

REGULAR SESSION –WEDNESDAY, OCTOBER 16, 2024

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, October 16, 2024 at 6:00 PM. The following Board Members were present: Thomas Groneman, President; David Haley, Vice President; Stevie A. Wakes Sr., Secretary; Mary Gonzales, Rose Mulvany Henry, and Brett Parker.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer; Jeremy Ash, Chief Operating Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Jerry Sullivan, Chief Information Officer; Johnetta Hinson, Executive Director Customer Service; Darrin McNew, Executive Director Electric Operations; Donald Stahl, Executive Director Electric Production; Steve Green, Executive Director Water Operations; Jerin Purtee, Executive Director Electric Supply; Andrew Ferris, Director Financial Planning; Ingrid Setzler, Director Environmental Services; Amber Oetting, Director Communications & Marketing; Clifford Robinett, Director Water Distribution; Dennis Dumovich, Director of Human Resources; and Robert Kamp, IT Project Manager.

A video of this meeting is on file at the Board of Public Utilities and can be found on the BPU website, www.bpu.com.

Mr. Groneman called the Board meeting to order at 6:01 PM. He welcomed all that were listening to or viewing the meeting. He informed all that the meeting was being recorded including video and audio. During the visitor comments section, those who attended in person, wishing to comment, should use the sign-up sheet at the entry and provide their name and address. In addition, there would be a public comments section after the General Manager/Staff Reports. During this section, the public could comment on the items presented in the General Manager/Staff Reports section that evening. Both visitor and public comments were limited to three minutes and should be addressed to the Board. 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 visitor and public comment sections. No confidential information should be shared, including, account information. Staff would not provide individual account information during an open meeting. As always, the public could also email or call the BPU with any concerns. He informed all participants to act respectfully to each other; personal attacks or accusations would not be tolerated. All concerns would be directed to the Board only, they would then determine staff involvement. If side discussion was necessary, it was to be conducted outside of the Board room to avoid interfering with presenters or other attendees. If any rules are breached during this meeting, the attendee was subject to removal.

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Mr. Groneman introduced himself and the other Board members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board members were present.

Item #3 – Approval of Agenda

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

Item #4– Approval of the Minutes of the Work Session of October 2, 2024

A motion was made to approve the minutes of the Work Session of October 2, 2024, by Ms. Mulvany Henry, seconded by Mr. Wakes, and unanimously carried.

Item #5– Approval of the Minutes of the Regular Session of October 2, 2024

A motion was made to approve the minutes of the Regular Session of October 2, 2024, by Mr. Parker, seconded by Ms. Mulvany Henry, and unanimously carried.

Item #6– Visitors Comments

Ms. Fannie Hill, expressed her thoughts about the PILOT fee.

Ms. Mulvany Henry explained there is a charter ordinance that allows the Unified Government (UG) to collect a PILOT fee from the utility and allows the UG to set that percentage rate each year. She also spoke to how the money is allocated within the UG budget.

Ms. Louise Lynch, Kansas City, KS, commented on the PILOT fee and the community's need for relief.

Mr. Thomas Gordon, Wyandotte County, inquired about the status of BPU and spoke about future resolutions.

Ms. Carmen Brooks, 2609 N 18th St., spoke about her account status, her thoughts about the customer service process, and her solar panels.

Ms. Bobbie Joseberger (sp?), 1130 Troup Ave., spoke with Customer Service personnel outside of the room regarding her account.

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Mr. Ty Gorman, 2843 Parkwood Blvd, spoke about the UG charges on the BPU bill and BPU seeking federal dollars to help with energy efficiency in the community.

Ms. Cece Harlin, Wyandotte County, made comments regarding legal counsel and the PILOT fee.

Ms. Gustene Green spoke about her monthly bill.

Ms. Sylvia Watson, Wyandotte County, commented on the UG storm water charge for her vacant lots.

Dr. Alma Rosas-Hall, Kansas City, KS, expressed comments about BPU and the UG working together for the community.

Ms. Sara Lynch, Wyandotte County, spoke about separating the BPU and UG bills and the PILOT fee.

Item #7– IRP Public Comments

Mr. Kerry Gooch, Kansans for an Affordable Future, and Mr. Tyler Fitch, Rocky Mountain Institute (via Zoom), shared a presentation with the Board regarding the Integrated Resource Plan (IRP). (See attached PowerPoint.)

Due to technical issues during the Board meeting, the Zoom video connection was lost at 7:24 PM. The audio recording continued through the end of the meeting.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his thoughts regarding the IRP process, results, and working with BPU in the future.

Mr. Andrew Ferris, Director Financial Planning, responded to questions and comments regarding the IRP. He said the report would be ran to include all additional public comments that were submitted and would be made public.

Item #8– General Manager / Staff Reports

- i. *Employee Engagement Survey Results:* Mr. Dennis Dumovich, Director of Human Resources, presented the goals and results of the Employee Survey. The survey provided feedback on areas BPU excelled and areas that needed improvement,

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including observations and recommendations provided by the survey host. (See attached PowerPoint.)

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

- ii. *S&P Rating Review:* Ms. Lori Austin, Chief Financial Officer, shared with the Board that S&P gave BPU an A Plus Rating, which was an increase from the previous rating of A Stable and explained how that rating is factored.

Ms. Austin and Mr. Johnson responded to questions and comments from the Board.

- iii. *Miscellaneous Comments:* Mr. Johnson shared with the Board that Mr. Andrew Ferris would be leaving BPU and spoke about his value to the company. He also wished Mr. Haley a Happy Birthday.

Item #9– Public Comments on Agenda Items

There were no visitors wishing to speak.

Item #10– Board Comments

Ms. Mulvany Henry thanked the community for their participation and those who commented on the IRP. She spoke about finalizing updates to the Customer Service Policy and said she looked forward to approving that resolution during the November 6th meeting.

Ms. Gonzales thanked staff and the Board Policy Committee for their work on the Customer Service Policy. She thanked the presenters and wished Mr. Haley a Happy Birthday.

Mr. Parker expressed appreciation to the community for their input and thanked staff for their presentations and IRP efforts. He thanked Ms. Mulvany Henry and those who worked through the Customer Service Policy. He also commented on the role of the UG versus BPU and said the Board would continue to engage with the community.

Mr. Wakes expressed his thoughts on the BPU and UG budget process. He also thanked the presenters, those who worked on the Customer Service Policy, and the community for their engagement during the meeting.

Mr. Haley echoed previous comments and thanked the community for their participation. He spoke about lobby operations and thanked all who worked on the Customer

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Service Policy. He also congratulated Ms. Austin on the rating improvement, wished Mr. Ferris the best, and reminded the community to participate in the election.

Ms. Mulvany Henry clarified that the public could attend the UG meeting regarding the PILOT that would be held on Thursday at 5:30 PM.


Mr. Groneman echoed previous comments and said he would like to see improvements in communication and education to the community. He spoke about the rating improvement, community engagement, and Mr. Ferris's departure. He also mentioned the Line Workers Rodeo that would be held over weekend at the Ag Hall of Fame and the upcoming public forum that he and Mr. Johnson would be panelist at.

