



# 2022 Member Relations Survey Results

FMIPA Board of Directors

August 18, 2022

# Survey Measured Member Relations with Staff

## *Satisfaction Remains High, Agency Focused on Members' Needs*

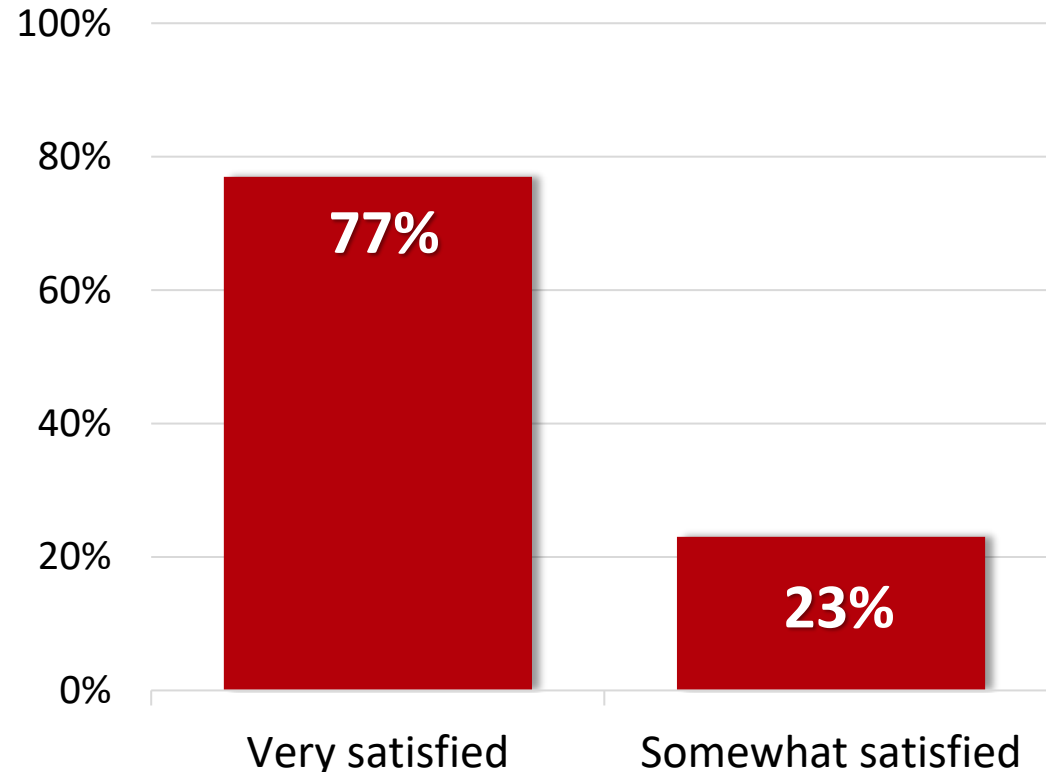
---

- 26 people from 11 known member cities responded to biennial survey, compared to 34 respondents from 13 cities in 2020 – Survey open less time in 2022
- Distributed to 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 they're generally satisfied with FMPA
- Members appreciate FMPA's services, suggest areas for improvement

# Overall, Members Satisfied with FMMPA

## *77% of Respondents Report Being Very Satisfied*

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



“ FMMPA's plans to purchase more generation facilities is gaining the attention of current municipal utilities' IOU bulk suppliers. Thank you for this vision into the future supporting Florida public power utilities. ”

