board of Directors, second by Robert Morgan and unanimously approved.

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3. Terri Buckner made a motion to approve the Minutes of the May 26, 2016 Public Hearings and Meeting of the Board of Directors, second by Robert Morgan and unanimously approved.

4. BE IT RESOLVED THAT the Orange Water and Sewer Authority adopt the Resolution Honoring the Service of Quinton Harper to the Chapel Hill-Carrboro-Orange County Community as a Member of the Orange Water and Sewer Authority's Board of Directors. Motion by Dave Moreau, second by Terri Buckner and unanimously approved.

5. Jeff Danner made a motion to defer John Silva's petition requesting that OWASA publicly state that the MST as proposed to go through OWASA property will not be supported by OWASA; second by Robert Morgan and unanimously approved.

6. Robert Morgan made a motion to close the nominations for Secretary of the Board; second by Quinton Harper and unanimously approved.

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ANNOUNCEMENTS

Conflict Of Interest

John Young said any Board Member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same at this time. None were disclosed.

2015 Water Quality Report Card

Todd Taylor, General Manager of Operations, reported that OWASA met and exceeded the standards under the Federal Safe Drinking Water Act and related State rules for drinking water. OWASA's report includes information about where OWASA's water comes from, how it is treated and a summary of water testing results. The 2015 water quality report card was mailed to accountholders and is posted on OWASA's website.

Stewardship Forest Certification for OWASA's Cane Creek Reservoir Mitigation Tract

Ruth Rouse introduced John Howard of the NC Forest Service, who presented the Forest Stewardship Program Certification to OWASA.

Petitions and Requests

John Young asked for petitions and requests from the public, Board and staff; none were received.

ITEM ONE: RESOLUTION ADOPTING A NEW RECORDS RETENTION AND DISPOSITION SCHEDULE FOR WATER & SEWER AUTHORITIES AND SANITARY DISTRICTS

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Terri Buckner made a motion to approve the resolution; second by Robert Morgan and unanimously approved. Please see Motion No. 1 above.

ITEM TWO: MINUTES

Terri Buckner made a motion to approve the Minutes of the May 12, 2016 Work Session of the Board of Directors; second by Robert Morgan and unanimously approved. Please see Motion No. 2 above.

ITEM THREE: MINUTES

Terri Buckner made a motion to approve the Minutes of the May 26, 2016 Meeting of the Board of Directors; second by Robert Morgan and unanimously approved. Please see Motion No. 3 above.

ITEM FOUR: RESOLUTION HONORING THE SERVICE OF QUINTON HARPER TO THE CHAPEL HILL-CARRBORO-ORANGE COUNTY COMMUNITY AS A MEMBER OF THE ORANGE WATER AND SEWER AUTHORITY'S BOARD OF DIRECTORS

Dave Moreau made a motion to approve the resolution; second by Terri Buckner and unanimously approved. Please see Motion No. 4 above.

John Young read aloud and presented the framed resolution honoring Quinton Harper's service to the Chapel Hill-Carrboro-Orange County community as a Member of the Orange Water and Sewer Authority.

Mr. Harper expressed his gratitude to the Board, staff, and Mr. Steve Dear and to the Carrboro Board of Aldermen for his appointment on the OWASA Board of Directors.

ITEM FIVE: OVERVIEW OF THE MOUNTAINS-TO-SEA TRAIL (MST) AND DISCUSS STAFF PROPOSED CONDITIONS FOR THE TRAIL TO BE LOCATED ON OWASA PROPERTY

Kate Dixon, Executive Director of Friends of the MST (FMST) provided an overview of the MST. Dave Stancil, Orange County Director of Orange County Department of Environment, Agriculture, and Parks and Recreation, provided an overview of Orange County's work on the MST in the County to include a possible corridor for part of the MST on OWASA land near the Cane Creek Reservoir. Ruth Rouse, OWASA's Planning and Development Manager, reiterated OWASA's position, set out in its 2009 letter to the County Commissioners, that the trail would be allowed to cross OWASA property provided three conditions were met: its location and use must not compromise water quality in Cane Creek Reservoir; it must require no expenditure of OWASA funds; and its location and use must be managed so as to minimize any additional security risks associated with hikers using the property around the reservoir.

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Terri Buckner suggested that a minimum distance from the MST to residential structures be included as a condition.

The Board received the following public comments as well as comments via e-mail, which were distributed to the Board.

Howard Lee, former Secretary of Department of Natural and Economic Resources and one of the original supporters of the MST, said it is an honor to have the FMST and OWASA considering coming together. He proposed the idea of the MST in 1977 when he was mayor of Chapel Hill, and said he is pleased that we may finally have the trail in Orange County.

John Silva said he supports the MST concept, but the proposed segment on OWASA land is flawed. He said trails can have fires, are a soft spot for crime, and have the risk of erosion and water contamination. Mr. Silva petitioned the Board to request that OWASA publically state that the MST as proposed to go through OWASA property will not be supported by OWASA.

Bob Johnson said he favors the MST and he encouraged OWASA to have guidelines for buffers from the trail to houses and other structures.

Alan Green said hikers are responsible people who clean up and do not start fires, and that OWASA's Cane Creek Reservoir land is beautiful. Mr. Green said he has 10 acres OWASA can use for a nature trail.

Bill Vann said he supports the MST and that the trail will be an economic driver and magnet for Hillsborough, and that he has not seen fire or read of crime on the MST.

John Willis, a Hillsborough resident, said he supports the MST and that fires can occur today with no trail, and that he and other volunteers take care of the MST.

Scott Zimmerman said he supports the MST and is an avid backpacker, and he can't wait to hike on the proposed trail.

Bill Boyarsky said he volunteers to maintain the MST and strongly supports the proposed trail.

Jim O'Connor said some people will start fires, that a fire which occurred on Mitchell Mountain required the use of bulldozers, and that the trail would reduce the sales price of his property.

Bill Charles said OWASA should protect its excellent water quality and that Mickey Subdivision covenants do not allow recreational access. He opposed the proposed trail location.

Brenda McCall said she is concerned about the closeness of the trail, having access to the trail on Apple Mill Road, that having the trail near her residence would increase insurance costs, and that covenants do not allow recreational access in part of her subdivision.

Christine Silva said OWASA should not jeopardize its water quality, which is some of the best in North Carolina; and that she is concerned about fire, crimes and injuries.

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Lynne Brester, a member of FMST, supports having the trail go through OWASA land. She said that if the trail is properly designed, it will be a national treasure.

Annie Jarabek said OWASA should mitigate risks as much as possible and find middle ground by both protecting water quality and providing recreation as an incredible asset.

Carl Shy said he has been a resident of Bingham Township for 34 years and he strongly supports having the trail on OWASA's beautiful, heavily forested land.

Greg Smith said he has lived at Thunder Mountain Road for about 35 years, and that OWASA should share its beautiful land at the Cane Creek Reservoir with North Carolina.

Stephanie Trueblood said she is the project planner for the Town of Hillsborough, and that trail projects take years, require best practices and outreach to citizens, and provide connections between people. OWASA can make an enormous impact by supporting the MST.

Ed Johnson said if the trail is on the left side of the lake, he is willing and eager to have part of the MST on his land.

Edward Mann III said OWASA's primary purpose is to protect water quality and that OWASA would have an inherent responsibility and added costs if the trail is on OWASA land.

Ann Charles said the trail should not be in the watershed, and residents need answers to their questions.

Colin Mellor said he and other residents of Lilymont Lane oppose having the MST on OWASA land because of concerns about camping, security, proximity to the houses and parking off Apple Mill Road.

Randall Williams said OWASA's job is to provide clean water and that water sources are fragile.

Christina Silva mentioned that the MST website has photos of a fire last summer on the MST.

Ms. Buckner was excused from the meeting at 8:25 P.M.

John Young expressed appreciation to the public for their comments and asked the Board how they wanted to respond to Mr. Silva's petition.

Dave Moreau asked if Orange County considered purchasing land since they have stated that they would not take land.

Mr. Stancil said that the County is open to all possibilities to obtain land for the MST including easements and land purchase, but would not use eminent domain.

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The Board agreed to delay an in-depth discussion on the MST until the Board has had time to consider the input received tonight and to request additional information, including an overview of covenants, easements, agreements for property purchased through the NC Clean Water Management Trust Fund as well as any other possible recreation restrictions when the land was developed for the reservoir.

Mr. Young said that OWASA's conditions include no compromise of water quality, no expenditure of funds, and minimizing security risks. He asked how, if volunteers disappeared, would the MST or Orange County handle this assistance to keep OWASA from having to backstop trail issues.

Mr. Stancil said that the County is looking at an arrangement or partnership with the MST staff on maintaining the MST in Orange County.

Ms. Dixon said that OWASA's primary partnership should be with Orange County Parks and Recreation since the agency would always be there and the FMST staff/volunteers would assist the County.

Ruchir Vora suggested that an additional condition be a fire management plan.

Mr. Young asked if basic data could be gathered on other trails near water supply reservoirs as well as information on potential fire, crime, and insurance issues.

Ed Kerwin said it might be difficult because different reservoirs have different levels of protection on them.

Ms. Rouse said that other utility managers didn't indicate issues with trails near reservoirs, but one noted the use of all-terrain vehicles on a section of trail downstream of the reservoir and she said that we should include conditions to address that potential issue.

The Board agreed to look at other possible restrictions including: potential pet restrictions, distance between the reservoir and trail heads, define easements from private landowners adjacent to the trail, and possible alternative routes.

Mr. Stancil said that the option being reviewed is the proposed corridor on OWASA land near the Cane Creek Reservoir although the County is open to other possible route options.

Ms. Dixon said that any part of OWASA's property is a good place to start and continue building the MST. It is in the FMST staff's best interest to work with landowners to build the trail over a period of time.

Mr. Silva reiterated that 40 people in his neighborhood oppose the proposed trail route. He noted that a representative of another neighborhood also expressed opposition and he encouraged OWASA and Orange County to find an alternative. Mr. Silva requested that the Board defer his petition until the Board has had time to consider all the feedback received tonight.

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Jeff Danner made a motion to defer John Silva's petition requesting that OWASA publicly state that the MST as proposed to go through OWASA property will not be supported by OWASA; second by Robert Morgan and unanimously approved. Please see Motion No. 5 above.

Bonnie Hammersley, Orange County Manager, said that there is a conceptual plan for where the proposed MST may be located and one goal is to involve the community. One meeting has been held and other meetings will be held. Ms. Hammersley said that the County looks to OWASA as a partner in the process to establish the trail.

The Board agreed to continue the MST discussion on August 25, 2016 with the requested information as noted above and thanked the public for their input and feedback.

ITEM SIX: ELECTION OF SECRETARY OF THE BOARD

Dave Moreau said that at the June 9, 2016 Board meeting, the Board agreed to continue the election of Secretary of the Board of Directors until June 23, 2016. Nominees for Secretary to the Board are Barbara Foushee or Heather Payne.

Mr. Moreau opened the floor to further discussion or nominations for Secretary of the Board; none were received.

Robert Morgan made a motion to close the nominations for Secretary of the Board; second by Quinton Harper and unanimously approved. Please see Motion No. 6 above.

Ballots were distributed and Barbara Foushee was elected by a majority of the Board as Secretary to the Board of Directors.

ITEM SEVEN: EXECUTIVE DIRECTOR WILL SUMMARIZE THE KEY ACTION ITEMS FROM THE BOARD MEETING AND NOTE SIGNIFICANT ITEMS FOR DISCUSSION AND/OR ACTION EXPECTED AT THE NEXT BOARD MEETING

Ed Kerwin summarized staff action items as follows:

- Staff will prepare information for the Board's continued discussion and possible action on August 25th regarding conditions for the Mountains-to-Sea Trail to be located on OWASA land considering discussion received tonight.
- Staff will provide an overview of covenants and other restrictions on OWASA land.
- Staff will notify the public and stakeholders of the August 25th meeting.
- July 14, 2016 Work Session will include the following agenda items:
    - Review and approve new and reclassified positions
    - Review draft diversity and inclusion plan

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The meeting was adjourned at 10:30 P.M.

Respectfully submitted,

Andrea Orbich
Executive Assistant/Clerk to the Board

Attachments

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ORANGE WATER AND SEWER AUTHORITY - QUARTERLY REPORT

ATTENDANCE AT BOARD AND COMMITTEE MEETINGS

BOARD OF DIRECTORS	APRIL 2016	MAY 2016	JUNE 2016
JOHN A. YOUNG CHAIR	April 14 WS (Meeting) April 25 NRTS (Meeting) April 28 Board (Meeting)	May 12 WS (Meeting) May 26 Board (Meeting)	June 8 NRTS (Meeting) June 9 WS (Meeting) June 23 Board (Meeting)
ROBERT MORGAN VICE CHAIR	April 14 WS (Meeting) April 28 Board (Absent)	May 12 WS (Meeting) May 23 NC (Meeting) May 26 Board (Absent)	June 9 WS (Meeting) June 23 Board (Meeting)
HEATHER PAYNE SECRETARY	April 14 WS (Meeting) April 28 Board (Meeting)	May 12 WS (Meeting) May 26 Board (Absent)	June 8 NRTS (Meeting) June 9 WS (Meeting) June 23 Board (Absent)
TERRI BUCKNER	April 14 WS (Meeting) April 25 NRTS (Absent) April 28 Board (Meeting)	May 12 WS (Meeting) May 26 Board (Meeting)	June 8 NRTS (Meeting) June 9 WS (Meeting) June 23 Board (Meeting)
JEFF DANNER	April 14 WS (Meeting) April 28 Board (Meeting)	May 12 WS (Meeting) May 26 Board (Absent)	June 9 WS (Meeting) June 23 Board (Meeting)
BARBARA M. FOUSHEE	April 14 WS (Meeting) April 28 Board (Meeting)	May 12 WS (Meeting) May 23 NC (Meeting) May 26 Board (Meeting)	June 9 WS (Meeting) June 23 Board (Meeting)
QUINTON HARPER	April 14 WS (Absent) April 25 NRTS (Absent) April 28 Board (Meeting)	May 12 WS (Meeting) May 23 NC (Meeting) May 26 Board (Meeting)	June 8 NRTS (Meeting) June 9 WS (Absent) June 23 Board (Meeting)
DAVE MOREAU	April 14 WS (Meeting) April 25 NRTS (Meeting) April 28 Board (Meeting)	May 12 WS (Meeting) May 23 NC (Meeting) May 26 Board (Meeting)	June 8 NRTS (Meeting) June 9 WS (Meeting) June 23 Board (Meeting)

JULY 14, 2016

BOARD OF DIRECTORS	APRIL 2016	MAY 2016	JUNE 2016
RUCHIR VORA	April 14 WS (Absent) April 25 NRTS (Meeting) April 28 Board (Meeting)	May 12 WS (Meeting) May 26 Board (Absent)	June 8 NRTS (Absent) June 9 WS (Absent) June 23 Board (Meeting)
TOTAL MEETINGS HELD:	**3**	**3**	**3**

Board – Board of Directors
NRTS – Natural Resources and Technical Services Committee
NC – Nominating Committee
WS – Board Work Session

Agenda Item 5:

Review and Approve New and Reclassified Positions

Purpose:

To create a new full-time position, Business Systems Analyst, within the Information Technology Department to support the development, implementation and ongoing operation of the Advanced Metering Infrastructure (AMI) system.