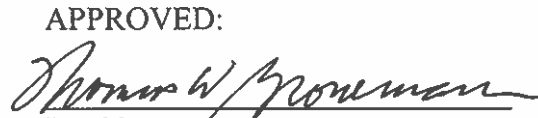
Mr. Johnson congratulated Ms. Amber Oetting, Director of Marketing and Communications, and her team for getting the BPU Connection completed and out to the community.


Ms. Mulvany Henry also thanked Ms. Oetting for her community participation.

Item 11 – Adjourn

At 8:48 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

Secretary

APPROVED:

President

A photograph of two smiling utility workers. On the left is a woman with dark hair wearing a white hard hat and a denim jacket over a white shirt. On the right is a man with a beard wearing an orange hard hat, safety glasses, and a yellow work shirt. They are standing in front of a blurred background of industrial equipment. A diagonal green and orange graphic element separates the image from the text on the right.

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.

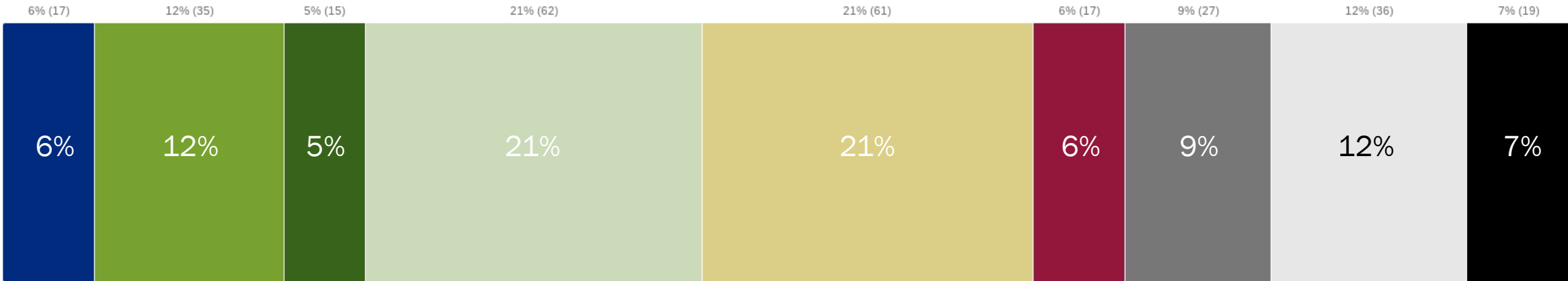
DEMOGRAPHICS BREAKDOWN

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?

37% (107)

17% (50)

46% (132)

37%

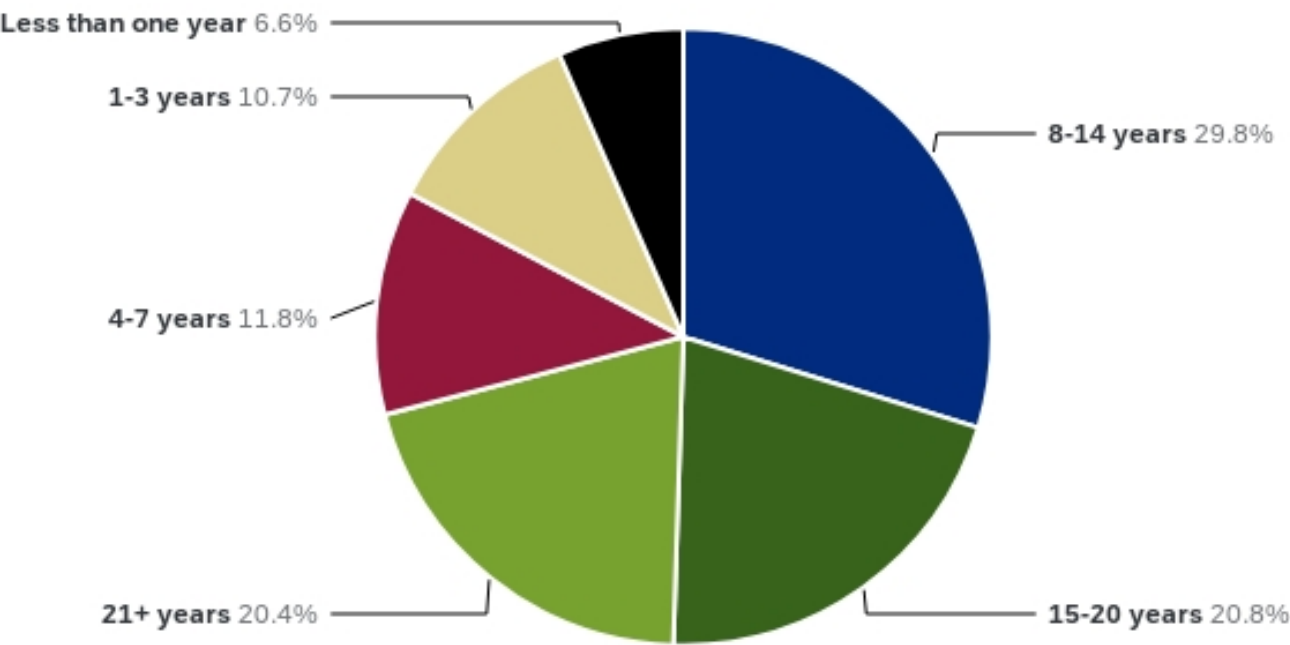
17%

46%

■ Union Physical ■ Union Clerical ■ Non-Bargaining Unit

TENURE

Q How long have you worked at BPU?



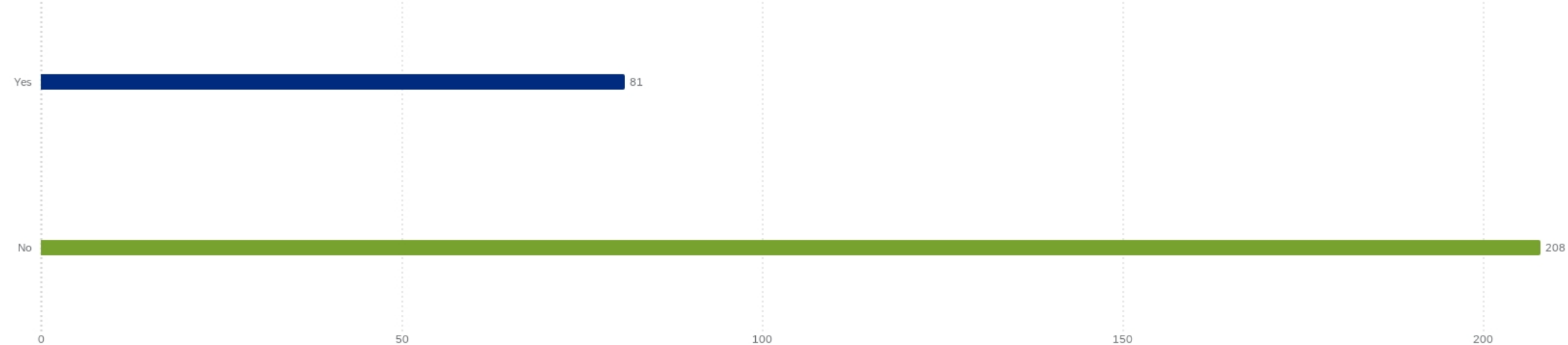
How long have you worked at BPU?		Count
8-14 years		86
15-20 years		60
21+ years		59
4-7 years		34
1-3 years		31
Less than one year		19

SUPERVISOR QUESTIONS



Q

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



Yes
No

81
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.