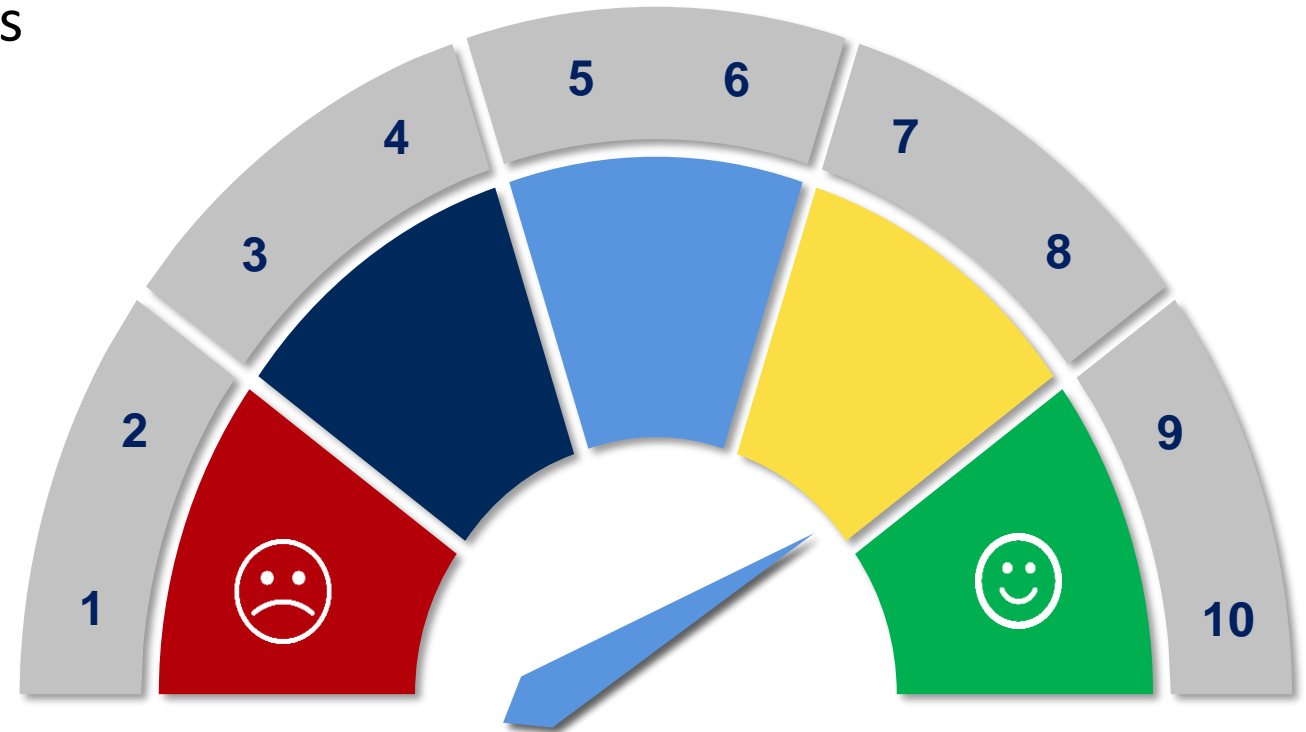
“ I can't think of a time when we requested support and not received it. Support is always swift and of good quality. ”

“ FMMPA's service to member cities is very good. The ability to have a one stop shop for any needs in the city, not only electric needs, is invaluable. ”

# FMPA's Member Services Valuable in Meeting Mission

## *More than Half Give FMPA a Score of 9 or Higher*

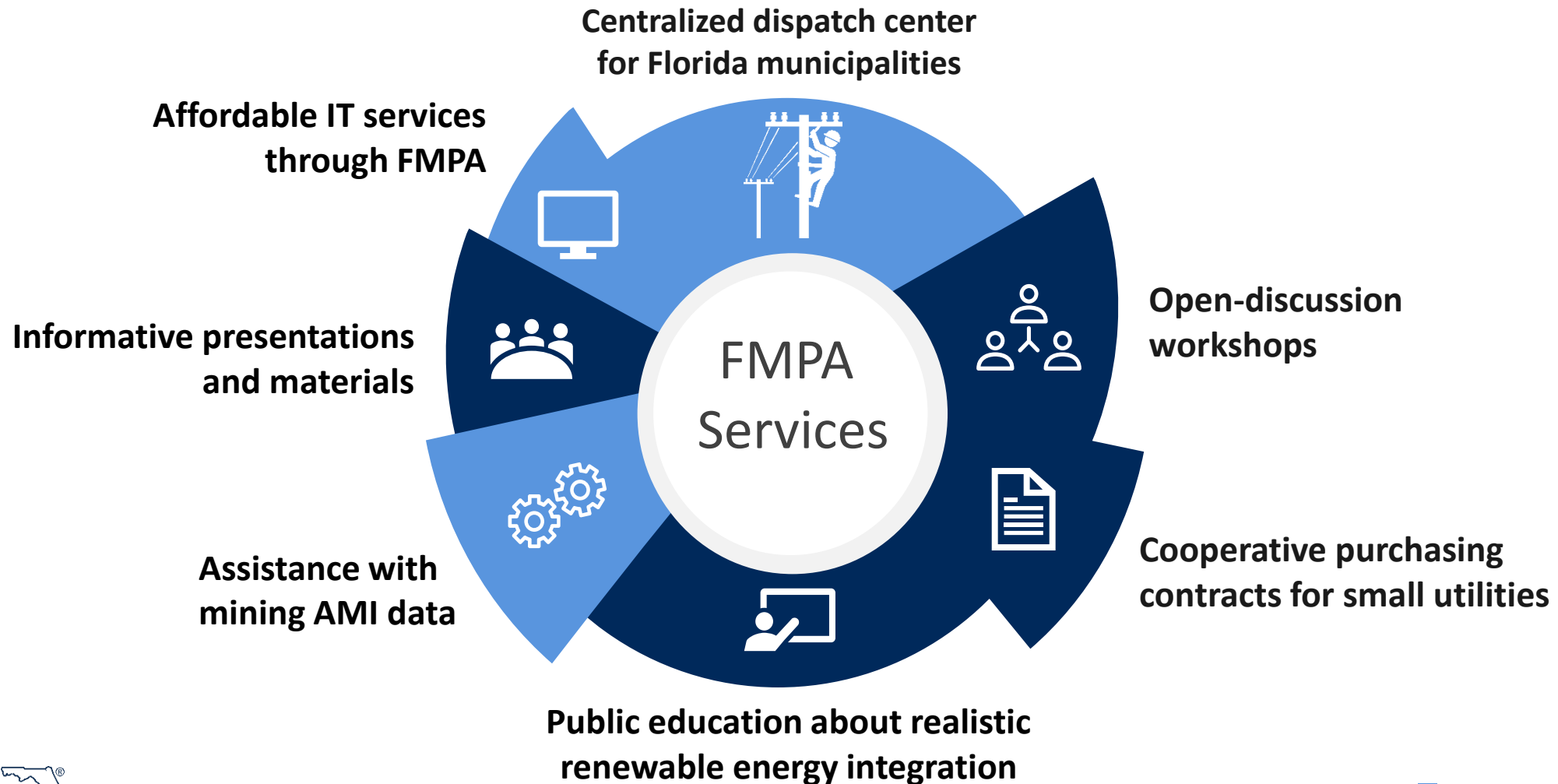
- Members rated the value of FMPA's member services high in providing low-cost, reliable and clean power
- Average score of eight shows members highly value FMPA
- No response lower than a 5



