

REGULAR SESSION –WEDNESDAY, JUNE 22, 2022

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Regular Session on Wednesday, June 22, 2022 at 6:00 P.M. The following Board Members were present: Mary Gonzales, President; Rose Mulvany Henry, Vice President; Thomas Groneman, Secretary; Jeff Bryant and David Haley. Robert L. Milan was absent.

Also present: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Steve Green, Executive Director Water Operations; Jeremy Ash, Executive Director Electric Operations; Dong Quach, Executive Director Electric Production; Maurice Moss, Executive Director Corporate Compliance; Jerry Sullivan, Chief Information Officer; Dennis Dumovich, Director of Human Resources; Andrew Ferris, Director Electric Supply Planning; David Mehlhaff, Chief Communications Officer; Andrea Cunningham, Benefits Specialist; Mark Masloski, Meter Data Management System Analyst; and Robert Kamp, IT Project Manager.

A tape of this meeting is on file at the Board of Public Utilities.

Ms. Gonzales called the Board meeting to order at 6:03 P.M. She welcomed all that were listening to or viewing the meeting. She stated that the Board felt it was necessary to offer the use of technology for staff as well as for the general public. During the public comment section, members of the public who wished to speak to the Board using Zoom needed to use the Raise Hand feature at the bottom of the application or window to signal that they wish to address the board during the public comment section. Members of the public connected by phone only, needed to press *9 to indicate they wished to address the Board in the public comment section. Staff would assist those attending in person. During the public comment section of the agenda, community members would be asked to provide their name and address and had five minutes to speak. As always, the public could also email or call the BPU with any concerns. The agenda and presentations could be found on the BPU website or if they were using Zoom they would appear on their screen. Ms. Gonzales introduced herself and the other Board Members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board Members were present except Mr. Milan who was absent.

Item #3 – Approval of Agenda

A motion was made to approve the Agenda by Mr. Bryant, seconded by Ms. Mulvany Henry, and unanimously carried.

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Item #4– Approval of Work Session Minutes of June 8, 2022

A motion was made to approve the minutes of the Work Session of June 8, 2022, by Ms. Mulvany Henry, seconded by Mr. Bryant, and unanimously carried.

Item #5– Approval of Regular Session Minutes of June 8, 2022

A motion was made to approve the minutes of the Regular Session of June 8, 2022, by Mr. Bryant, seconded by Ms. Mulvany Henry, and unanimously carried.

Item #6 – Public Comments

There were no comments.

Item #6 – 20/20 Leadership

Ms. Marnie Morgan, Executive Director of 20/20 Leadership, along with participating students of 20/20 Leadership spoke to the Board about the program. The students talked about the impact that the program had on their academic growth as well as other areas such as; confidence, team building and networking. They also spoke about various projects they had completed in their schools as a result of their participation in the 20/20 Leadership program. (See attached.)

Item #7 – General Manager / Staff Reports

- i. *Human Resource Quarterly Update:* Mr. Dennis Dumovich, Director of Human Resources, and Ms. Andrea Cunningham, Benefits Specialist, presented the results and recommendations of the BPU Employee Survey to the Board. The presentation included an overview of the survey, the employee responses and how the results would impact next steps. (See attached PowerPoint).

Mr. Dumovich and Ms. Cunningham responded to questions and comments from the Board.

- ii. *APPA Community Service Award:* Mr. David Mehlhaff, Chief Communications Officer informed the Board that BPU had received the Sue Kelly Community Service Award at the American Public Power (APPA) Conference.

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- iii. *Miscellaneous Comments:* Mr. Andrew Ferris, Director Electric Supply Planning, updated the Board on upcoming Energy Rate Component (ERC) rate adjustments. The ERC charge on the bill captured fuel costs, purchase power activities, and those types of market activities that were used to provide power to our customers.

Mr. Ferris answered questions from the Board.

Mr. Dong Quach, Executive Director Electric Production, and Mr. Johnson gave a coal train update.

Mr. Johnson also reported on a Unified Government (UG) Government Efficiency taskforce meeting he had attended. The taskforce requested to see the BPU budget, the BPU Organization Chart, and the Strategic Plan. Mr. Johnson and staff would be giving a summary version of the BPU budget to the taskforce in the near future.

Item #8 – Board Comments

Mr. Haley thanked everyone for the evening’s presentations. He proposed having a resolution that stated the Board’s desire to see a bifurcation of the bills. He requested that the topic be on the next Work Session agenda.

Mr. Groneman had no comments.

Mr. Bryant commented on the Cold Weather Policy and thanked staff for the work they did. He also acknowledged the 83 days of safety as well as the good work of 20/20 Leadership. He asked that the Economic Fund request be put on the next Regular Session agenda.

Ms. Gonzales had no comments.

Ms. Mulvany Henry commented on the coal situation.

Item #9 – Adjourn

A motion was made to adjourn at 8:04 P.M. by Mr. Bryant, seconded by Ms. Mulvany Henry, and unanimously carried.