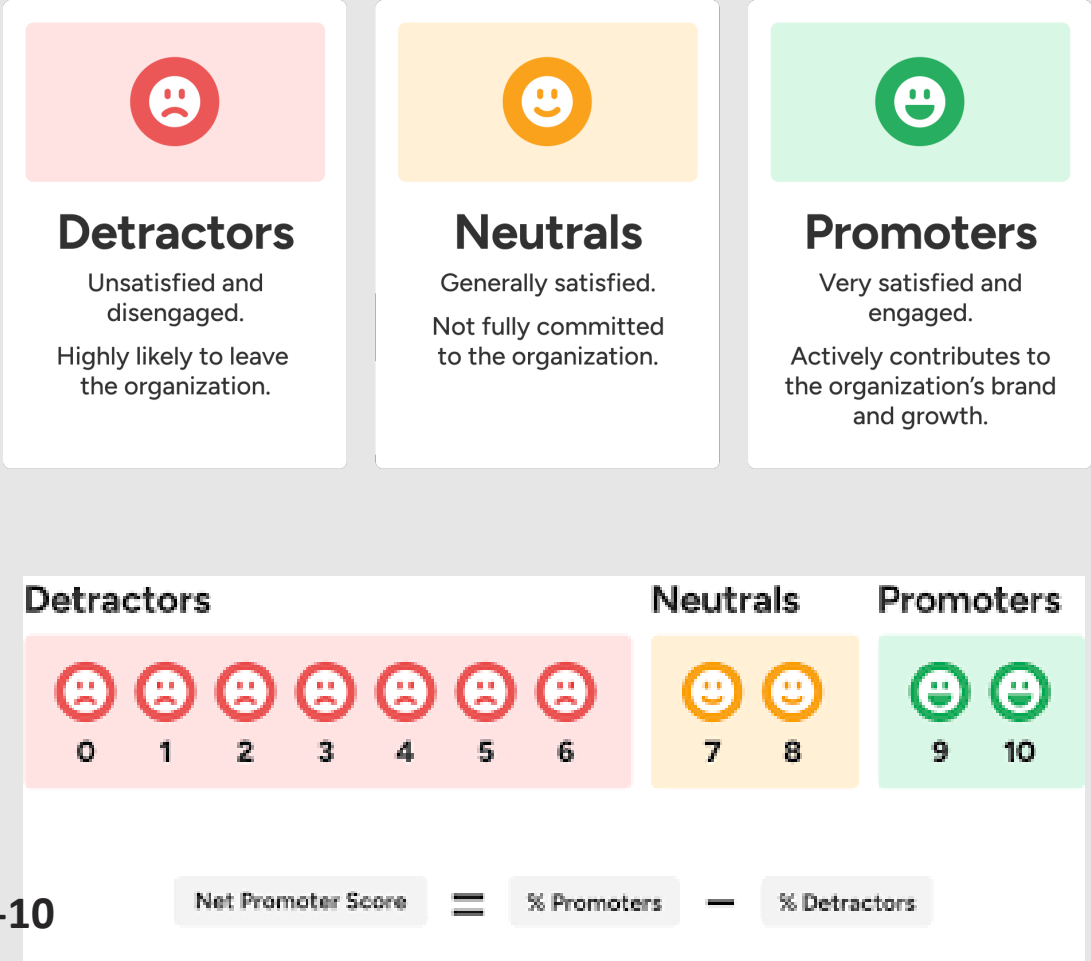
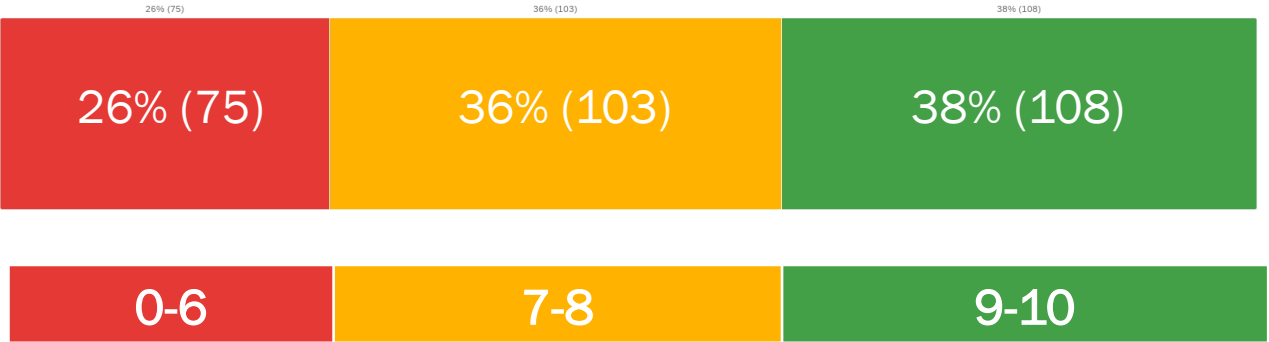
26

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?



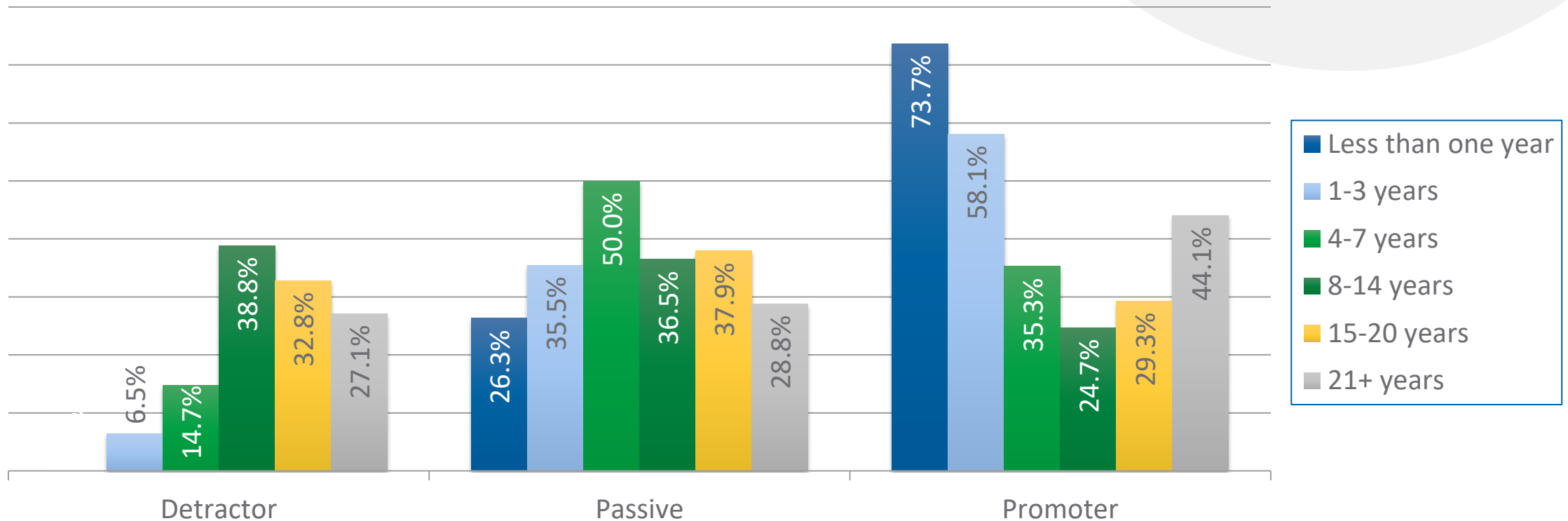
38% (108)

