

Board of Public Utilities  
Kansas City, Kansas

**BOARD AGENDA**

Regular Session  
June 22, 2022 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
  - \_\_\_\_\_ David Haley, At Large, Position 2
  - \_\_\_\_\_ Tom Groneman, District 2
  - \_\_\_\_\_ Robert L. Milan, Sr., District 1
  - \_\_\_\_\_ Jeff Bryant, District 3
  - \_\_\_\_\_ Mary L. Gonzales, At Large, Position 1
  - \_\_\_\_\_ Rose Mulvany Henry, At Large, Position 3
- III. Approval of Agenda
- IV. Approval of the Minutes of the Work Session of June 8, 2022
- V. Approval of the Minutes of the Regular Session of June 8, 2022
- VI. Public Comments
- VII. Community Guests
  - i. 2020 Leadership
- VIII. General Manager / Staff Reports
  - i. Human Resources Quarterly Update
  - ii. APPA Community Service Award
  - iii. Miscellaneous Comments
- IX. Board Comments
- X. Adjourn

# 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

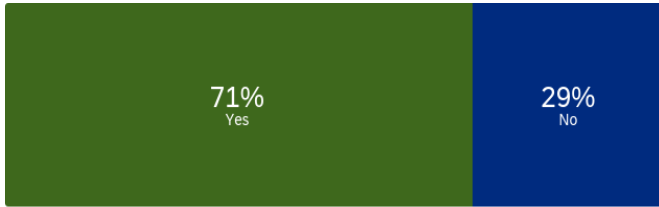
1. **Send Post-Survey email to employees from leadership (Completed)**
  - Thank employees for their participation
  - Announce some next steps/action items
  
2. **Communicate Compensation Statements for BPU benefit plans and comparisons (Completed)**
  
3. **Develop supervisor/employee relationship 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

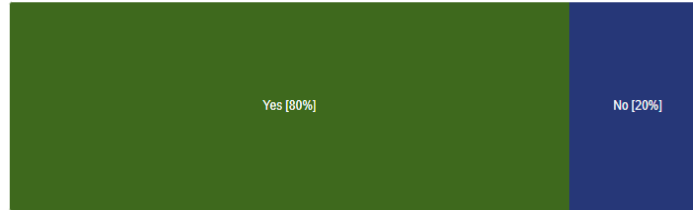
Do you believe BPU lives out our mission of “focusing on the needs of its customers, improving quality of life in our community while promoting safe, reliable and sustainable utilities”?

2020



■ Yes (71%, 199) ■ No (29%, 82)

2022



■ Yes [80%, 235] ■ No [20%, 57]



