



2020 Member Relations Survey Results

Board of Directors

December 2020



Survey Measured Member Relations with Staff

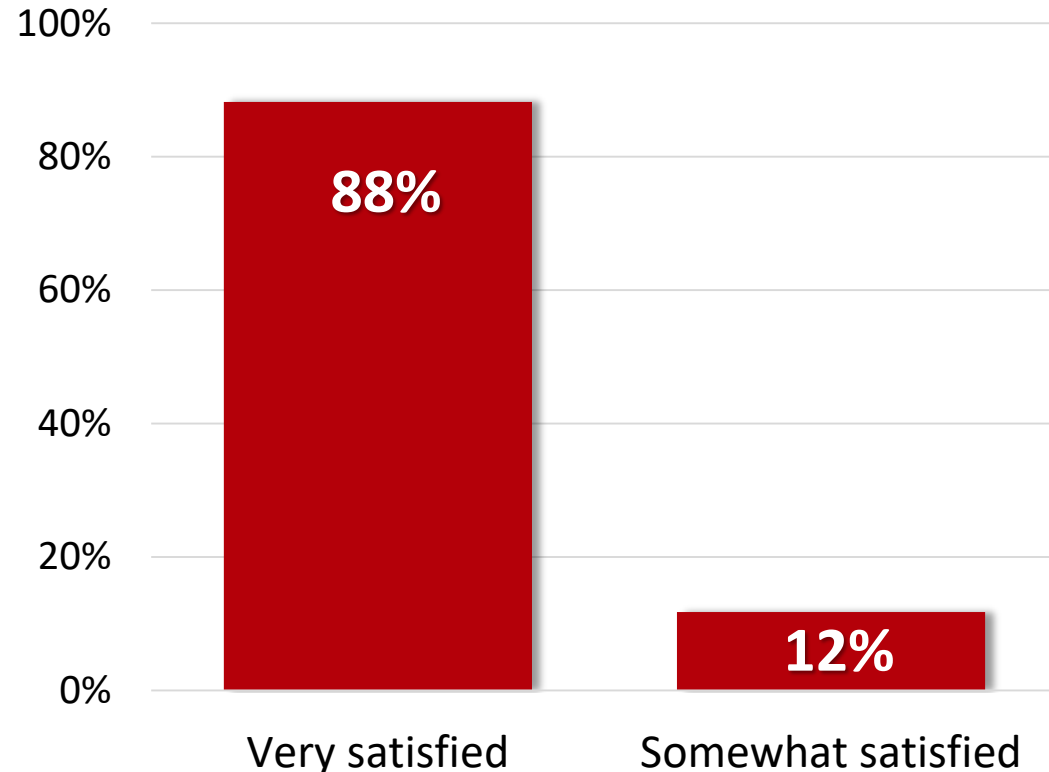
Satisfaction Remains High, Agency Headed in Right Direction

- 34 people from 13 known member cities responded to the biennial survey
- Survey distributed to FMPA's Board of Directors, Executive Committee, Finance Committee, PMLC and other interested parties
- Purpose to measure relationship between members and staff, confidence in Agency direction and alignment with member priorities
- Respondents said: FMPA headed in the right direction, and overall they're satisfied with FMPA
- Members appreciate FMPA's services, suggest areas for improvement

Overall, Members Highly Satisfied with FMPA

All Respondents Reported Being Satisfied, 88% Highly Satisfied

How would you rate your overall satisfaction with FMPA in meeting your utility's needs?



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I can't imagine having any better services from FMPA. They have made a huge impact by helping our utility with anything we need including job interviews, power quality analysis, trip savers programming, hurricane restoration assistance and safety meetings.