EMPLOYEE NET PROMOTER SCORE (eNPS) BY YEARS OF SERVICE

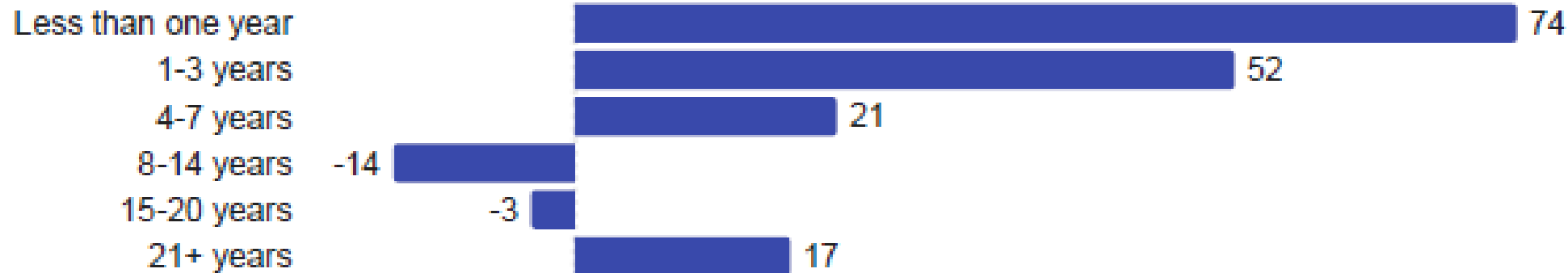


Q On a scale of 0 to 10, how likely are you to recommend BPU as a great workplace to a friend?

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



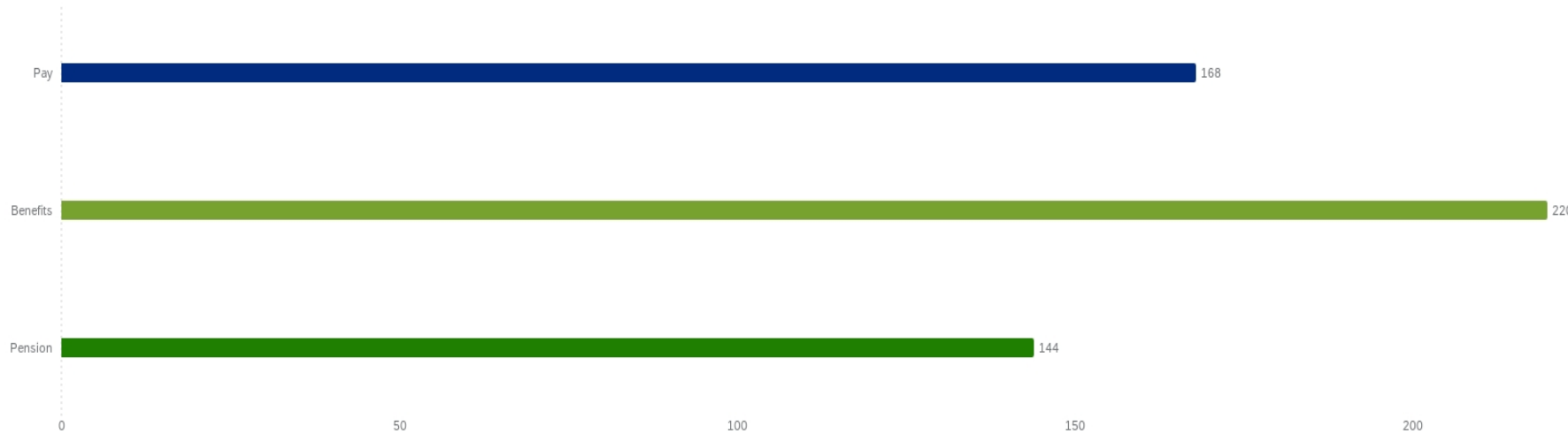
Field	Detractor		Passive		Promoter		Total
Union Physical	42.1%	45	32.7%	35	25.2%	27	107
Union Clerical	24.0%	12	38.0%	19	38.0%	19	50
Non-Bargaining Unit	14.0%	18	38.0%	49	48.1%	62	129

CBIZ OBSERVATIONS & RECOMMENDATION

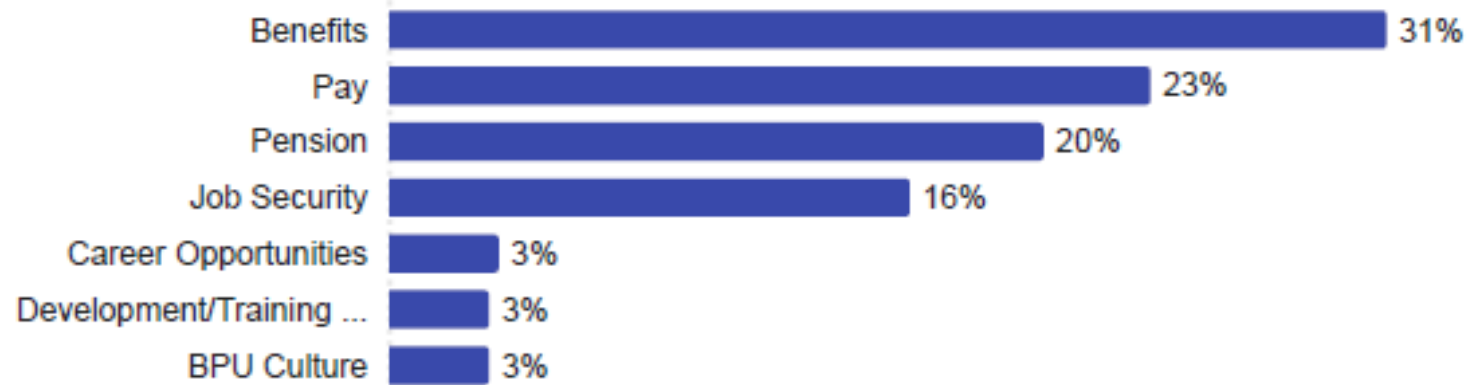
- Respondents: 42% were from Electric or Water Operations.
- Years of Service: The largest group of respondents had 8-14 years of service.
- Diverse Representation: Strong participation ensured varied opinions from across the organization.
- Employee Engagement: The high response rate reflects strong 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

