

**REGULAR SESSION –WEDNESDAY, NOVEMBER 16, 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, November 16, 2022 at 6:00 P.M. The following Board Members were present: Mary Gonzales, President; Rose Mulvany Henry, Vice President; Thomas Groneman, Secretary; Robert L. Milan, Jeff Bryant, and David Haley.

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; Dong Quach, Executive Director Electric Production; Darrin McNew, Acting Executive Director Electric Operations; Maurice Moss, Executive Director Corporate Compliance; Jerry Sullivan, Chief Information Officer; David Mehlhaff, Chief Communications Officer; Dennis Dumovich, Director of Human Resources; Phillip Brown, Senior Civil Engineer; 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](http://www.bpu.com).

Ms. Gonzales called the Board meeting to order at 6:04 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.

**Item #3 – Approval of Agenda**

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

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**Item #4– Approval of Work Session Minutes of November 2, 2022**

A motion was made to approve the minutes of the Work Session of November 2, 2022, by Ms. Mulvany Henry, seconded by Mr. Bryant, and unanimously carried.

**Item #5– Approval of Regular Session Minutes of November 2, 2022**

Mr. Haley asked and received clarification on who made a comment at the November 2<sup>nd</sup> meeting, as well as the appropriateness of asking for the addresses of those speaking during Public Comments.

Mr. Haley also asked for a correction on page three of the minutes from Ms. to Mr. in reference to Mr. Johnson.

A motion was made to approve the minutes, with the above correction, of the Regular Session of November 2, 2022, by Mr. Bryant, seconded by Ms. Mulvany Henry, and unanimously carried.

**Item #6 – Public Comments**

Ty Gorman, 2843 Parkwood Blvd., relayed his thoughts on having no customer shut-offs this winter. He also spoke about the need for separation of the electric and water charges from the unrelated fees and fixed costs. He expressed his thoughts on community engagement, the need for an integrated planning process for 2023, BPU costs, and said there would be a community meeting in the upcoming weeks.

**Item #7 – General Manager / Staff Reports**

- i. *Risk Management Policy – Resolution #5279:* Mr. Maurice Moss, Executive Director Corporate Compliance reviewed the Risk Management Policy resolution with the Board. (See attached.)

Ms. Mulvany Henry asked for clarification for the use of “Board” in the first paragraph of the resolution as to the specifics of which Board is responsible.

Ms. Angela Lawson, Deputy Chief Counsel, said she did take that reference from the charter language and could change language to clarify what it was referring to in each instance of the word, “Board”.

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There was Board discussion regarding how much additional information needed to be shared before the resolution was adopted.

Mr. Moss and Mr. Johnson responded to comments and questions from the Board during which Mr. Moss said that the top 15 risks would be shared with the Board and that the Board would receive updates as the policy continued to evolve.

A motion was made to adopt Resolution #5279, Risk Management Policy, with the changes identified by the Board, by Mr. Bryant, seconded by Mr. Milan.

Mr. Haley asked for clarification of the changes.

Ms. Lawson said that wording would make it clear as to when the word “Board” referred to the utility as a whole and when it referred to the elected body. She would also correct the typo in the THEREFORE clause on page one.

Roll call was taken:

Mr. Bryant – yes

Ms. Gonzales – yes

Mr. Groneman – yes

Mr. Haley – yes

Mr. Milan – yes

Ms. Mulvany Henry - no

The motion carried.

- ii. *Water Operations Benchmarking:* Mr. Phillip Brown, Senior Civil Engineer, reviewed the Water Operations American Water Works Association (AWWA) Benchmarking exercise. They would use this exercise to develop and track their performance based on Key Performance Indicators (KPI). (See attached PowerPoint.)

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

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- iii. *Miscellaneous Comments:* Mr. Johnson gave an update on the Unified Government (UG) County Administrator Search Taskforce. The taskforce had met to go over scheduling and processes. The hope was to name a new County Administrator by the end of the first quarter of 2023. The name of the search firm was GovHR.

He reminded the Board of the upcoming Budget retreat on December 5<sup>th</sup>.