To reclassify two existing Utility Mechanic I/II positions to Utility Mechanic IIIs within the Water Distribution & Wastewater Collections Department.

To reclassify an existing part-time Administrative Assistant position to a full-time Administrative Assistant within the Administration Department.

Action Requested:

Staff recommends adoption of the resolution to approve the above personnel actions.

Information:

- Staff Memorandum to Request Approval of a New Position and Reclassification of Other Positions
- Job Descriptions
- Resolution to approve personnel actions

ORANGE WATER AND SEWER AUTHORITY

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

MEMORANDUM

TO: Board of Directors

THROUGH: Ed Kerwin

FROM: Todd Taylor, P.E.

DATE: July 7, 2016

SUBJECT: Request Approval of a New Position and Reclassification of Other Positions

Purpose

Staff requests several staffing changes within the organization to support the Advanced Metering Infrastructure (AMI) initiative; support Crew Leaders in the Water Distribution and Wastewater Collections Department; and support the Executive Assistant in the Administration Department. The details of each of these requests are provided below. These staff proposed changes to the Schedule of Pay and Classification requires Board action.

New Business Systems Analyst Position

Staff requests the addition of a Business Systems Analyst position in the Information Technology (IT) Department to support the development, implementation and ongoing operation of our AMI system.

As part of the AMI Feasibility Study completed last year, our consultant Don Schlenger & Associates (DS&A), recommended hiring an additional staff member to serve as the business systems analyst as well as AMI system administrator. DS&A based this recommendation on their experience in the implementation and management of AMI systems across numerous utilities. The new position enables leveraging the full potential of the data and functionality offered by the AMI implementation. Without the position, there is significant risk that the Finance & Customer Service Department and Water Distribution & Wastewater Collections Department will not have the support needed to achieve the business process improvements and efficiencies detailed in the AMI Feasibility Study. Not achieving these improvements would result in OWASA being unable to realize the cost-savings detailed in the Feasibility Study's financial model; subsequently impacting the return on investment.

The duties of position would include:

- Administering the AMI system to ensure it performs to expected levels, including routine software and database maintenance.
- Training and mentoring OWASA staff in the use of the AMI system information.
- Developing applications and reports from the Meter Data Management System.
- Tracking and analyzing customer service performance metrics.

Given the scope and scale of the project, the position is expected to be solely dedicated to the AMI initiative for the first two to three years. However, as the AMI system operation and modified business processes become routine, we anticipate the position will be able to perform similar functions for the other important software systems and business areas at OWASA. For example, the position may be tasked to review release notes for software releases, determine how business processes are affected, and work with the affected business areas to modify and improve business processes based on the new functionality.

The hiring process for this position will begin immediately following approval by the Board. The qualifications for the position are detailed in the attached job description.

The salary range for this position is $53,063 to $81,716 per year (as of October 31, 2016). The salary and benefits for this position were not included in the Fiscal Year (FY) 2017 budget due to previous uncertainties about the viability and timing of the AMI initiative. It is not necessary to amend the FY 2017 budget at this time (that can be done later in the FY if necessary).

Reclassification of Existing Utility Mechanic I/II Positions

Staff requests that two existing Utility Mechanic I/II (UM) positions be reclassified to UM IIIs for our Water Distribution & Wastewater Collections Department. Reclassifying these two positions will provide additional leadership for our field crews to further enhance customer service, improve emergency response, and manage workloads more effectively. Our six Crew Leaders are often faced with multiple and geographically separate tasks that must be completed simultaneously. A secondary benefit is that it provides existing UMs opportunities for career advancement and it helps position additional staff to move to a Crew Leader position when we have a vacancy.

A UM III position has greater responsibilities to lead and oversee a job site than a UM I/II position. UM IIIs also have greater knowledge and skills about water distribution and wastewater collections systems because they hold additional certifications and have more years of experience. This allows them to work more independently. UM IIIs are currently used on some of the crews and have proven to improve efficiencies by enabling the crews to work on multiple jobs in parallel and providing continuity of workflow in the event a Crew Leader is absent. The UM III job description is attached.

Our intention is for these to be reclassifications of existing UM positions so as to not increase our total number of authorized positions. Therefore, these positions will only be open to internal candidates.

The median salary for a UM I/II is $46,088 per year and the median salary for a UM III is $55,000 per year (as of October 31, 2016); the net salary budget increase resulting from reclassifying the two positions is approximately $16,000. The FY 2017 budget included funds for these reclassifications.

Reclassification of Existing Administrative Assistant (Part-time) Position to full-time

The purpose of the part-time Administrative Assistant is to assist the Executive Assistant/Clerk to the Board (Andrea Orbich) with administrative tasks for Administration and other OWASA Departments. Since October 2014, administrative workload has increased substantially to include: greater community outreach for capital projects and strategic initiatives; preparing and executing mass mailings; backup to the Clerk to the Board; compiling Board agenda documents; and records management. To meet these additional administrative needs, the position is now needed full-time.

Our part-time Administrative Assistant (Alicia Grey) is extremely capable and willing to join our Team full-time.

The salary range for the Administrative Assistant position is $33,621 to $51,777 (as of October 31, 2016) and the estimated net budget increase is about $15,000. This was not included in the FY 2017 budget and we do not believe it is necessary to amend the budget at this time (that can be done later in the FY if necessary).

Action Requested

Staff recommends adoption of the resolution to approve the following:

1. New Business Systems Analyst position
2. Reclassification of two Utility Mechanic I/II positions to Utility Mechanic IIIs
3. Reclassification of part-time Administrative Assistant to full-time

Dan Przybyl, Randy Horton, and Andrea Orbich will be in attendance at the July 14, 2016 Board Work Session to support these requests and answer any questions the Board may have.

Thank you for your consideration of our recommendations.

Todd Taylor, P.E.
General Manager of Operations

Attachments: Job Descriptions
Resolution

Title: Business Systems Analyst

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform complex planning and analysis of customer and operational data to support effective customer service and operational efficiency. This position requires the ability to perform complex professional planning and analysis work to support the overall business organization. Work involves tracking and analyzing operational efficiencies. Work requires a high level of independent and creative thought to address operational issues. Work involves heavy contact with coworkers in other departments, particularly Customer Service. Work requires the ability to effectively communicate complex subject matters to a wide audience with varying levels of knowledge, skills and abilities. Work involves building strong working relationships with both coworkers and external service providers.

This position also performs management and oversight of OWASA's advanced metering infrastructure (AMI) system to ensure system performance. Provides training and support to users of the AMI system.

Business Systems Analysis

- Collects and analyzes data on OWASA customer service and operational performance and prepares reports using a wide variety of methods and tools.
- Tracks, monitors, analyzes, and develops performance efficiency measurements.
- Uses a variety of software to prepare analysis and reports
- Prepares regular (weekly, monthly, and annual) reports on various performance and workload indicators and benchmarks.
- Coordinates and facilitates management and staff meetings to gain understanding of operations in order to analyze operational costs and procedures.
- Provides analysis and insight into the OWASA's policies and procedures to assist the Department Directors and managers in achieving organizational goals.
- As directed, evaluates the efficiency and effectiveness of OWASA's programs, procedures and processes, and makes recommendations for improvements, including defining system and support requirements.
- Researches new products, practices, procedures, and alternatives related to operations.
- Assists in the development, testing and implementation of new procedures and applications.
- Serves as a member of project teams to develop and support technological solutions.

AMI System Administration

- Provides day-to-day oversight of the AMI system, including running and reviewing reports on system performance and non-functioning components, and initiating appropriate actions (e.g., inspection or replacement of devices based on a prioritization scheme).
- Interacts with the AMI system and software vendors, contractors, and OWASA Field Service staff to maintain system performance.
- Ensures adequate inventory of replacement components.

- Ensures the AMI system is performing to contractual requirements.
- Ensures that all system software is up to date. Works with the vendor(s) to install patches and updates (or, if the software is hosted, to understand all patches and updates).
- Ensures that all interfaces between the AMI system software and other OWASA systems are functioning correctly.
- Ensures added accounts or new accounts communicate with the network;
- Ensures AMI system preventive maintenance is followed.
- Ensures that all AMI data is backed up.
- Ensures that AMI system disaster recovery is functional.

AMI System Training and Support

- Maintains a thorough understanding of the use of the AMI meter data management system (MDMS) to review consumption data, identify potential anomalies (e.g., high consumption, excessively low consumption, usage on inactive accounts, no usage on active accounts, potential theft and tempering, etc.).
- Maintains a thorough understanding of the use of the AMI customer web portal, including how to log on, change passwords and other administrative functions, and observe consumption profile data.
- Provides supplemental (to vendor) training to OWASA users on using the AMI system software, particularly the billing system interface, the MDMS and the customer portal, as well as accessing customer consumption data.
- Ensures that regular users of the AMI system, particular Customer Service Representatives, are adequately trained in necessary functions (e.g., examining customer consumption profiles, identifying possible leaks or tampers, etc.).
- Coordinates and facilitates meetings of AMI system users to discuss issues, needs and operational improvements.
- Ensures that Customer Service Representatives are trained to guide OWASA customers on the use of the customer portal
- Acts as technical expert and answers questions from OWASA users of the AMI system. Works with vendor to address questions and issues raised by users.
- Generates custom and ad hoc reports from the AMI system for users.

Performs other job-related tasks as required.

Work is performed under the general supervision of the Director of Information Technology.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Collects and analyzes data on OWASA customer service and operational performance and prepares reports using a wide variety of methods and tools.
2	S	Tracks, monitors, analyzes, and develops performance efficiency measurements.
3	S	Assists in the development, testing and implementation of new procedures and applications used in OWASA systems.
4	S	Maintains a thorough understanding of the use of the AMI meter data management system
5	S	Provides day-to-day oversight of the AMI system
6	S	Coordinates and facilitates management and staff meetings to gain understanding of operations in order to analyze operational costs and procedures.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over three years up to and including five years.
Supervision	Job has **no responsibility** for the direction or supervision of others.
Human Collaboration Skills	Interactions regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	This job title has no budgetary/fiscal responsibility
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Class C Driver's License.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Constantly	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, making presentations
Sitting	F	desk work, meetings
Walking	O	to other departments/offices/office equipment
Lifting	R	
Carrying	R	equipment
Pushing/Pulling	R	equipment
Reaching	O	for files
Handling	O	paperwork
Fine Dexterity	C	computer keyboard, telephone pad
Kneeling	R	retrieving items from lower shelves/ground
Crouching	N	
Crawling	N	
Bending	R	retrieving items from lower shelves/ground
Twisting	O	getting inside vehicle, from computer to telephone
Climbing	N	
Balancing	N	
Vision	C	computer screen, reading
Hearing	F	communicating with co-workers and public and on telephone
Talking	F	communicating with co-workers and public and on telephone
Foot Controls	R	driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Screwdriver, cable tester, phone, computer, server, routers, switches, firewalls, Dell and EMC storage devices, Microsoft Windows desktop and server operating systems, Microsoft Active Directory Domain Services, Microsoft Exchange Server, Microsoft SQL Server, VMware, Citrix XenApp, Cisco Call Center, Cisco Unity, Enterasts Netwrok Management System, Enterasys HiPath Wireless System, Symantec Enterprise Vault, SonicWall Enhanced OS

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other	

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other	

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Utility Mechanic III

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform technical work and maintain water lines, sewer lines, reclaimed water lines and easements. This is accomplished by installing and repairing water and sewer lines; operating dump trucks and loaders; transporting materials and equipment to job site; completing work orders; training new employees; performing landscaping duties for areas disturbed by installation of new lines and repair work; preparing trouble cards for leaks, broken meters, stopped meters, etc.; utilizing various tools and supplies; repairing roadways after the installation or repair of lines and pipes; repairing leaks in manholes; operating a wide variety of machinery and equipment such as backhoe, backfill tractor, jack hammer, rollers, tapping machine, pavement cutter, etc.; reading water meters; performing inspection and routine maintenance on equipment and vehicles before use; communicating with customers; notifying customers of planned work; repairing fire hydrants, manholes, and meters. Other duties include reading meters; connecting and disconnecting customer accounts; supervising and directing crew in absence of Crew Leader; providing lead on-call duties; planning jobs; and creating and closing work orders.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	H	Operates and utilizes heavy equipment to install or repair water and sewer lines; set up traffic control; conducting digging and backfilling; operating jackhammers; mowing with tractor; weed eating around manholes; installing new water meters and services; operating pavement saw, tamps, and tapping machine; and utilizing backhoe, backfill tractor, etc. Operate dump trucks to transport materials and equipment to job site.
2	L	Plans work by organizing job site; calling for utility locate; distributing notice of planned work to customers; and organizing parts needed for job.
3	H	Conducts sewer maintenance by operating cleaning trucks to flush sewer lines; removing blockages in sewer mains; clearing easements; video inspection of sewer mains; creating and completing work orders; ensuring compliance with safety standards.
4	H	Installs water services; utilizes backhoes to conduct digging and backfilling; makes tap into water main using tapping machine; installs meter box and meter; ensures that old water service has been abandoned.
5	M	Performs fire hydrant repair by organizing work orders; reviewing maps on

		GIS; communicate hydrant outage with fire department and office staff; complete repair and notify office and fire department when fire hydrant is returned to service; complete work order.
6	M	Performs maintenance on large and small water meters, boxes and vaults; assists with large meter testing and repair
7	L	Assisting with inspection of water and sewer main aerial crossings; utilizing GIS to assist in locating water and sewer mains, valves, hydrants, manholes, etc.; inspecting and reviewing equipment, trucks, backhoes, etc. before use.
8	L	Reads meters by utilizing hand held devices; entering readings; changing out water meters; uploading/downloading meter routes; maintaining meter boxes; ensuring meter reading trouble codes are properly entered; distributing customer information tags; re-read meters as necessary; assist customer with investigation of high water consumption issues.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Over one year up to and including three years.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	This job title has limited budgetary/fiscal responsibility
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	NC Collection System Grade I or Grade II Certification or Distribution System Grade C Certification; valid Class A Drivers License with Tanker endorsement

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium	Heavy	Very Heavy **X**
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Constantly	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	C	communicating with co-workers, observing work duties, observing work site
Sitting	O	driving, meetings
Walking	C	around work site
Lifting	F	equipment
Carrying	F	equipment, supplies
Pushing/Pulling	C	equipment
Reaching	F	for supplies
Handling	O	paperwork
Fine Dexterity	O	calibrating equipment, telephone pad
Kneeling	C	retrieving items from lower shelves/ground
Crouching	C	retrieving items from lower shelves/ground
Crawling	O	inside attics/pipes/ditches, under equipment
Bending	C	making repairs
Twisting	F	getting inside vehicle
Climbing	O	ladders, onto equipment
Balancing	F	on equipment, on ladders
Vision	F	driving, observing work site
Hearing	F	communicating with co-workers and public and on telephone, listening to equipment
Talking	O	communicating with co-workers and public and on telephone
Foot Controls	O	driving, operating heavy equipment
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Gas monitor, tamp, water pump, generator, air compressor, shovel, wrenches, chainsaw, screwdrivers, probe rod, TV camera, vehicle, copier, fax machine, telephone, radio, dump truck, boom truck, pipe cutter, tripod, vibratory roller, boring machine, etc.