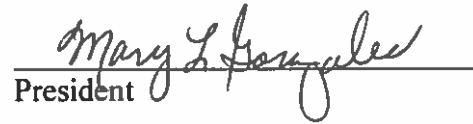
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ATTEST:


Secretary

APPROVED:


President

BPU EMPLOYEE SURVEY

Results & Recommendations

June 22, 2022

- **Accomplishments From 2020 Survey**
- **Employee Survey Overview**
- **2022 Results**
- **Next Steps**

2022 Survey Overview

Distribution Review

1. Survey link sent via email (including multiple reminder emails and included in Watts and Water newsletter)
2. Postcard sent to employee homes with QR code to online survey
3. Text messages with survey link
4. Printed copies and flyers for certain locations
5. 38 questions

Total Responses

- 375 Responses or 73% of organization
 - Expected response rate is 30%
- 63% of responses in operations
- 65% of responses were non-management
- 53% of responses were bargaining unit

2021 Recommendations/Accomplishments

1. **Send Post-Survey email to employees from leadership (Completed)**
 - Thank employees for their participation
 - Announce some next steps/action items

2. **Communicate Compensation Statements for BPU benefit plans and comparisons (Completed)**

3. **Develop supervisor/employee relationship training to improve communication and mgmt. skills**
 - Supervisor training started in Spring 2021 (In Progress)

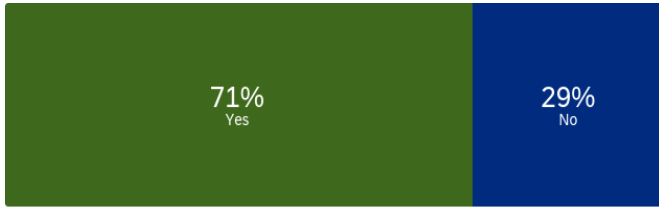
4. **Year-round benefits communication campaign (Completed Microsite, QR codes, In Person Meetings, Online Open Enrollment, Home mailers, etc.)**
 - Ensure bulletin board has online applicability (i.e. QR codes)
 - Consider website/Intranet that has all needed benefits information (can be used for employees, new hires and as a recruiting tool)
 - Develop benefits app for cell phones

2022 Survey Results

Q

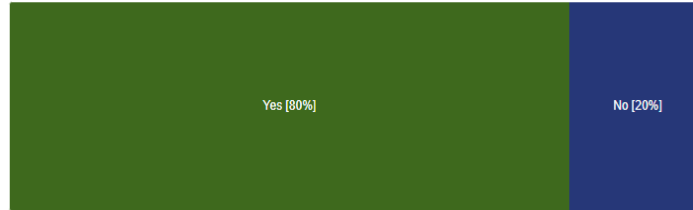
Do you believe BPU lives out our mission of “focusing on the needs of its customers, improving quality of life in our community while promoting safe, reliable and sustainable utilities”?

2020



■ Yes (71%, 199) ■ No (29%, 82)

2022



■ Yes [80%, 235] ■ No [20%, 57]

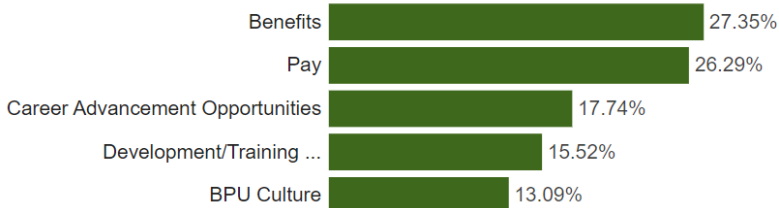


Increased by 9%

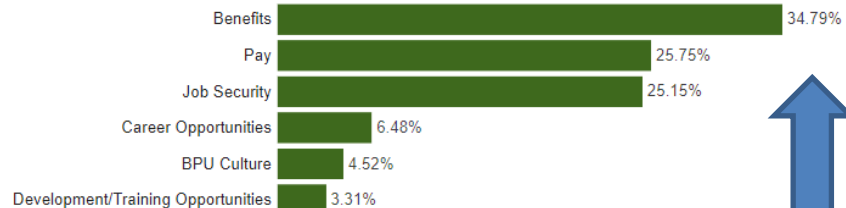
Q

What are the most important areas for employee satisfaction at BPU?

