

Work Session
October 1, 2025 – 5:00 P.M.

I. Call to Order

II. Roll Call

_____ Brett Parker, District 3
_____ Mary L. Gonzales, At Large, Position 1
_____ Tom Groneman, District 2
_____ David Haley, At Large, Position 2
_____ Stevie A. Wakes, Sr., District 1
_____ Rose Mulvany Henry, At Large, Position 3

III. Approval of Agenda

IV. Board Update/GM Update

V. 2026 Strategic Plan Roll-Out

VI. Employee Engagement Survey Results

VII. Adjourn

STRATEGIC ALIGNMENT BRIEF

Mission
Values
Strategic Pillars



A CLEAR DIRECTION FORWARD



Cross-departmental input



Reflects employee values
and leadership priorities



Already guiding FY2026

*This isn't just a strategic plan; it's a culture
shift that's already underway.*



MISSION STATEMENT

Deliver safe, reliable, and efficient utility services that support our community.



Existing Mission: *To focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable, and sustainable utilities.*



OUR CORE VALUES



SAFETY:
...always



INTEGRITY:
Doing the right thing the right way



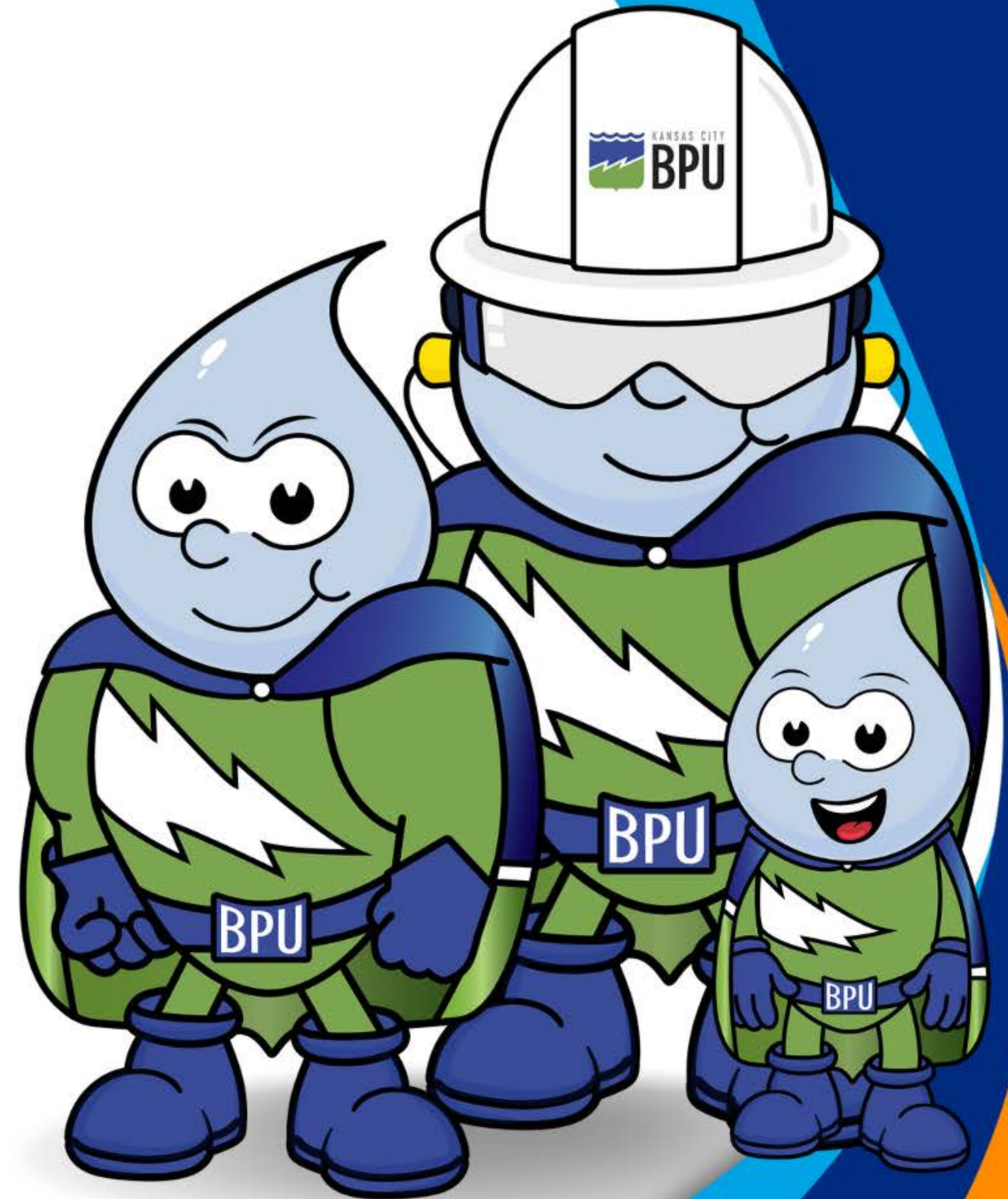
STEWARDSHIP:
Of our people, resources, and environment



SERVICE:
Community first



COLLABORATION:
Achieving more together



THREE PILLARS OF STRATEGIC FOCUS

PILLAR

*Customer-
focused
and people-
centric*

PILLAR II

*Financial
stewardship
and
sustainability*

PILLAR

*System
operations,
resiliency, and
regulatory*

Each pillar connects our values with action. They are a structure behind how we serve our community, manage our resources, and future-proof BPU.





PILLAR I:

Customer Focused & People-Centered



STRATEGIC OBJECTIVE:

Create meaningful experiences for our customers and employees, driven by service, integrity, and care.



