

Regular Session

October 16, 2024 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - _____ Tom Groneman, District 2
 - _____ David Haley, At Large, Position 2
 - _____ Stevie A. Wakes, Sr., District 1
 - _____ Rose Mulvany Henry, At Large, Position 3
 - _____ Brett Parker, District 3
 - _____ Mary L. Gonzales, At Large, Position 1
- III. Approval of Agenda
- IV. Approval of the Minutes of the Work Session of October 2, 2024
- V. Approval of the Minutes of the Regular Session of October 2, 2024
- VI. Visitor Comments
- VII. IRP Public Comments
- VIII. General Manager / Staff Reports
 - i. Employee Engagement Survey Results
 - ii. S&P Rating Review
 - iii. Miscellaneous Comments
- IX. Public Comments on Agenda Items
- X. Board Comments
- XI. Adjourn



**2024
KANSAS CITY
BOARD OF PUBLIC
UTILITIES (BPU)
EMPLOYEE SURVEY**

**RESULTS & CBIZ
RECOMMENDATIONS**

OCTOBER 9, 2024

Today's Agenda

- Employee Survey Overview
- Demographics Breakdown
- Response By Question & CBIZ Recommendations



SURVEY GOALS

CBIZ gathered information to help understand employee's view of:

Benefits understanding and satisfaction

Assess employee engagement

Communications preferences

SURVEY OVERVIEW



DISTRIBUTION REVIEW

1. Emails from HR and leadership team prior to launch with anonymous link
2. Physical flyers posted in employee gathering areas
3. Text messages and reminders



TOTAL RESPONSES

337 or ~67%

Employee Pulse Survey average response rate is around 30%.

Total Data Collection Period:
July 22 - August 2



DEMOGRAPHICS BREAKDOWN

42%

Most respondents are in Electric or Water Operations and highest respondents have been with BPU for 8-14 years



Survey Participation

Total Responses

The 2024 BPU Employee Experience Survey received 337 responses from employees across various departments.

Diverse Representation

This strong participation ensured a diverse representation of opinions from across the organization.

Engagement Level

The high response rate demonstrates a strong level of employee engagement with the survey process.

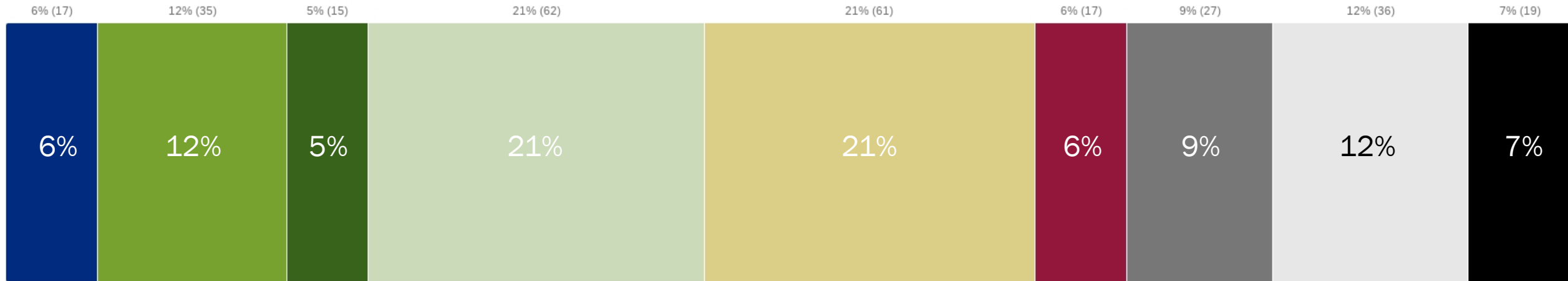
This high participation rate provides a comprehensive view of employee sentiment, allowing for insightful analysis of employee satisfaction and engagement.

DEMOGRAPHICS BREAKDOWN

DEPARTMENT



Q Which group below best describes your department?

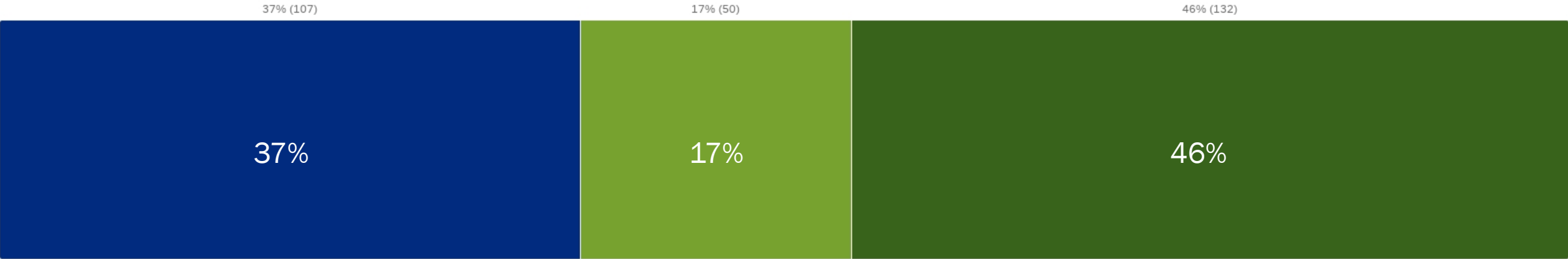


■ General Management ■ Electric Production ■ Electric Supply ■ Electric Operations ■ Water Operations ■ Human Resources/Admin Services ■ Accounting & Finance/Purchasing ■ Customer Service ■ Information Technology

UNIT STATUS



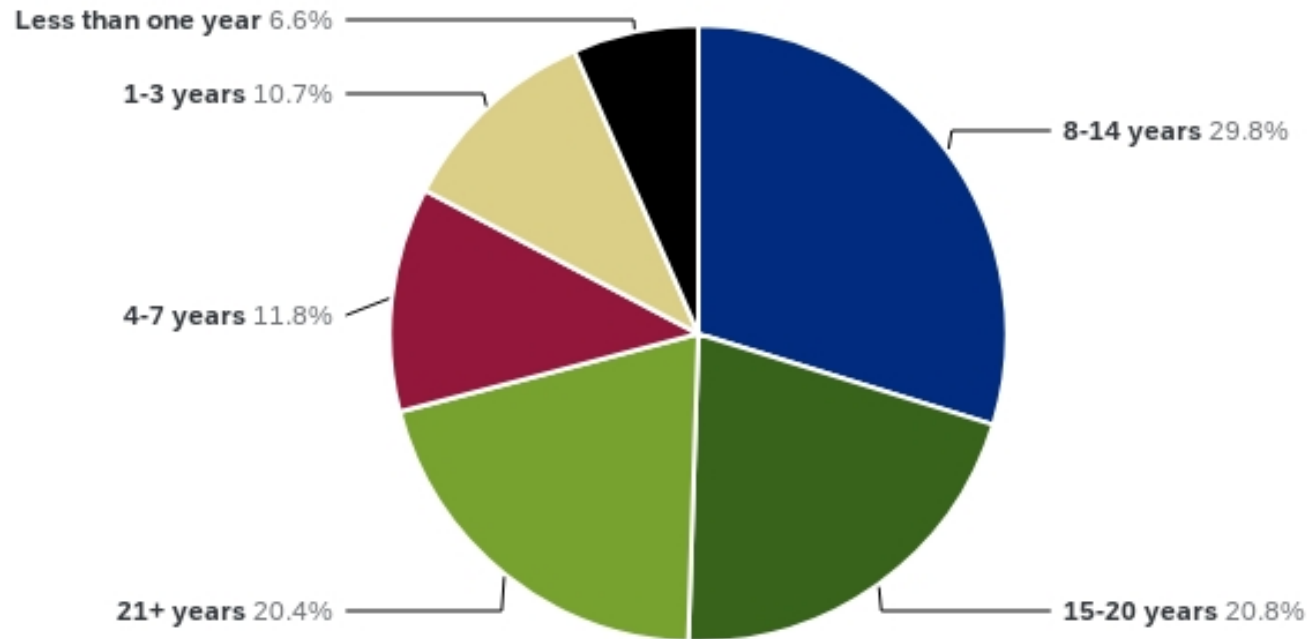
Q Which unit status are you?