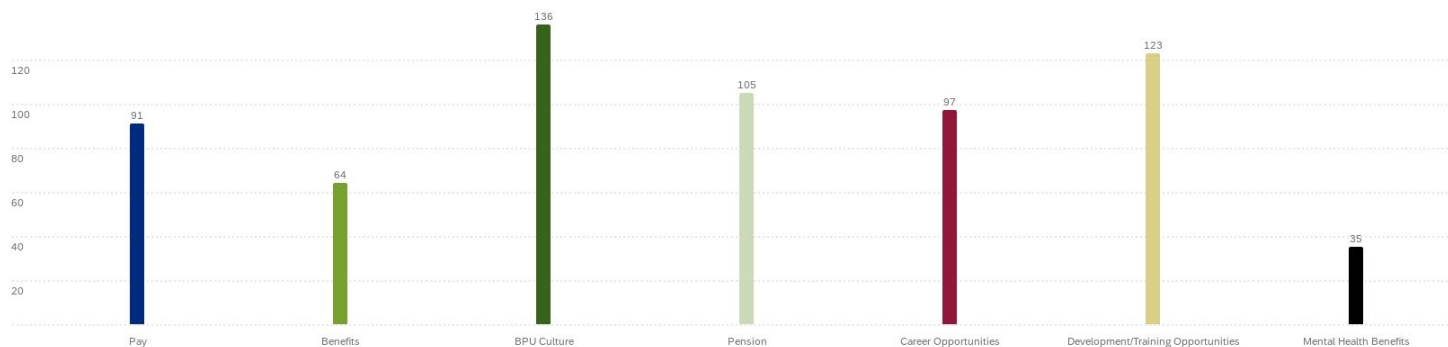
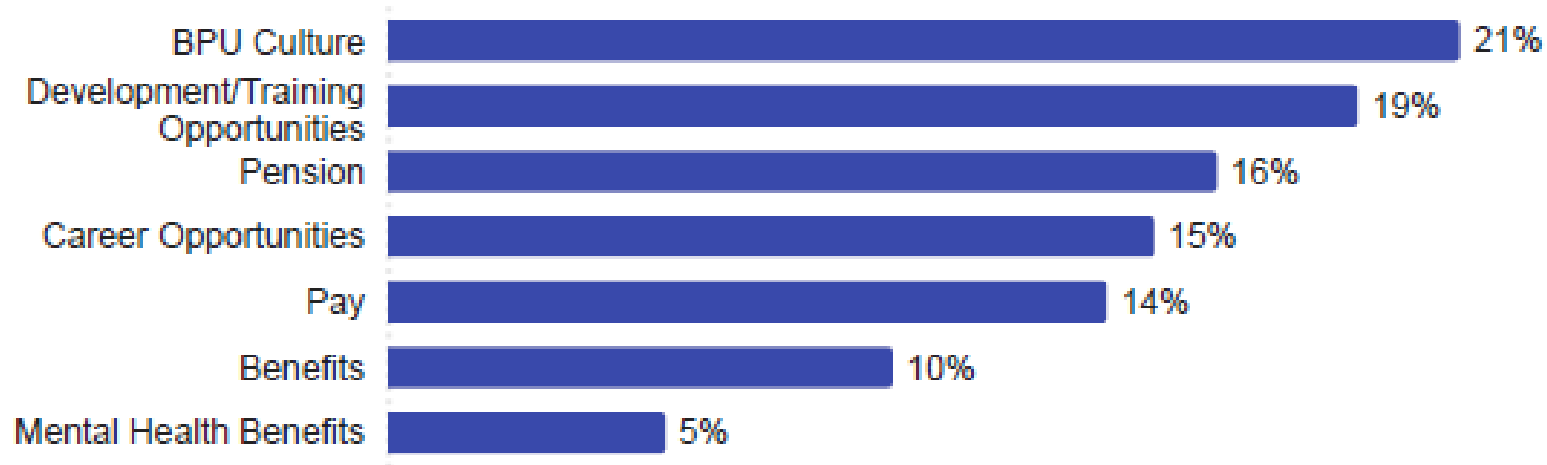
Many employees appreciate the stability and long-term career prospects at BPU.

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

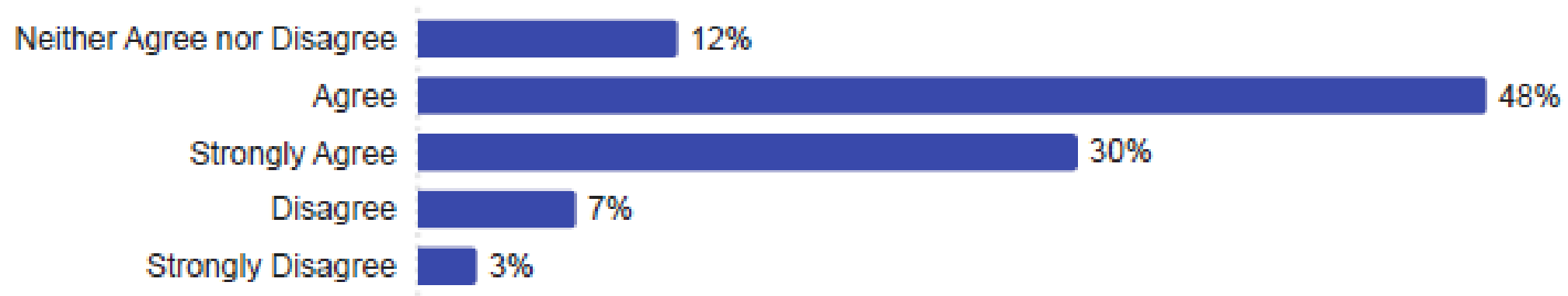


EMPLOYEE EXPERIENCE

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.

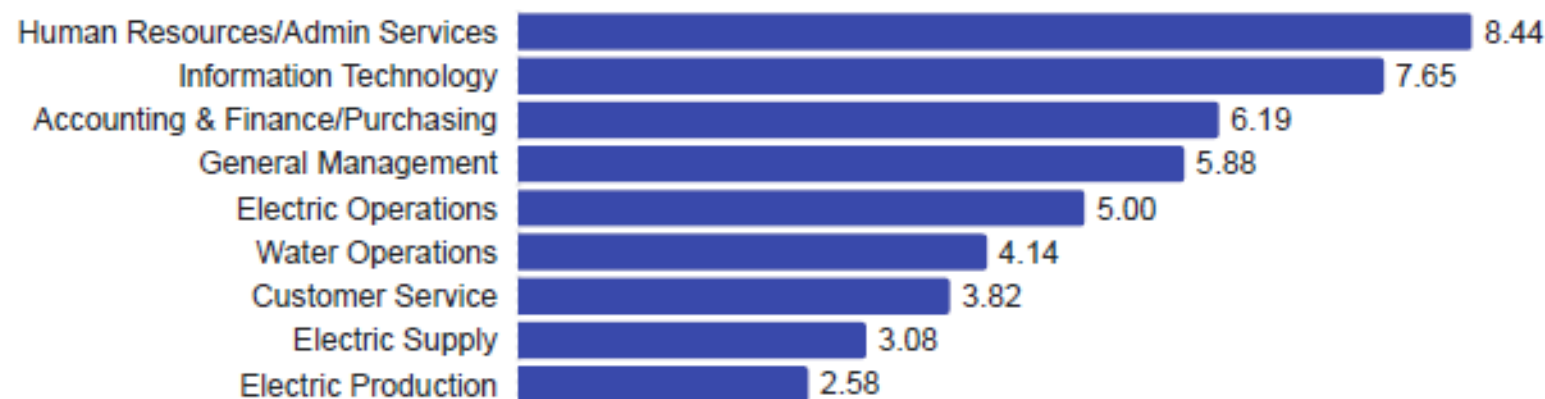


Count:

