

**MISSION:** To provide municipal water and wastewater service to County residences and businesses in the Primary Service Area between Toano and Grove and to operate dedicated detached water systems in other areas of the County in accordance with local, State, and Federal rules and regulations.

**SERVICE:** The James City Service Authority was created in 1969 to finance, construct, operate and maintain water and wastewater systems in designated areas of the County. The Authority operations are administered by a Board of Directors appointed by the County's Board of Supervisors. At the present time, they have appointed themselves as the members of the Board of Directors to more fully coordinate activities with those of the County in the planning and development of utility systems

### **STRATEGIC MANAGEMENT PLAN**

#### ***DIRECTION NO. 1 - Plan responsibly for the needs of a growing, diverse community.***

**PATHWAY**– Improve availability of drinkable water and increase reliability of wastewater pumping facilities.

#### **ACTIONS – WATER SUPPLY**

1. Enhance operational effectiveness and reliability of the James City Service Authority water distribution and transmission systems.
2. Improve availability of drinkable water and facilities to meet projected customer growth.
3. Improve water quality and reduce Total Coliform positive analysis of routine monthly bacteriological samples.
4. Increase the reliability and security of all water production facilities and reduce emergencies.
5. Increase the reliability of the water distribution systems.

#### **ACTIONS – WASTEWATER INFRASTRUCTURE**

1. Enhance operational effectiveness and reliability for the wastewater gravity sewer and force main systems.
2. Increase reliability of wastewater pumping facilities to reduce spill potential and reduce operating costs.

#### ***DIRECTION NO. 2 – Steward the natural environment and historic heritage.***

**PATHWAY**– Enhance operational effectiveness and reliability of the wastewater gravity sewer and force main collection system.

#### **ACTIONS – WASTEWATER SPILLS**

1. Enhance operation's effectiveness and reliability for the wastewater gravity sewer and force main systems.
2. Reduce the number of wastewater spills within the collection system.
3. Reduce the number of wastewater spills within the pumping facilities.
4. Increase the reliability of the wastewater collection to reduce costs and eliminate backups.