

MINUTES
Personnel Committee
Colorado Springs Utilities Board
March 10, 2023

Committee members present via Microsoft Teams or Rosemont Conference Room:
Yolanda Avila, Randy Helms, Tom Strand and Wayne Williams

Board members present via Microsoft Teams or Rosemont Conference Room: Dave Donelson and Bill Murray

Staff members present via Microsoft Teams or Rosemont Conference Room: Renee Adams, Mike Francolino, Travas Deal, Tristan Gearhart, Natalie Watts, Heather Harvey, Catherine Moravec, Andrew Johnson, Mary Randa, Kayla Kestel, Michael Myers, Jennifer Valdois and Andie Buhl

City staff present via Microsoft Teams or Rosemont Conference Room: Sally Barber

1. Call to Order and Welcome

Committee Chair Yolanda Avila called the meeting to order at 10:01 a.m. Ms. Renee Adams, Chief Administrative and Human Resources Officer, 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 Feb. 10, 2023 Personnel Committee minutes were approved for posting.

3. Compliance Reports

- a. ER: 1-3 Board Expected Results Scorecard (Semi-annual): 2022 Balanced Scorecard Metrics Review:
 - i. Safety and Health - Occupational Injuries and Illness Rate
 - ii. Workforce Index
 - iii. Leadership Turnover

Mr. Michael Myers, Safety and Health Manager, reviewed the Safety Index for 2022. He said the organization ended 2022 with exceeds expectations based on only having 10 lost time incidents. He reviewed the Occupational Safety and Health Administration (OSHA) rate dashboard, which includes real time data that is matched against the benchmark.

Ms. Heather Harvey, Human Resources Manager, reviewed the Workforce Index and said it is divided into three categories:

1. Quality of hire (QoH) for new hires – 20%

- The organization is at a meets expectations for QoH and reviewed its formula and sub-scores:
 - Overall QoH rating = (retention + performance + employee engagement) / scored 3
 - Retention rate of new hires (12 months) = 89% - rated does not meet expectations
 - Supervisor ratings of new hire performance = 3.52 - rated exceeds expectations
 - New hire rating of engagement = 4.2 – rated exceeds expectations
- 2. Compliance with mandatory and required training – 40%
 - Ms. Jennifer Valdois, Workforce Development Manager, said the organization meets expectations for compliance with mandatory and required training and reviewed its formula and sub-scores:
 - Overall training rating = (.40 x mandatory training) + (.40 x required web-based training) + (.20 x no show percentage)
 - Mandatory training compliance = 99.42% rated exceeds expectations
 - Required web-based training (WBT) = 91% rated partially meets expectations
 - No show percentage = 95.15% rated exceeds expectations
- 3. Total turnover – 40%
 - Ms. Harvey said the organization far exceeds expectations for total turnover and reviewed its formula:
 - Turnover rating = (total voluntary + involuntary separations) / average headcount
 - Ms. Adams reviewed the 10-year turnover rate for all employees compared to the five-year average.
 - Ms. Harvey also discussed total organizational turnover vs. executive leadership turnover during 2013 – 2022.

4. DELTA Team Discussion on Diversity, Equity and Inclusion

Ms. Kayla Kestel, Sourcing Lead and DELTA Communications Lead, said the goal for DELTA is to provide employees opportunities to learn about diversity, gain new skills, connect with coworkers, and contribute to making Spring Utilities an inclusive workplace for everyone. She also reviewed 2022 areas of focus for internal and external events.

Ms. Mary Randa, Applications Senior and in-coming DELTA Chairperson, reviewed the list of completed 2022 activities. Ms. Catherine Moravec, Senior Water Conservation Specialist and current DELTA Chairperson reviewed key learning outcomes from 2022 which were:

1. Engaging in external events contributes to a positive community perception of Springs Utilities.

2. Internal activities contribute to creating an inclusive workplace that drives positive employee engagement.
3. Engaged employees are better positioned to serve our diverse community and can better solve the most challenging issues facing our organization.

Mr. Andrew Johnson, Workforce Development Specialist and DELTA Staff Advisor, reviewed the plans for 2023:

- Commemorate one diversity-related event each month.
- Host a successful Summer Celebration that contributes to employees feeling valued by leadership and the organization.
- Complete a DEI (diversity, equity, and inclusion) Maturity Assessment and identify opportunities for long-term improvement.
- Help discover what community education and support offerings may be best matched to the clients of the Family Success Center and developing an engagement plan.

5. Plan Future Agenda – Next meeting: Friday, May 12, 2023

Ms. Adams reviewed discussion topics for the next Personnel Committee meeting. She said the April meeting will be cancelled due to Board turnover.

The Personnel Committee agreed to change the date of the May meeting due to scheduling conflicts. Staff will assist with calendaring.

Committee Member Williams expressed appreciation for staff and their hard work the last four years.

Committee Member Helms also complimented the Human Resources staff.

6. Adjournment

The meeting adjourned at 10:55 a.m.