He expressed his well wishes on Mr. Groneman’s upcoming birthday.

**Item #8 – Board Comments**

Mr. Bryant expressed his thoughts on the recent contract extension and pay increase for the General Manager.

Ms. Gonzales thanked everybody for their participation with the 2023 Capital presentation. She also made a request to attend the 2023 APPA Joint Action Conference, January 1-8, 2023 in San Diego, CA.

A motion was made to approve Ms. Gonzales’s request for travel by Mr. Bryant, seconded by Ms. Mulvany Henry, and unanimously carried.

Mr. Groneman thanked everyone for the evening’s informative presentations. He also spoke on the importance of explaining what any given acronym meant during presentations.

Mr. Haley echoed Mr. Groneman’s statements. He also said he appreciated the update to the website that made the meeting more accessible for the public. He reiterated his desire to propose a resolution that would call for separate bills, with UG’s charges on one bill and BPU charges on the other. He also let the Board know that he would be attending the next meeting via zoom.

Mr. Milan thanked staff for their presentations. He reminded all that we were still in budget for this year. He also expressed his feelings on recent news articles which included information from an Executive Session. He also commented that the utility was a bill collector and no one likes bill collectors. He thanked the Board for all they did. He also thanked Mr. Moss for his Risk Management program.

Ms. Mulvany Henry thanked Mr. Brown and Mr. Moss for their presentations. She also explained her vote regarding the Risk Management policy.

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**Item #10 – Adjourn**

At 7:44 P.M. a motion to adjourn was made by Mr. Groneman, seconded by Mr. Bryant and carried unanimously.

ATTEST:

  
Secretary

APPROVED:

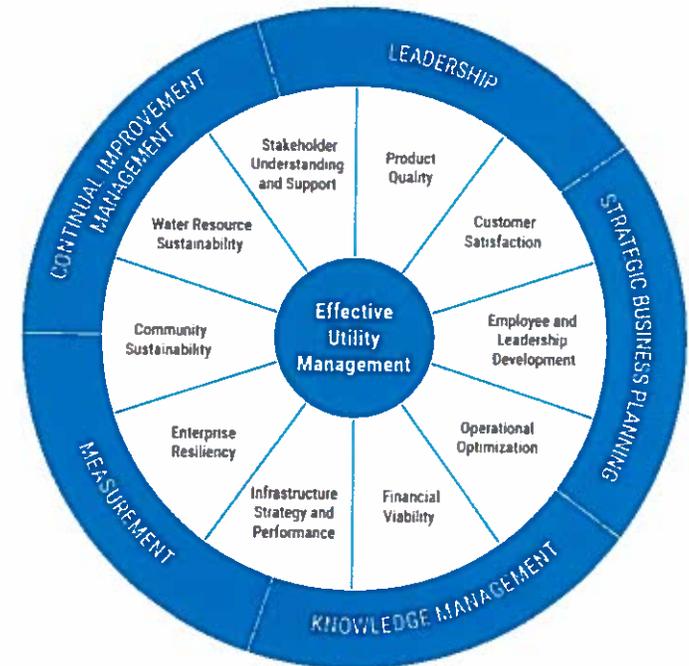
  
President

# Water Operations Update: AWWA Benchmarking

Nov. 16<sup>th</sup>, 2022

# AWWA Benchmarking

- KPI is used to Measure Performance in Key Areas
- A Benchmark is used to compare performance to other Utilities
- Track and Improve your Performance based on your KPI





- **Timeline**

- Kickoff Jan. 2022
- Individual Department Meetings and Data Gathering Feb - March
- April 1<sup>st</sup> Initial Dataset required
- May 3<sup>rd</sup> Final submittal
- June - Sept AWWA QA/QC
- Oct. Final Reports Available