2020

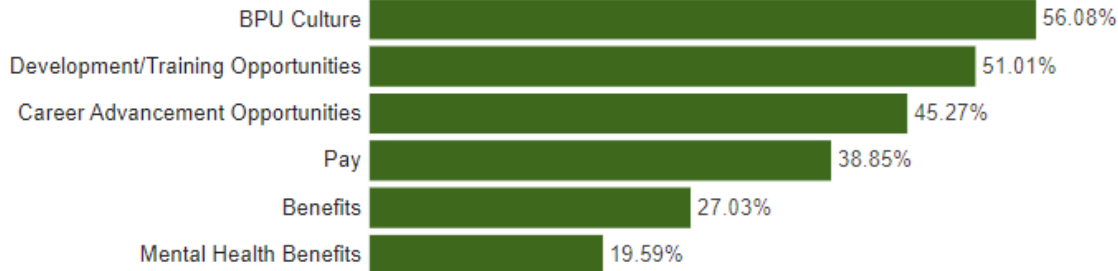


2022



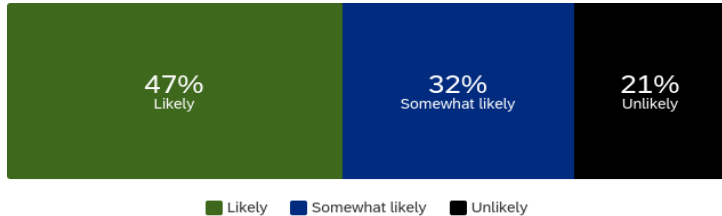
Benefits importance increased by 7%

Q What are the areas that need the most improvement at BPU?

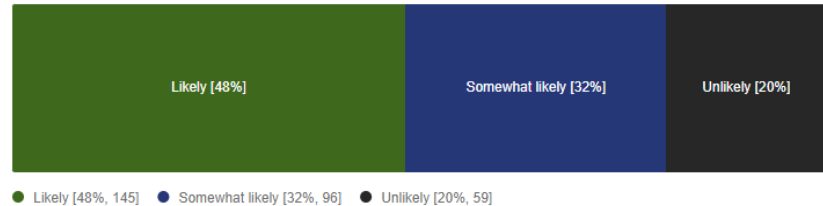


Q How likely are you to recommend our company as a good place to work?

2020



2022

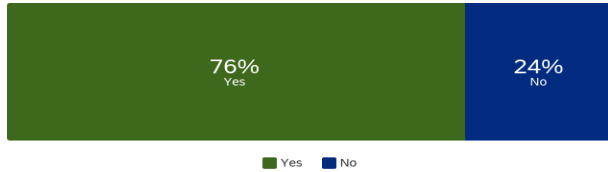


- 80% are likely or somewhat likely to recommend BPU

Q

I have the workspace/equipment I need to do my job well.

2020



2022

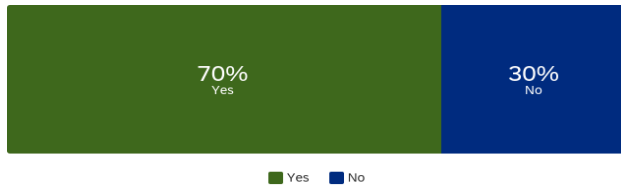


Increased by 12%

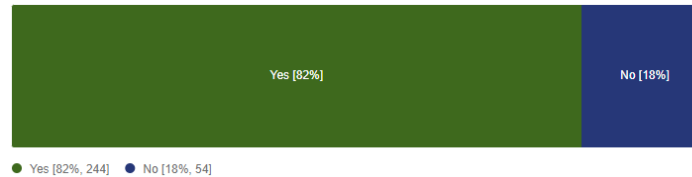
Q

People in my immediate work area well together as a team.

2020



2022



Increased by 12%

- Both questions offered the majority of favorable responses

Q

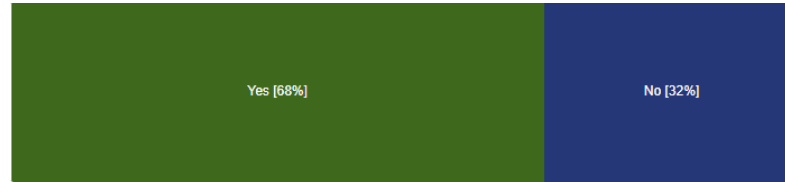
My immediate supervisor gives people recognition when they are productive.

2020



■ Yes ■ No

2022



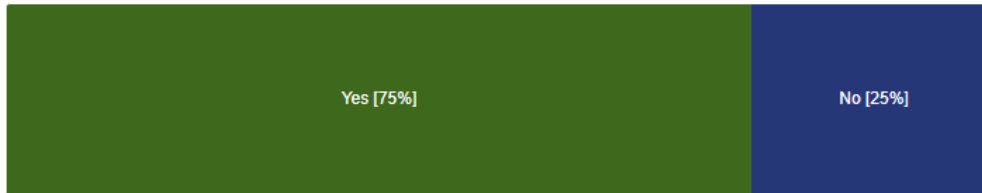
● Yes [68%, 198] ● No [32%, 95]



Increased
by 12%

Q

Do you feel your supervisor cares about your success at work?