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	C
Chemical Hazards	O
Electrical Hazards	O
Fire Hazards	F
Explosives	R
Communicable Diseases	F
Physical Danger or Abuse	F
Other	

-Environmental Factors-	
Respiratory Hazards	W
Extreme Temperatures	D
Noise and Vibration	W
Wetness/Humidity	S
Physical Hazards	W

PROTECTIVE EQUIPMENT REQUIRED:

Hard hat, goggles, gloves, traffic vest, ear plugs, steel toe safety shoes, traffic cones, & barricades.

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently	Occasionally	Rarely	Never
From 1/3 to 2/3 of the time	Up to 1/3 of the time	Less than 1 hour per week	Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other	

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	X
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Administrative Assistant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

Position provides administrative and technical support for departments and departmental activities. Manages daily office operations by answering telephones, greeting/helping visitors, maintaining and reviewing calendars. Organize, schedule and prepare for meetings, travel and special events. Position creates memos, documents, reports and correspondence. Gathers, secures and verifies information for use in preparing documents and presentations. Conducts data entry of information by developing and maintaining spreadsheets, databases and various computer files. Maintain filing systems for department. Prepares and executes mass mailings and special mailings. Distributes and processes incoming/outgoing mail daily. Requests, issues and reviews for accuracy purchase orders, invoices and check requests. Organizes and reviews departmental timesheets. Orders supplies and maintains inventory. Assist and coordinate with other departments as needed.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Position provides administrative and technical support for departments and departmental activities. Manages daily office operations by answering telephones, greeting/helping visitors, maintaining and reviewing calendars. Organize, schedule and prepare for meetings, travel and special events.
2	S	Gathers, secures and verifies information for use in preparing documents and presentations. Conducts data entry of information by developing and maintaining spreadsheets, databases and various computer files. Maintain filing systems for department.
3	S	Prepares and executes mass mailings and special mailings. Distributes and processes incoming/outgoing mail daily. Requests, issues and reviews for accuracy purchase orders, invoices and check requests. Organizes and reviews departmental timesheets.
4	S	Maintain equipment such as postage machines, copier and computer.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Immediate Direction: The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Fiscal Responsibility	This job title has limited budgetary/fiscal responsibility
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Class C Driver's license

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Constantly	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, observing work duties
Sitting	C	desk work, meetings
Walking	F	around work site, to other departments/offices/office equipment
Lifting	F	supplies, equipment, files
Carrying	F	supplies, equipment, files
Pushing/Pulling	F	equipment, file drawers, tables and chairs
Reaching	F	for files, for supplies
Handling	C	paperwork
Fine Dexterity	C	calculator, computer keyboard, telephone pad
Kneeling	O	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	under equipment
Bending	O	filing in lower drawers, making repairs, retrieving items from lower shelves/ground
Twisting	F	from computer to telephone, getting inside vehicle
Climbing	O	stairs, step stool
Balancing	F	on step stool
Vision	C	computer screen, observing work site, reading
Hearing	F	communicating with co-workers and public and on telephone, listening to equipment
Talking	F	communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, copier, laminator, postage machine, shredder

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	R
Electrical Hazards	N
Fire Hazards	R
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

kepyad entry into offices, hand sanitizer

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	F
Other	

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change

RESOLUTION OF ORANGE WATER AND SEWER AUTHORITY TO APPROVE NEW AND RECLASSIFIED POSITIONS

WHEREAS, at the March 24, 2016 Board of Director's meeting the Board directed staff to proceed with procurement and implementation of an Advanced Metering Infrastructure (AMI) system; and

WHEREAS, the AMI Feasibility Study recommended the creation of a Business Systems Analyst position; and

WHEREAS, the Executive Director recommends creating the Business Systems Analyst position at a Grade 618 (annual salary range: $53,063-$81,716) on the OWASA Schedule of Employee Classification and Authorized Compensation; and

WHEREAS, the reclassification of two Utility Mechanic positions will enhance customer service, improve emergency response, and more effectively manage workloads; and

WHEREAS, the Executive Director recommends reclassifying two existing Utility Mechanic I/II positions to two Utility Mechanic III positions at a Grade 615 (annual salary range: $42,678 - $65,724) on the OWASA Schedule of Employee Classification and Authorized Compensation; and

WHEREAS, the reclassification of the Administrative Assistant (Part-time) position to a full-time position will help to more effectively manage workloads; and

WHEREAS, the Executive Director recommends reclassifying an existing Administrative Assistant (Part-time) position to a full-time Administrative Assistant position at a Grade 610 (annual salary range: $33,124 - $51,012) on the OWASA Schedule of Employee Classification and Authorized Compensation; and

NOW, THEREFORE, BE IT RESOLVED, BY THE BOARD OF DIRECTORS OF ORANGE WATER AND SEWER AUTHORITY:

1. That a Business Systems Analyst position is created at a Grade 618 on the OWASA Schedule of Employee Classification and Authorized Compensation.

2. That two existing Utility Mechanic I/II positions are reclassified to two Utility Mechanic III positions at a Grade 615 on the OWASA Schedule of Employee Classification and Authorized Compensation.

3. That the existing, Administrative Assistant (Part-time) position is reclassified to a full-time Administrative Assistant position at a Grade 610 on the OWASA Schedule of Employee Classification and Authorized Compensation.

Adopted this the 14th day of July, 2016.

_____
John A. Young, Chair

ATTESTED:

_____
Barbara M. Foushee, Secretary

Agenda Item 6:

Draft Diversity and Inclusion Plan

Purpose:

Seek the Board's questions, feedback and guidance on staff's Draft Diversity and Inclusion Plan.

Background:

The Board of Directors and staff recognize the value of implementing a Diversity and Inclusion Plan and consider it to be a high priority for the organization.

Action Requested:

Discuss staff's draft Diversity and Inclusion Plan and provide direction to staff.

Information:

- Attachment #1 - Draft Diversity and Inclusion Plan
- Attachment #2 - Workforce Race and Gender Distribution report (March 31, 2016)

Amended 9/8/16

ORANGE WATER AND SEWER AUTHORITY

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

M E M O R A N D U M

TO: Board of Directors

FROM: Ed Kerwin

DATE: July 8, 2016

SUBJECT: **Draft Diversity and Inclusion Plan**

Purpose

Seek the Board's questions, feedback and guidance on staff's draft Diversity and Inclusion Plan (attachment #1).

Background

The Board of Directors and staff recognize the value of implementing a Diversity and Inclusion Plan and consider it to be a high priority for the organization.

OWASA's Mission, Vision and Values statement underscores our responsibility to promote diversity and equal opportunity for all:

> ***Employees***
> *We value our employees as our most important resource and we provide them competitive compensation and a safe and rewarding work environment which promotes diversity and equal opportunity for all.*

As background information, we provided the Board a Workforce Race and Gender Distribution report on March 31, 2016 (attachment #2).

Draft Diversity and Inclusion Plan

The draft Diversity and Inclusion Plan proposes goals, objectives and strategies for success for the Board's review and consideration.

Our draft plan includes two primary goals:

1. ***The Diversity of OWASA's Workforce reflects the communities we serve.***
2. ***Inclusive work environment for everyone that encourages and supports each Team member to contribute to their full ability towards OWASA's mission.***

Schedule and Resources

Our draft plan doesn't include proposed completion dates or the resources needed to ensure success. Once we have the benefit of the Board's initial feedback and guidance on our draft, we will incorporate schedules and resource needs into our plan for the Board's review. We expect to use outside experts to assist us with aspects of the plan, especially staff training.

Reporting

We also seek the Board's guidance on the frequency for staff to report to the Board and public on our progress and results. Initially we propose to have this on the Board's agenda every six months for discussion.

Next Steps

We will update the draft plan based on the Board's feedback and guidance to include proposed completion dates and the resources needed for review by the Board at a future meeting.

While we work with the Board to finalize our plan, we are already working on many of the strategies to move us forward.

We look forward to your feedback, guidance and support.

Ed Kerwin
Executive Director

Attachment #1 - Draft Diversity and Inclusion Plan
Attachment #2 - Workforce Race and Gender Distribution report (March 31, 2016)

Draft Diversity and Inclusion Plan

July 8, 2016

Goal 1. The diversity of OWASA's workforce reflects the communities we serve.

Objectives	*Strategies*	*Outcomes and Measures of Success*	*Accountability*
Attract diverse pool of applicants for open positions.	Identify and work with agencies that can help OWASA increase the diversity of applicants for employment and ensure OWASA is known as an employer that values diversity and inclusion.	Applicant diversity increases.	Human Resources and Safety Director (HR Director)
	Prepare recruitment plan for each job vacancy and discuss opportunities to address diversity with the Department Director and hiring supervisor.	Recruitment plan prepared for each vacant position and reviewed with the Department Director and hiring supervisor.	Department Directors (General Manager of Operations, Director of Engineering and Planning, Director of Finance and Customer Service, HR Director, & Director of Information Technology) and hiring supervisor
	Evaluate the job application process to ensure it is free of bias.	Job application form and process in line with best practices.	HR Director
	Implement NeoGov (on-demand HR software for the public sector) for applicant tracking and management reporting. Also provides greater functionality for applicants.	NeoGov successfully implemented.	HR Director
	Participate in career fairs, workshops and cultural events that support OWASA's diversity and inclusion initiatives.	Number of events.	Department Directors

DRAFT

Objectives	*Strategies*	*Outcomes and Measures of Success*	*Accountability*
	Participate in programs such as EmPOWERment Career Explorers to have participants consider OWASA and the water resources field as a great place to build a career and serve the community/protect the environment.	Level of participation.	Department Directors
	Solicit assistance from OWASA employees for employment referrals and suggestions to improve recruitment of diverse applicants.	Number of referrals and suggestions received from employees.	Department Directors
Employment decisions are made based on merit and job-related ability.	Conduct training for supervisors on recognizing and understanding explicit and implicit bias and how to effectively conduct screening and selection interviews.	Supervisors actively participate in training and improve knowledge and skills.	HR Director and all supervisors
	Selection panel used to screen and interview candidates for vacant positions. Each selection panel will be trained and assisted by the HR Director or her/his designee. The panel includes an employee from an under-represented group. The hiring supervisor leads the selection panel and solicits and carefully considers feedback from each panel member regarding each candidate's merits and job-related abilities.	Selection panel trained and effectively used for all interviews.	HR Director and hiring supervisor

DRAFT

Objectives	*Strategies*	*Outcomes and Measures of Success*	*Accountability*
	Justification for employment recommendation by the hiring supervisor made in writing and includes feedback from each panel member. The recommendation reviewed by the Department Director, HR Director and the Executive Director. Opportunities to improve diversity carefully considered before the Executive Director makes final decision on the hiring recommendation.	Work force diversity increases.	Hiring supervisor, Department Director and Executive Director
	Internal candidates not selected for promotion are notified in-person by the hiring supervisor and offered feedback and guidance about career advancement.	Internal candidates offered feedback and guidance.	Hiring supervisor

Goal 2. Inclusive work environment for everyone that encourages and supports each Team member to contribute to their full ability towards OWASA's mission.

Objectives	*Strategies*	*Outcomes and Measures of Success*	*Accountability*
Employees are aware of the importance and value of diversity and inclusion.	Provide training for all employees on the importance and value of diversity and inclusion and how they can contribute to a successful multicultural work environment.	Training provided for all employees. Surveys of employees provide positive feedback about diversity and inclusion.	HR Director and all supervisors

DRAFT

Objectives	*Strategies*	*Outcomes and Measures of Success*	*Accountability*
	Provide training and coaching for supervisors on how to lead and manage their area of responsibility in a manner that promotes and values diversity and inclusion for all their employees.	Supervisors actively participate in training and improve knowledge and skills. Surveys of employees provide positive feedback about diversity and inclusion. Number of employee complaints received.	Department Directors and Executive Director All supervisors
Provide employees with opportunities to enhance their knowledge and skills to improve their performance and advance their career.	Every six months as part of the employee's self-assessment and performance review process, the supervisor discusses with each employee opportunities to enhance their knowledge and skills to improve their performance, and to advance their career (if desired). The supervisor provides employee with feedback, encouragement and assistance.	Information documented in employee performance reviews.	All supervisors
	Provide interested employees a coaching and mentoring program.	Number of employees participating.	HR Director and all supervisors
	Periodically offer training on core job skills and abilities such as communications, customer service, problem solving, etc.	Number of classes offered. Number of employee participating. Effectiveness of the training.	Department Directors
	Encourage employees in skill-based pay job families to participate in career progression.	Number of eligible employees promoted via skill-based pay.	Applicable supervisors

DRAFT

Objectives	*Strategies*	*Outcomes and Measures of Success*	*Accountability*
Retain successful employees.	Provide a diverse and inclusive work environment where employees are actively engaged in their work and treated in an open, honest and respectful way.	Feedback from employees. Exit interviews.	Each supervisor HR Director
	Routinely review and provide competitive total compensation (pay and benefits) and rewards for high performance.	Voluntary turnover rate. Market evaluation of pay and benefits.	Board of Directors, Executive Director, and HR Director
Employees are informed, involved and engaged.	Supervisors display a genuine interest in their employees and they keep them informed, involved and engaged.	Feedback from employees.	Each supervisor
	Invite employees to participate in continuous improvement activities such as After Action Reviews; business and process optimization evaluations; and routine staff meetings.	Feedback from employees.	Each supervisor
	Seek greater participation from employees on the Employee Human Resources Team and the Employee Safety Committee.	Number of employees participating.	Each supervisor
	Executive Director meets with all employees every six months to share information and solicit feedback on how he/she and the organization can do a better job keeping all employees informed, involved and engaged.	Feedback from employees.	Executive Director

DRAFT

ORANGE WATER AND SEWER AUTHORITY

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

MEMORANDUM

TO: Board of Directors

FROM: Ed Kerwin

DATE: March 31, 2016

SUBJECT: **Workforce Race and Gender Distribution**

Measure of Success number 42 in my Performance Goals, approved by the Board on February 11, 2016, is to "***Provide workforce race and gender distribution data for OWASA and local benchmark organizations by April 1, 2016***."

In addition to that data, I'm providing more information about demographics and our workplace environment pertinent to diversity and inclusion that I think you will find useful.