- 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)



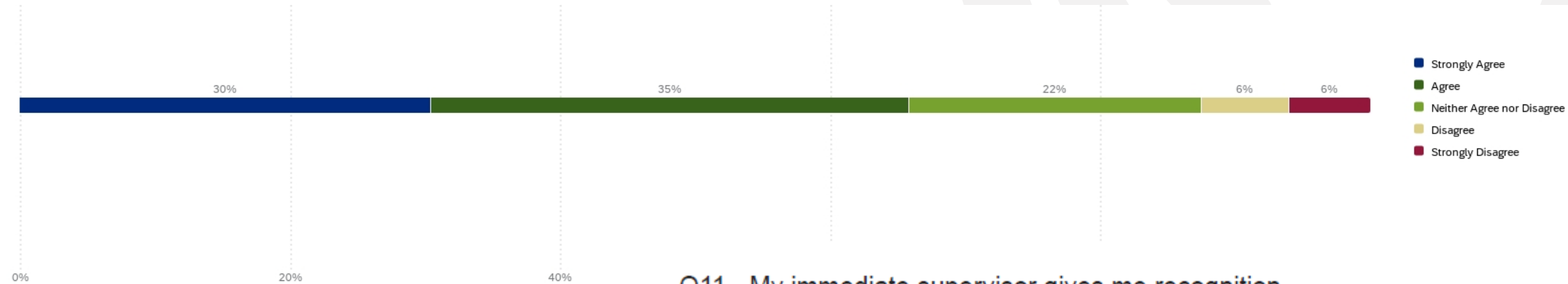
Q10 - People in my immediate work area work well as a team.

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



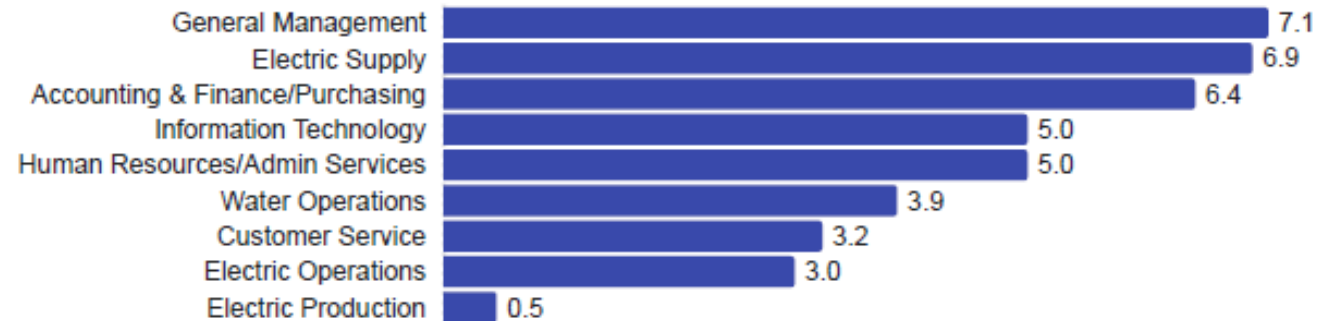
Q

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.

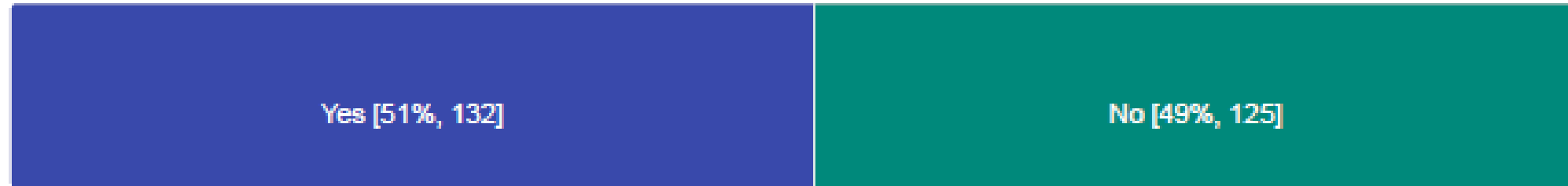
COMMUNICATION

Q

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



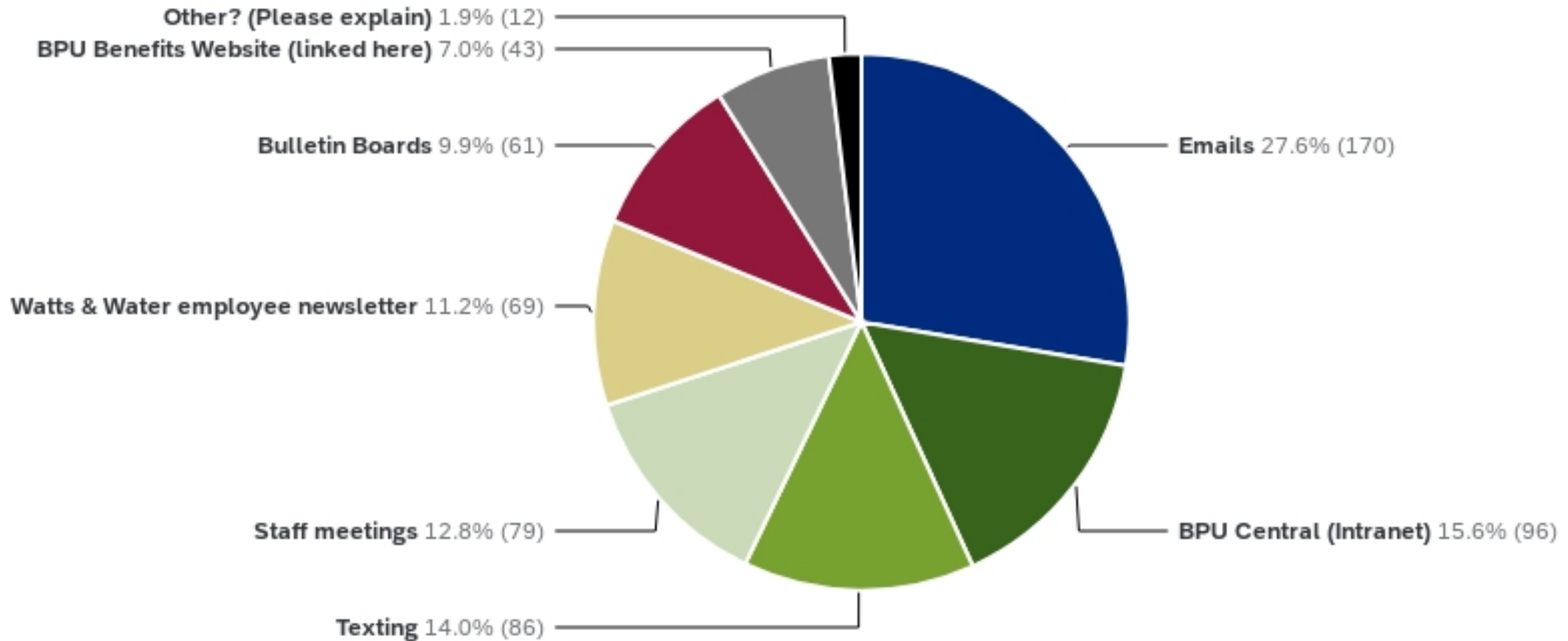
Q13 - Do you feel well informed about what is going on within BPU?