Increased by 9%

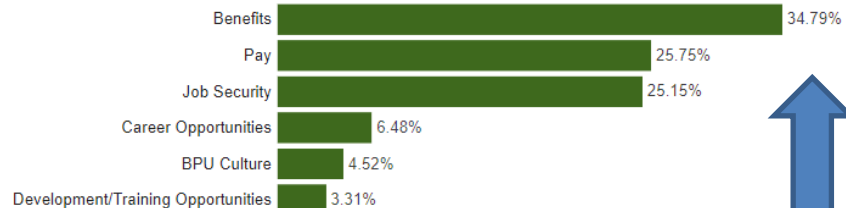
Q

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

2020

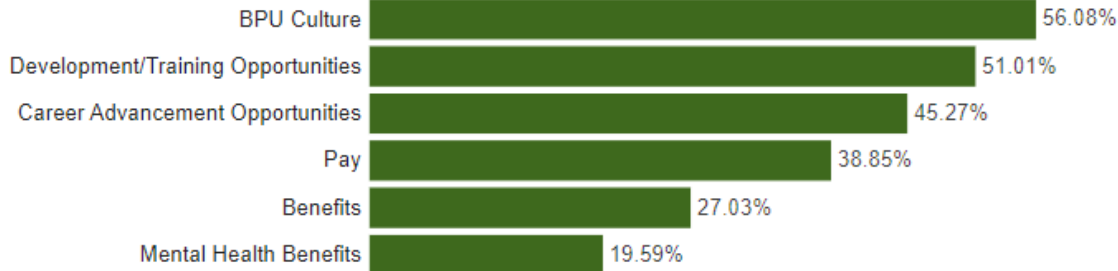


2022



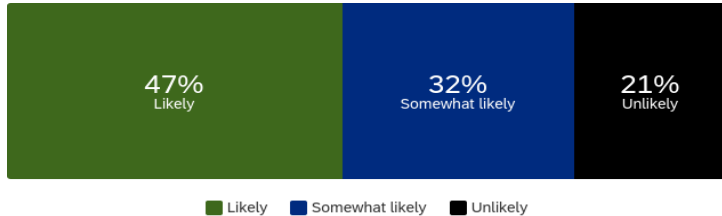
Benefits importance increased by 7%

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

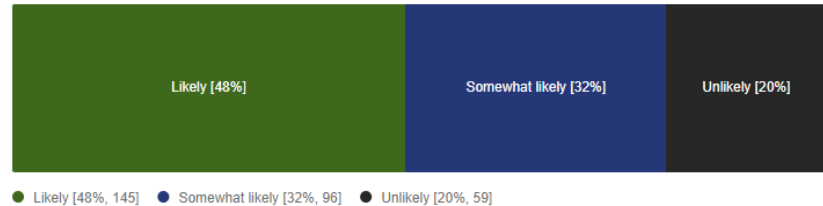


## Q How likely are you to recommend our company as a good place to work?

2020



2022



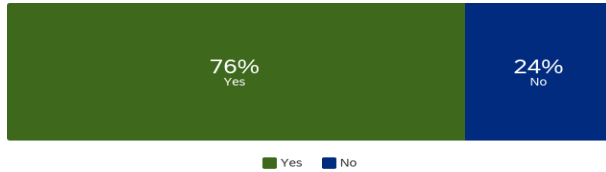
- 80% are likely or somewhat likely to recommend BPU



**Q**

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

2020



2022

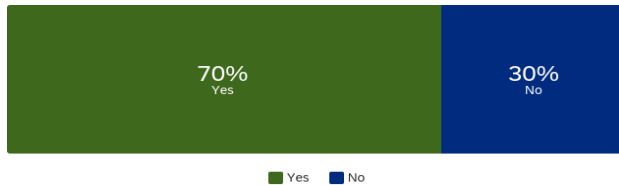


Increased by 12%

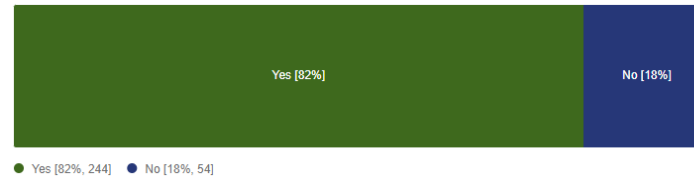
**Q**

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**

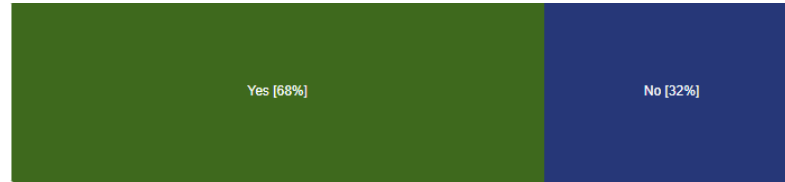
**My immediate supervisor gives people recognition when they are productive.**

**2020**



● Yes ● No

**2022**



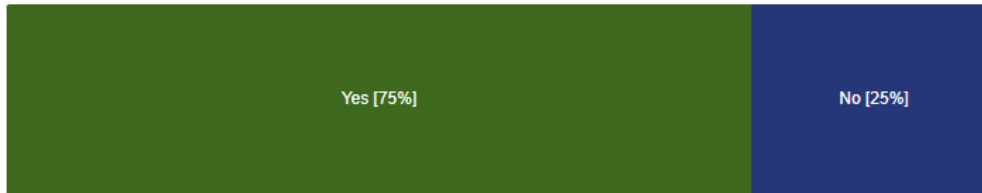
● Yes [68%, 198] ● No [32%, 95]