The following exhibits relate to Workforce Race and Gender Distribution:

1. 10 Year History of OWASA Workforce Race and Gender Distribution
2. OWASA and Local Benchmark Organizations Workforce Race and Gender Distribution
3. OWASA and Local Benchmark Organizations Workforce Race Distribution Detail
4. OWASA Workforce Race Distribution Detail 2011-2015
5. OWASA and Local Benchmark Organizations Workforce Race and Gender Distribution Breakdown
6. Orange County Population by Race
7. Minority Races by Municipality
8. Recruitment Practices Summary
9. Applicant Race and Gender Distribution for FY 2014 and FY 2015
10. Promotions to Supervisory Positions by Race and Gender

The following exhibits relate to workplace environment:

11. Impermissible Discrimination (Section 16.B – OWASA Human Resources Policy)
12. Equal Employment Opportunity Commission (EEOC)
13. Sexual Harassment (Section 16.A – OWASA Human Resources Policy)
14. Employee Grievances (Section 18 – OWASA Human Resources Policy)

15. Performance Appraisal Appeals (Section 12.D – OWASA Human Resources Policy)
16. Terminations by Race and Gender
17. 2015 Employee Survey
18. Employee Tenure
19. Actions by the Executive Director to Encourage Employees to Report Concerns
20. Human Resources Policy – Internal Complaint Procedures

My key takeaways from this data and information, as well as my direct knowledge as OWASA's Executive Director for nearly 20 years are:

- Minority representation of our workforce is less than the minority representation in the Carrboro-Chapel Hill community we serve, especially in senior leadership positions.
- We should devise and implement ways to attract more qualified minority and female candidates for available positions throughout the organization.
- We should continue to train our supervisors on ways to recognize and mitigate bias when making employment recommendations.
- Most employees are satisfied with their overall employment experience with OWASA.
- The number and resolution of formal complaints does not suggest any intentional instances of discrimination or other significant work environment concerns.
- We should remain proactive in our work to ensure we consistently provide all employees a safe and rewarding work environment.
- The Board and staff should routinely review and discuss this information as part of our continuous improvement culture.
- The Board should continue to provide its guidance and support within its fiduciary responsibilities as Board Members and, when the opportunity presents itself, encourage employees to use the Board approved internal processes to express concerns.

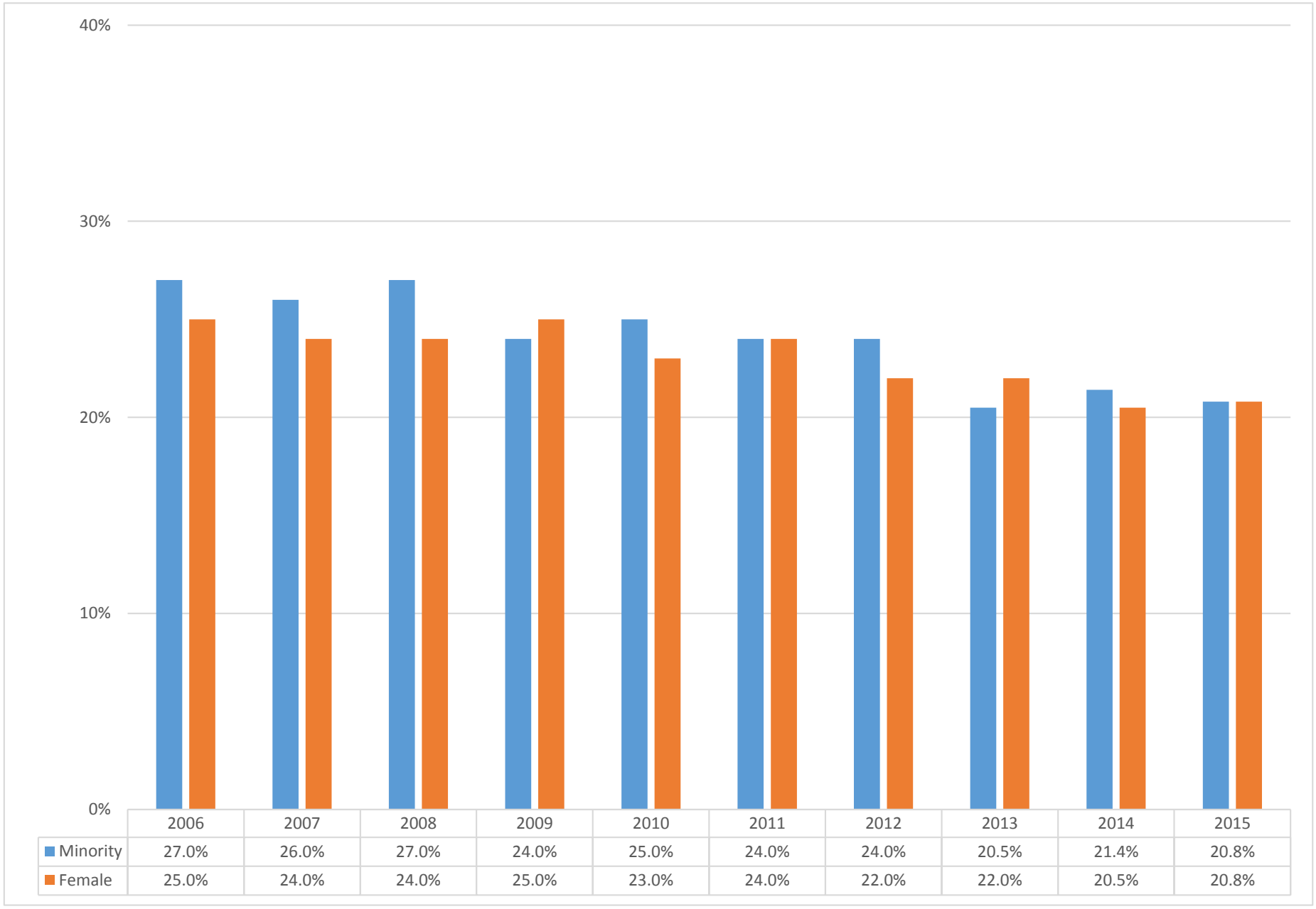
I look forward to discussing this information.

Ed Kerwin
Executive Director

Exhibits

Amended 9/8/16

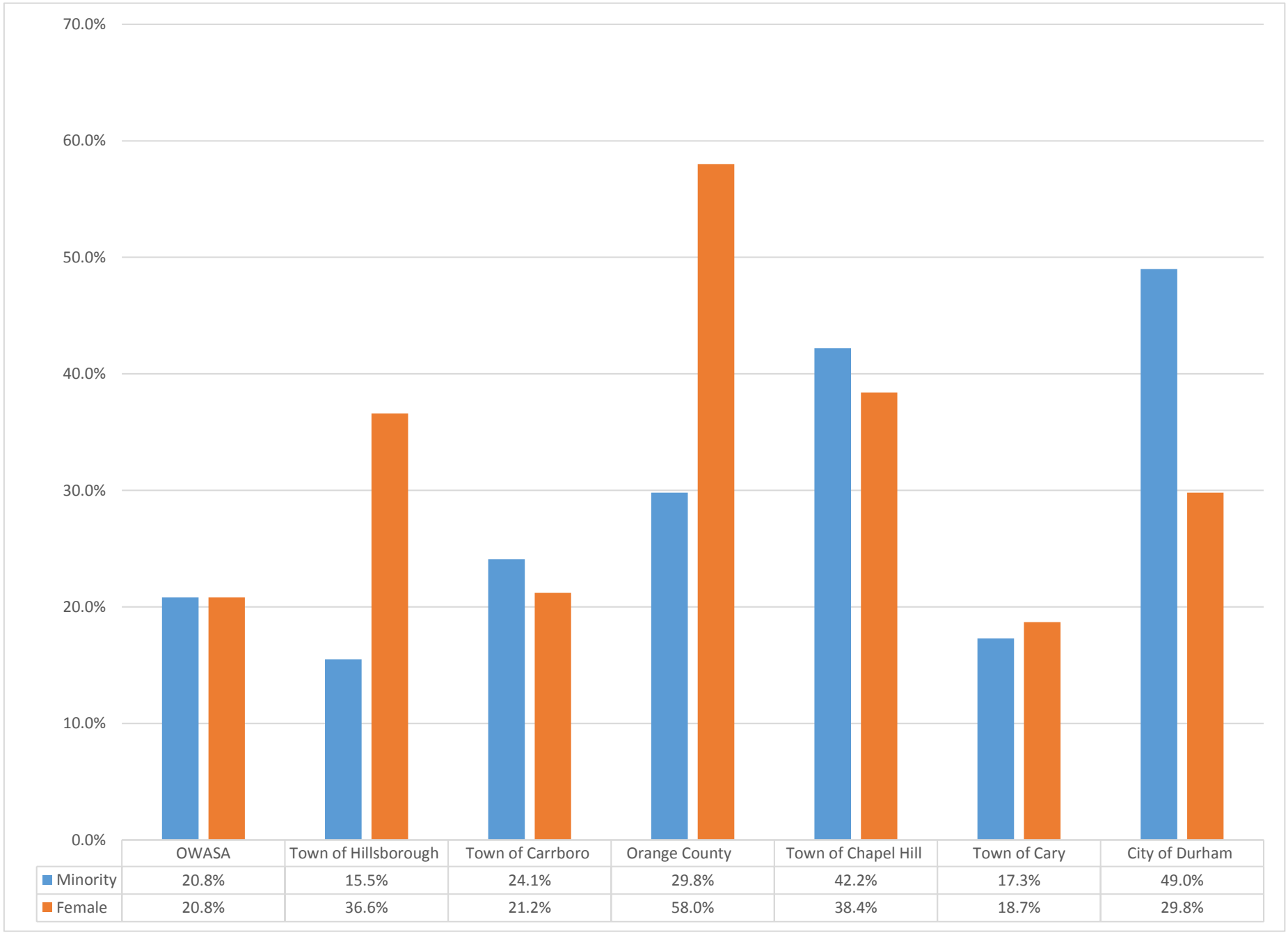
Exhibit 1. **10 Year History of OWASA Workforce Race and Gender Distribution**



	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Minority	27.0%	26.0%	27.0%	24.0%	25.0%	24.0%	24.0%	20.5%	21.4%	20.8%
Female	25.0%	24.0%	24.0%	25.0%	23.0%	24.0%	22.0%	22.0%	20.5%	20.8%

Amended 9/8/16

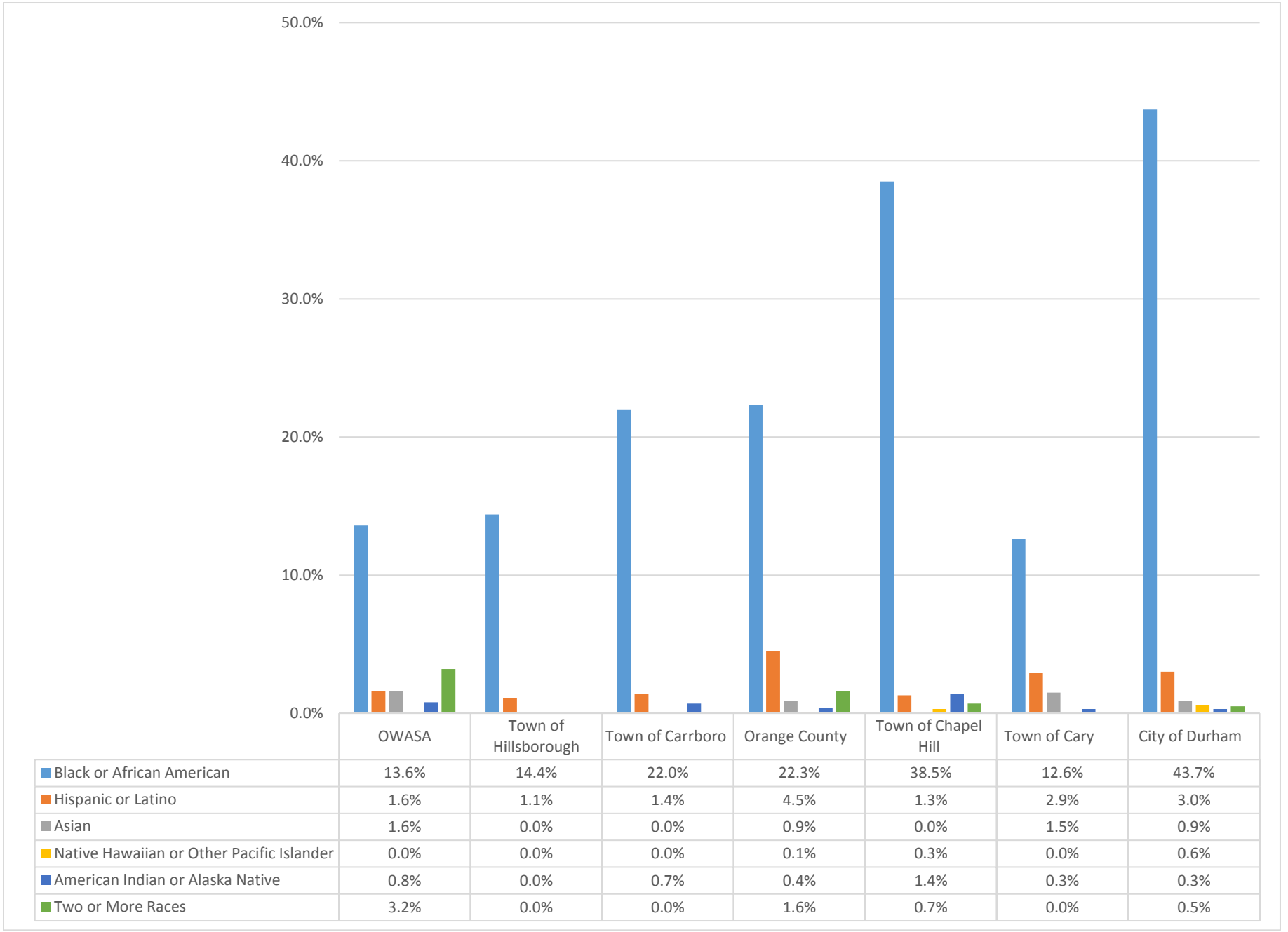
Exhibit 2. OWASA and Local Benchmark Organizations Workforce Race and Gender Distribution



	OWASA	Town of Hillsborough	Town of Carrboro	Orange County	Town of Chapel Hill	Town of Cary	City of Durham
Minority	20.8%	15.5%	24.1%	29.8%	42.2%	17.3%	49.0%
Female	20.8%	36.6%	21.2%	58.0%	38.4%	18.7%	29.8%
Employees	125	90	141	922	1,015	1,167	2,499