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

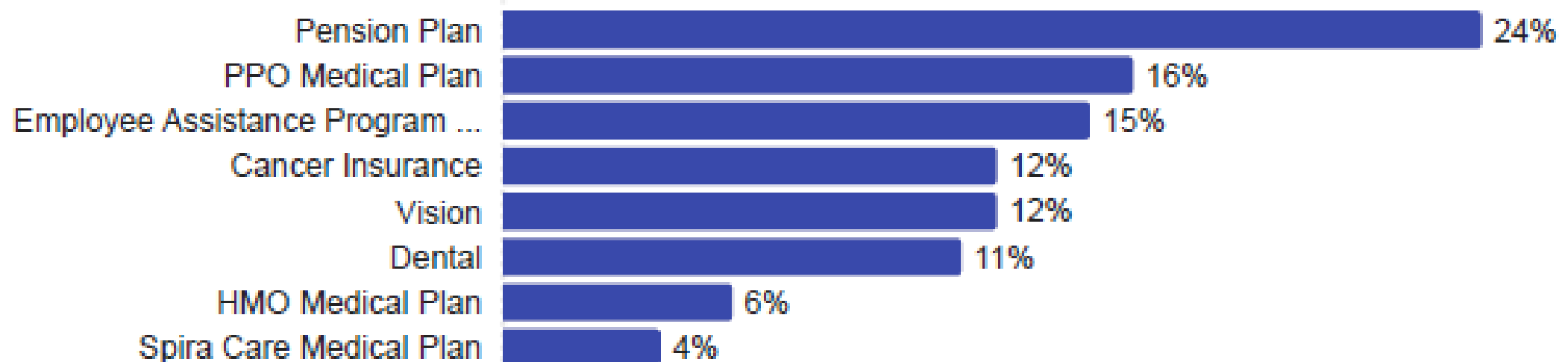


Q BPU provides information to you in a variety of ways, using a number of different sources. Please select the ones you use to get information about what is happening at BPU.



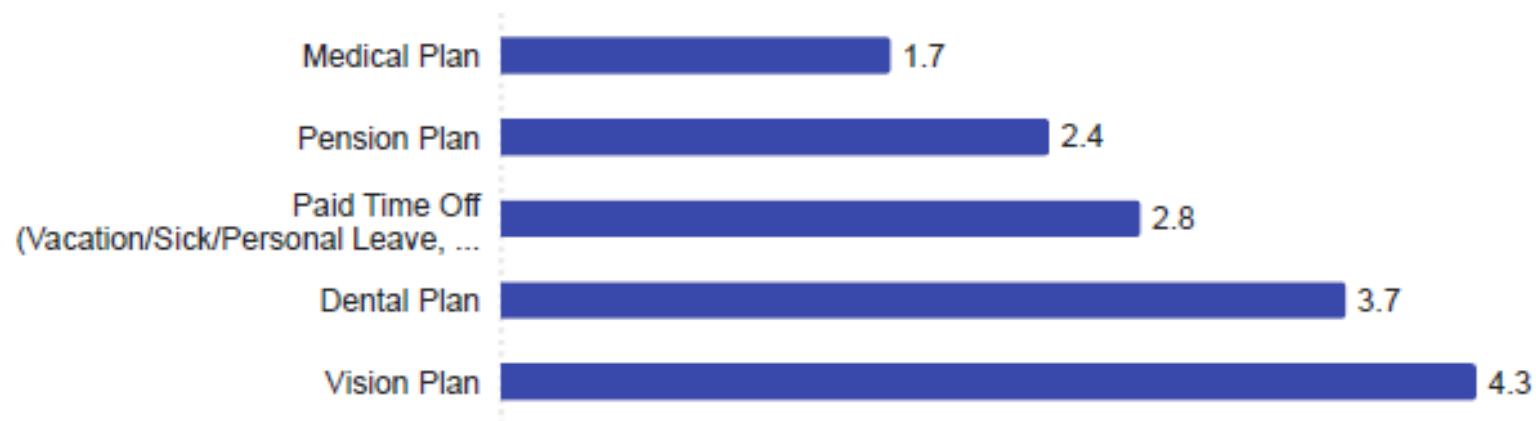
Q20 - Please select all the benefits BPU can provide additional educational materials for so you may fully understand the benefit.

■ Percentage of Choices



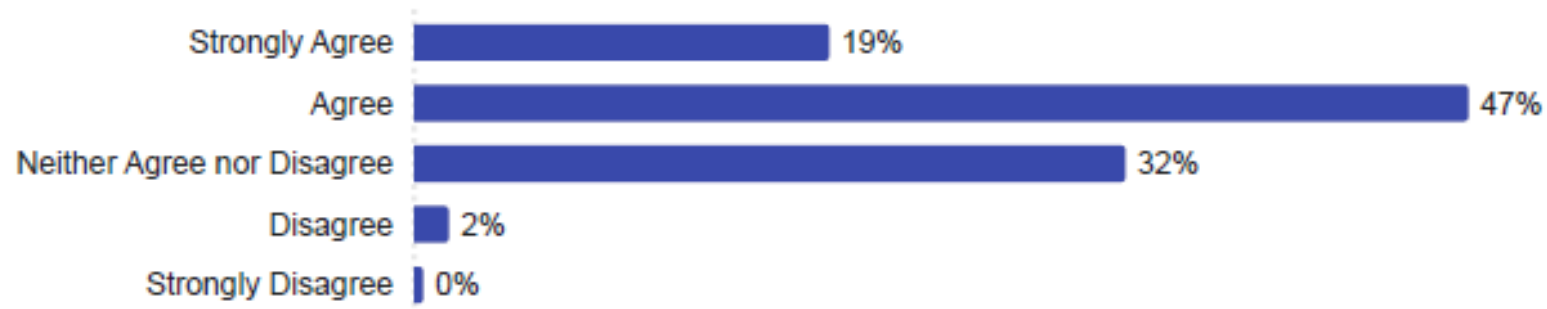
Q21 - Which of the following benefits do you value the most?

