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**South Central Connecticut Regional Water Authority
Strategic Planning Committee**

Minutes of the November 17, 2022 Meeting

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, November 17, 2022, via remote access. Chair Borowy presided.

Present: Committee Members Present– Messrs. Borowy, DiSalvo, Curseaden, LaMarr and Ms. Sack
Management – Mss. Kowalski, Calo, and Augur, and Messrs. Bingaman, Donovan, Lakshminarayanan, and Singh
RPB – Mr. Oslander
Staff – Mrs. Slubowski

The Chair called the meeting to order at 1:19 p.m.

On motion made by Mr. Curseaden, seconded by Ms. Sack, and unanimously carried, the committee approved the minutes of its August 25, 2022 meeting.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Service, provided an overview of the RWA’s FY 2023 second quarter business improvements update, which included:

- Intranet improvements
- Commercial business field implementation
- Construction and jobbing improvements
- Capital Planning Improvements
- Improvements to the RWA’s Integrated Voice Response system
- Lab/Laboratory Information Management System improvements

Committee members discussed cost/benefit analysis, opportunities, industry best practice and standards, prioritization approach, process areas, and performance metrics.

At 1:45 p.m., on motion made by Mr. DiSalvo, seconded by Ms. LaMarr, and unanimously carried, the committee meeting adjourned.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Aye

David Borowy, Chairman

Strategic Planning Committee

FY2024 Work Plan

The Strategic Planning Committee, in collaboration with the CEO and management team, develops and recommends the overall strategic direction for the enterprise, monitors progress, reviews results as a basis for setting new strategy, and recommends actions to the Regional Water Authority (RWA) consistent with the Strategic Plan.

June 2023

- Review FY23 Year-End Strategic Action Plan Update & Global Metrics
- Review FY24 Strategic Action Plan & Global Metrics
- Special Topic (Customers & Constituents): Customer Service Experience & Collections Strategy*

August 2023

- Succession Planning Update
- Special Topic (Employee Learning & Growth): Employee Engagement & Diversity, Equity & Inclusion*

November 2023

- Internal Business Process Improvements Update
- Special Topic (Financial): Utility & Commercial Business Financial Health*

February 2024

- Review FY24 Six-Month (June-November 2023) Strategic Action Plan Update & Global Metrics
- Special Topic (Internal Business Process): Technology Roadmap & Cybersecurity*

**Topic and timing subject to change*