Exhibit 3. **OWASA and Local Benchmark Organizations Race Distribution Detail**

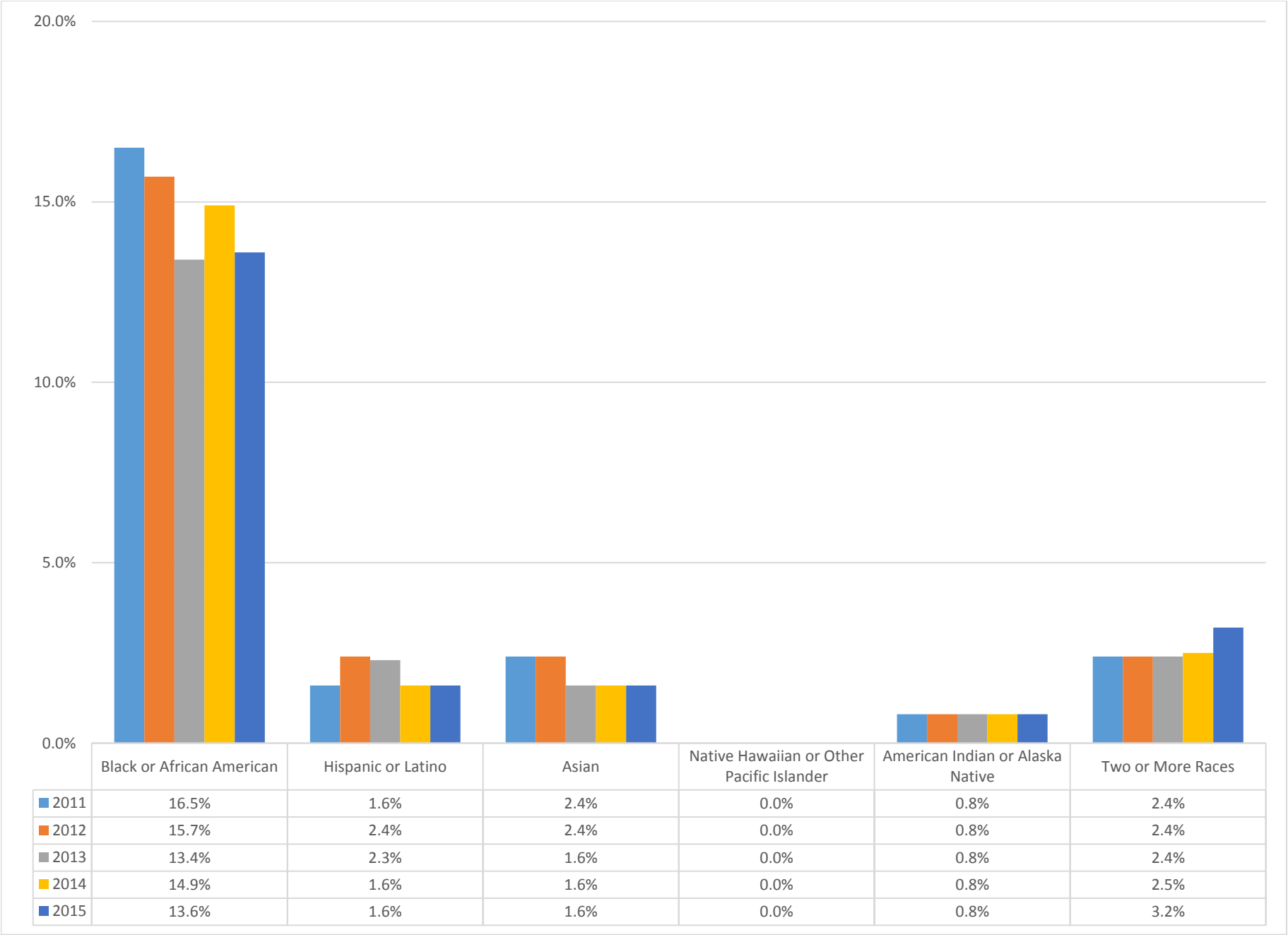
Amended 9/8/16



	OWASA	Town of Hillsborough	Town of Carrboro	Orange County	Town of Chapel Hill	Town of Cary	City of Durham
Black or African American	13.6%	14.4%	22.0%	22.3%	38.5%	12.6%	43.7%
Hispanic or Latino	1.6%	1.1%	1.4%	4.5%	1.3%	2.9%	3.0%
Asian	1.6%	0.0%	0.0%	0.9%	0.0%	1.5%	0.9%
Native Hawaiian or Other Pacific Islander	0.0%	0.0%	0.0%	0.1%	0.3%	0.0%	0.6%
American Indian or Alaska Native	0.8%	0.0%	0.7%	0.4%	1.4%	0.3%	0.3%
Two or More Races	3.2%	0.0%	0.0%	1.6%	0.7%	0.0%	0.5%

Exhibit 4. OWASA Workforce Race Distribution Detail 2011-2015

Amended 9/8/16



	Black or African American	Hispanic or Latino	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Two or More Races
2011	16.5%	1.6%	2.4%	0.0%	0.8%	2.4%
2012	15.7%	2.4%	2.4%	0.0%	0.8%	2.4%
2013	13.4%	2.3%	1.6%	0.0%	0.8%	2.4%
2014	14.9%	1.6%	1.6%	0.0%	0.8%	2.5%
2015	13.6%	1.6%	1.6%	0.0%	0.8%	3.2%

Exhibit 5. OWASA and Local Benchmark Organizations Workforce Race and Gender Distribution Breakdown

By EEO Classification for ***OWASA*** as of June 30, 2015										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Native Hawaiian or Other Pacific Islander**	**American Indian or Alaska Native**	**Two or More Races**
Officials and Administrators	**10**	**4**		**0**	**13**	**0**	**0**	**0**	**0**	**1**
Professionals	**9**	**3**		**0**	**11**	**0**	**1**	**0**	**0**	**0**
Technicians	**10**	**3**		**0**	**12**	**0**	**0**	**0**	**0**	**1**
Protective Service Workers	**2**	**0**		**0**	**2**	**0**	**0**	**0**	**0**	**0**
Paraprofessionals	**2**	**4**		**2**	**2**	**0**	**1**	**0**	**0**	**1**
Administrative Support	**0**	**11**		**6**	**5**	**0**	**0**	**0**	**0**	**0**
Skilled Craft Workers	**42**	**1**		**4**	**35**	**2**	**0**	**0**	**1**	**1**
Service-Maintenance	**24**	**0**		**5**	**19**	**0**	**0**	**0**	**0**	**0**
Total (125)	**99**	**26**		**17**	**99**	**2**	**2**	**0**	**1**	**4**
Percentage	**79.2%**	**20.8%**		**13.6%**	**79.2%**	**1.6%**	**1.6%**	**0**	**0.8%**	**3.2%**

By EEO Classification for ***Town of Hillsborough*** as of February 29, 2016										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Native Hawaiian or Other Pacific Islander**	**American Indian or Alaska Native**	**Two or More Races**
Officials and Administrators	**4**	**5**		**0**	**9**	**0**	**0**	**0**	**0**	**0**
Professionals	**11**	**7**		**1**	**16**	**0**	**0**	**0**	**0**	**0**
Technicians	**5**	**0**		**0**	**5**	**0**	**0**	**0**	**0**	**0**
Protective Service Workers	**4**	**12**		**5**	**11**	**0**	**0**	**0**	**0**	**0**
Paraprofessionals	**0**	**0**		**0**	**0**	**1**	**0**	**0**	**0**	**0**
Administrative Support	**0**	**9**		**2**	**7**	**0**	**0**	**0**	**0**	**0**
Skilled Craft Workers	**33**	**0**		**5**	**28**	**0**	**0**	**0**	**0**	**0**
Service-Maintenance	**0**	**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**
Total (90)	**57**	**33**		**13**	**76**	**1**	**0**	**0**	**0**	**0**
Percentage	**63.4%**	**36.6%**		**14.4%**	**84.5%**	**1.1%**	**0**	**0**	**0**	**0**

By EEO Classification for ***Town of Carrboro*** *as* of February 29, 2016										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Native Hawaiian or Other Pacific Islander**	**American Indian or Alaska Native**	**Two or More Races**
Officials and Administrators	**4**	**5**		**3**	**5**	**0**	**0**	**0**	**1**	**0**
Professionals	**23**	**6**		**3**	**26**	**0**	**0**	**0**	**0**	**0**
Technicians	**18**	**4**		**2**	**20**	**0**	**0**	**0**	**0**	**0**
Protective Service Workers	**34**	**4**		**6**	**30**	**2**	**0**	**0**	**0**	**0**
Paraprofessionals	**4**	**2**		**0**	**6**	**0**	**0**	**0**	**0**	**0**
Administrative Support	**2**	**8**		**4**	**6**	**0**	**0**	**0**	**0**	**0**
Skilled Craft Workers	**10**	**0**		**8**	**2**	**0**	**0**	**0**	**0**	**0**
Service-Maintenance	**16**	**1**		**5**	**12**	**0**	**0**	**0**	**0**	**0**
Total (141)	**111**	**30**		**31**	**107**	**2**	**0**	**0**	**1**	**0**
Percentage	**78.8%**	**21.2%**		**22.0%**	**75.9%**	**1.4%**	**0**	**0**	**0.7%**	**0**

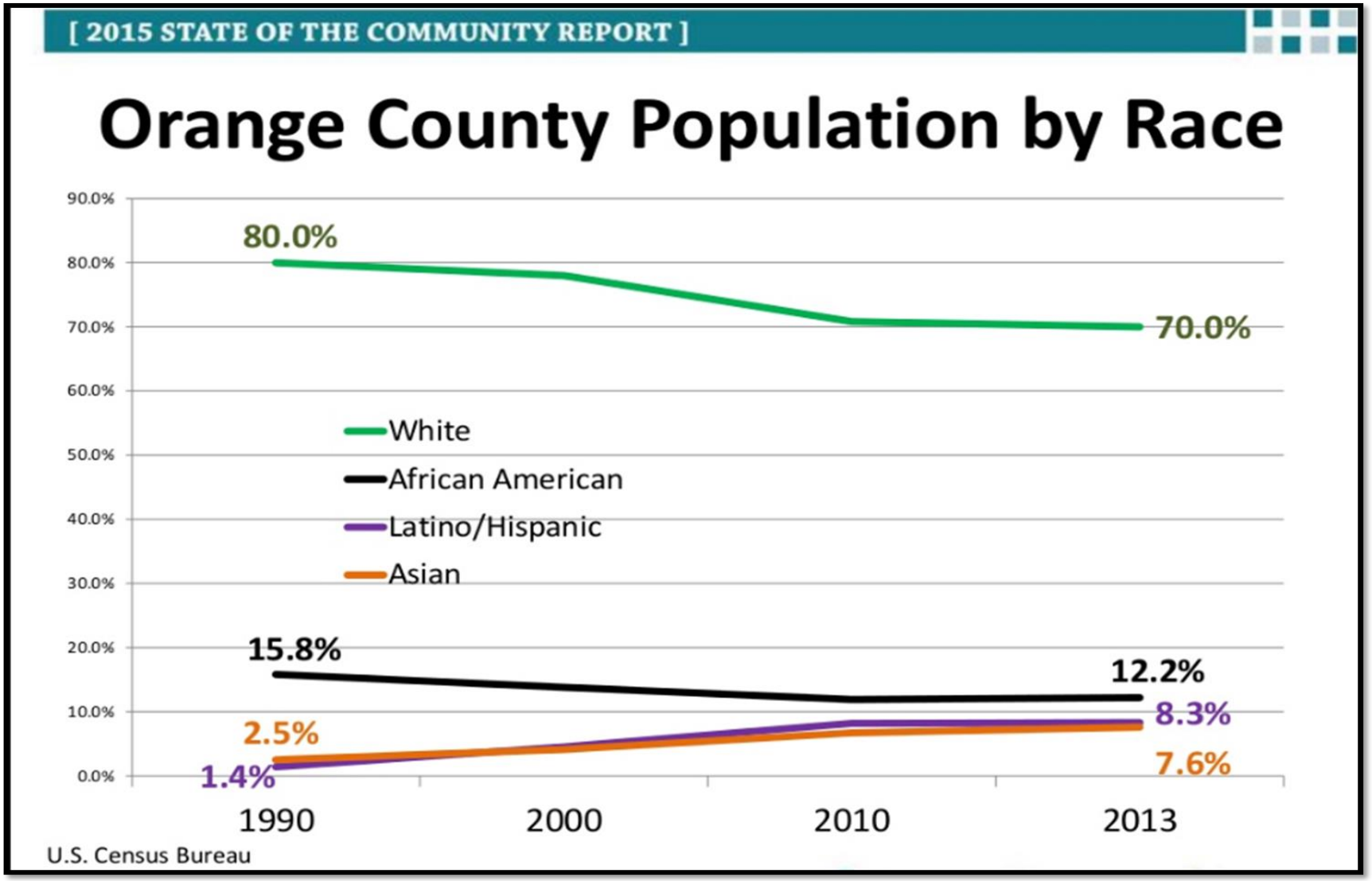
By EEO Classification for ***Orange County*** as of July 1, 2015										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Native Hawaiian or Other Pacific Islander**	**American Indian or Alaska Native**	**Two or More Races**
Officials and Administrators	**13**	**15**		**2**	**26**	**0**	**0**	**0**	**0**	**0**
Professionals	**71**	**198**		**57**	**194**	**9**	**1**	**0**	**1**	**7**
Technicians	**83**	**105**		**29**	**148**	**4**	**2**	**0**	**1**	**4**
Protective Service Workers	**100**	**21**		**24**	**91**	**4**	**1**	**0**	**0**	**1**
Paraprofessionals	**31**	**89**		**33**	**74**	**10**	**1**	**1**	**0**	**1**
Administrative Support	**12**	**85**		**27**	**61**	**6**	**1**	**0**	**1**	**1**
Skilled Craft Workers	**14**	**1**		**2**	**12**	**1**	**0**	**0**	**0**	**0**
Service-Maintenance	**63**	**21**		**32**	**41**	**7**	**2**	**0**	**1**	**1**
Total (922)	**387**	**535**		**206**	**647**	**41**	**8**	**1**	**4**	**15**
Percentage	**42%**	**58%**		**22.3%**	**70.2%**	**4.5%**	**0.9%**	**0.1%**	**0.4%**	**1.6%**

By EEO Classification for ***Town of Chapel Hill*** as of December 31, 2013										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Native Hawaiian or Other Pacific Islander**	**American Indian or Alaska Native**	**Two or More Races**
Officials and Administrators	**22**	**9**		**7**	**23**	**0**	**0**	**0**	**1**	**0**
Professionals	**87**	**55**		**26**	**112**	**0**	**0**	**1**	**3**	**0**
Technicians	**16**	**9**		**8**	**17**	**0**	**0**	**0**	**0**	**0**
Protective Service Workers	**127**	**24**		**27**	**115**	**7**	**0**	**0**	**0**	**2**
Paraprofessionals	**0**	**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**
Administrative Support	**102**	**165**		**118**	**137**	**2**	**0**	**0**	**5**	**5**
Skilled Craft Workers	**118**	**82**		**48**	**142**	**2**	**0**	**2**	**5**	**1**
Service-Maintenance	**153**	**46**		**157**	**40**	**2**	**0**	**0**	**0**	**0**
Total (1,015)	**625**	**390**		**391**	**586**	**13**	**0**	**3**	**14**	**8**
Percentage	**61.6%**	**38.4%**		**38.5%**	**57.8%**	**1.3%**	**0**	**0.3%**	**1.4%**	**0.7%**