■ Union Physical ■ Union Clerical ■ Non-Bargaining Unit

TENURE

Q How long have you worked at BPU?



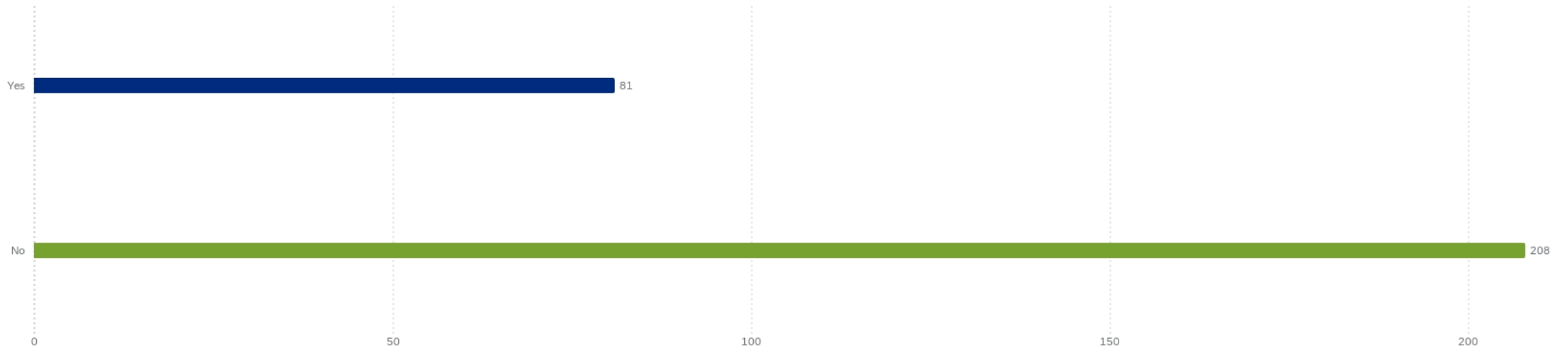
How long have you worked at BPU? Count

| | |
|--------------------|----|
| 8-14 years | 86 |
| 15-20 years | 60 |
| 21+ years | 59 |
| 4-7 years | 34 |
| 1-3 years | 31 |
| Less than one year | 19 |

SUPERVISOR QUESTIONS



Q Do you have supervisory responsibilities with oversight of one or more employees?



Yes

81

No

208

BPU VALUES

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

Yes [82%, 215]

No [18%, 46]



BPU Values Alignment

The survey assessed how well employees believe BPU lives out its mission. Results show a strong alignment with company values, but there's room for improvement.

Mission Alignment

76% of employees believe BPU lives out its mission effectively.

Customer Focus

Employees report a strong emphasis on meeting customer needs.

Community Impact

Many employees take pride in BPU's positive impact on the community.

Sustainability Efforts

Employees recognize BPU's commitment to sustainable utility practices.



Employee Net Promoter Score (eNPS)

The Employee Net Promoter Score (NPS) measures employee loyalty and satisfaction. BPU's eNPS results show room for improvement in employee advocacy.

38

Promoters

38% of employees are likely to recommend BPU as a great workplace.

36

Passives

36% of employees are neutral about recommending BPU.

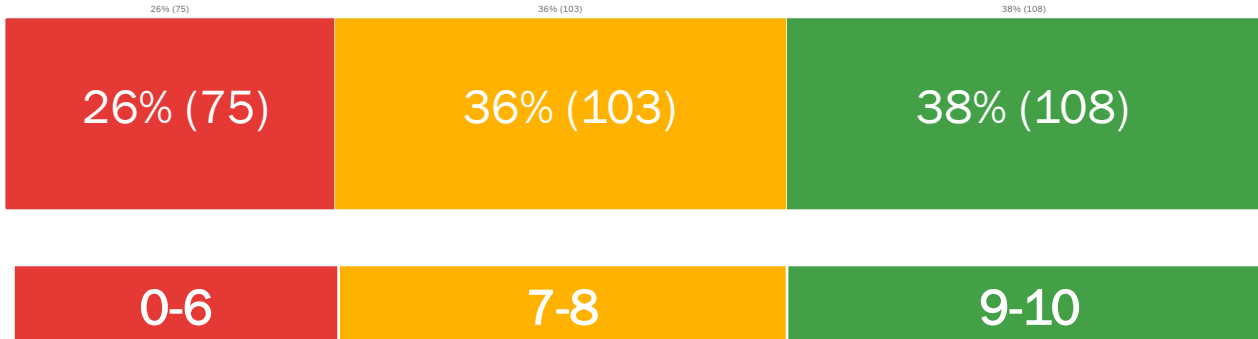
26


Detractors

26% of employees are unlikely to recommend BPU as a workplace.


EMPLOYEE NET PROMOTER SCORE (eNPS) - DETAILS

Q1 On a scale of 0 to 10, how likely are you to recommend BPU as a great workplace to a friend?