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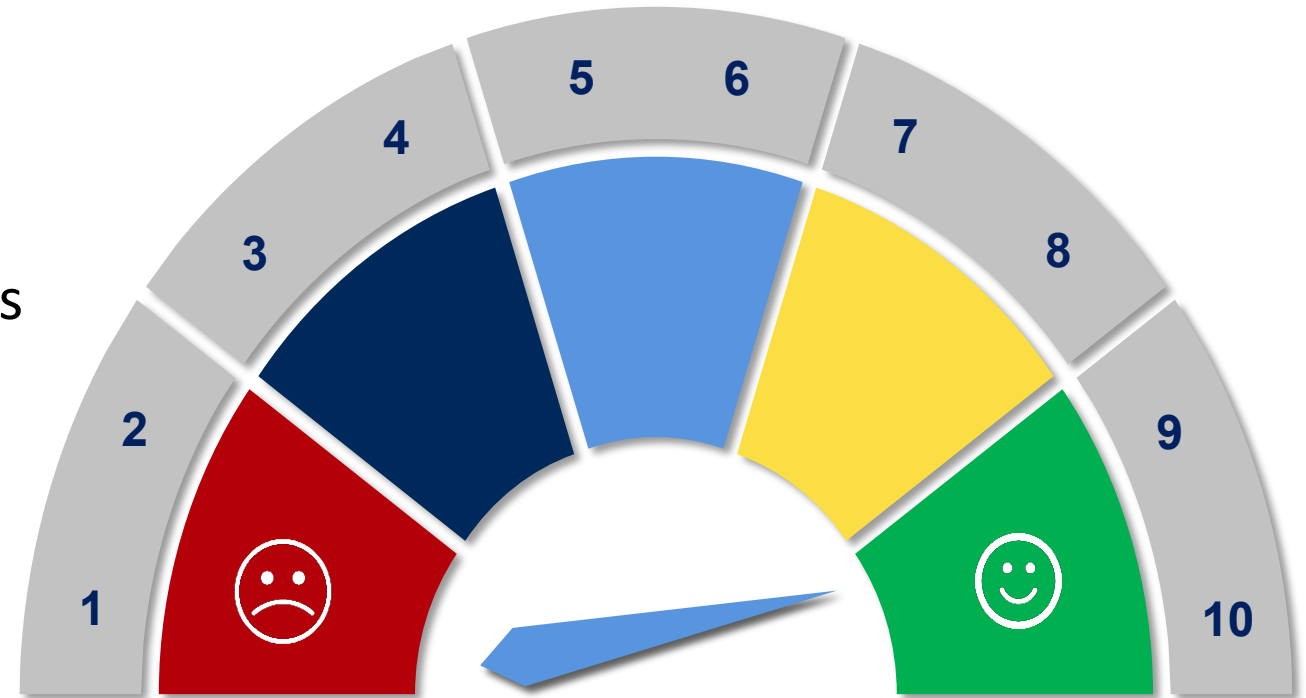
It would have been cost prohibitive for us to make venture into a solar project without the support of FMPA.

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FMPA's Member Services Valuable in Meeting Mission