By EEO Classification for ***Town of Cary*** *as* of June 30, 2015										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Native Hawaiian or Other Pacific Islander**	**American Indian or Alaska Native**	**Two or More Races**
Officials and Administrators	**49**	**14**		**3**	**59**	**0**	**1**	**0**	**0**	**0**
Professionals	**147**	**52**		**8**	**184**	**2**	**5**	**0**	**0**	**0**
Technicians	**51**	**8**		**4**	**53**	**0**	**1**	**0**	**1**	**0**
Protective Service Workers	**276**	**25**		**17**	**271**	**9**	**3**	**0**	**1**	**0**
Paraprofessionals	**1**	**2**		**0**	**3**	**0**	**0**	**0**	**0**	**0**
Administrative Support	**23**	**90**		**15**	**90**	**4**	**2**	**0**	**2**	**0**
Skilled Craft Workers	**205**	**2**		**32**	**170**	**5**	**0**	**0**	**0**	**0**
Service-Maintenance	**196**	**26**		**68**	**135**	**14**	**5**	**0**	**0**	**0**
Total (1,167)	**948**	**219**		**147**	**965**	**34**	**17**	**0**	**4**	**0**
Percentage	**81.3 %**	**18.7%**		**12.6%**	**82.7%**	**2.9%**	**1.5%**	**0**	**0.3%**	**0**

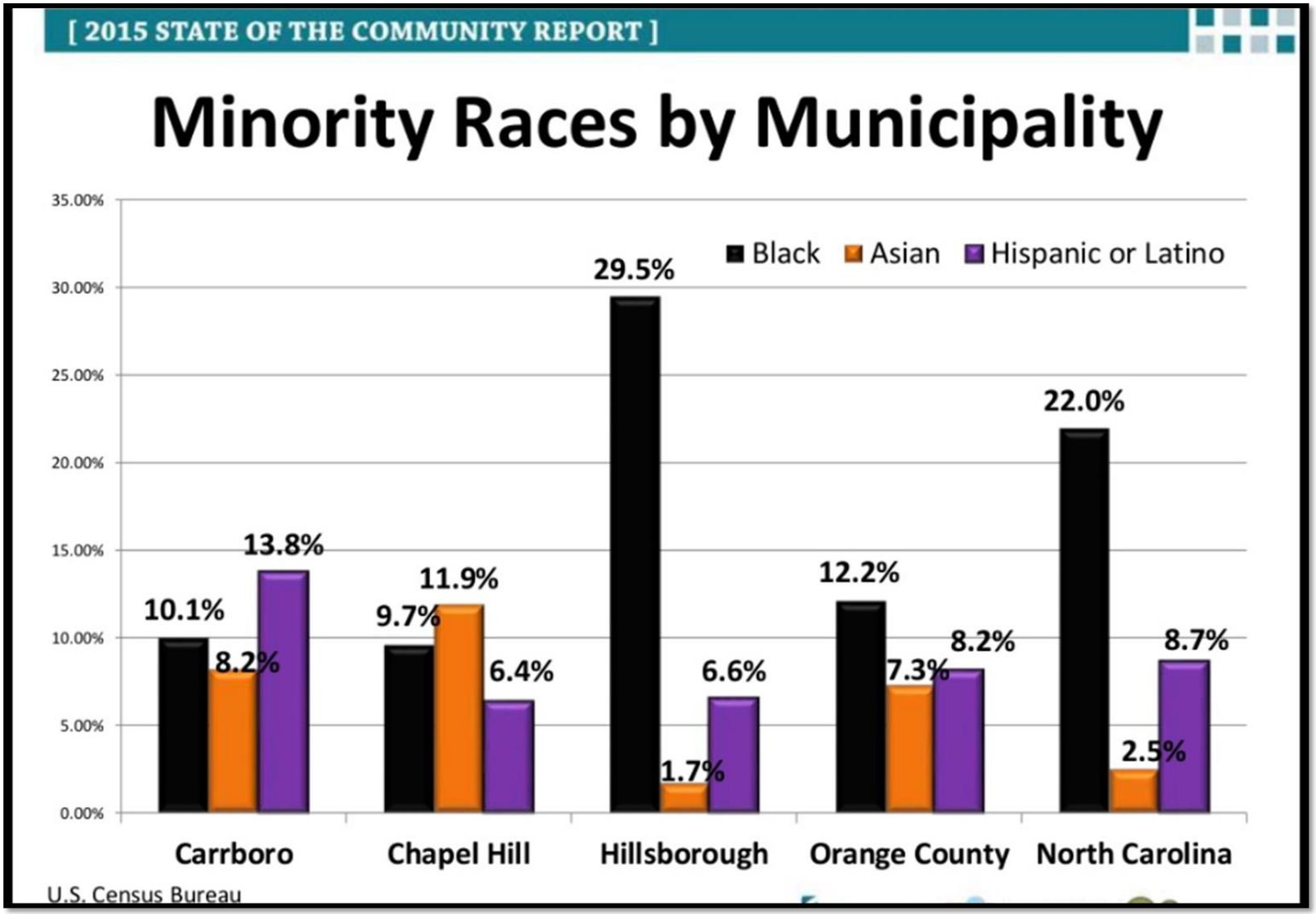
By EEO Classification for ***City of Durham*** as of December 1, 2015										
Classification	**Male**	**Female**		**Black or African American**	**White**	**Hispanic or Latino**	**Asian**	**Other**	**American Indian or Alaska Native**	**Multiple**
Officials and Administrators	**116**	**71**		**72**	**108**	**4**	**0**	**1**	**0**	**2**
Professionals	**171**	**137**		**107**	**179**	**4**	**11**	**4**	**1**	**2**
Technicians	**254**	**185**		**159**	**258**	**11**	**6**	**0**	**3**	**2**
Protective Service Workers	**648**	**90**		**210**	**486**	**31**	**3**	**3**	**1**	**4**
Paraprofessionals	**0**	**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**
Administrative Support	**54**	**237**		**196**	**83**	**5**	**0**	**3**	**1**	**3**
Skilled Craft Workers	**257**	**12**		**139**	**118**	**9**	**1**	**1**	**1**	**0**
Service-Maintenance	**252**	**15**		**209**	**41**	**10**	**2**	**4**	**1**	**0**
Total (2,499)	**1752**	**747**		**1,092**	**1,273**	**74**	**23**	**16**	**8**	**13**
Percentage	**70.2%**	**29.8%**		**43.7%**	**51.0%**	**3.0%**	**0.9%**	**0.6%**	**0.3%**	**0.5%**

Exhibit 6. **Orange County Population by Race**



Chapel Hill-Carrboro Chamber of Commerce

Exhibit 7. **Minority Races by Municipality**



Chapel Hill-Carrboro Chamber of Commerce

Exhibit 8. Recruitment Practices Summary

We advertise in a wide variety of venues to attract a diverse candidate base. Available positions are posted on the OWASA Website, bulletin boards in all OWASA buildings, with the NC Department of Commerce, as well as with the following:

Alamance County

- Centro La Communidad
- Women's Resource Center
- Alamance County Veterans Services

Chatham County

- St. Julia Catholic Church
- El Vinculo Hispano
- Work First Program
- Chatham County Veterans Services

Durham County

- Catholic Charities
- El Centro Hispano
- Hacia la Paz Familiar
- NC Central University Career Planning and Placement
- NC Institute of Minority Economic Development
- Durham County Veterans Services
- Durham Literacy Center
- NC Latino Coalition
- Durham County Public Library

Guilford County

- Amistad de Guilford
- A&T University – Office of Career Services
- Guilford County Veterans Services

Lee County

- Johnston, Lee, Harnett Community Action
- Lee County Veterans Services

Orange County

- Carrboro Mental Health Center
- Chapel Hill Training Outreach Project, Inc.
- Inter-Faith Council for Social Services
- El Centro Hispano – Carrboro Office
- El Futuro, Inc.
- Hispanic Advocacy Group Church of Reconciliation
- The ARC of Orange County
- The Women's Center – Orange County
- Orange County Veterans Services
- Orange County Task Force on Hispanic Issues Inter-Faith Council
- First Baptist Church – Chapel Hill
- St. Paul's AME Church, Chapel Hill
- Chapel Hill-Carrboro NAACP

Wake County

- El Pueblo, Inc.
- NC Society of Hispanic Professionals
- Governor's Advisory Council on Latino Affairs
- Hispanic Chamber of Commerce
- Latin American Resources Center
- Wake County Government Veteran Service Office
- Shaw University
- St. Augustine's University

The following on-line and newspaper selections may vary by recruitment.

On-Line Advertising

- CareerBuilder.com
- TriangleJobs.com
- Monster.com
- Minorityhiring.net
- Duke/Sanford School of Public Policy
- Craigslist
- GovernmentJobs.com
- JobFinderUSA
- American Water Works Association (AWWA)
- NC Water Environment Association (NC AWWA – WEA)
- NC Rural Water Association (NCRWA)
- Water Environment Federation (WEF)
- Water District Jobs
- NC League of Municipalities
- NCwater listserv
- Virginia Municipal League
- EmploymentNC - Network of Community Colleges
- College Central Network
- Various ListServs

Newspapers

- The News and Observer (Chapel Hill, Raleigh, Charlotte)
- Durham Herald Sun
- The News of Orange
- The Chatham Record
- The Greensboro Daily News
- The Burlington Times News
- Greater Diversity
- Person County News
- The Carolina Times
- The Carolina Peacemaker
- Que Pasa
- Baltimore Sun
- Hampton Roads Messenger
- Spartanburg Herald Journal
- Savannah Morning News

Exhibit 9. Applicant Race and Gender Distribution for FY 2014 and FY 2015

Below are charts detailing the race and gender distribution for OWASA's applicants for FY 2014 and FY 2015. OWASA recruited for 15 positions during both years. We started tracking this data two years ago.

OWASA Applicant Race and Gender Distribution By EEO Classification July 1, 2013 – June 30, 2014						
Classification	Male	Female	Black / African American	White	Other (Hispanic/Latino, Asian, Native Hawaiian, Other Pacific Islander, Two or More Races)	Information Not Provided by Applicant
Officials and Administrators	50	27	16	53	8	25
Professionals	84	24	18	80	10	26
Technicians	25	4	5	23	1	2
Protective Service Workers						
Paraprofessionals		3	1	2		
Administrative Support	66	320	152	179	55	49
Skilled Craft Workers	85	9	28	60	6	21
Service-Maintenance	89	5	26	62	6	18
Total	399	392	246	459	86	141
Percentage	42.8%	42.1%	26.4%	49.2%	9.3%	15.1%

OWASA Applicant Race and Gender Distribution By EEO Classification July 1, 2014 – June 30, 2015						
Classification	Male	Female	Black / African American	White	Other (Hispanic/Latino, Asian, Native Hawaiian, Other Pacific Islander, Two or More Races)	Information Not Provided by Applicant
Officials and Administrators	43	6	8	38	3	14
Professionals	86	38	17	89	18	41
Technicians						
Protective Service Workers						
Paraprofessionals						
Administrative Support	56	385	163	218	60	79
Skilled Craft Workers	55	3	10	44	4	16
Service-Maintenance	152	9	29	118	14	37
Total	392	441	227	507	99	187
Percentage	38.4%	43.2%	22.2%	49.7%	9.7%	18.4%

Exhibit 10. Promotions to Supervisory Positions by Race and Gender

There were 14 employees promoted to supervisory positions from 2006 to 2015. About 30% of all internal promotions to supervisory positions were minorities during this period.

- 8 White/Males
- 2 White/Females
- 1 Two or More Races/Male
- 1 Two or More Races/Female
- 1 Asian/Male
- 1 Black/Female

Exhibit 11. Impermissible Discrimination (Section 16.B - OWASA Human Resources Policy)

No internal complaints filed from 2006 to 2015.

Exhibit 12. Equal Employment Opportunity Commission (EEOC)

OWASA responded to two Federal EEOC claims of discrimination from 2006 to 2015.

- In 2010, a claim filed by a black female was resolved at mediation.
- In 2015, a claim filed by a black male ended with the EEOC unable to conclude the information obtained established violations.

Exhibit 13. Sexual Harassment (Section 16.A – OWASA Human Resources Policy)

There were two claims from 2006 to 2015:

- In 2007, a claim filed by a white male was investigated and there was insufficient evidence to support the claim.
- In 2010, a claim filed by a white female was investigated and there was insufficient evidence to support the claim. The claimant was satisfied with the organizations response to her claim.

Exhibit 14. Employee Grievances (Section 18 – OWASA Human Resources Policy)

There were eleven employee grievances filed from 2006 to 2015.

Year	Number of Grievances	Race/Gender	Step Reviewed
2006	0		
2007	1	White/Female	Step III
2007	1	White/Male	Step III
2008	0		
2009	1	Asian/Male	Step II
2010	1	Black/Male	Step II
2011	1	White/Male	Step III
2012	1	Hispanic/Male	Step IV
2013	1	Black/Female	Step II
2014	1	Black/Female	Step II
2014	1	White/Female	Step II
2015	1	White/Male	Step III

Exhibit 15. Performance Appraisal Appeals (Section 12.D – OWASA Human Resources Policy)

There were 7 performance review appeals from 2006 to 2015.

Year	Race/Gender	Step Reviewed
2007	White/Female	Step II
2007	White/Female	Step I
2007	Two or More Races/Female	Step I
2007	White/Male	Step I
2014	White/Male	Step II
2014	White/Female	Step I
2015	Black/Female	Step II

Exhibit 16. Terminations by Race and Gender

There were 19 terminations for cause from 2006 to 2015:

- 11 White/Males
- 4 White/Females
- 2 Hispanic/Males
- 1 Black/Male
- 1 Two or More Races/Female

Exhibit 17. 2015 Employee Survey

The following question was included on the OWASA employee survey from October 2015 where 106 employees responded.

How satisfied are you with your overall employment experience with OWASA?