● Yes [75%, 196] ● No [25%, 64]

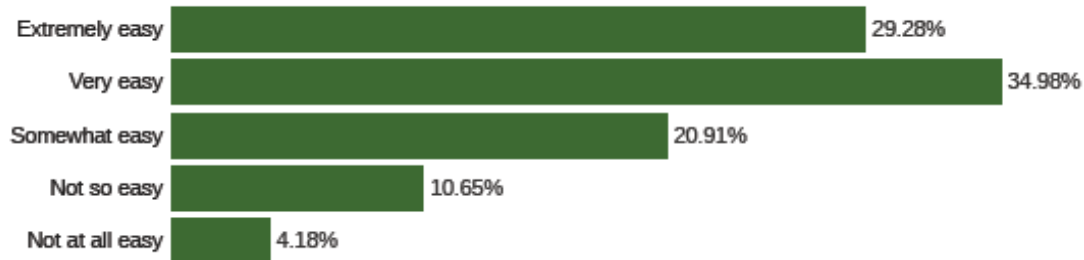
Q

Do you feel your supervisor cares about your wellbeing outside of work?



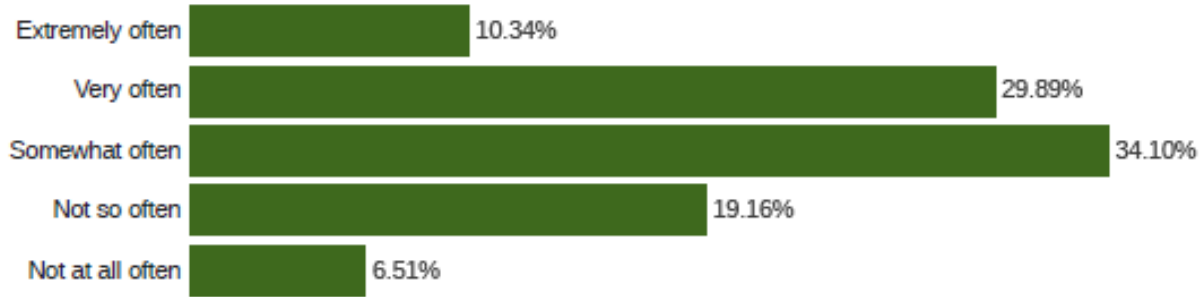
Q

How easy is it to get help from your supervisor when you want it?



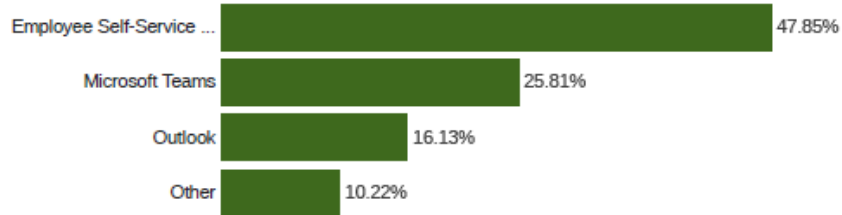
Q

How often does your supervisor give you feedback about your work?

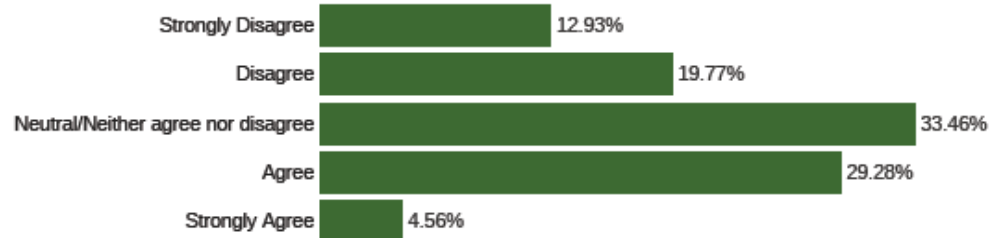


Growth & Training Opportunities

Q What application training would you like to take part in?

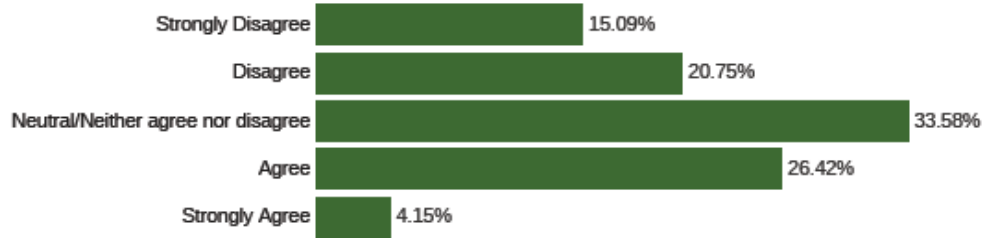


Q I am satisfied with my opportunities for professional growth.



