



Orange Water and Sewer Authority

OWASA is Carrboro-Chapel Hill's not-for-profit public service agency delivering high quality water, wastewater, and reclaimed water services.

OWASA Strategic Plan Work Session 4 Summary

On June 23, 2022, members of the OWASA Board and Leadership Team met to discuss recommended goals, strategic initiatives, and finalize a draft strategic plan for presentation and feedback from staff and the community.

OWASA Attendees: Jody Eimers (Chair), Yinka Ayankoya (Vice Chair), John N. Morris (Secretary), Todd BenDor, Bruce Boehm, Raymond (Ray) DuBose, Mary Darr, Vishnu Gangadharan, Stephanie Glasgow, Andrea Orbich, Dan Przybyl, Todd Taylor, Mary Tiger, Stephen Winters, and Richard Wyatt.

Discussion Considerations

The Board was requested to provide feedback on the proposed strategic priorities considering the following questions:

- Do the recommended goals and strategic initiatives address the need for each strategic priority?
- Are there strategic initiatives missing and how would the potential missing initiatives be prioritized against recommended initiatives? and
- Do any recommended strategic initiatives need clarification?

The following summarizes Board feedback on the recommended strategic goals and initiatives.

Recommended Strategic Goals and Initiatives

Employee Recruitment, Retention, and Development

While conducting the two initiatives proposed under this priority (Pay and Class Study and Employee Development Plan) will effectively reduce vacancies, people will continue to retire, as well as change employers, and therefore recruitment will remain a focus to ensure OWASA is attracting a high volume of diverse and promising applicants to positions. Connecting new employees to mentors will be rolled into OWASA's Mentorship and Welcome Team programs.

Equitable Services

Suggested to discuss with Town Councils' policy changes (e.g. real estate transfer connection requirement or group purchase agreements) to support service connection for neighborhoods that do not qualify as disadvantaged or underserved.



Climate and Land Use Change Adaptation

Reframe reference to Climate Action Plan to Climate and Land Use Adaptation Plan and/or merge with Energy Management Plan to truly be a Climate Action Plan. The Energy Management Program will remain in-place at OWASA. Update watershed protection study, considering climate and land use change impact on water quality and quantity.

Community Engagement

Clearly define a process to receive and analyze feedback from the customers/community that is reliable and useful.

Emergency Management and Cybersecurity

No feedback or comments.

Service Reliability and Resiliency

Assess effectiveness of capital investment strategy (i.e. accuracy of models) and the continual assessment of the effectiveness of prioritization models and other asset management tools. Build in a feedback loop for our asset management tools as recurring updates to the Asset Management Plan as well as the initiative to “Establish and implement [a] capital investment strategy”.

Next Steps

Feedback from staff and the community will be conducted; a final strategic plan will be provided for the Board’s approval in the fall of 2022.