GOALS:

1. Invest in our team
2. Build strong community partnerships
3. Create a positive customer experience

This pillar acknowledges that culture, trust, and service originate from how we treat people, both internally and externally.





PILLAR II:

Financial Stewardship & Sustainability



STRATEGIC OBJECTIVE:

Foster ethical and transparent practices that safeguard resources, manage risk, and support long-term organizational excellence.



GOALS:

1. Manage finances responsibly
2. Extend asset lifecycle and ensure compliance

We are focused on long-term performance, rate stability, and fiscal responsibility as a not-for-profit utility.





PILLAR III:

System Operations, Resiliency, & Regulatory



STRATEGIC OBJECTIVE:

Ensure safe and resilient operations through effective systems management and culture of innovation and compliance.



GOALS:

1. Prioritize safety for all
2. Modernize infrastructure
3. Maintain proactive compliance

Our systems are the backbone. This pillar ensures they are safe, strong, and forward-looking.



WHAT'S NEXT



*We're showing up. We're reinforcing.
We're ensuring that every team member
understands how this connects
to their work.*

WHAT IS UNDERWAY:

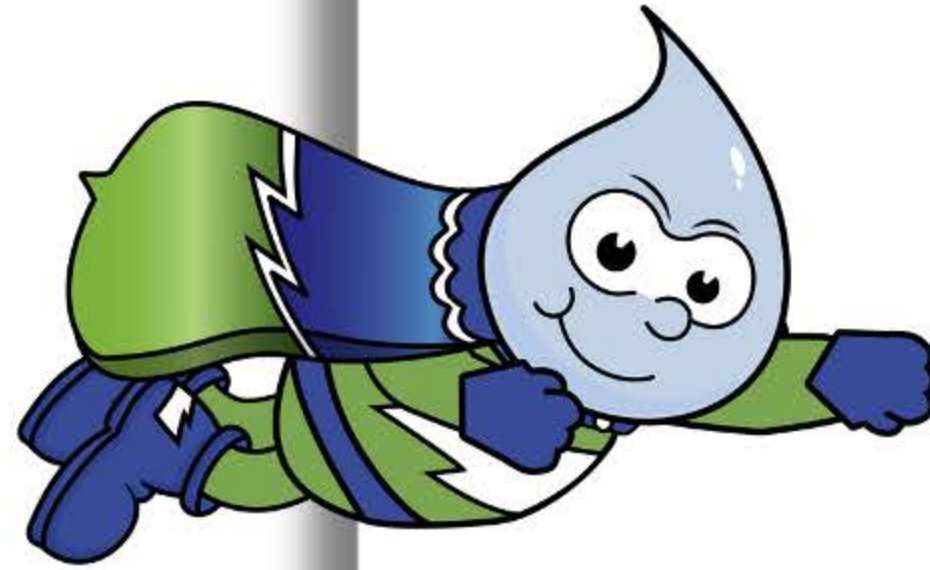
- **FALL 2025**
Communications launches internal messaging, tools, and alignment.
- **EXECUTIVE ROADSHOW**
Leadership visits each BPU location to introduce plan in person.
- **DIRECTOR CASCADE**
Directors will share and discuss the plan with their teams.
- **LIVING THE PLAN**
Embedded into hiring, training, and recognition; not a one-time announcement.
- **FY2026**
Department goals will reflect the three strategic pillars.



MOVING FORWARD

WITH PURPOSE

Our mission and values are not just words; they are how we lead, how we support one another, and how we serve our community. Our pillars provide us with a structure to live them out every day, in every department.





2025 BPU Employee Survey Results:

*Key Insights & Forward
Momentum*

Dennis Dumovich
Director of Human Resources

Why We Survey



01

The Kansas City Board of Public Utilities (BPU) surveys employees annually to measure workplace culture, engagement, and areas of improvement.

02

CBIZ, a neutral third-party partner, designs, conducts, and analyzes the survey data.

03

Utilizing CBIZ ensures confidentiality and unbiased data for leadership to act on.

04

69% 2025 response rate:

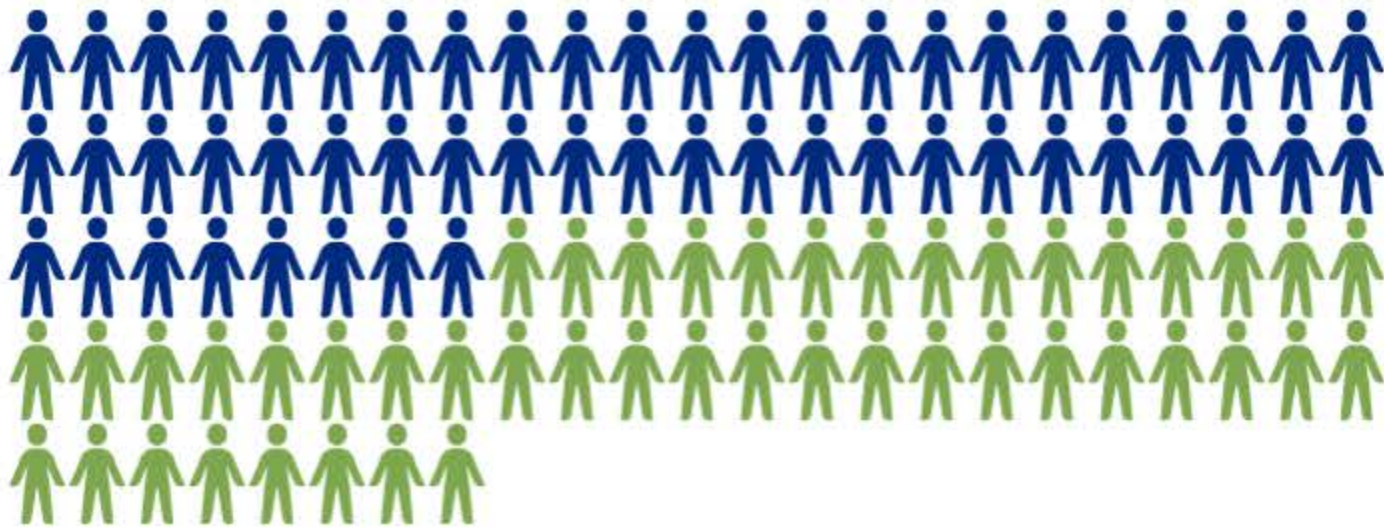
This is up from 67% in 2024 and is **double** the national average.