**Increased  
by 12%**

**Q**

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



● Yes [75%, 196] ● No [25%, 64]

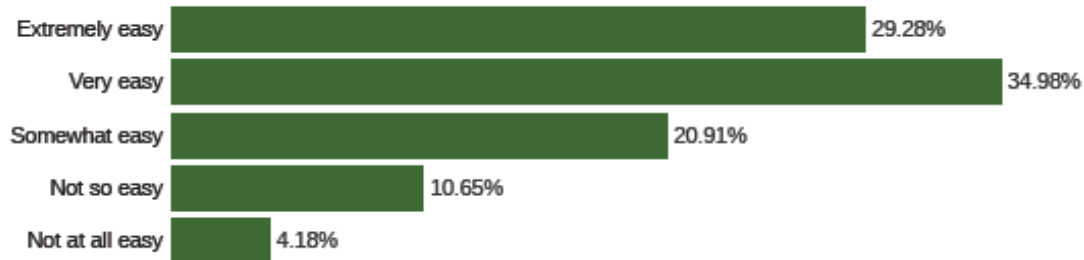
**Q**

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



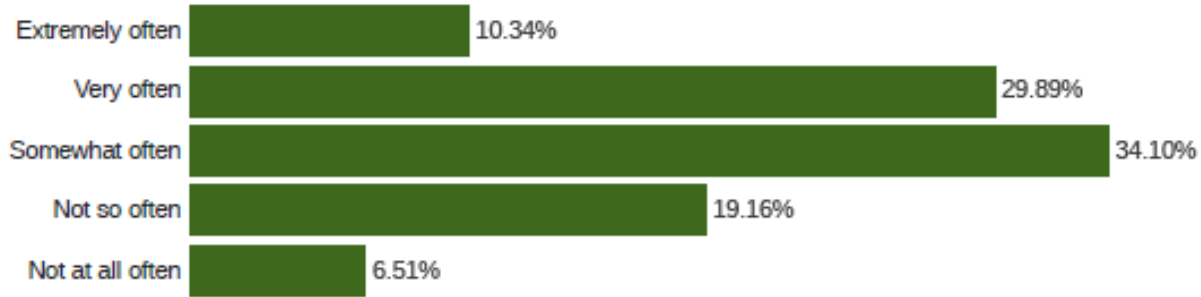
**Q**

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



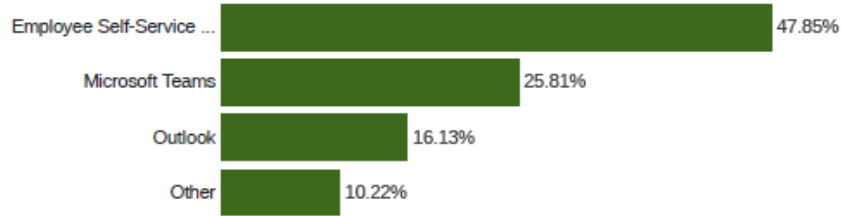
# Q

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

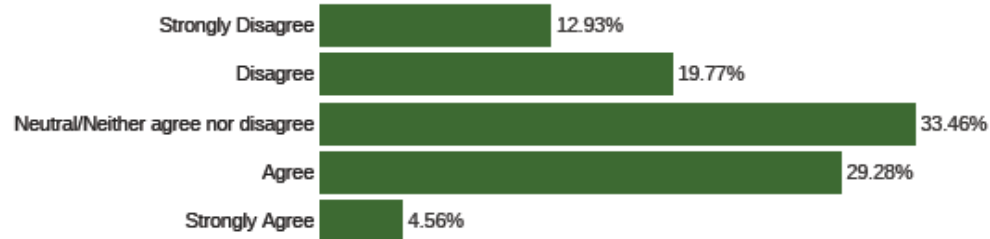