**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 Consider

## *Costs, Communication and Collaboration Key Focus Areas*

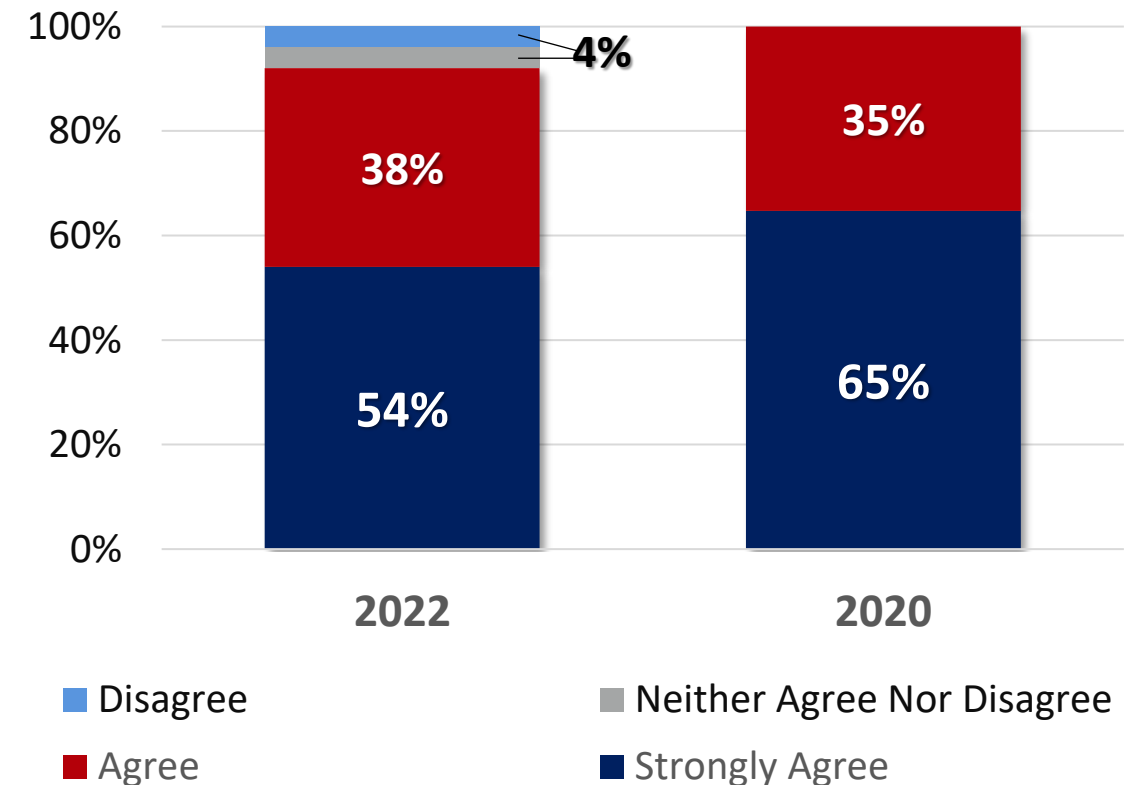


# FMPA's Strategic Priorities Align with Members' Needs

## *92% Agreed, Only Two Outlying Responses*

- Majority agree FMPA's current strategic priorities align with utility needs
- One response of "neither agree nor disagree" and one "disagree"

FMPA's current strategic priorities align with my utility's needs.