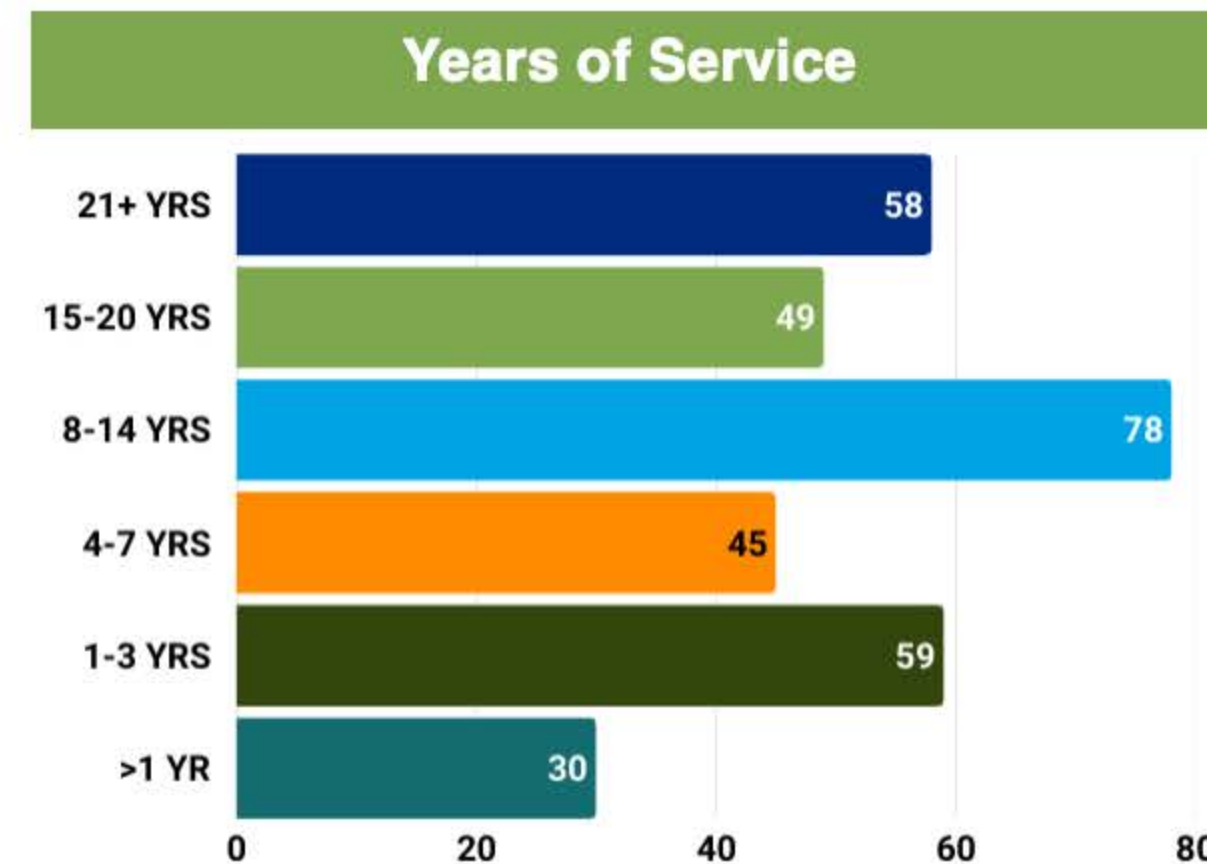
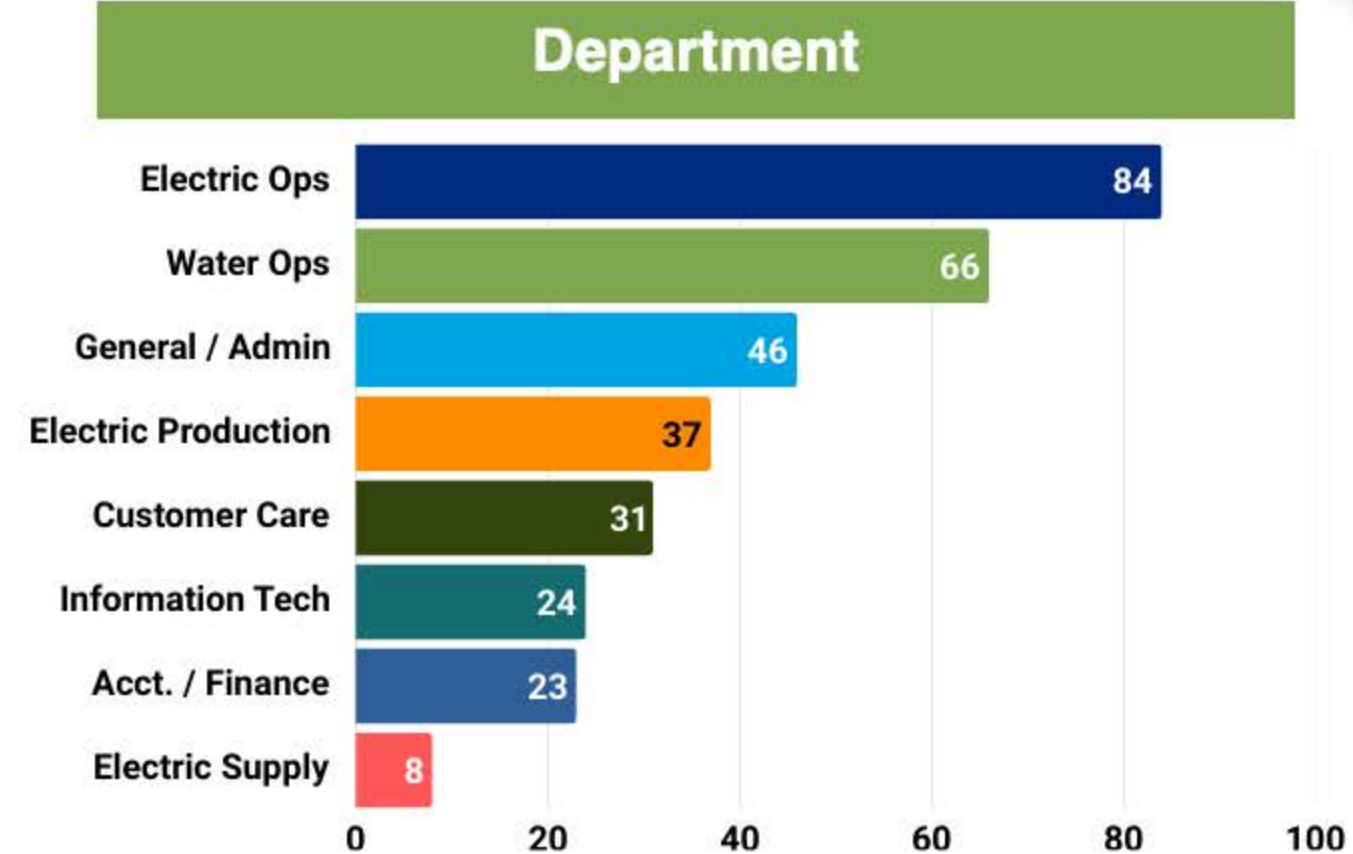