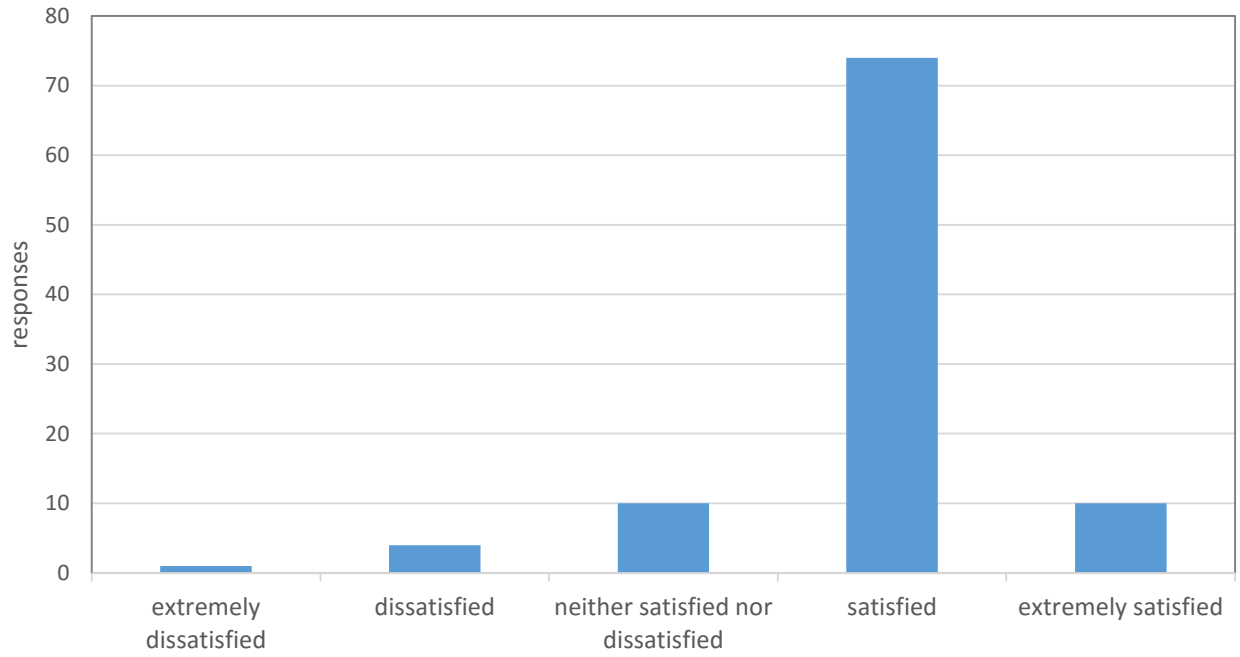


Exhibit 18. Employee Tenure

Organization	Median Tenure	Average Tenure
OWASA	10.2 years	12.4 years
Town of Hillsborough	7.8 years	8.9 years
Orange County	7 years	9 years
Town of Cary	not provided	10.8 years

The most recent information from The Department of Labor reports the median tenure data as of 2014 for all industry is 4.6 years; Public Sector, Local Government is 7.9 years.

Exhibit 19. Actions by the Executive Director to Encourage Employees to Report Concerns

During my new employee orientation meetings, I express both OWASA's and my personal commitment to provide a workplace that: promotes safety as our highest priority; is free of unwelcomed or inappropriate behavior; cares and treats all employees with trust and respect; provides learning environment; and promotes diversity and equal opportunity for all.

I encourage all employees to use our Board-approved internal procedures (Exhibit 20) to bring any concerns forward, and I assure them that we will not tolerate any form of retaliation towards any employee acting in good faith to report an issue or concern.

I have Crew Meetings with all employees twice a year to share information and to receive their feedback and suggestions. During my July 2015 Crew Meetings, we discussed the aforementioned information and I wrote the following message in June/July 2015 Employee Newsletter. I have also included the portion of my New Employee Orientation presentation that covers this information (slides 24-29).

Dear OWASA Team,

One of the important and rewarding things I do each month is meet with new employees as part of their OWASA orientation program. In addition to getting to know our new employees and welcoming them to our Team, I explain the important commitments OWASA makes to each employee and what they should do if they need help. I'm writing to provide a brief overview for all employees.

Our highest priority is your safety. All of our actions (and yours), should reflect that nothing is more important than your safety.

It is our responsibility to provide employees a workplace that is free of unwelcomed or inappropriate behavior. If you ever believe that this responsibly hasn't been fulfilled, please let your supervisor know immediately. If your concern is with your supervisor and you are not comfortable speaking with him/her or someone else in your chain of command, please talk to our HR folks – they are here to help.

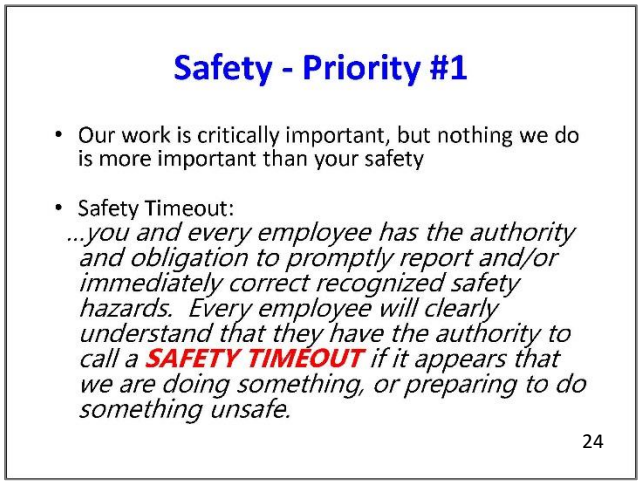
Depending on the situation, you may decide to use one of our three formal procedures to bring your concern(s) forward. They are: Sexual Harassment; Impermissible Discrimination; and Grievance procedures. Be assured that we will not tolerate any form of retaliation towards an employee acting in good faith to report an issue or concern. Again, if you need help or guidance in using any of these procedures or for advice on other matters, please let your supervisor or someone in HR know – and please feel free to let me know if I can help.

Please also be reminded of our Employee Assistance Program which is provided by Frank Horton Associates. They can be reached 24 hours a day at 1-800-326-3864 or at www.fhahelps.com.

Thanks for all that you do to ensure we have a safe and rewarding work environment.

Ed K.

New Employee Orientation slides (24-29):





If you need help…

- Your supervisor
- Human Resources
- Your Department Director
- Executive Director
- Employee Assistance Program



26

Tools to be an Employer of Choice

- Meaningful feedback and support
- Informed and involved in matters important to you and the organization
- Bonus Pay for Additional Education and Professional Certification
- Skill-Based Pay Program
- Educational Assistance Program
- Employee Suggestion Program
- Internal promotion

27

Employer of Choice

- Competitive compensation
- Learning organization
- Care about you and your career
- Trust and respect
- Promote diversity and equal opportunity for all



28

Your Responsibilities

- #1 - Safety
- Support a workplace free of unwelcomed or inappropriate behavior
- Duty to Report Violations of Laws, Policies and Regulations
- Provide excellent customer service – you are OWASA!



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Exhibit 20. Human Resources Policy – Internal Complaint Procedures

SECTION 12. CONDITIONS OF EMPLOYMENT

D. Performance Appraisals

All employees shall receive an interim six-month and annual performance appraisal each year. The purpose of these written performance reviews is to recognize accomplishments as well as to provide counseling in areas of deficiency. Interim reviews provide an opportunity for supervisors to formally review the employee's performance half-way through the evaluation year. Supervisors are to use this review to discuss with the employee areas which need improvement as well as to acknowledge good performance. Annual performance appraisals also provide the framework for measuring the amount of merit pay to be awarded to each individual employee.

Recognizing that there may be times when there is a disagreement between a supervisor and his/her employee regarding the employee's level of performance the below procedures have been established to resolve complaints concerning annual performance appraisals. This complaint resolution procedure does not apply to any interim performance appraisals.

Step I

The employee must submit a written complaint to the Human Resources Director not later than five work days following the date the performance appraisal was received by the employee. A formal meeting with

the employee, appraiser, Department Director and the Human Resources Director will be held not later than ten work days from the date the complaint was received. A written response by the Department Director will be furnished to the employee not later than five work days following this meeting. Should the response to the complaint not be satisfactory to the employee, he/she may appeal the complaint to the next (Step II) level.

Step II

The employee must submit a written appeal to the Executive Director not later than five work days from the date the Step I response was received. The Executive Director will meet with the employee and appropriate management personnel within ten work days following receipt of the complaint. The Executive Director will then provide his/her written response not later than ten work days following this Step II meeting. The decision of the Executive Director is final and is not subject to appeal under the OWASA Grievance Procedures. Reasonable extensions of time limits are acceptable when agreed to by all parties.

SECTION 16. SEXUAL HARASSMENT AND IMPERMISSIBLE DISCRIMINATION

A. Sexual Harassment

Every employee is entitled to work in an environment free from all forms of sexual harassment. Sexual harassment is a form of misconduct because it undermines the integrity of the employment relationship.

Sexual harassment refers to unwelcome sexually or socially suggestive behavior which is personally offensive to the recipient or which debilitates morale or interferes with maintaining a productive working environment for all employees. No employee shall be subjected to any unsolicited and unwelcome sexual or social suggestions, messages unrelated to his/her employment, gifts, messages, cards, requests, requirements or conduct either verbal or physical. Sexual Harassment does not refer to occasional compliments of a nature acceptable to the recipient; Sexual Harassment does include the continuation of such compliments or any other conduct set out above as Sexual Harassment by one who has been asked by the recipient not to continue to do so.

Sexual harassment by any employee toward any other employee or in the course of employment, by any employee towards any person, is strictly forbidden and may result in termination of employment. This includes but is not limited to, unwanted or offensive flirtations, advances, propositions, suggestions, or conversation; continued or repeated verbal abuse of a sexual nature; graphic or degrading verbal comments about an individual or his/her appearance; any display of a sexually suggestive object or pictures; or any abusive or offensive physical touching or contact.

No employee shall imply or suggest to another that cooperation of a social or sexual nature will have any effect upon that person's terms or conditions of employment, retention, assignment, compensation or advancement.

No employee shall be subjected to any adverse action in response to their having made a good faith complaint of sexual harassment.

Any employee knowing of any sexual harassment shall immediately notify his/her supervisor or the Human Resources Director of the circumstances of such harassment. Any such complaint shall be submitted in writing either by the employee reporting such harassment or by the Human Resources Director and the procedure set out below shall be implemented to correct or provide a thorough review of the Complaint.

B. Impermissible Discrimination

Every employee is entitled to work in an environment free from all forms of Impermissible Discrimination based on race, religion, national origin, color, age, disability, gender, sexual orientation or political affiliation. Impermissible Discrimination is any form of misconduct which undermines the integrity of the employment relationship. No employees shall practice any form of Impermissible Discrimination towards any other employee, nor shall any imply or suggest to another that his/her cooperation in any Impermissible Discrimination will have any effect upon that person's terms or conditions of employment, retention, assignment, compensation or advancement.

No employee shall be subjected to any adverse action affecting the terms and conditions of his/her employment in response to their having made any complaint in good faith regarding Impermissible Discrimination.

SECTION 18. GRIEVANCE PROCEDURE

A. Policy

A grievance is a complaint regarding an event or condition which affects the circumstances under which an employee works. OWASA provides a just procedure for the presentation, consideration and disposition of employee grievances and to ensure all employees responses to their complaints will be prompt and fair. Grievances shall be handled in accordance with the procedures described below not inconsistent with applicable laws, regulations and OWASA's policies. No employee shall be subjected to any adverse employment action in retaliation for good faith participation in any grievance proceeding.

B. Exclusions

The grievance procedure provides an appeals process for employees who have legitimate complaints pertaining to a wide array of employment conditions. However, the following matters are excluded from the grievance procedure.

1) job classifications and pay
2) employee benefits
3) the content of all OWASA policies and administrative guides is excluded although application of policies and guidelines is grievable
4) actions against the Board of Directors and all public officials are not grievable nor is any official action taken above the level of Executive Director
5) performance appraisals (There is a separate procedure designed specifically for handling these complaints.)

C. Procedure

When an employee has a grievance concerning the terms, conditions or circumstances of his/her employment, he/she shall take the following successive steps. The number of days provided for each step shall be considered the maximum within which action must ordinarily be taken and shall be deemed to refer to working days in all instances. The time limits for each step may be extended by mutual consent of the employee and by the Executive Director. Employees will be allowed a reasonable time during the workday to visit and consult with the Human Resources Director or employee designated by the Human Resources Director to assist the employee with understanding and completing the written grievance form.

D. Representation

In the presentation of a grievance at or beyond Step II of this procedure an employee may be assisted by any person of the employee's choice or legal counsel.

Step I

This is an informal process that begins when an employee is dissatisfied with an action taken or not taken, or by other circumstance, affecting his/her employment. Within five days of the occurrence of the action or circumstance the employee shall verbally inform his/her immediate supervisor of his/her grievance. The immediate supervisor shall provide the employee with a verbal response within five days of the meeting. The immediate supervisor shall document the results of the meeting and his/her decision for the employee's personnel file.

Step II

The employee may appeal the decision of the immediate supervisor by completing the grievance form provided by the Human Resources Director and submitting it to the Department Director within five days of the date of the immediate supervisor's decision. Thereafter, the employee's Department Director will schedule a meeting with the employee. The meeting will also be attended by the Human Resources Director or his/her designated representative (to act as an interested third- party observer and to provide information about the process or other matters as necessary). The Department Director will hear the grievance of the employee and they will try to resolve the grievance at this meeting. If they are unable to resolve the grievance by agreement the Department Director shall provide a written response to the employee and recommend therein a resolution within five days of this meeting. Unless appealed by the employee, this recommended resolution shall be final. Records of this step shall be maintained in the employee's personnel file.

Step III

The employee may appeal the Step II recommended resolution by completing the relevant grievance form in writing and submitting it to the Executive Director within five days from the date he/she received the written recommended resolution in Step II. The Executive Director will meet with the employee and such other persons as he/she may need to consider the grievance and within ten days of this meeting the Executive Director will provide the employee with his/her written decision. (Grievances filed as a result of disciplinary suspensions of greater than three days will begin at Step III).

Step IV

The employee may appeal the Step III decision of the Executive Director by written notice given to the Executive Director not more than five days from the date he/she received the Step III decision. The Executive Director will inform the Board of Directors of the details of Step IV appeals. The Executive Director will consider whether outside mediation is appropriate for the grievance and in concert with the employee determine whether outside mediation is mutually acceptable. If the Executive Director and employee agree that the grievance ought to be referred to outside mediation the Human Resources Director shall make appropriate arrangements to provide for this mediation. The mediation shall be arranged promptly and every effort shall be made to complete the mediation within 20 days.

If the parties do not agree to participate in mediation or if the mediation does not resolve the grievance to the satisfaction of the employee the grievance will be referred to an outside professional Hearing Officer designated by the Executive Director. The Hearing Officer shall be selected by OWASA and the appeal hearing completed and decision rendered within 20 days of the parties' determination not to mediate or of the termination of the mediation without successful conclusion.

The Hearing Officer will hold a grievance and be responsible for determining whether the grievance is relevant, covers subject matters not specifically excluded above and whether the previous grievance steps were appropriately handled. OWASA has the burden to show substantial evidence supporting the decision of the Executive Director regarding the grievance. The Hearing Officer will determine the admissibility of

evidence and of testimony and will not accept documents or testimony on employee issues other than those pertinent to the specific grievance. The Hearing Officer will determine those internal rules binding on all parties with reference to the conduct of the grievance hearing including order of presentation of materials, witnesses and whether or not witnesses will be sequestered. Employees called as witnesses will be required to appear and give testimony. Witnesses do not need to be sworn. There will be no stenographic or other recording made of these hearings. All parties will receive from the Hearing Officer a copy of his/her written decision in the matter. The Hearing Officer may ask for additional records except that he/she cannot obtain the personnel file of another employee other than the appealing party without consent of that employee.