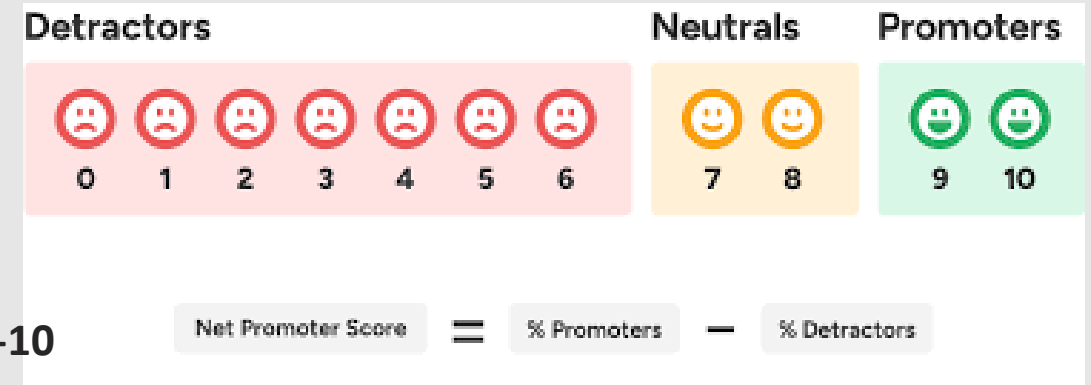
Detractors
Unsatisfied and disengaged.
Highly likely to leave the organization.



Neutrals
Generally satisfied.
Not fully committed to the organization.



Promoters
Very satisfied and engaged.
Actively contributes to the organization's brand and growth.

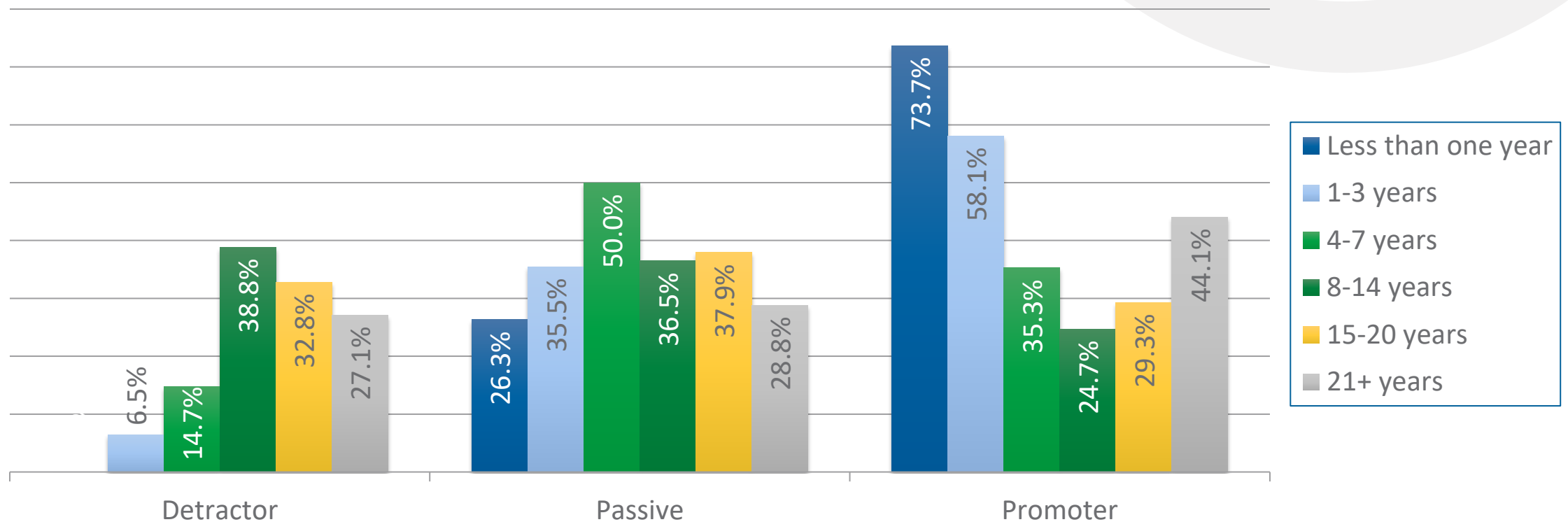


EMPLOYEE NET PROMOTER SCORE (eNPS) BY YEARS OF SERVICE

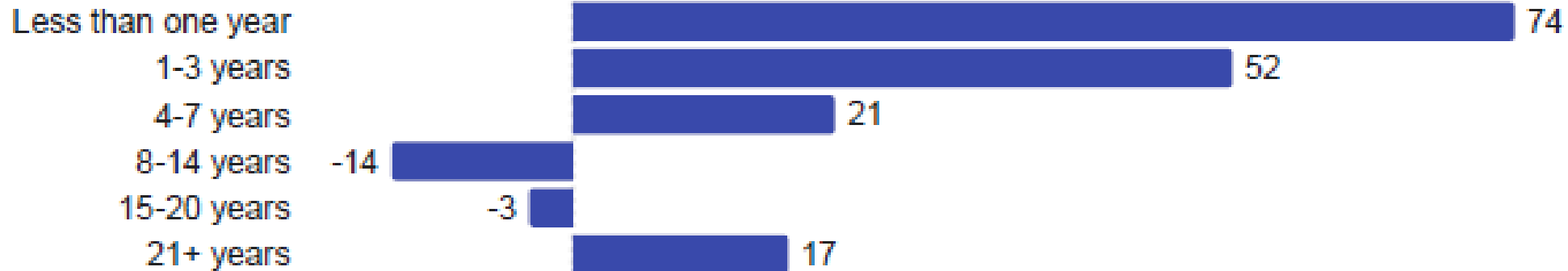


Q On a scale of 0 to 10, how likely are you to recommend BPU as a great workplace to a friend?

Percentage of Net Promoter Score by Years of Service



NPS by Tenure



| Field | Less than one year | | 1-3 years | | 4-7 years | | 8-14 years | | 15-20 years | | 21+ years | |
|-----------|--------------------|----|-----------|----|-----------|----|------------|----|-------------|----|-----------|----|
| Detractor | 0.0% | 0 | 6.5% | 2 | 14.7% | 5 | 38.8% | 33 | 32.8% | 19 | 27.1% | 16 |
| Passive | 26.3% | 5 | 35.5% | 11 | 50.0% | 17 | 36.5% | 31 | 37.9% | 22 | 28.8% | 17 |
| Promoter | 73.7% | 14 | 58.1% | 18 | 35.3% | 12 | 24.7% | 21 | 29.3% | 17 | 44.1% | 26 |
| Total | | 19 | | 31 | | 34 | | 85 | | 58 | | 59 |