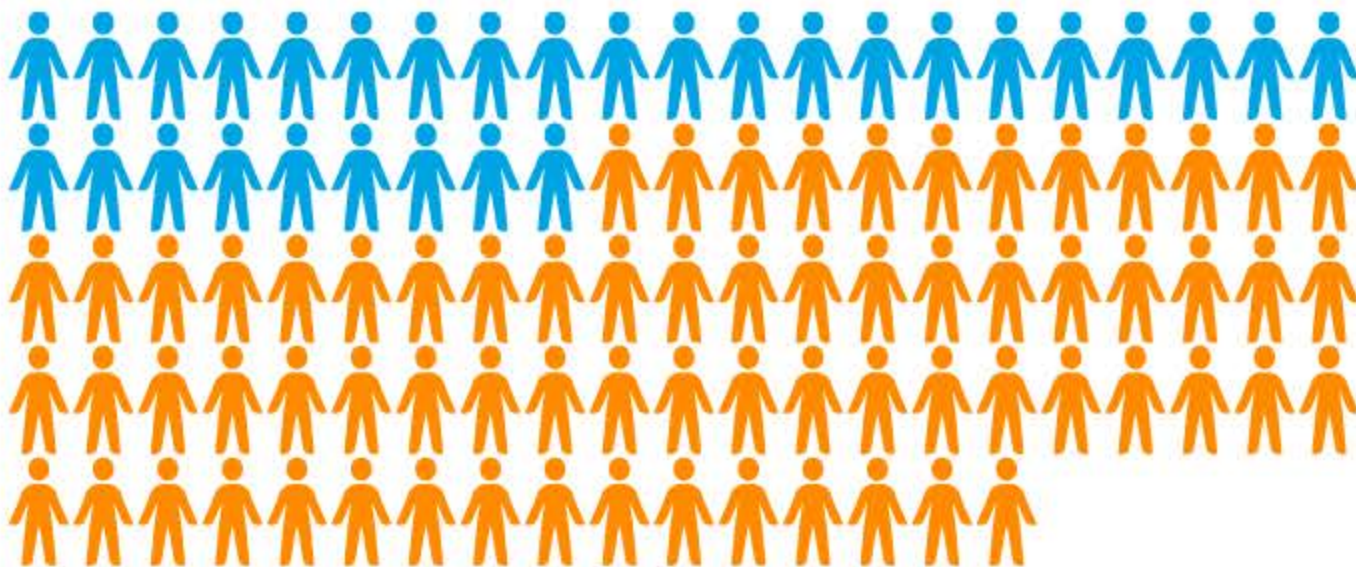
Statistics