■ 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

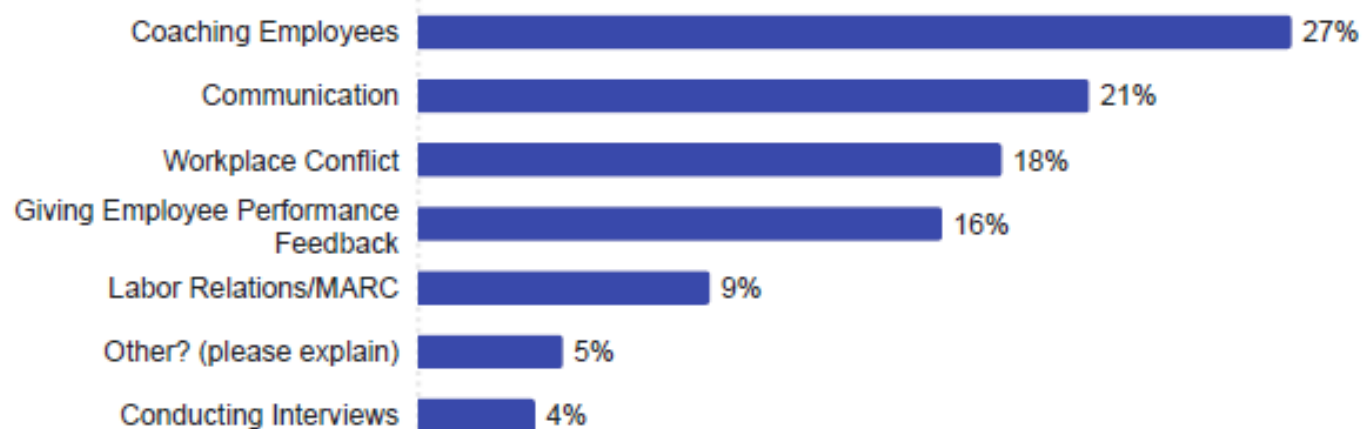
Q24 - How helpful are the monthly Benefit Spotlight emails and text messages in educating you on your employee benefits?

■ Percentage



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

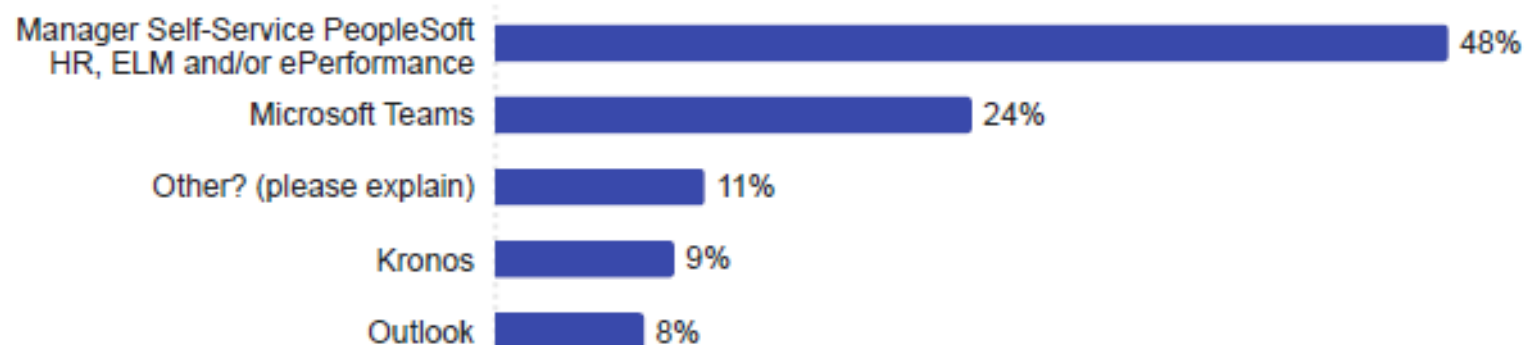
■ Percentage of Choices



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

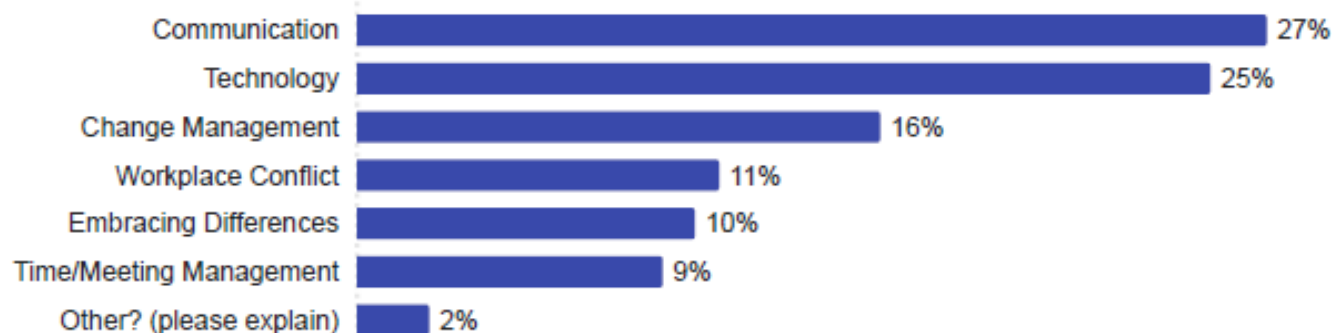
Selected Choice

■ Percentage of Choices



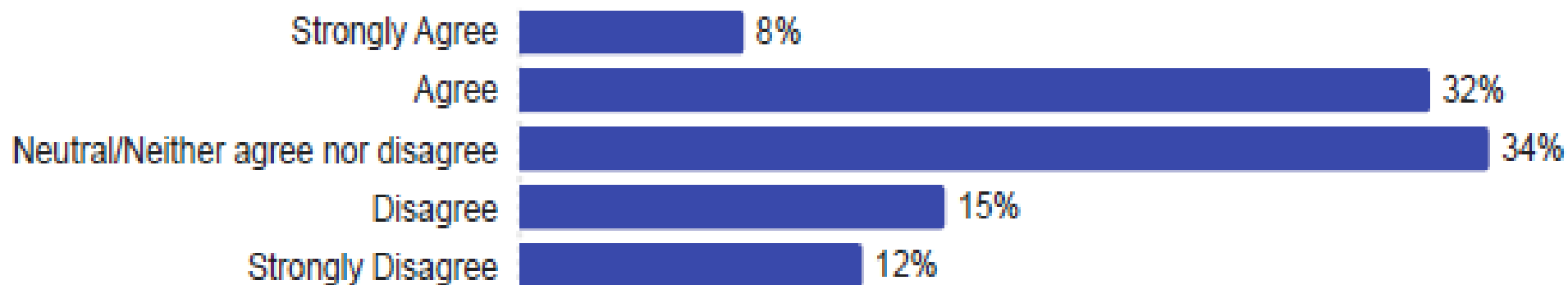
Q25 - What skills would you like to further develop as an employee of BPU? - Selected Choice

■ Percentage of Choices



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

■ Percentage



QUESTIONS ?