NPS by Unit Status



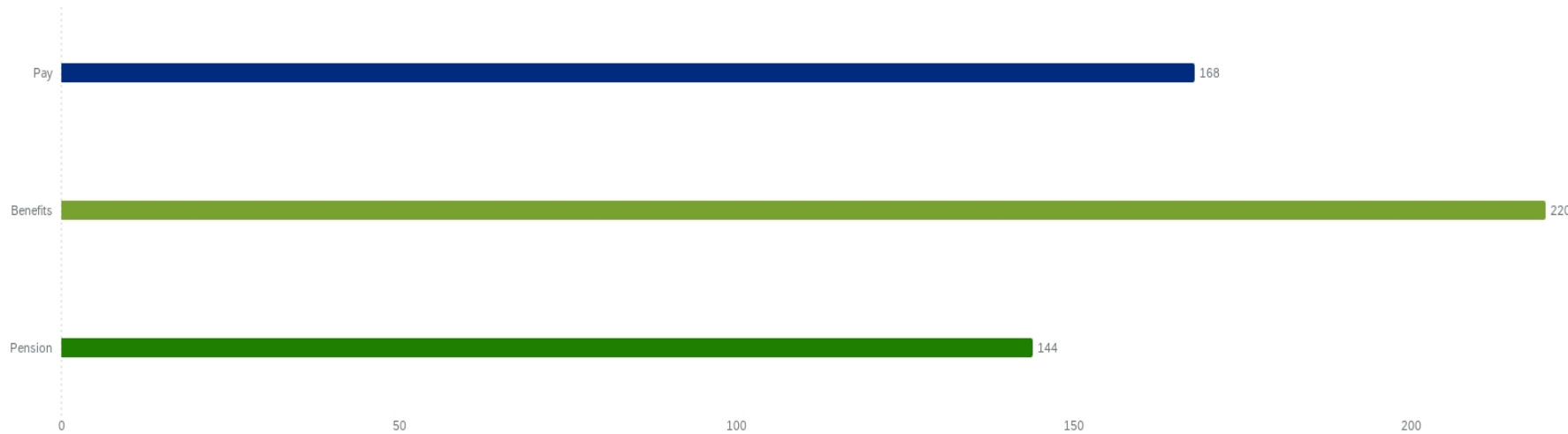
| Field | Detractor | | Passive | | Promoter | | Total |
|---------------------|-----------|----|---------|----|----------|----|-------|
| Union Physical | 42.1% | 45 | 32.7% | 35 | 25.2% | 27 | 107 |
| Union Clerical | 24.0% | 12 | 38.0% | 19 | 38.0% | 19 | 50 |
| Non-Bargaining Unit | 14.0% | 18 | 38.0% | 49 | 48.1% | 62 | 129 |

CBIZ OBSERVATIONS & RECOMMENDATION

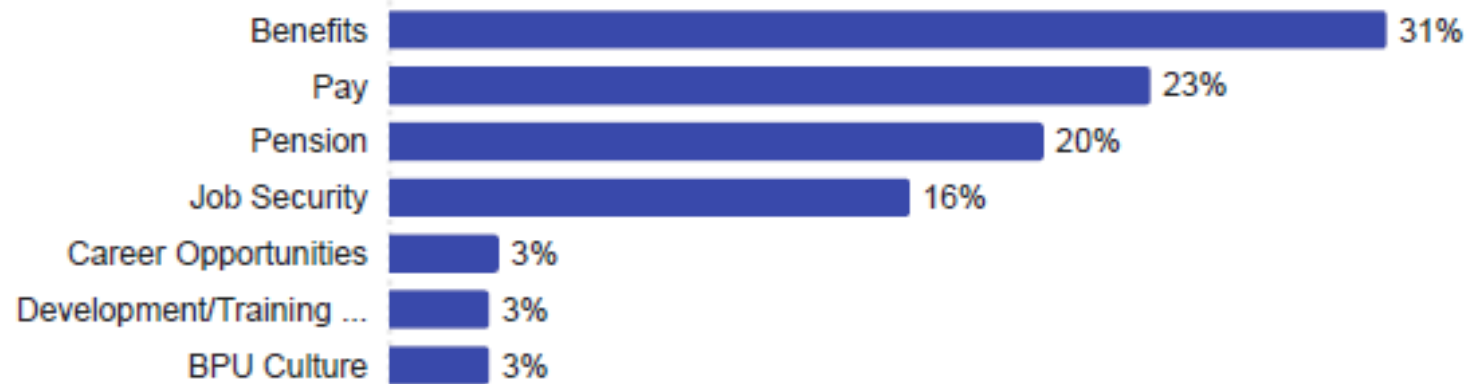
- **Respondents:** 42% were from Electric or Water Operations.
- **Years of Service:** The largest group of respondents had 8-14 years of service.
- **Diverse Representation:** Strong participation ensured varied opinions from across the organization.
- **Employee Engagement:** The high response rate reflects strong employee engagement with the survey.
- **eNPS Score:** BPU's 2024 employee Net Promoter Score (eNPS) was 12%, indicating slight positive sentiment but showing room for improvement in employee advocacy and satisfaction.



What do you consider the top three strengths of working at BPU? (check up to three)



Q9 - What do you consider the top three strengths of working at BPU? (check up to three)



Respondents ranked Benefits as the top strength followed by Pay



Top Strengths of Working at BPU

Employees identified several key strengths that make BPU an attractive workplace. These factors contribute to employee satisfaction and retention.

Benefits Package

Comprehensive benefits are highly valued by employees, including health insurance and pension plans.

Job Security

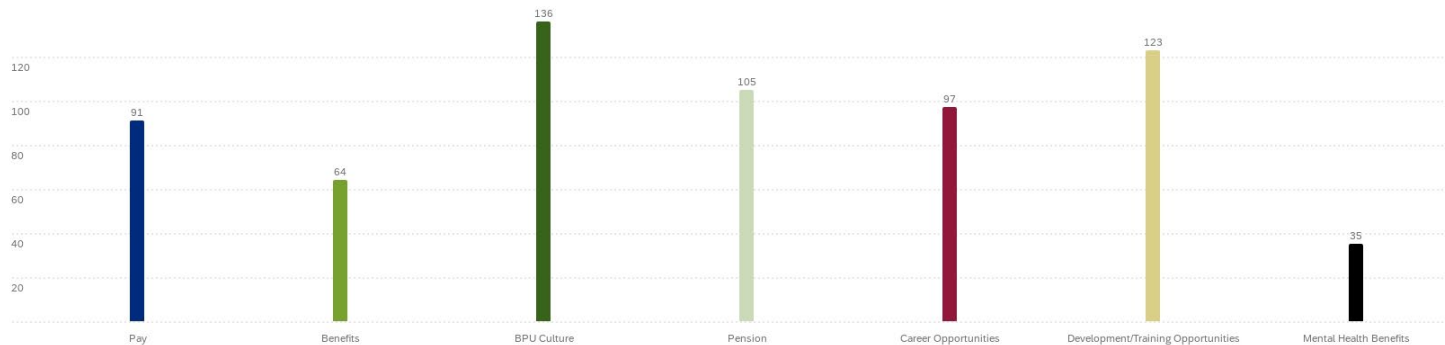
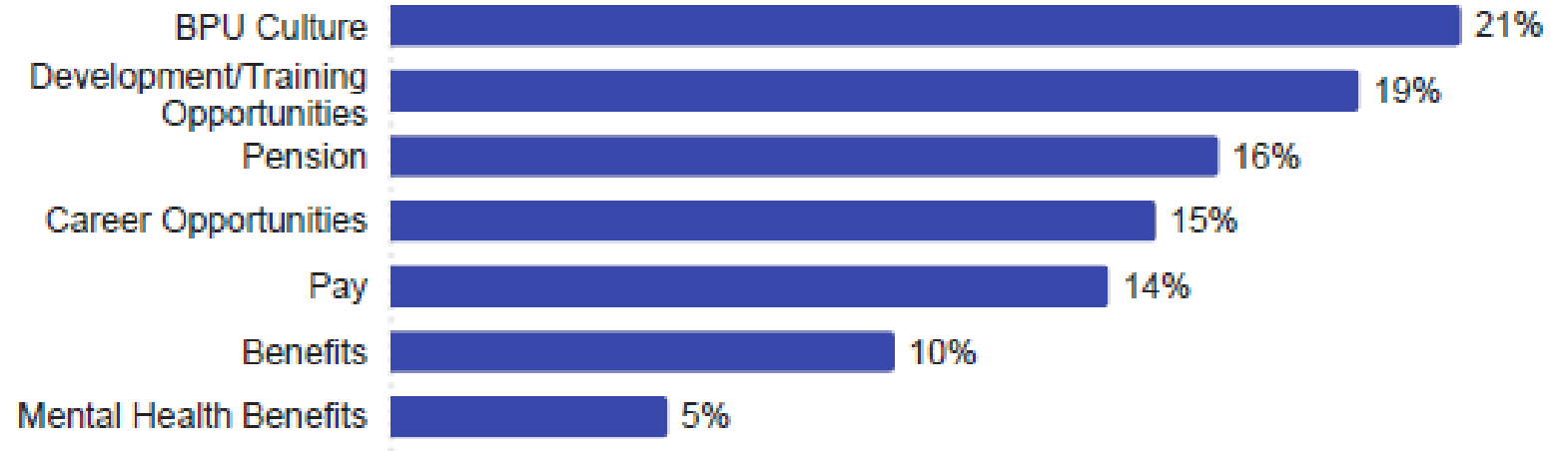
Many employees appreciate the stability and long-term career prospects at BPU.