# **Growth & Training Opportunities**

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

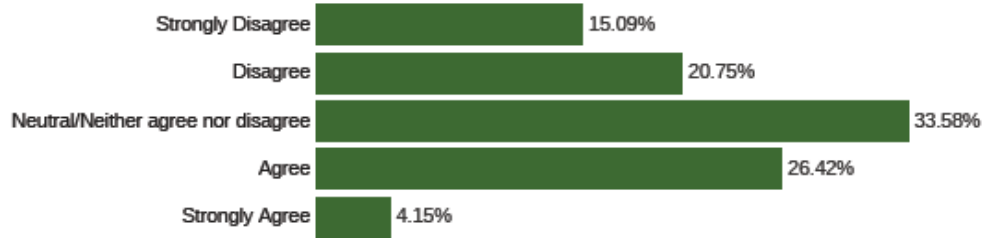


## Q I am satisfied with my opportunities for professional growth.



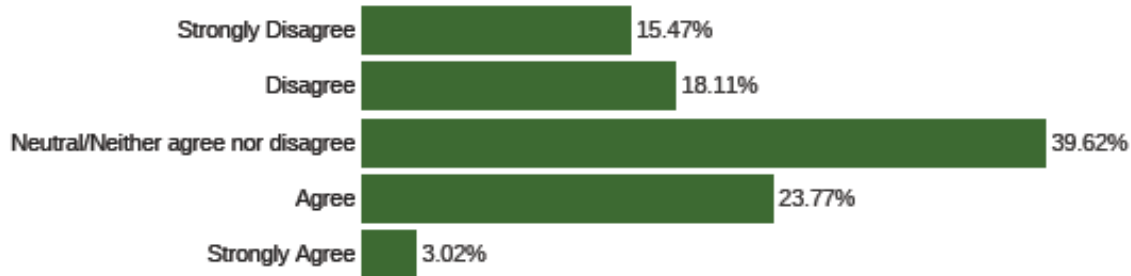
**Q**

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



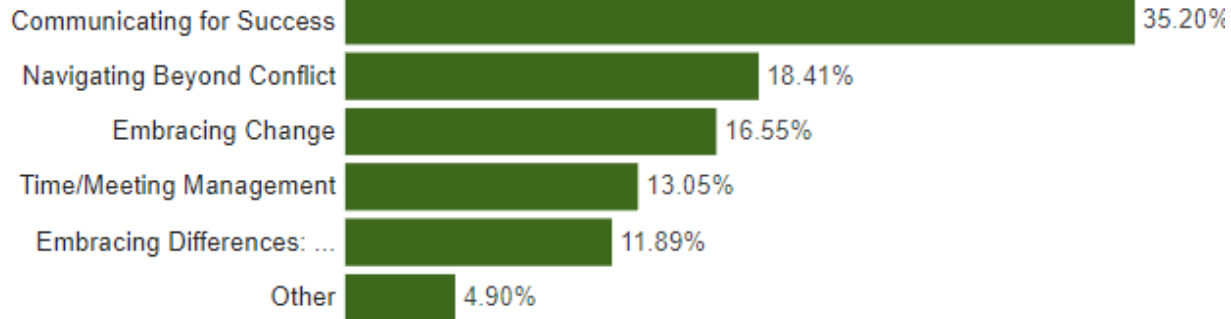
**Q**

**My organization is dedicated to my professional development.**



# Q

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