Who We Heard From

 Union 54%  Non-Bargaining 46%






 Supervisor = 30%  Non-Supervisor = 70%





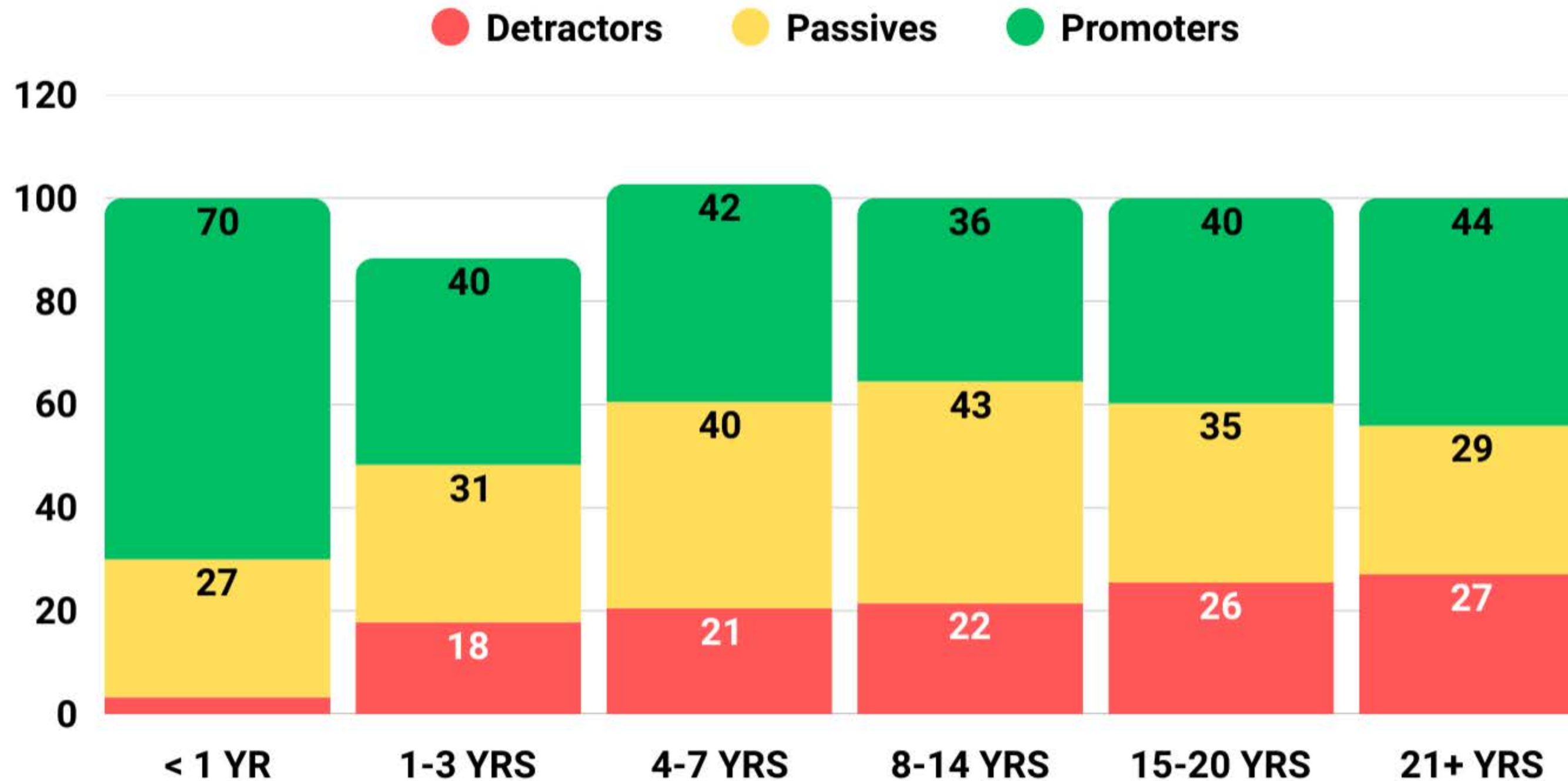
Employee Net Promoter Score:

How We Are Trending

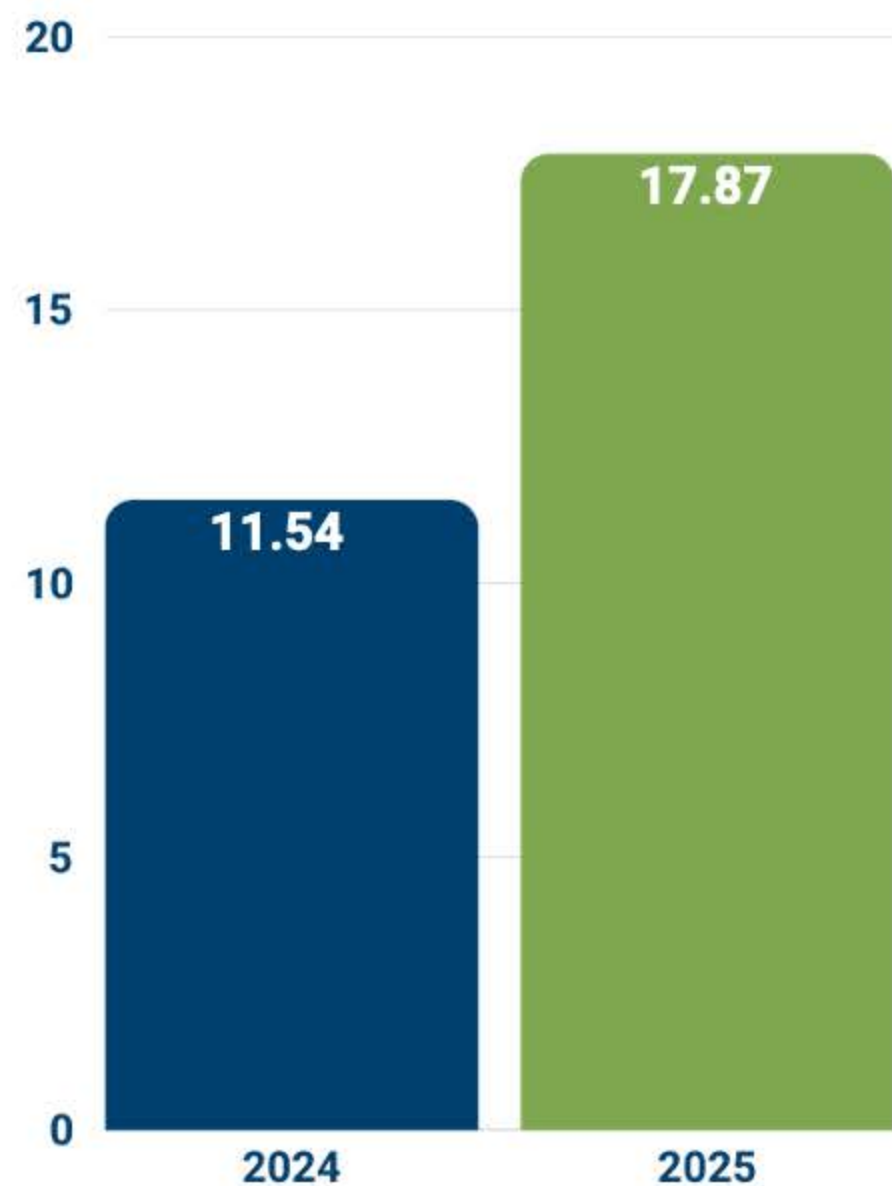
- **+6 point increase compared to 2024**
- **Employee Net Promoter Score (eNPS) is a measure of loyalty and satisfaction:**
 -  42% Promoters
 -  34% Passives
 -  24% Detractors
- **These scores reflect a 50% improvement over last year.**



