

**ORANGE WATER AND SEWER AUTHORITY** 

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

### <u>Agenda</u> <u>Special Work Session of the OWASA Board of Directors</u> <u>Wednesday, December 19, 2018, 6:00 P.M.</u> <u>OWASA Board Room</u>

A Special Work Session of the Board of Directors of Orange Water and Sewer Authority is hereby called and will be held on Wednesday, December 19, 2018, at 6:00 PM, in the OWASA Board Room, 400 Jones Ferry Road, Carrboro, to Discuss Communications and Community Engagement.

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 <u>aorbich@owasa.org</u>.

The Board of Directors appreciates and invites the public to attend and observe its meetings. For this Special Meeting, public comments are invited only on 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 e-mail 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 timeframe allowed each speaker.

#### **Announcements**

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.

#### Discussion

1. Discuss Communications and Community Engagement (Linda Low)

Dated this 19<sup>th</sup> day of December 2018.

\s\ Yinka Ayankoya Yinka Ayankoya, Chair of the Board

# Agenda Item 1:

Discuss Communications and Community Engagement

# Purpose:

The Communications and Community Relations Officer (CCRO) has met individually with more than 30 representatives – at OWASA and in the community – to listen and learn from their experiences with OWASA, about their perceptions of the organization, their needs from the organization, and their goals for the organization. The objective of the exercise was to help shape the development of a communications and community engagement plan for OWASA.

Following these interviews, the CCRO shared the highlights of her findings and facilitated two planning discussions – one with OWASA's director team and one with a representative group of staff – to ensure the communications planning process is participatory and representative of organizational needs at all levels.

At the Board meeting, the CCRO will share her findings from her interview series and her facilitated discussions with OWASA staff. The CCRO will facilitate a similar discussion with the board to ensure their insights as leaders in the community, who are in touch with the engagement needs of the community, are incorporated. She will invite dialogue on the data presented and feedback on the development of the communications plan, priorities, and processes that are currently in development.

### **Information:**

None

December 19, 2018