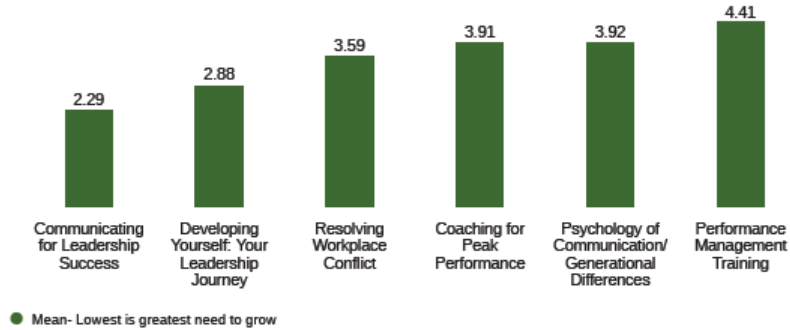


- When given the option to write in 'other' responses included:
  - Managing emotional stress/workload/documentation = 4 responses



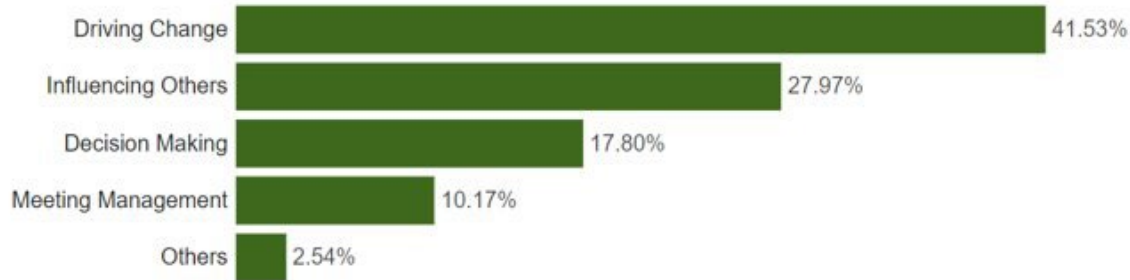
**Q**

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



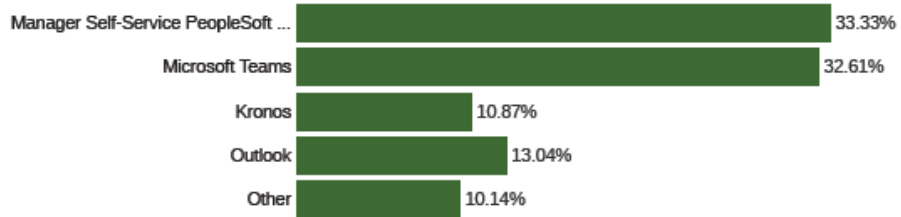
**Q**

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?



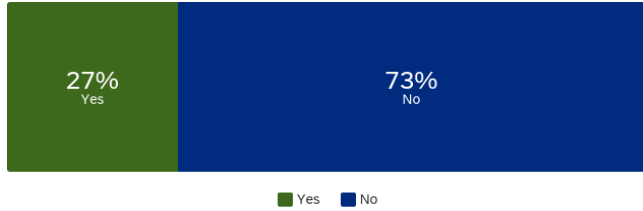
● Yes [86%, 67] ● No [14%, 11]