Community Impact

Employees take pride in providing essential services and contributing to the local community.

Q What are the areas that need the most improvement at BPU? (check up to three)

Respondents ranked **BPU Culture** as the area needing most improvement closely followed by **Development/Training Opportunities**

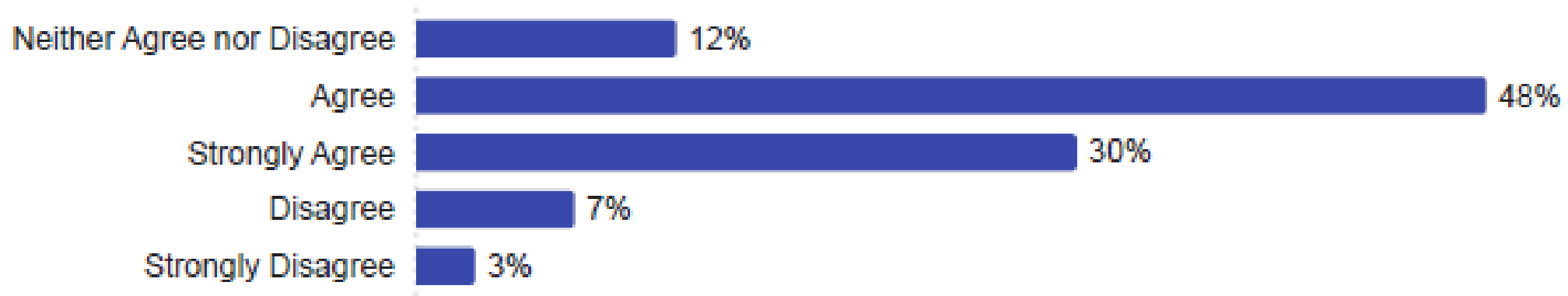


EMPLOYEE EXPERIENCE

Q I have the work space/equipment I need to do my job well.



Q9 - I have the work space/equipment I need to do my job well.

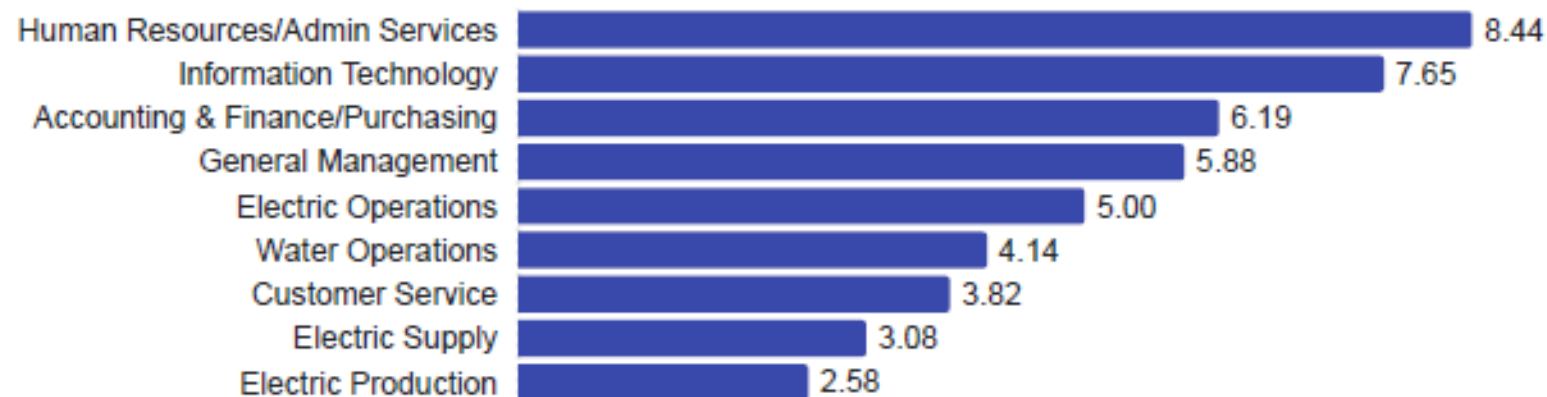


Count:

- Strongly Agree: 79
- Agree: 128
- Neither Agree nor Disagree: 31
- Disagree: 19
- Strongly Disagree: 7

Q9 - I have the workspace/equipment to do my job well.