The Executive Director may request that the Hearing Officer consider and determine whether reference of the matter for formal hearing is appropriate, such determination to be made, upon the written record, as to whether or not reasonable grounds may be shown that such hearing is appropriate to question the factual determinations upon which the Executive Director's written decision was based, or the fairness of the procedures followed in previous grievance steps in the matter.

The Hearing Officer's decision regarding the appropriateness of an appeal hearing before the Hearing Officer as well as the final written decision of the Hearing Officer upon appeals actually taken up for the hearing by him/her shall be final except that any final decision requiring the payment of substantial OWASA funds must be approved by the Board of Directors.

Agenda Item 7:

Review Board Work Schedule

Purpose:

a) Request(s) by Board Committees, Board Members and Staff
b) Review the draft agenda and discuss expectations for the August 25, 2016 meeting
c) Review and update the 12 Month Board Meeting Schedule

Information:

- Draft agenda for the August 25, 2016 meeting
- Draft 12 Month Board Meeting Schedule
- Pending Key Staff Action Items from Board Meetings and Work Sessions

July 14, 2016

AGENDA
MEETING OF THE OWASA BOARD OF DIRECTORS
THURSDAY, AUGUST 25, 2016, 7:00 P.M.
CHAPEL HILL TOWN HALL

In compliance with the "Americans with Disabilities Act," interpreter services are available with five days prior notice. If you need this assistance, please contact the Clerk to the Board at 919-537-4217 or aorbich@owasa.org.

The Board of Directors appreciates and invites the public to attend and observe its meetings. Public comment is invited either by petition upon topics not on the Board's agenda, or by comments upon items appearing on the Board's agenda. Speakers are invited to submit more detailed comments via written materials, ideally submitted at least three days in advance of the meeting to the Clerk to the Board via email or US Postal Service (aorbich@owasa.org/400 Jones Ferry Road, Carrboro, NC 27510).

Public speakers are encouraged to organize their remarks for delivery within the four minute time frame allowed each speaker. Additional time may be allowed at the discretion of the Board of Directors.

Announcements

1. Announcements by the Chair
   A. Any Board Member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same at this time.
2. Announcements by Board Members
3. Announcements by Staff

Petitions and Requests

1. Public
2. Board
3. Staff

CONSENT AGENDA

Information and Reports

1. Equal Employment Opportunity/Affirmative Action Report for Fiscal Year 2016 (Stephanie Glasgow)
2. Annual Report on Disposal of Personal Property (Kevin Ray)

Action

3. Approval of the Minutes of the July 14, 2016 Work Session of the Board of Directors (Andrea Orbich)

REGULAR AGENDA

Discussion and Action

4. Determine Whether the Mountains-to-Sea Trail May Be Located on OWASA Property and If So, What Conditions Must Be Met (Ruth Rouse)

DRAFT

Information and Reports

5. Chloramine Use and Customer Concerns About Internal Plumbing (Monica Dodson/Katie Harrold)
6. Preliminary 12 Month Financial Report for Period Ending June 30, 2016 (Stephen Winters)
7. Semiannual Status Report for Various Capital Improvement Projects (Vishnu Gangadharan)

Summary of Board Meeting Action Items

8. Executive Director will summarize the key action items from the Board meeting and note significant items for discussion and/or action expected at the next meeting

Closed Session

9. The Board of Directors will Convene in a Closed Session immediately following the Board Meeting for the Purpose of Discussing a Personnel Matter (Robert Morgan)

DRAFT

OWASA Board of Directors – 12 Month Board Meeting Schedule (July 14, 2016)

Month	Board Meetings		Committee & Other Meetings
	Work Session	Business Meeting	
July 2016	Review and Approve New Positions Discuss Draft Inclusion and Diversity Plan Oath of Office *7/14/2016*	Meeting Canceled *7/28/2016*	
August 2016	Meeting Canceled *8/11/2016*	Determine Whether the Mountains-to-Sea Trail May Be Located on OWASA Property and If So, What Conditions Must Be Met Chloramine Use & Potential Impacts to Customer Plumbing Preliminary 12 Month Financial Report CIP Semiannual Report CS – General Counsel Review *8/25/2016*	*NRTS Meeting to discuss energy management program: evaluation criteria and stakeholder engagement plan (8-24-2016)*
September 2016	***Discuss LRWSP – Goals and Metrics*** ***Discuss Energy Management Program Evaluation Criteria and Stakeholder Engagement Plan*** Review FY 2017 Budget Process Discuss Update to Cross Connection Control Ordinance CS – General Counsel Review CS – ED Review *9/8/2016*	***Approve LRWSP – Goals and Metrics*** Annual Report and Financial Audit Approve General Counsel Engagement CS – ED Review *9/22/2016*	*HR Meeting to discuss compensation alternatives to encourage and reward employee performance (TBD)*
October 2016	Discuss Alternative Compensation Strategies *10/13/2016*	Q1 Financial Report Strategic Trends Report *10/27/2016*	
November 2016	***Review Draft AMI System Community Engagement Plan*** ***Discuss LRWSP - Demands and Yield*** ***Update on the Affordability Plan & Year 2*** *11/10/2016*	*Holiday - no meeting*	
December 2016	***Approve AMI System Community Engagement Plan*** ***Approve Energy Management Program Evaluation Criteria*** *12/8/2016*	*Holiday - no meeting*	
January 2017	FY 18 Budget Calendar and Assumptions Employee Health and Dental Insurance Update CY 16 Biosolids Report Award a Construction Contract for the Eastowne, Eubanks and Meadowmont 1 Pump Stations Improvement Project *1/12/2017*	Annual Lakes Recreation Report (regular agenda) Q2 Financial Report CIP Semiannual Report *1/26/2017*	*NRTS Meeting to discuss energy project evaluation (TBD)*
February 2017	***Discus Draft Energy Management Plan*** Award the Administration Building HVAC Contract CS - General Counsel Interim Review *2/9/2017*	***Approve Energy Management Plan*** CS - General Counsel Interim Review *2/23/2017*	
March 2017	***Review AMI System Procurement Contract*** FY 18 Draft Budget & Rates Set date for Public Hearings – FY 18 Budget & Rates CS – ED Interim Review *3/9/2017*	***Approve AMI System Procurement Contract*** Award the Gravity Sewer Rehabilitation Contract FY 18 Draft Budget & Rates and Discussion of Reserves CS – ED Interim Review *3/23/2017*	
April 2017	FY 18 Draft Budget and Rates Authorize staff to publish proposed rates Appointment of the Nominating Committee	Q3 Financial Report Appoint Audit Firm	

Current and Pending Key Projects and Stages – in ***bold italics***

OWASA Board of Directors – 12 Month Board Meeting Schedule (July 14, 2016)

Month	Board Meetings		Committee & Other Meetings
	Work Session	Business Meeting	
	Employee Health and Dental Insurance Update *4/13/2017*	*4/27/2017*	
May 2017	Discuss Employee Health and Dental Insurance Renewal () Discuss Employee Merit Pay for FY 18 () *5/11/2017*	Public Hearings – FY 18 Budget and Rates () Approve Employee Health and Dental Insurance Renewal (if needed) () *5/25/2017*	
June 2017	Approve FY 17 Budget and Rates () Approve Employee Merit/Cost of Labor Pay Increases for FY 17 () Election of Officers () *6/8/2017*	TBD *6/22/2017*	

The 12 Month Board Meeting Schedule shows Strategic Plan initiatives and other priority efforts that the Board and staff plan to give greatest consideration to during the next twelve months. The schedule also shows major recurring agenda items that require Board action, or items that have been scheduled in response to the Board's prior standing request. This schedule does not show all the items the Board may consider in a work session or business meeting. It also does not reflect meetings at which the Board will discuss and act on the update of the Strategic Plan.

The 12 Month Board Meeting Schedule will be reviewed and updated at each monthly work session and may also be discussed and updated at the Board's business meetings.

In addition to the initiatives shown in this schedule, staff will be working on other Strategic Plan and organizational priorities that are not expected to require major additional discussion with the Board except as part of budget deliberations (e.g., continuing our comprehensive asset management work).

The schedule implies that the following Strategic Plan initiatives would be addressed beyond the 12 month period. The Board may conclude that one or more of the following initiatives are higher priority. The schedule will be revised as needed to reflect the Board's priorities, and any additional initiatives that the Board may decide to address.

- Development of a plan and policy framework for OWASA lands is considered a longer-term priority.
- Improve effectiveness as a learning organization is considered a longer-term priority.
- Water Conservation Plan will be prepared concurrent with update of the Long-Range Water Supply Plan.

The OWASA Board determines which topics it wants to explore as a full Board (potentially in a work session format) and which topics it wants to assign to Board committees or committee chairs for further analysis and development of recommendations. Board also determines priorities and desired timeframes for addressing topics. Committee meetings will be updated on the schedule routinely.

Abbreviations Used in Draft Schedule:

()	Recurring agenda item (generally these are "required" items)
AMI	Advanced Metering Infrastructure
CE	Community Engagement
CEP	Community Engagement Plan
CIP	Capital Improvements Program
COLA	Cost of Labor Adjustment
CS	Closed Session of the Board
CY	Calendar Year
ED	Executive Director
FY	Fiscal Year
JLP	Jordan Lake Partnership
LRWSP	Long-Range Water Supply Plan
NRTS	Natural Resources/Technical Systems
Q	Quarter
SOW	Scope of Work
TBD	To Be Determined
WTP	Water Treatment Plant
WWTP	Wastewater Treatment Plant

Current and Pending Key Projects and Stages

Project	Strategic Initiative	Project Lead	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May -17	Jun-17
AMI	6	Taylor	Positions				CEP	CEP			Contract			
Total Compensation Study		Glasgow			HR		*Schedule To Be Determined*							
Rate Structure Study	4	Winters	*Schedule To Be Determined*											
LRWSP	1	Rouse			Goals & Metrics		Demand & Yields		*Schedule To Be Determined*					
Energy Plan	5	Tiger		NRTS										

Stages	Committee Discussion	Feasibility Study	Board Review	Community Engagement	Action	Procurement	Implementation

Pending Key Staff Action Items from Board Meetings

Date	Action Item	Target Board Meeting Date	Person(s) Responsible	Status
6-23-2016	Prepare information for the Board's continued discussion and possible action on August 25th regarding conditions for the MST to be located on the west side of Cane Creek considering individual Board members suggestions on June 23rd. Also provide an overview of covenants and other restrictions on OWASA land. Notified the public as before about August 25th meeting.	8-25-2016	Rouse Jacobs	In progress
6-23-2016	*John and Christine Silva petition deferred.	TBD	Kerwin	Will check with the Board on timing.
6-9-2016	Provide update on the monitoring and evaluation of Jordan Lake water quality.	TBD	Rouse	Staff has requested this issue be discussed at the next Jordan Lake Partnership meeting, which is tentatively scheduled for July 2016.
6-9-2016	Provide suggested schedule for the development of a long-term plan for sustainable management of OWASA's forest lands (Strategic Initiative 6). It was agreed that this matter would be scheduled after consideration of the Mountains to Sea Trail in Orange County.	TBD	Rouse	Schedule this after Board of Directors has made decision on conditions under which OWASA would allow MST on its land is final. Staff will also provide the Board an overview of forest management and next steps at a work session in First Quarter of CY 2017.
5-12-2016	Provide Board a future report on staff's work with University of North Carolina (UNC) at Chapel Hill to ensure protection of OWASA's wastewater management system.	n/a	Taylor	Status update provided via email on June 10, 2016. Additional updates will be provided on an ongoing, as needed basis. Therefore, this item will be removed from the list.
5-12-2016	Staff will provide information on the UNC NPDES (National Pollutant Discharge Elimination System) Permit to discharge wastewater from the Cogeneration Facility.	n/a	Taylor	Coordinating with UNC staff and will provide an update via e-mail.

Pending Key Staff Action Items from Board Meetings

Date	Action Item	Target Board Meeting Date	Person(s) Responsible	Status
5-12-2016	Work with HR Committee to design a full Board Work Session in the fall of 2016 focused on a range of compensation alternatives to encourage and reward employee performance. The Employee Total Compensation Study is on hold.	Poll the HR Committee for a date in early September 2016.	Glasgow	Staff recommends a Human Resource Committee meeting in early September and full Board Work Session on October 13, 2016.
4-28-2016	Consider educational and public access opportunities a the Cane Creek mitigation tract	TBD	Rouse Feller	Low priority. In calendar year 2016, staff will work with our Partners to develop a plan regarding public access and educational opportunities on the Cane Creek Mitigation Tract. Staff will provide an update to the Board of Directors at a work session in early CY 2017 (to coincide with overview of forest management work session item).
4-14-2016	*Art Belden emailed the Board on 4-14-2016 regarding Dezincification of brass fittings caused by chloramines in OWASA water system	4-28-2016; 8-25-2016	Taylor Loflin Harrold Rouse	The Board heard Mr. Belden's petition on 4-28-2016 and agreed to schedule a NRTS Committee meeting to continue discussion. NRTS meeting held on 6-8-2016 (no public showed). Board scheduled to hear NRTS recommendations and consider petition on August 25, 2016.
4-14-2016	Plan to evaluate consultant services more closely in the preparation of the Fiscal Year (FY) 2018 budget	n/a	Winters	No action due until FY 2018 budget process
4-14-2016	Consider a couple new financial Key Performance Indicators (such as cost per account)	10-27-16	Winters	Planning to make changes to the quarterly financial report beginning with the first quarter of FY 2017.
3-24-2016	Work with the Board to schedule discussion about analysis needed for potential rate change for the Multi-Family, Master Metered rate class	12-8-2016	Winters	Discussed at June 9 meeting. Goal is to reach a decision by December 2016. Staff has proposed a schedule for the Board to consider.

Pending Key Staff Action Items from Board Meetings

Date	Action Item	Target Board Meeting Date	Person(s) Responsible	Status
1-28-2016	The Board liked the format and content of our Semiannual Status Report for Various Capital Improvement Projects to include the supplemental detail which Vishnu provided on January 28th as attachment B.1. We will also consider adding links in this report to our Capital Improvements Program document to allow readers to find more detail about specific projects	8-25-16	Gangadharan	Staff plans to add linked CIP information to the next Semiannual Status Report in August 2016. Therefore, this item will be removed from the list.
9-24-2015	Work with Martin, Starnes & Associates (our auditor) and provide the Board additional information about how OWASA's funding for post-employment benefits compares with peers and best-practices		Winters	In process. Staff has met and worked with Martin, Starnes but additional information is needed. Staff plans to complete this task before the end of July 2016.