# Communication & Education

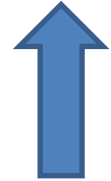
**Q**

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

**2020**



**2022**

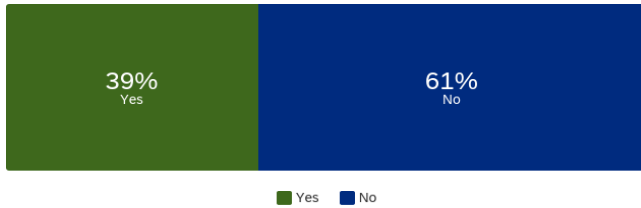


Increased by 19%

**Q**

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

**2020**



**2022**



Increased by 15%

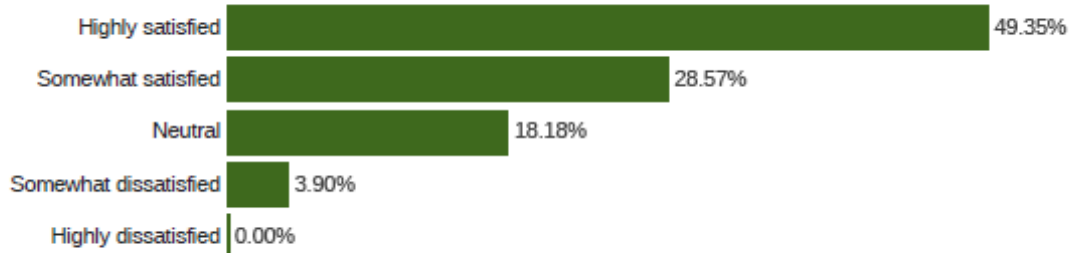
**Q**

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



**Q**

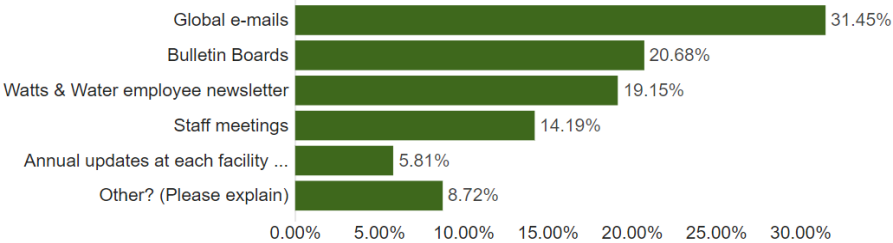
How satisfied were you with the experience using the BPU Benefits Website?



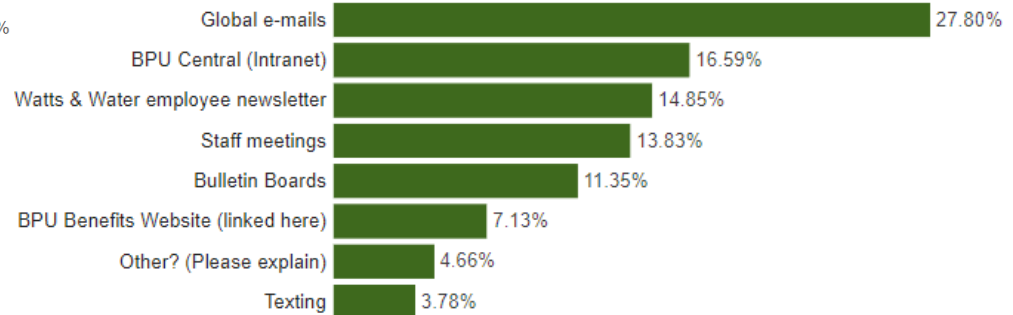
Q

**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**

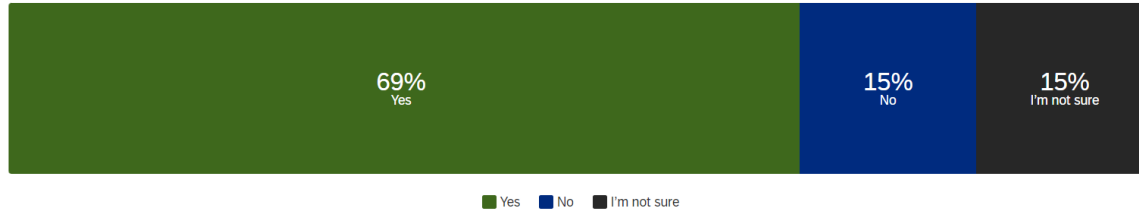


- When given the option to write in 'other' responses included:
  - Word of mouth = **5 responses**