How Employees Feel at Different Stages of Their BPU Journey



Why eNPS Matters



Our eNPS is trending up, signaling a more engaged and loyal workforce with clear opportunities to move “passives” to “promoters”.

What is Considered a “Good” eNPS?

eNPS Score	Interpretation
-100 to 0	Needs improvement- employee disengagement
0 to +10	Caution zone- slightly more promoters than detractors
+10 to +30	Solid - a satisfied, strong foundation
+30 to +50	Engaged and loyal workforce
+50 to +70	Highly loyal culture
+70 to +100	Exceptional workplace advocacy



What is Working & Where to Improve

Top Strengths:

2024

- 1. Benefits
- 2. Pay
- 3. Pension

2025

- 1. Benefits
- 2. Pay
- 3. Job Security

"Pension" dropped out of the top three in 2025 for the first time.

Areas to Improve:

2024

- 1. Culture
- 2. Communication
- 3. Career Opportunities

2025

- 1. Career Opportunities
- 2. Internal Communication
- 3. Supervisor Development



Culture & Values

How We Live Our Mission

Metric/Question	2024 Strongly Agree or Agree	2025 Strongly Agree or Agree
Believe BPU lives out its mission	82%	84%
Top cultural strengths (open text)	Training, culture, pension	Culture, career opportunities

“It’s touching to see the swift changes being made here with the new management team and management style. Integrity, community pride and a caring spirit has a trickledown effect. **The caring and community spirit of BPU is being reinvigorated.**”



Supervisor Support & Engagement



New/Modified Questions in 2025:

2025 baseline data shows strong supervisor accessibility and support, setting the bar for future year-over-year tracking.



Supervisor cares about employee success



Supervisor cares about overall wellbeing



Can easily get help from a supervisor



Receives regular feedback



Communication

Metric/Question	2024 Strongly Agree or Agree	2025 Strongly Agree or Agree
<i>I feel well-informed about what's going on</i>	51%	55%
<i>My supervisor keeps me informed</i>	61%	62%

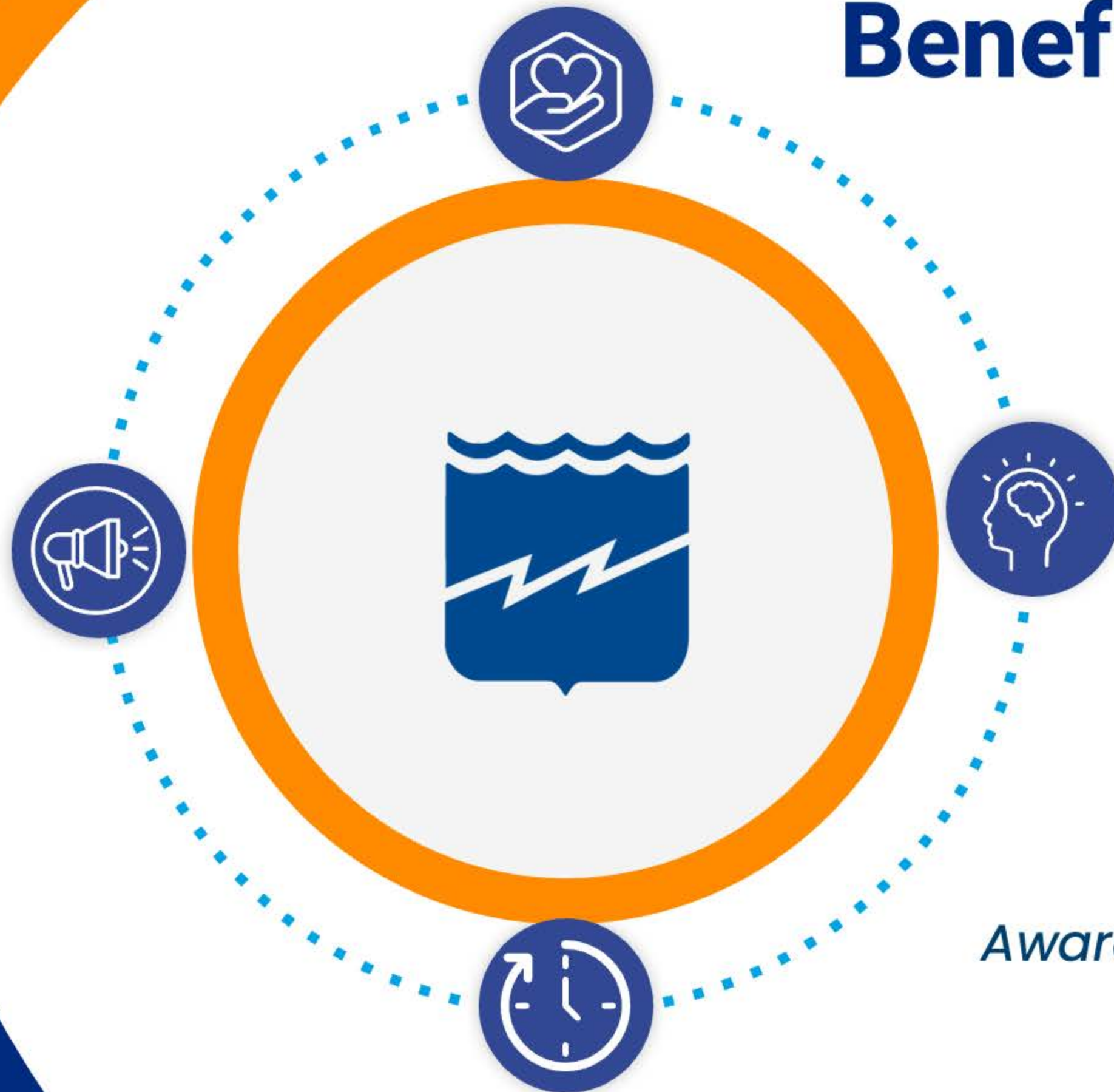
Common communication channels used:

- Email: (10% increase compared to 2024)
- Word of mouth, co-worker updates
- New: BPU Weekly Update emails

Employees rely more on email and word of mouth, indicating that relationships still matter.



Benefits Website & Usage



Key Insights:

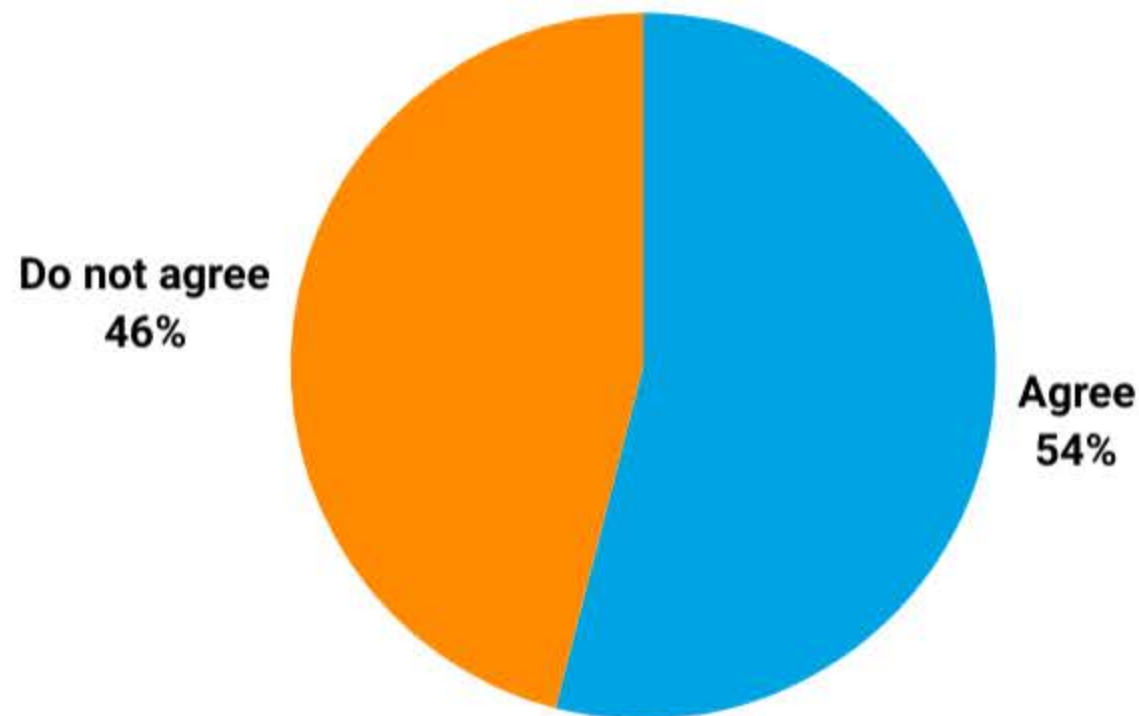
- 68% use the benefits website – flat from 2024
- 45% said they are satisfied with the experience
- Most reported that general awareness and time availability are major barriers