■ (Mean: 10 Strongly Agree, 0 Neutral, -10 Strongly Disagree)



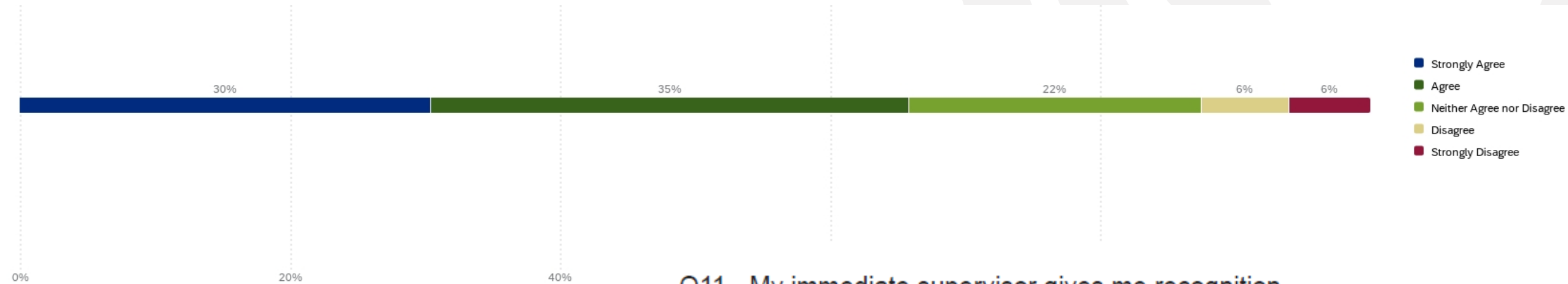
Q10 - People in my immediate work area work well as a team.

■ (Mean: 10 Strongly Agree, 0 Neutral, -10 Strongly Disagree)



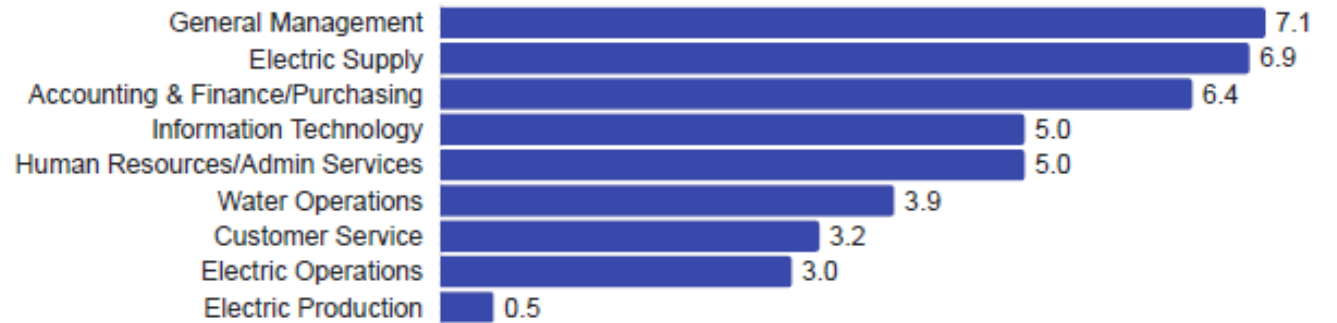
Q

My immediate supervisor gives people recognition when they are productive.



Q11 - My immediate supervisor gives me recognition.

(Mean: 10 Strongly Agree, 0 Neutral, -10 Strongly Disagree)



Count:

- Strongly Agree: 80
- Agree: 93
- Neither Agree nor Disagree: 57
- Disagree: 17
- Strongly Disagree: 16



Areas for Improvement

The survey revealed several areas where employees believe BPU can improve – Addressing these concerns can enhance overall employee satisfaction.

Work-Life Balance

Employees desire more flexible work arrangements and improved work-life balance.

Career Development

There's a need for more training and development opportunities across departments.

Internal Communication

Employees want more transparent and frequent communication from management.

Pension Plan

Addressing concerns about the Tier 2 pension plan is a priority for many employees.

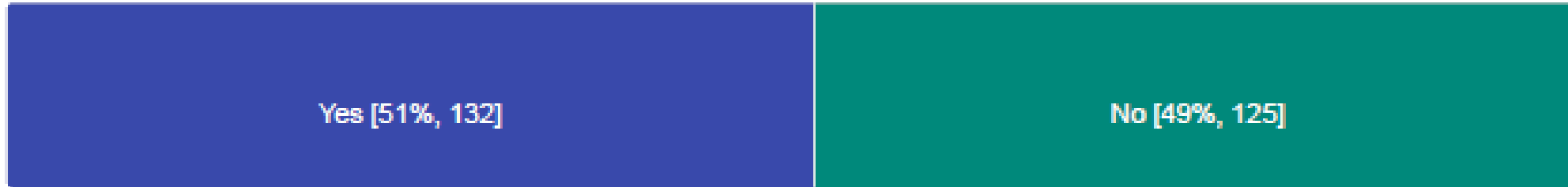
COMMUNICATION



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



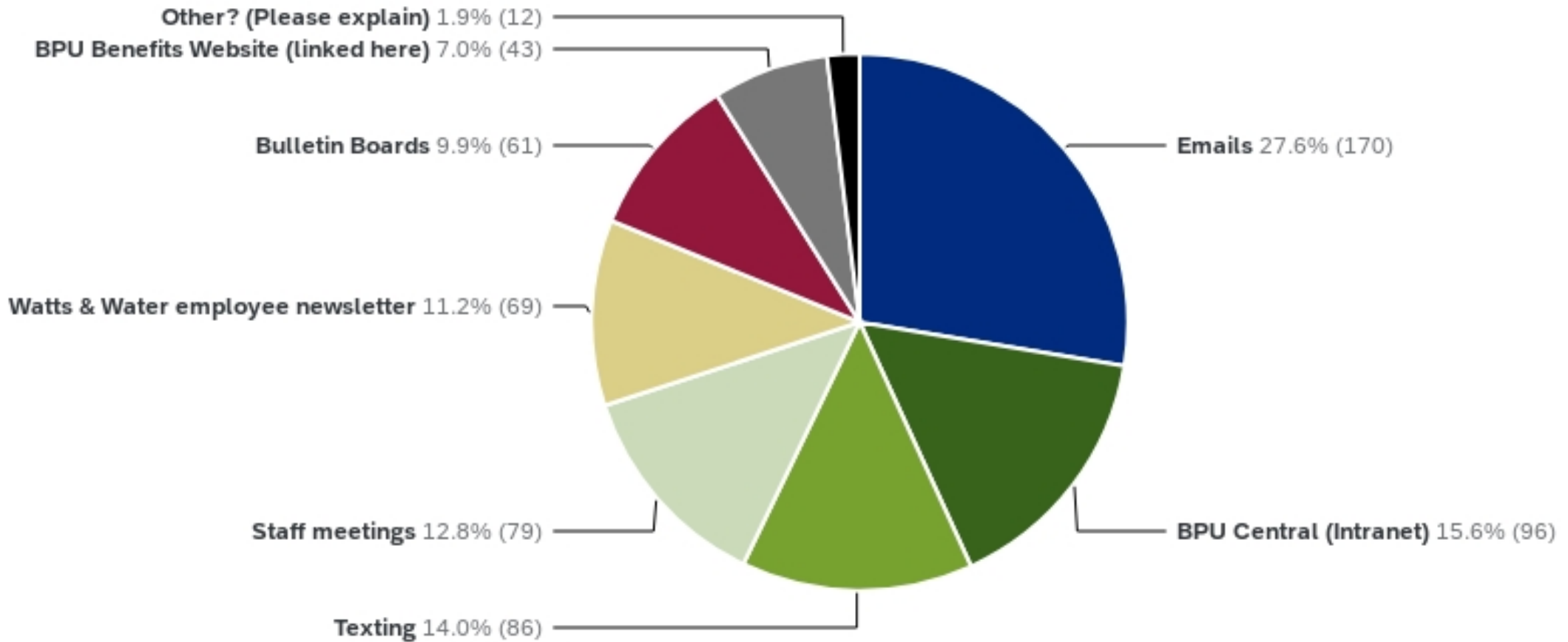
Q13 - Do you feel well informed about what is going on within BPU?