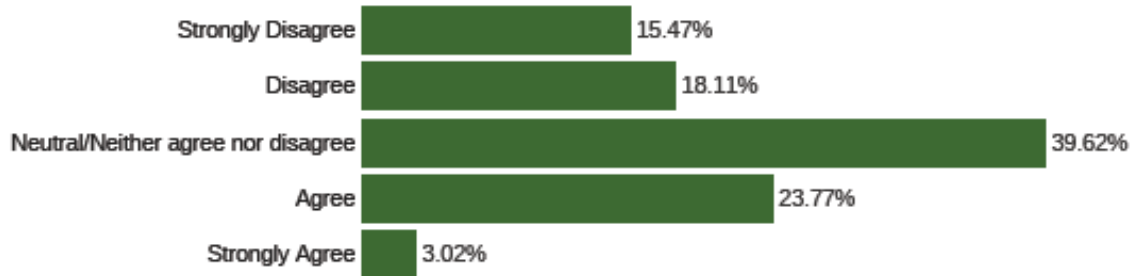
Q

I am pleased with the career advancement opportunities available to me.



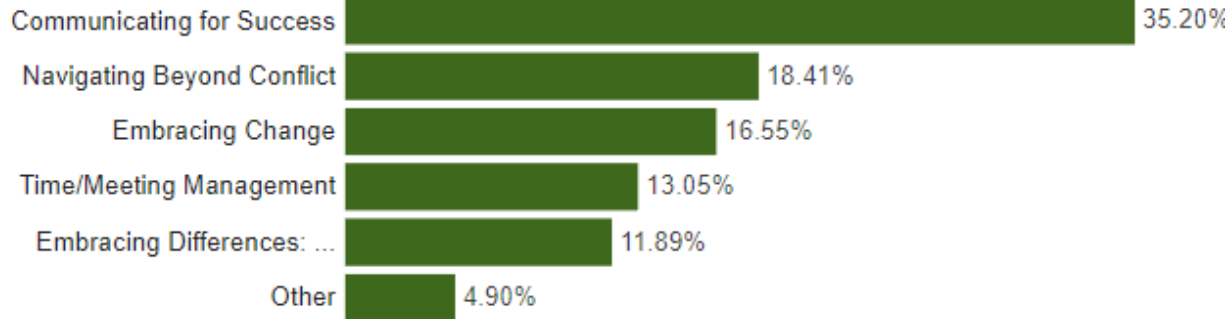
Q

My organization is dedicated to my professional development.



Q

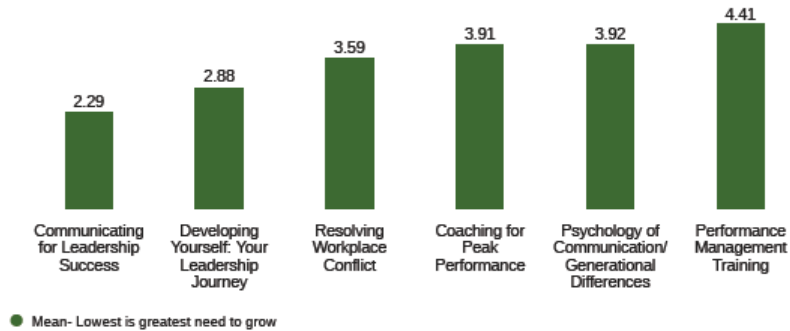
What skills would you like to further develop as an employee of BPU?



- When given the option to write in 'other' responses included:
 - Managing emotional stress/workload/documentation = 4 responses

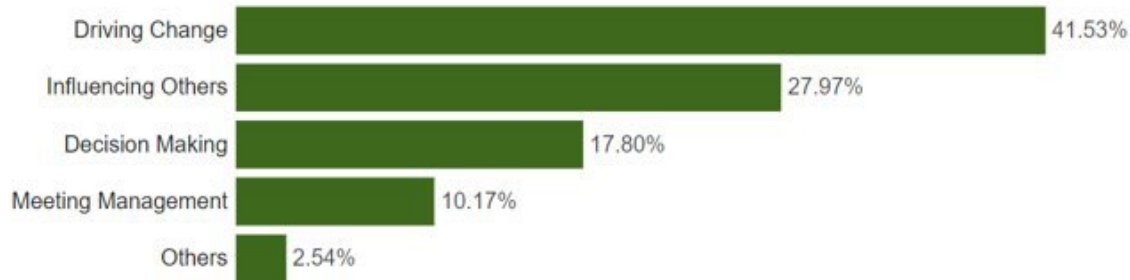
Q

Rank the trainings that you feel you need in order to grow in your role in a supervisory role at BPU.



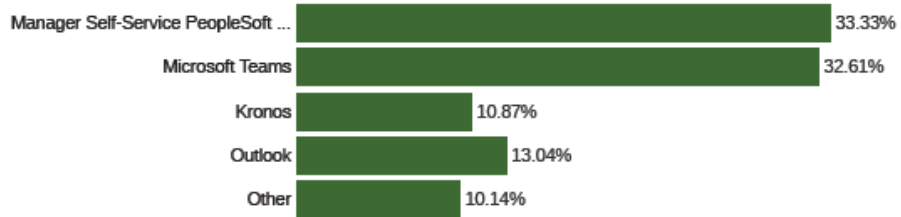
Q

What skills as a supervisor would you like to further develop?



Q

What applications training would you like to take part in?