Nearly Half Give FMPA Perfect Score, No Response Less than 7

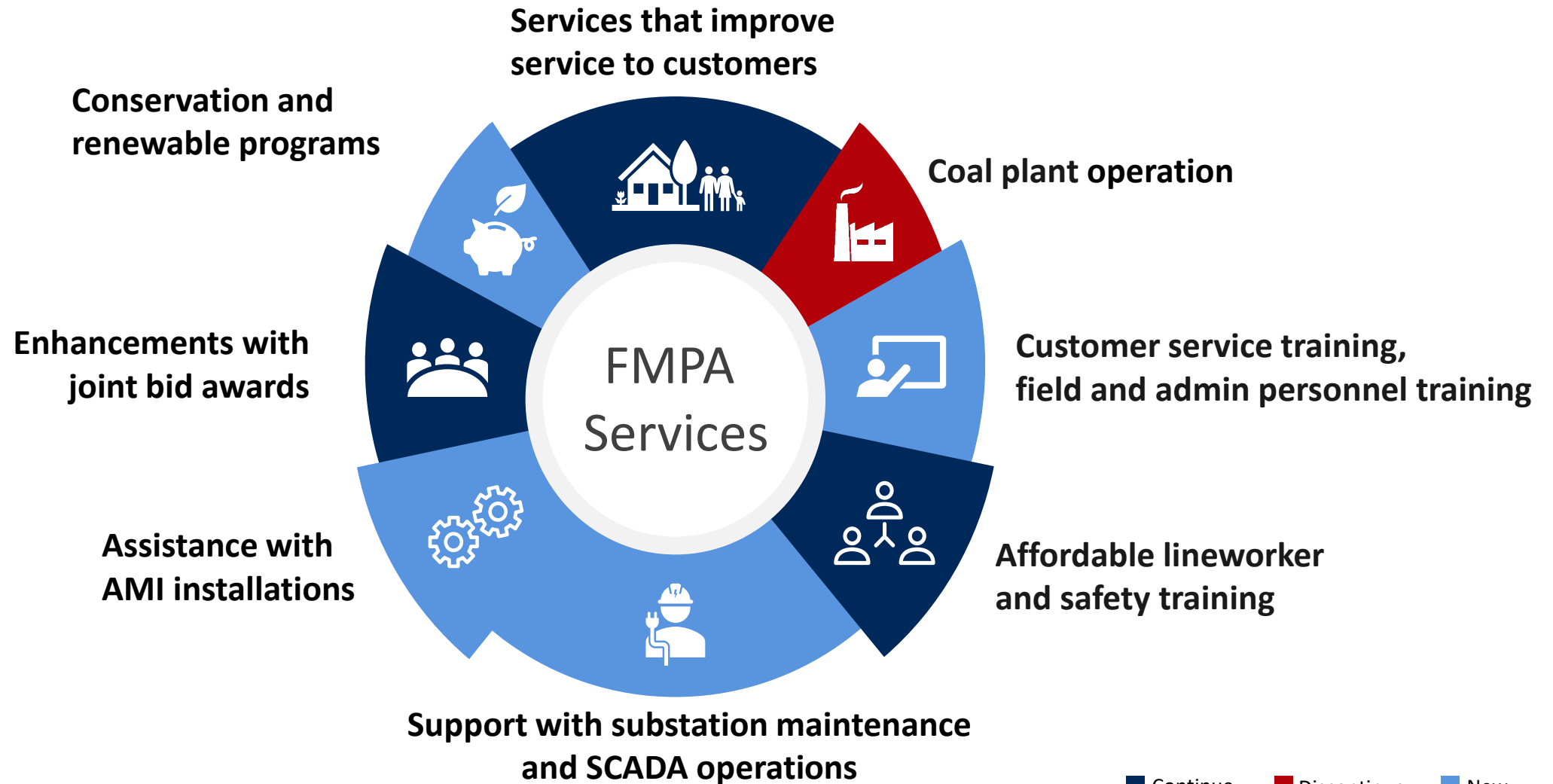
- Question added to measure how FMPA services provide value to members in meeting mission
- Members rated the value of FMPA's member services high in providing low-cost, reliable and clean power
- Average score of nine shows members highly value FMPA



How would you rate the value of FMPA's member services in providing low-cost, reliable and clean electricity?

Members Suggest Services to Continue and Discontinue

Costs, Reliability, Training and Retail Customers Key Focus Areas



Members Suggested Ways to Enhance Relations

Continue to Focus on 3 Rs: Rates, Reliability, Responsiveness

- Continued focus on rates, reliability and responsiveness (3 Rs)
- Reliability support is appreciated and there is need for more
- Staff should continue to put members' needs first and provide expert analysis and advice
- Provide responsive, member-focused services and training with retail customers in mind
- Send fewer emails, more concise messages and include a call to action in the subject line
- More interaction with FMPA's staff-level team members
- Shorten agenda packages to be clear, concise and easy to understand
- Continue to deliver projects on-time with minimal effort required from members