Q14 - Does your immediate supervisor keep you informed on what is going on within BPU?

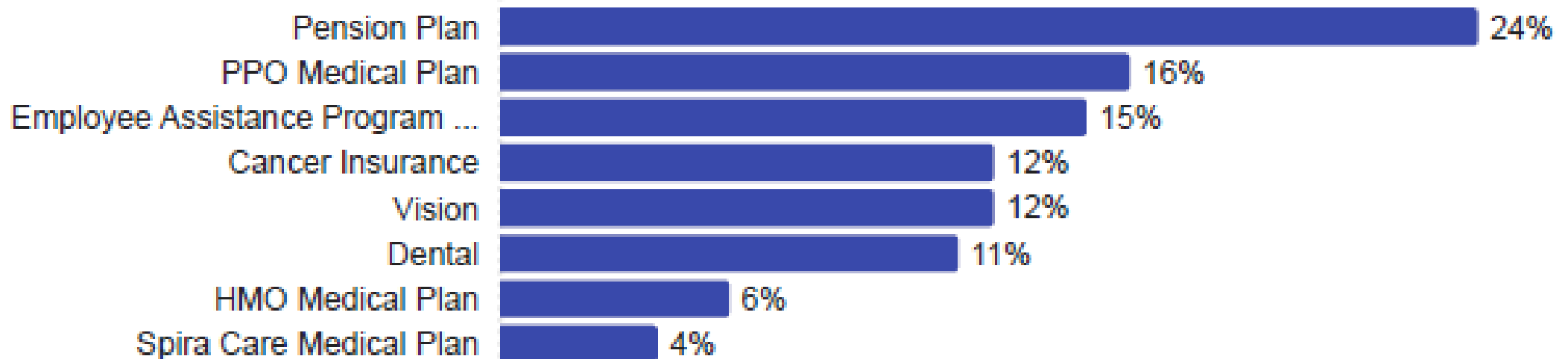


Q BPU provides information to you in a variety of ways, using a number of different sources. Please select the ones you use to get information about what is happening at BPU.



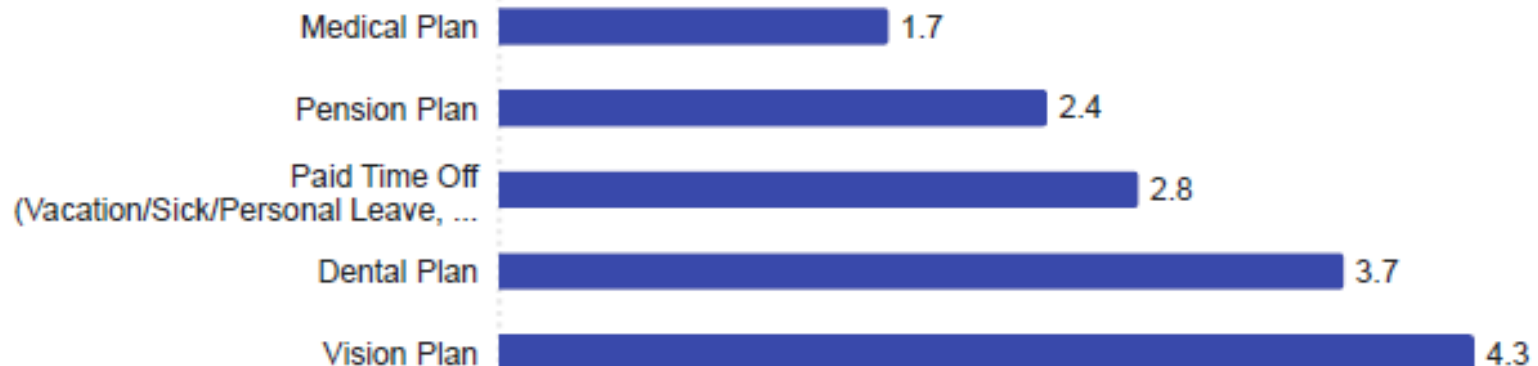
Q20 - Please select all the benefits BPU can provide additional educational materials for so you may fully understand the benefit.

■ Percentage of Choices



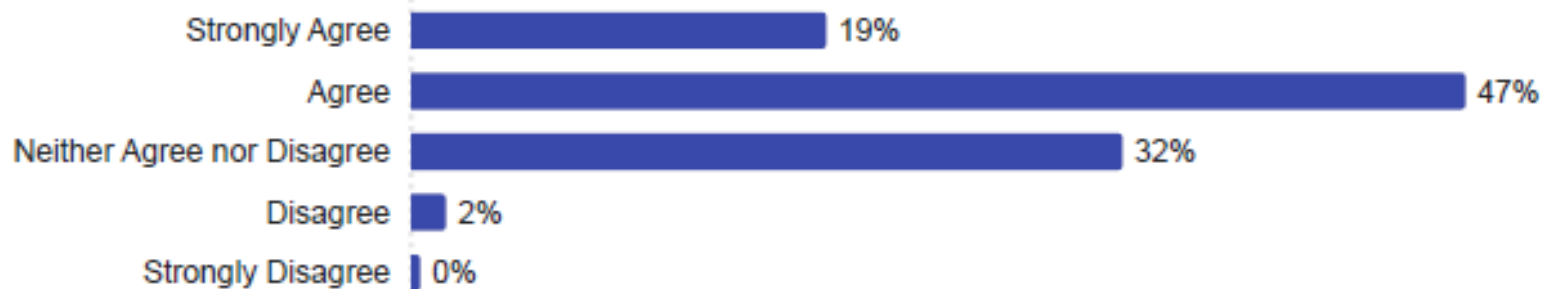
Q21 - Which of the following benefits do you value the most?

■ 1 indicating most valued and 5 being least valued



Q22 - The information I receive about my benefits plan is easy to understand.

■ Percentage



SUPERVISORS & TRAINING AND DEVELOPMENT

Q24 - How helpful are the monthly Benefit Spotlight emails and text messages in educating you on your employee benefits?