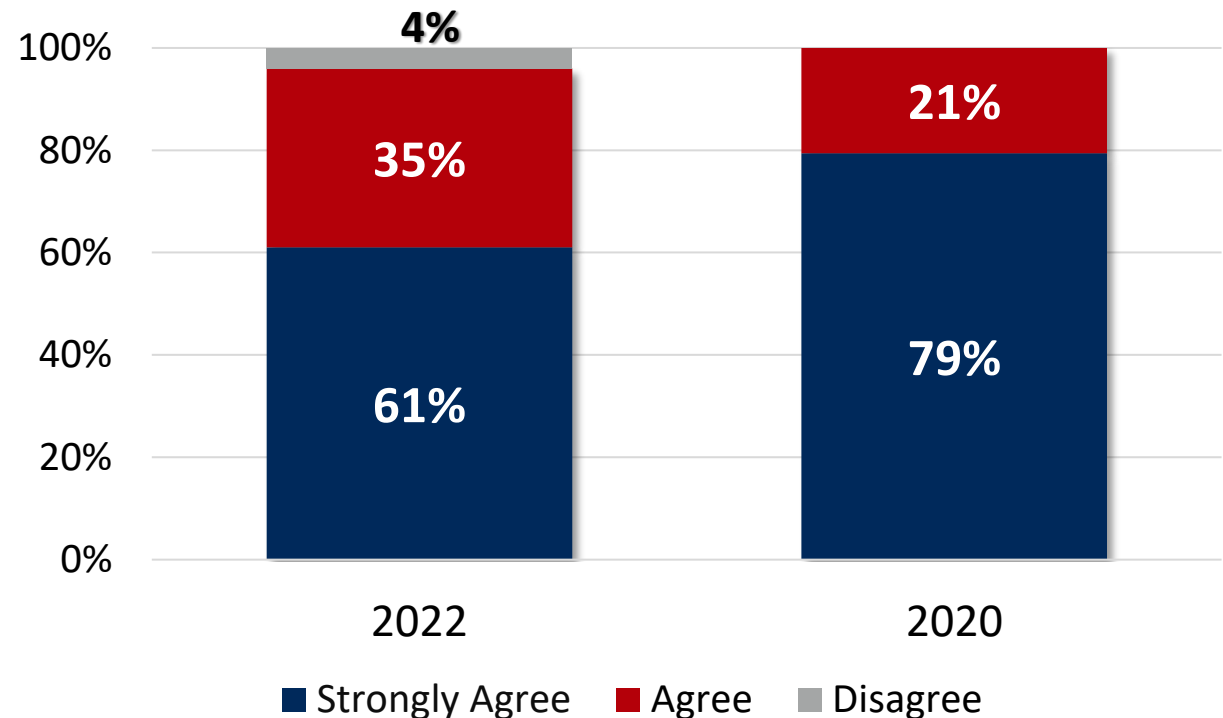


# Members Believe FMPA is Headed in Right Direction

*Majority of 26 Respondents Agree*

- FMPA is headed in the right direction, with 61% strongly agreeing
- Only one respondent disagreed

“All in all, FMPA is generally headed in the right direction.”



# Members Suggested Ways to Enhance Relations

## *Continue to Focus on Education and Support of Member Needs*

---

- Educational and discussion opportunities such as workshops and April's PMLC environmental presentation
- Research centralized buying initiative to support smaller utilities in cost-saving equipment purchases
- Plan and prepare for future generation needs
- Provide presentations to support communications with utility governing bodies
- Support a balanced approach to replacing baseload generation with solar





# Enhancements for 2024 Survey

## *Changes will Provide Clarity and Understanding of Responses*

---

- Enable respondents to provide feedback to statements that they do not agree with or score  $\leq 5$ , so there is a clear understanding
  - Rating value of FMPA's services on scale of 1 to 10
  - Rating FMPA staff on integrity, competence and dependability
  - Asking if the Agency is headed in the right direction
  - Asking if the Agency's strategic priorities align with a utility's needs
- Change final identification question to name utility only and make response required