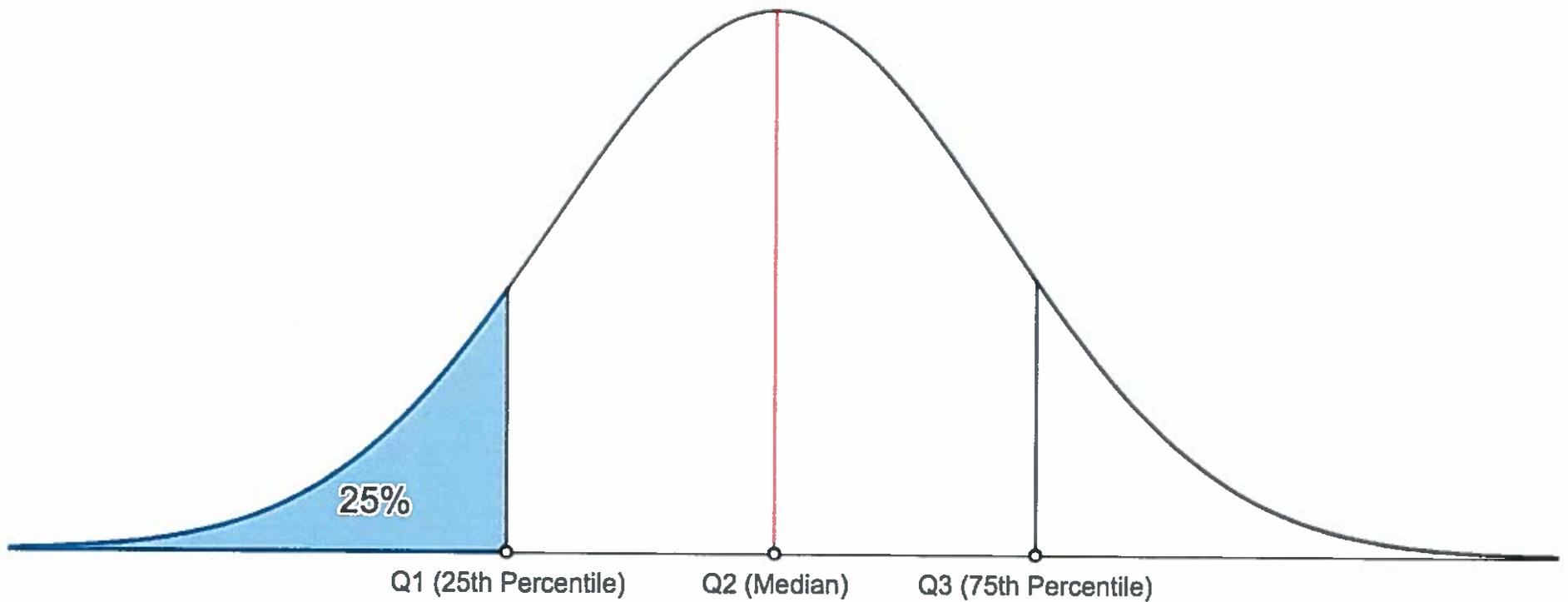
## Goals for Good KPI

- Specific
- Measurable
- Accurate
- Relevant
- Practical
- Understandable

## Problems/Issues

- Grey Areas
- Definitions used for data
- How to measure
- How to report information
- Is it relevant
- Are the systems in place to verify quality of data

# What is a Percentile?





## Business Operation & Organizational Development

	BPU	75 <sup>TH</sup> PERCENTILE	Median	25 <sup>th</sup> Percentile	Count
Customer Accounts Per Employee	348	543	401	316	46
Employee Turnover Rate	1.9%	4.6%	7.7%	11.5%	41
Debt Ratio	38%	22%	35%	54%	47
Debt Service Coverage Ratio	1.91	3.35	2.57	1.93	41
Operating Ratio (O&M/Revenue)	56%	44%	56%	74%	46
System Renewal/replacement rate of Pipe Network	0.7%	1.9%	1.1%	0.5%	34



# Metrics Important to Customers

	BPU	75 <sup>TH</sup> PERCENTILE	Median	25 <sup>th</sup> Percentile	Count
Technical Service Complaints (per population)	0.8	0.8	3.5	5.9	33