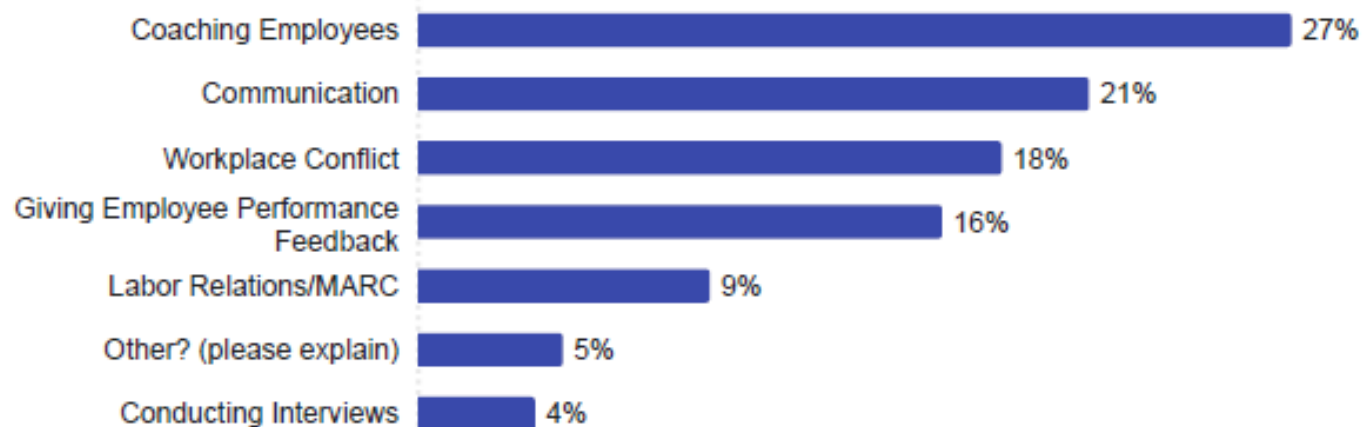
■ Percentage



Q4a - What skills would you like to further develop as a supervisor? -

Selected Choice

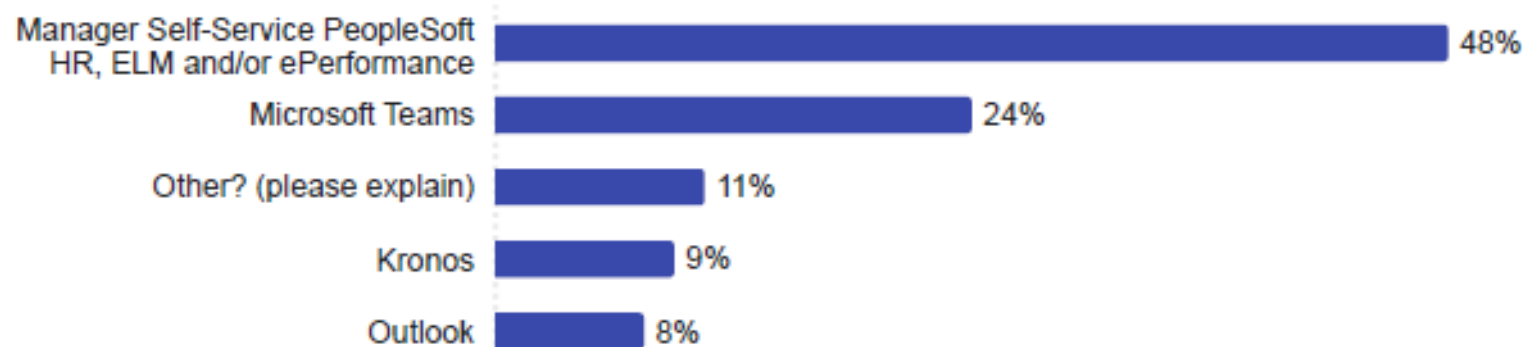
■ Percentage of Choices



Q4b - What applications training would you like to take part in? -

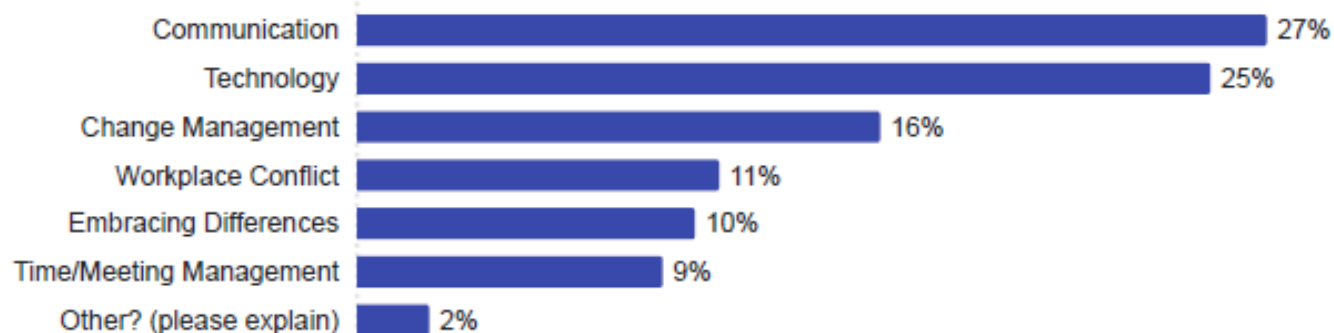
Selected Choice

■ Percentage of Choices



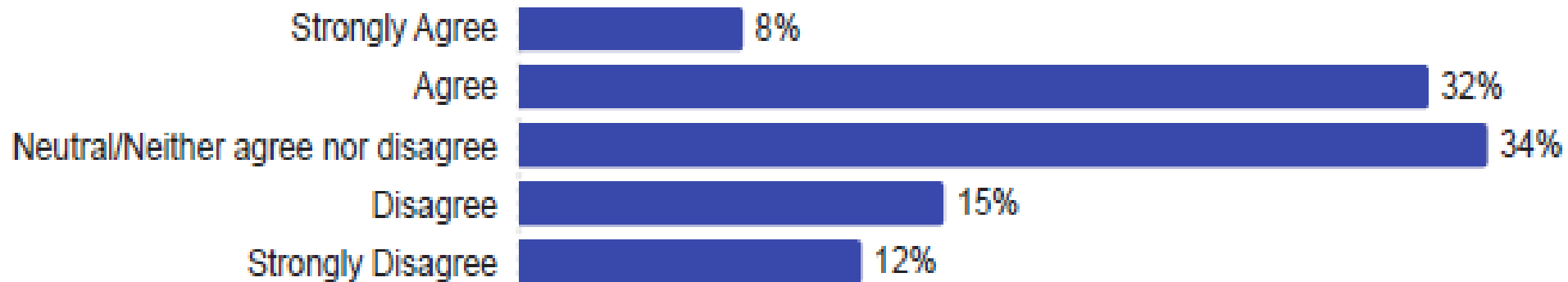
Q25 - What skills would you like to further develop as an employee of BPU? - Selected Choice

■ Percentage of Choices



Q26 - I am satisfied with my opportunities for professional growth.

■ Percentage



QUESTIONS ?