

**MINUTES**  
**Personnel Committee**  
**Colorado Springs Utilities Board**  
**February 11, 2022**

**Committee present via Microsoft Teams or Rosemont Conference Room:** Committee Chair Yolanda Avila, Randy Helms, and Tom Strand

**Board members present via Microsoft Teams or Rosemont Conference Room:** Bill Murray

**Staff members present via Microsoft Teams or Rosemont Conference Room:** Renee Adams, Heather Harvey, Andie Buhl, Natalie Watts, Cindy Newsome, Dan Norton, Brenda Koskey, Leslie McKiernan, Mike Francolino, Jonathan Liepe, Travas Deal, Al Wells, David Padgett, Shechinah Hinkle, Aram Benyamin, Bethany Schoemer, Joe Awad, Tristan Gearhart, Pattie Benger

**1. Call to Order and Welcome**

Chair Yolanda Avila called the meeting to order at 10:01 a.m. Ms. Renee Adams, Human Resources General Manager, read a statement regarding the Colorado Open Meetings Law and City Charter and stated that public comment would not be a part of the meeting.

**2. Review of Minutes**

The January 14, 2022 Personnel Committee minutes were approved for posting.

**3. Preparation for 2021 CEO Performance Review:**

**a. Enterprise Scorecard 2021 Results:**

Ms. Adams explained how two indicators from the enterprise scorecard will be discussed at this meeting rather than next month to take a deep dive of the information.

Mr. Dan Norton, Interim Customer Services Department General Manager, explained how there has been a lot of turnover in the call center due to Springs Utilities not keeping up with industry standards, which has impacted the organization internally, as well as externally with customer relationships.

Ms. Leslie McKiernan, Customer Insights and Programs Analyst Supervisor, compared Preliminary Customer Satisfaction Scores (OSAT) with percentage rankings between residential and commercial customers over the last five years (2017 – 2021).

Ms. McKiernan explained how customer satisfaction is measured and how it is a major component of having an engaged customer relationship. She then reviewed Springs Utilities' customer engagement strategy. Ms. McKiernan concluded with a roadmap of long- and short-term customer projects.

Ms. Brenda Koskey, Customer Service Center Manager, provided a call center update and explained changes that have occurred between 2020 – present. She said staffing shortages have impacted the current status of the call center and Ms. Adams explained how the customer service department is currently under review to help improve staffing shortages.

Ms. Koskey gave a current assessment of the call center and an overview of recruitment vacancies from October 2021 to February 2022, as well as the employee retention strategy from February 2022 to December 2022.

#### **b. Workforce Demographics and 2021 Hiring Summary**

Mr. Jonathan Liepe, Human Resources Supervisor, gave an update on the state of the workforce summary (2021 year-end), as well as 2021 employee demographics. He explained the two affirmative action plans at Springs Utilities and provided data for employees who:

- Disclose their veteran status
- Identify as disabled
- Identify their gender
- Identify their race/ethnicity

Mr. Liepe compared this information to 2020. He concluded with an overview of gender and race percentages of employees based on job classifications at Springs Utilities.

#### **4. Plan Future Agenda**

- ER: 1-3 Board Expected Results Scorecard (Semi-annual): Year-end CEO Performance Discussion

#### **5. Adjournment**

The meeting adjourned at 11:29 a.m.

**Next Meeting:** Friday, March 11, 2022