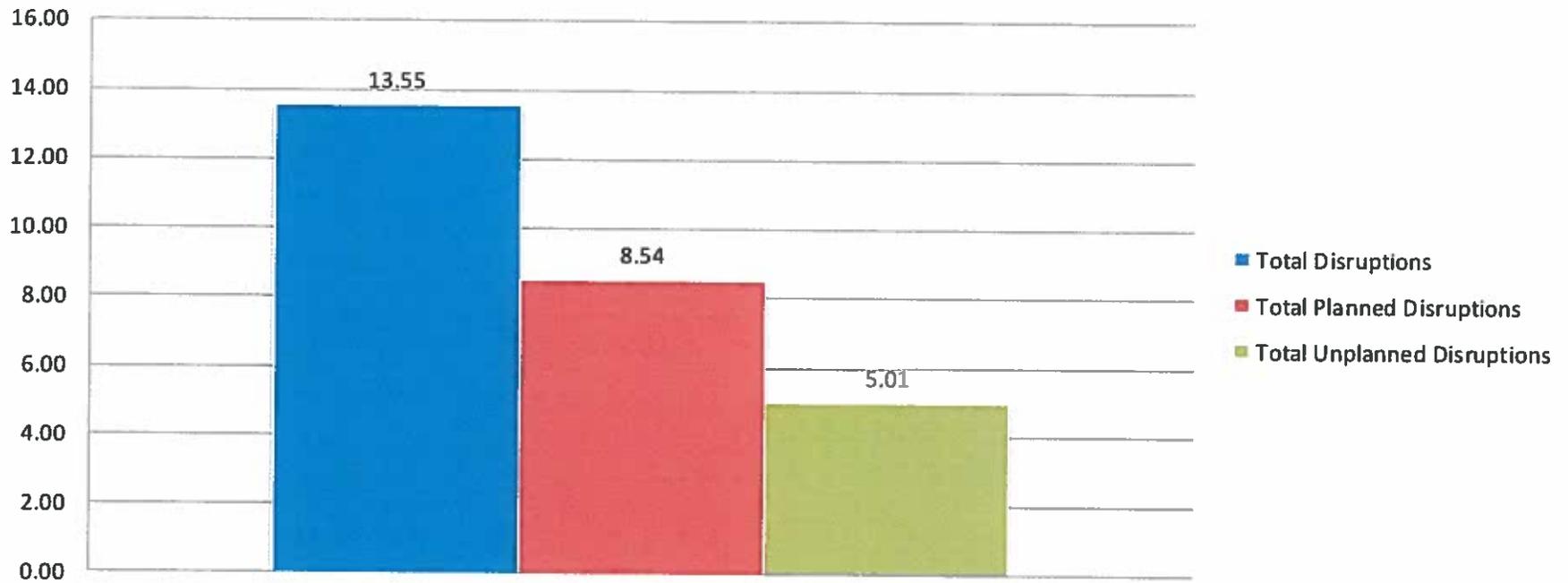


# Metrics Important to NWTP

	BPU	75 <sup>TH</sup> PERCENTILE	Median	25 <sup>th</sup> Percentile	Count
Regulatory Compliance	100%	100%	100%	100%	48
Available Water Supply (years)	64	64	49	25	29

# Disruptions per 1000 accounts

Disruptions per 1000 accounts





# Leaks and Breaks

	BPU	75 <sup>TH</sup> PERCENTILE	Median	25 <sup>th</sup> Percentile	Count
Water Distribution System Integrity Total (Breaks & Leaks Per 100 Miles)	52.9	6.0	13.6	27.0	44
Total O&M Cost per account	\$521	\$344	\$500	\$657	42
Total O&M Cost per MG	\$2,662	\$1,938	\$3,074	\$4,260	46
Infrastructure Leakage Index (ILI)	6.10	1.03	1.85	2.83	26
Disruption of Water Services Frequency Index	17.95	1.67	3.21	6.05	36



# Lesson Learned

- Definitions
- Data Collection - will improve over time
- System of Record
- Thanks - Very thankful for all the assistance from the various departments.

Questions?