Awareness is the issue – not usefulness

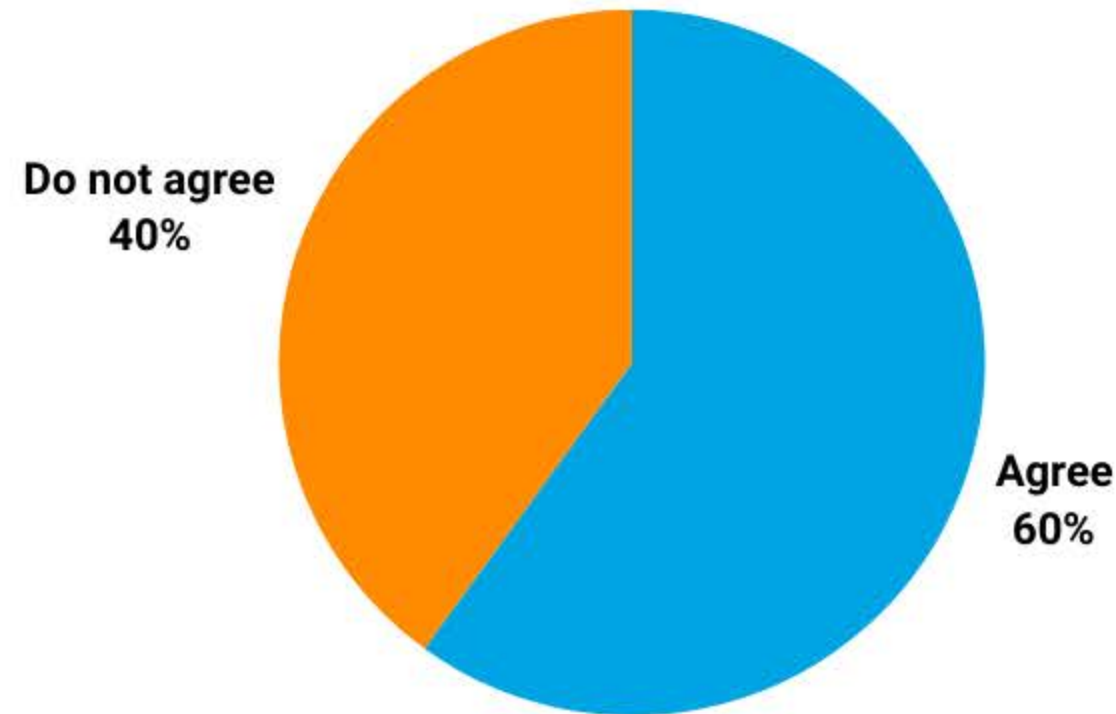


Total Rewards & Benefits

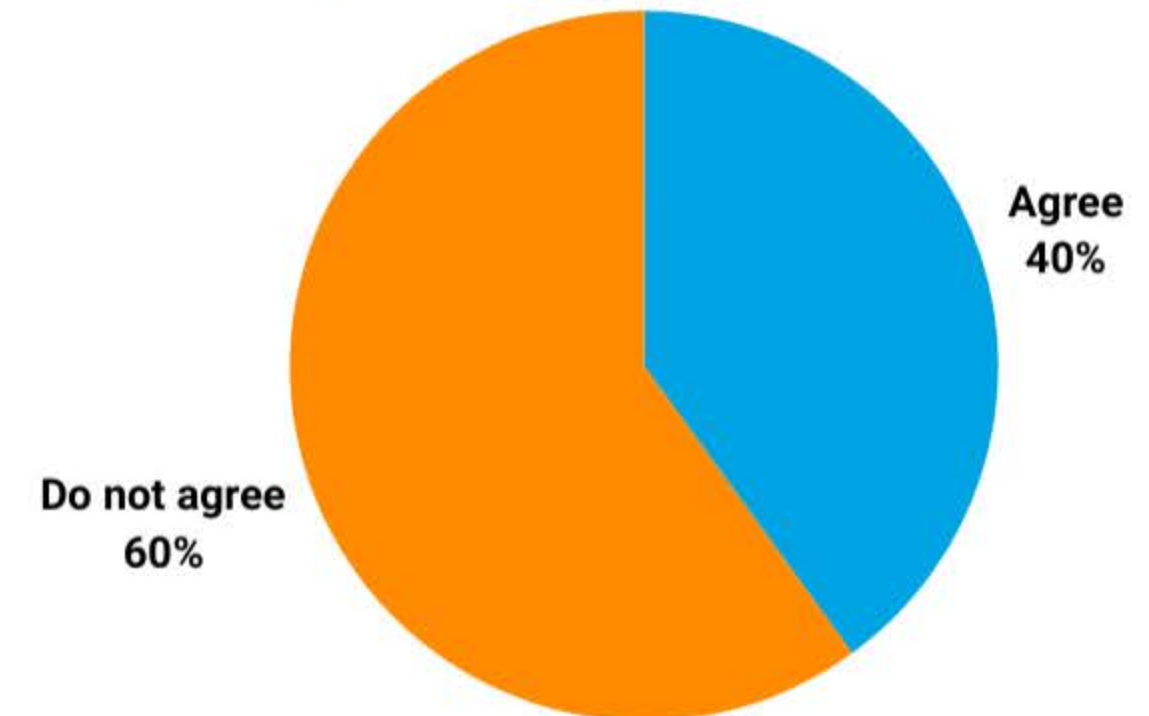
Benefits are easy to understand



Monthly Benefit Spotlight emails are helpful



Interested in Dependent Care FSA



Feedback Themes:

- Pension fairness (Tier 1 vs. Tier 2)
- Mental health, wellness, and weight-loss medications
- Family support needs (leave, dependent care, residency mandate)
- Desire for clearer communication



Where We Go From Here:

Recommendations & Next Steps

CBIZ Recommendations	BPU Next Steps
Strengthen career growth pathways across the organization	Incorporate feedback into 2025 and 2026 performance strategies
Increase internal communication transparency	Improve transparency through <i>Morning Brew</i> sessions, weekly updates, and onsite meetings
Equip supervisors to lead with empathy and clarity	Identify a rollout of supervisor and leadership development programs
Continue to listen, share, and act on feedback	Communicate survey results and next steps to employees

“

I would like to personally thank the BPU team for all their efforts in making my employment experience here a pleasant one.

***I never plan on leaving this company.
I LOVE MY JOB!***

”





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