Q

Do you feel you have the tools/resources to perform in your role as supervisor at this time?



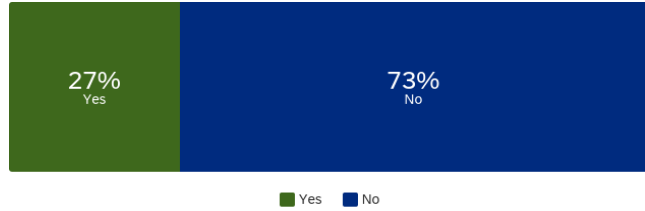
● Yes [86%, 67] ● No [14%, 11]

Communication & Education

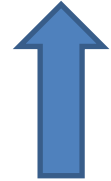
Q

Do you feel well informed about what is going on within BPU?

2020



2022

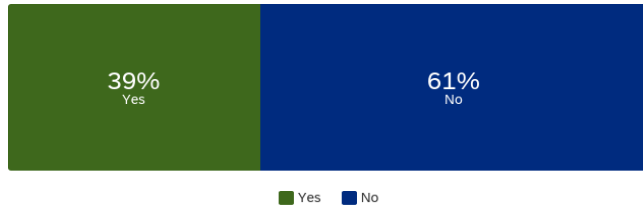


Increased by 19%

Q

Does your immediate supervisor keep you informed on what is going on within BPU?

2020



2022



Increased by 15%

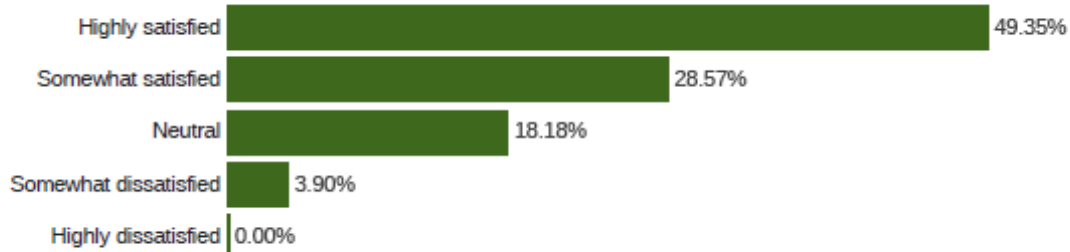
Q

Did you use the new BPU Benefits Website last year during Open Enrollment?



Q

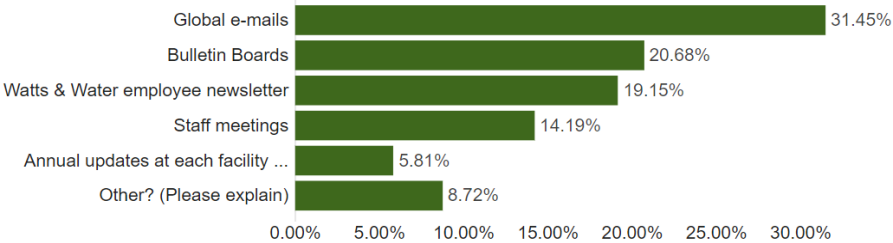
How satisfied were you with the experience using the BPU Benefits Website?



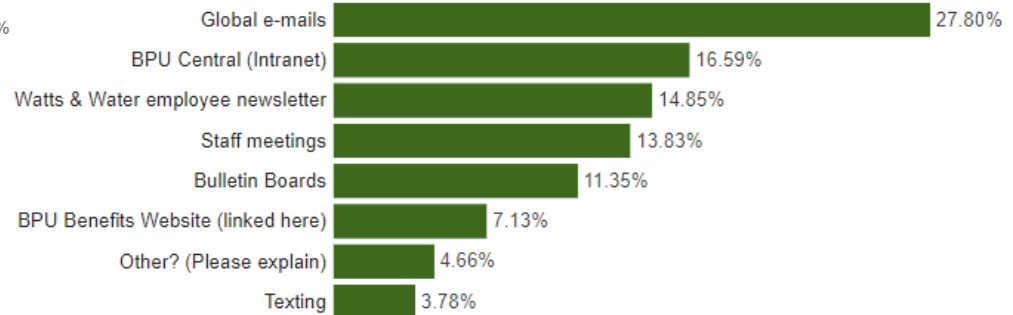
Q

BPU provides information to you in a variety of ways, using a number of different sources. For each of the avenues listed, please select the ones you use to get information about what is happening at BPU.

