

JEA CUSTOMER & WORKFORCE COMMITTEE MINUTES
September 16, 2022

The Customer & Workforce Committee of the JEA Board met at 9:00am on Friday, September 16, 2022 on the 8th Floor, 21 W. Church Street, Jacksonville, Florida. The public was invited to attend this meeting in-person at the physical location and virtually via WebEx.

WELCOME

Meeting Called to Order – Committee Chair Tom VanOsdol, attending virtually, called the meeting to order at 9:00 am. Also attending the meeting virtually was Dr. Zachary Faison, and John Baker. Board Member Rick Morales also attended the meeting virtually. A quorum of the committee was not physically present for the meeting.

Others in attendance in-person were Jay Stowe, Managing Director/CEO; Jody Brooks, Chief Administrative Officer; Ted Phillips, Chief Financial Officer; Jordan Pope, Vice President, Corporate Strategy; David Emanuel, Chief Human Resources Officer; and Regina Ross, Chief Legal Officer, Office of General Counsel. Others in attendance virtually were Sheila Pressley, Chief Customer Officer; Kurtis Wilson, Vice President, Government Relations; and Hai Vu, Vice President, Water/Wastewater Systems.

Adoption of the Agenda – Due to the lack of quorum, the agenda was received for information.

Safety Briefing and Values Moment – Charna Flennoy, Manager, Talent Acquisition Services, noted the safety protocol is outlined in the materials and provided a Values Moment on emotional safety in the workplace.

Comments from the Public – There were no in-person, virtual, or emailed public comments

FOR COMMITTEE CONSIDERATION

FY22 Business Customer Satisfaction Results – Randy Swift, Director, Business Relationships & Project Outreach, provided the committee with an update on the FY22 business customer satisfaction results, and cost reduction strategies including, customer service delivery model, workforce management upgrades, chat functionality, a mystery shopping program, and an end of call survey makeover. This presentation was received for information.

Voice of the Customer Program – Tim Hunt, Vice President, Customer Experience Insights & Solutions, provided the committee with an overview of the Voice of the Customer Program with the purpose to understand JEA’s customer perceptions based on the interactions they have with JEA. Mr. Hunt highlighted various ways interactions drives perception, reducing friction of customer transactions by being easy to do business with, provided a journey map to address gaps in expectations, processes, and data. This presentation was received for information.

Affordability and Service Delivery Enhancements – Chris Jackson, Director, Customer Revenue, provided the committee with an overview of the low-income energy assistance program funded by the Department of Economic Opportunity. Mr. Jackson stated during the current year-to-date, 4,366 JEA customers have received just under 2.5 million dollars of assistance. This presentation was received for information.

Appointment of Dr. Edythe Abdullah to the City of Jacksonville Civil Service Board – David Emanuel, Chief Human Resources Officer, provided a review of Article 17 of the Jacksonville Municipal Code, term limits, functions of the Jacksonville Civil Service Board, and biographical information of Dr. Edythe M. Abdullah. Due to a lack of quorum, this presentation was received for information.

Diversity, Equity & Inclusion – Paul McFadden, Director, Diversity, Equity & Inclusion, highlighted JEA’s current workforce and noted JEA’s desire to reflect the diversity of Northeast Florida, JEA’s focus over the next three years including diverse candidate pools, partnering with local organizations to grow diverse talent, maintaining and increasing diversity in leadership, and supporting diversity in the community. This presentation was received for information.

Collective Bargaining Unit Agreements – Pat Maillis, Senior Director, Employee Services and Andy Bemis, Manager, Labor Relations, provided a review of the current Bargaining Unit composition, workforce indices, key considerations, and highlighted completed negotiations, including wages and other notable changes for all five collective bargaining units for three-year agreements commencing October 1, 2022 – September 30, 2025. Due to a lack of quorum, this presentation was received for information.

FY23 Pay for Performance Plan – Pat Maillis, Senior Director, Employee Services provided the committee with an overview of the program to include the program summary, safety performance metrics, customer satisfaction metrics, financial performance metrics, and the FY23 proposed Pay for Performance program. Due to a lack of quorum, this presentation was received for information.

FY23 Corporate Scorecard – Jordan Pope, Vice President, Corporate Strategy, provided a review of the FY23 Corporate Scorecard, highlighting metrics removed and proposed metrics. This presentation was received for information.

CLOSING CONSIDERATIONS

Old and Other New Business/Open Discussion – None

Announcements – Next Customer & Workforce Committee Meeting will be October 12, 2022.

Adjournment – With no further business coming before the Committee, Chair VanOsdol declared the meeting adjourned at 10:22am

APPROVED BY:

Tom VanOsdol, Committee Chair

Date: _____

Submitted by:

Allison S Hickok
Allison S. Hickok
Office Support Associate