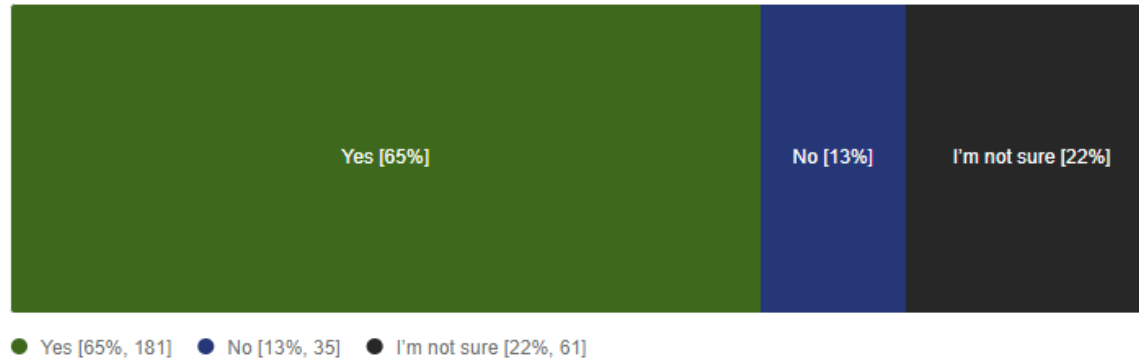
# Q

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

### 2020



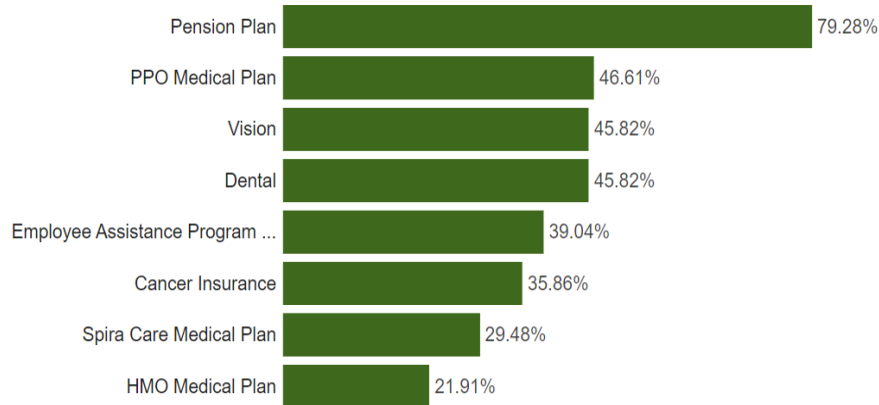
### 2022



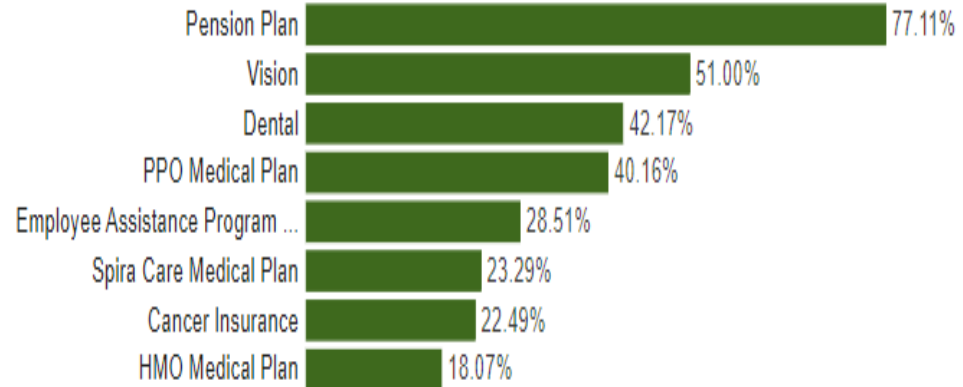
# Q

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

## 2020



## 2022

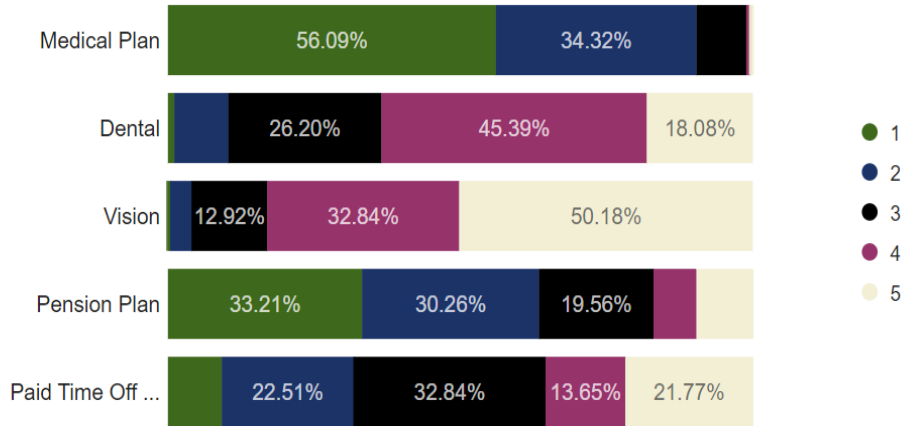