2020



2022

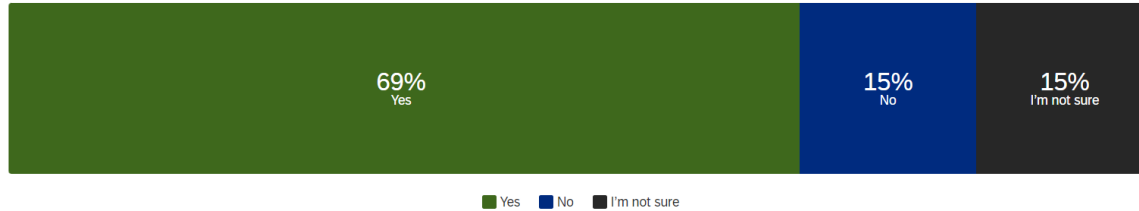


- When given the option to write in 'other' responses included:
 - Word of mouth = **5 responses**

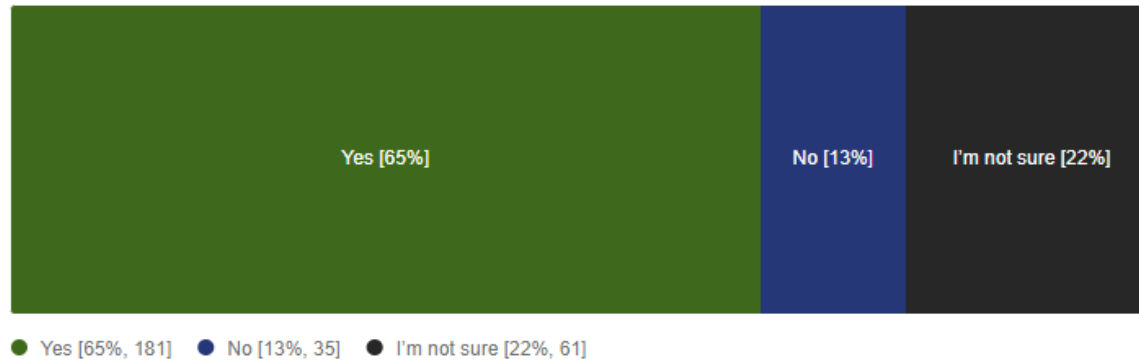
Q

Do you believe BPU's benefits are competitive to those offered at similar companies?

2020



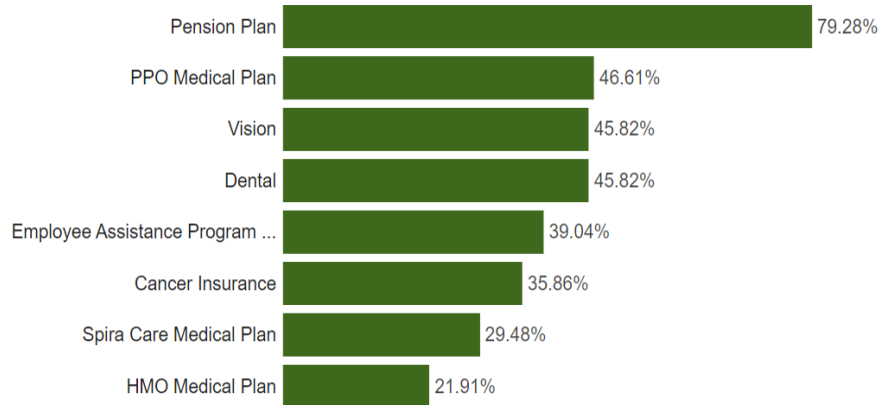
2022



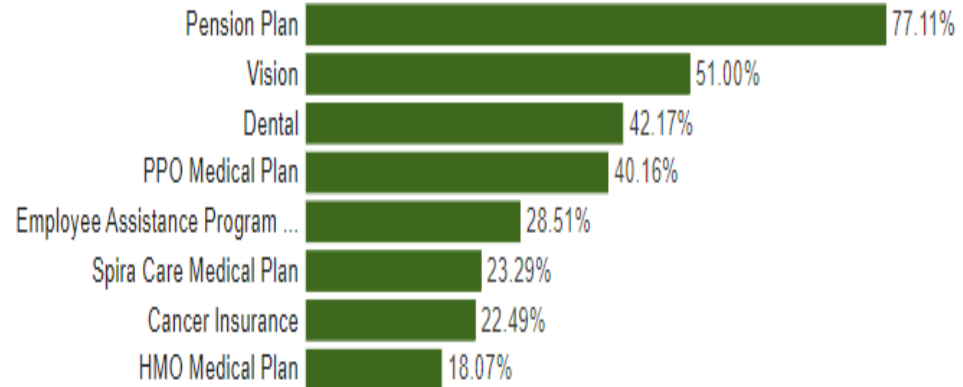
Q

Please select all the benefits you would like to more fully understand by BPU providing additional educational materials.

