

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

Minutes of the June 23, 2022 Meeting

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, June 23, 2022, via remote access. Chair Borowy presided.

Present: Committee Members Present – Messrs. Borowy, Curseaden and DiSalvo, and Mss. LaMarr and Sack
Management – Mss. Bochan, Hill, Kowalski and Verdisco, and Messrs. Bingaman, Canterbury, Donovan, Lakshminarayanan, Matharu, and Singh
RPB – Mr. Mongillo
Staff – Mrs. Slubowski

The Chair called the meeting to order at 1:24 p.m.

On motion made by Ms. LaMarr, seconded by Mr. Curseaden, and unanimously carried, the Strategic Planning Committee voted to approve the minutes of its February 24, 2022 meeting.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Aye

Mr. Bingaman, the RWA’s President and Chief Executive Officer, stated that management would be presenting an update of the RWA’s FY 2022 Strategic Action Plan and Global Metrics. Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Service, Ms. Verdisco, the RWA’s Chief Human Resources Officer & Vice President of Corporate Services, Ms. Kowalski, the RWA’s Vice President of Financial Reporting & Analysis, and Mr. Lakshminarayanan, the RWA’s Vice President of Engineering and Environmental Services provided an update of the four perspectives of the balanced scorecard, 12 strategies, and action plans for:

- Customers/Constituents
- Employee Learning & Growth
- Financial
- Internal Business Process

He reported that the RWA successfully completed all actions in FY 2022. Mr. Bingaman also reviewed a summary of the global metrics. He stated that 7 out of 8 global metrics were met and, as a result, a payout of 1% of base compensation for FY 2022 will be contributed to employees’ 401K plans for their contributions, either directly or indirectly, related to the achievement of the global metrics and advancement of the organization’s strategic plan.

Mr. Bingaman highlighted that the Authority would also be receiving a presentation for the FY 2023 Strategic Action plan. He reviewed the background and elements of the FY 2023 strategic planning process. As a part of the process, employees were invited to join in the development of the action plan and metrics. He highlighted that over 50% of employees volunteered for the strategic planning sessions, then four teams, one for each perspective, were formed, and the four RWA Team Leads would be joining the meeting to review the strategies and objectives.

Ms. Bochan, the RWA’s Business Transformation Director, reviewed the Customer and Constituents Perspective, which included:

- Improving Customer Satisfaction
- Utilizing Technology to Enhance the Customer Experience
- Increasing Constituent Support of the RWA

Mr. Matharu, the RWA’s Distribution Systems Operations Manager, reviewed of the Employee Learning & Growth Perspective, which included:

- Advancing Workforce Safety
- Developing Employees by Improving Knowledge, Skills and Abilities
- Fostering a Diverse, Inclusive and Engaged Workforce

Mr. Canterbury, the RWA’s Senior Project Engineer, reviewed the Financial Perspective, which included:

- Expanding Commercial Revenue Sources to Mitigate Rate Increases
- Improving the Financial Operating Performance of the RWA
- Strengthening Pension and Retirement Funding

Ms. Hill, the RWA’s Business Partner of Customer Service, reviewed the Internal Business Process Perspective, which included:

- Effectively Managing and Maintaining our Core Business
- Sustainably Managing Our Natural Resources to Deliver Reliable, Safe Water
- Embracing Innovation and New Technology

Mr. Bingaman, reviewed the FY 2023 Metrics targets and levels that consist of 7 global metrics and four defined executive metrics, for a total of 11. He stated that the global metrics are based on the four perspectives of the balanced scorecard and are S.M.A.R.T. (Specific, Measurable, Actionable, Relevant, and Time bound) and serve as benchmarks for the organizations global metric bonus program.

After discussion, on motion made by Mr. DiSalvo, seconded by Ms. LaMarr, the Committee voted to adopt the RWA’s FY 2023 Strategic Action Plan. The Chair called for the vote:

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Aye

At 3:12 p.m., on motion made by Mr. DiSalvo, seconded by Mr. Curseaden, and unanimously carried, the committee meeting adjourned.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye

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UNAPPROVED DRAFT

LaMarr Aye
Sack Aye

David Borowy, Chairman