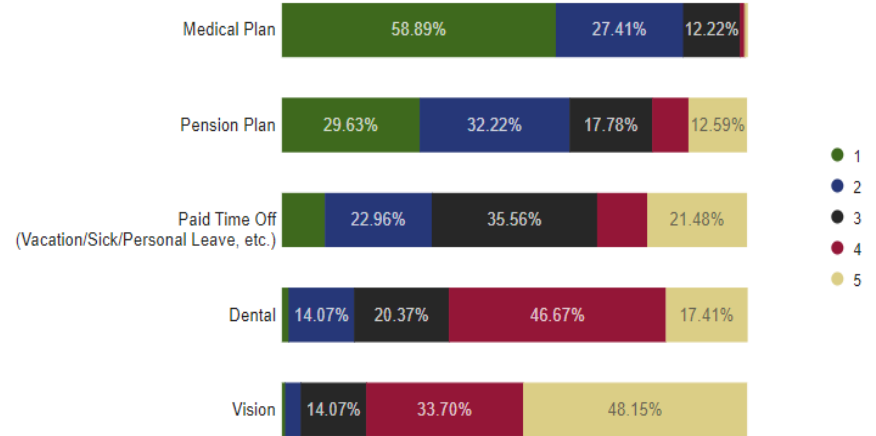
# Q

## 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**



■ Yes ■ No

**2022**

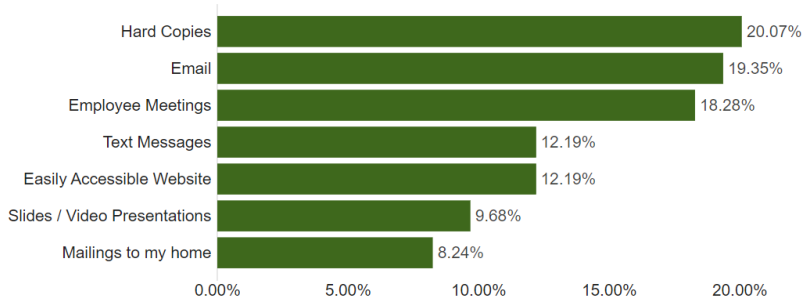


● Yes [59%, 160] ● No [41%, 110]

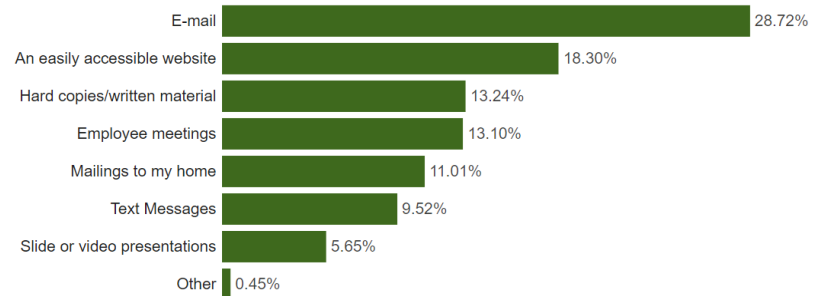
**Q**

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.**