2020



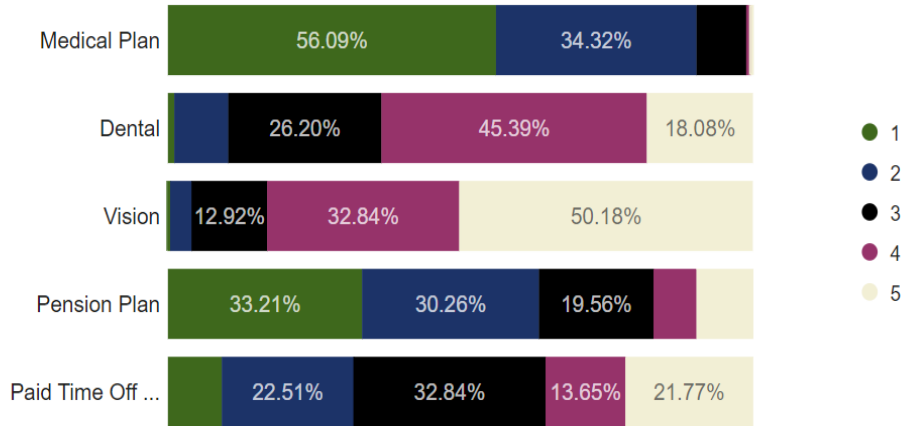
2022



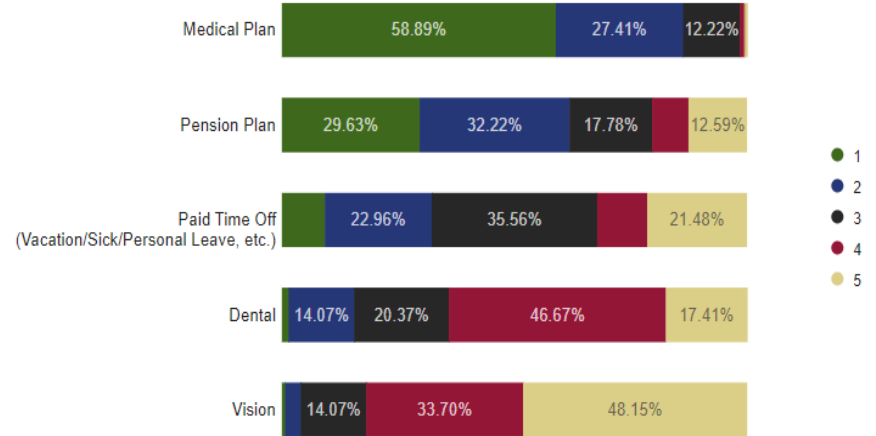
Q

Which of the following benefits do you value the most?

2020



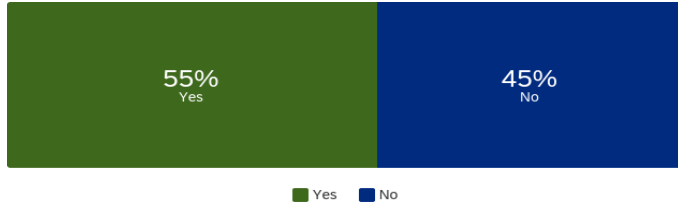
2022



Q

The information I receive about my benefits plan is easy to understand.

2020



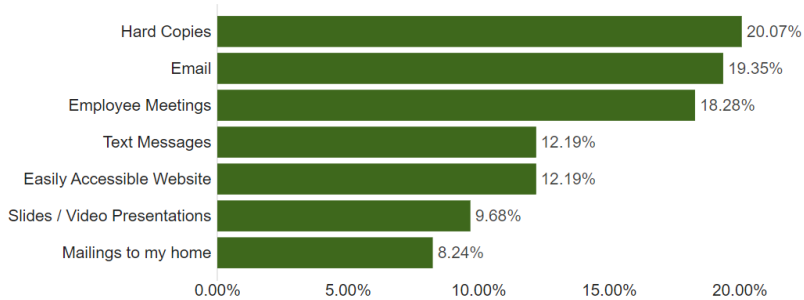
2022



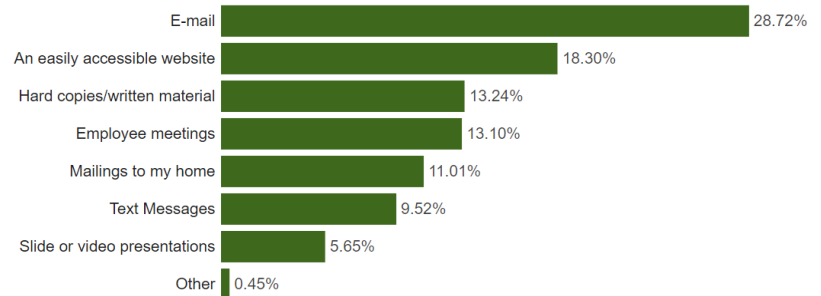
Q

What is your preferred method for receiving communication?

2020



2022



- When given the option to write in 'other' responses included:
 - Zoom/verbal with supervisor = 2 responses

1. **Conduct follow-up Focus Group with questions themed on solutions to improve culture, training and development and career advancement opportunities.**
2. **Continue supervisor training and extend various training and career development opportunities to individual contributors.**
3. **Include specific competitive benchmark information in communication materials to ensure employees understand BPU's investment in benefits.**
4. **Utilize survey statistics and testimonials in BPU recruiting efforts.**
5. **Deploy an employee recognition program to improve culture.**