



MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE

**October 30, 2023
10:00 a.m. [NOTE TIME]
Dial-In Info: 1-321-299-0575
Conference ID Number: 229 655 356 801**

Committee Members

Chairman – Chad Lynch, Ocala
Eric Meyer, Fort Pierce
Billy Branch, Homestead
Allen Putnam, Jacksonville Beach
Julio Torrado, Keys Energy Services
Aaron Haderle, Kissimmee
Steve Langley, Mount Dora
Vernon Steele, New Smyrna Beach
Dallas Lee, Newberry
James Braddock, Wauchula
Dan D'Alessandro, Winter Park

In-Person/Teams Meeting

Monday, October 30, 2023

10:00 a.m.

**Teams Meeting 321-299-0575
Meeting No. 229 655 356 801#
Florida Municipal Power Agency
8553 Commodity Circle
Orlando, FL 32819**



MEMORANDUM

TO: FMPA Member Services Advisory Committee (MSAC)

FROM: Sharon Adams, Chief People and Member Services Officer

DATE: October 26, 2023

RE: Member Services Advisory Committee (MSAC) In-Person/Teams Meeting
Monday, October 30, 2023, 10:00 a.m. [NOTE TIME]

PLACE: Florida Municipal Power Agency
8553 Commodity Circle, Orlando, FL 32819
Frederick M. Bryant Board Room

DIAL-IN INFORMATION: 321-299-0575
Meeting Number 229 655 356 801#

TEAMS Meeting Link: [Click here to join the meeting](#)
(If you have trouble connecting via phone, please call 407-355-7767)

Chairman Chad Lynch, Presiding

REVISED AGENDA

1. **Call to Order, Roll Call, Declaration of Quorum**
2. **Set Agenda (by vote)**
3. **Consent Agenda**
 - a. Approval of Minutes – Meeting Held July 13, 2023
4. **Action Item**
 - a. Including All Members on Joint Procurement (Sharon Adams)
5. **Information Items:**
 - a. New Addition to Member Services (Sharon Adams)

- b. Reliability SharePoint Site Reports (Jose Bravo)
- c. Lineworker Safety Program (Mike McCleary)
- d. Member Priorities for Available Training (Lindsay Jack)
- e. Utility System Support Personnel (Jan Bagnall)

6. Member Comments

7. Adjournment

NOTE: One or more participants in the above referenced public meeting may participate by telephone. At the above location there will be a speaker telephone so that any interested person can attend this public meeting and be fully informed of the discussions taking place either in person or by telephone communication. If anyone chooses to appeal any decision that may be made at this public meeting, such person will need a record of the proceedings and should accordingly ensure that a verbatim record of the proceedings is made, which includes the oral statements and evidence upon which such appeal is based. This public meeting may be continued to a date and time certain, which will be announced at the meeting. Any person requiring a special accommodation to participate in this public meeting because of a disability, should contact FMPA at (407) 355-7767 or 1-(888)-774-7606, at least two (2) business days in advance to make appropriate arrangements.

**AGENDA ITEM 1 – CALL TO ORDER,
ROLL CALL, DECLARATION OF
QUORUM**

**FMPA Member Services Advisory
Committee Meeting**

October 30, 2023

AGENDA ITEM 2 – SET AGENDA

**FMPA Member Services Advisory
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**AGENDA ITEM 3 – CONSENT
AGENDA**

- a. Approval of Minutes – Meeting
Held July 13, 2023**

**FMPA Member Services Advisory
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October 30, 2023

CLERKS DULY NOTIFIED July 6, 2023
AGENDA PACKAGES SENT TO MEMBERS..... July 6, 2023

MINUTES
TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING
THURSDAY, JULY 13, 2023
FLORIDA MUNICIPAL POWER AGENCY
8553 COMMODITY CIRCLE
ORLANDO, FL 32819
At 10:00 AM

**PARTICIPANTS
PRESENT**

Fort Pierce	Eric Meyer
Homestead	Billy Branch - Virtual
Key West	Julio Torrado - Virtual
Kissimmee	Aaron Haderle
Ocala	Chad Lynch
Winter Park	Mo Belfakih - Virtual

**PARTICIPANTS
ABSENT**

Jacksonville Beach	Allen Putnam
Mount Dora	Steve Langley
Newberry	Dallas Lee
New Smyrna Beach	Vernon Steele
Wauchula	James Braddock

**OTHERS
PRESENT**

Wayne Hughes – Virtual

STAFF PRESENT

Jacob Williams, General Manager & CEO
Sharon Adams, Chief People and Member Services Officer
Mike McCleary, Member Services Manager
Jose Molina-Bravo, Manager of Member Services
Development
Sharon Samuels, Member Services Programs and Procurement
- Virtual
Jill Ramsaur, Administrative Assistant
Jody Finklea, General Counsel and Chief Legal Officer - Virtual
Susan Schumann, Public Relations and External Affairs
Manager - Virtual
Dan O'Hagan, Assistant General Counsel and Manager of
Regulatory Compliance
Lindsay Jack, Senior Administrative Assistant - Virtual
Emily Maag, Public Relations Specialist - Virtual
Mary Kathryn Patterson, Senior Public Relations Specialist -
Virtual

ITEM 1 - CALL TO ORDER, ROLL CALL, AND DECLARATION OF QUORUM

The Member Services Advisory Committee Vice Chair Chad Lynch, Ocala called the meeting to order at 10:01 a.m. on Thursday, July 13, 2023. The meeting was held in the 1st Floor Conference Room, Florida Municipal Power Agency, 8553 Commodity Circle, Orlando, Florida. A speaker telephone for public attendance and participation was present. The roll was taken and a quorum was declared with 6 members present out of a possible 11.

ITEM 2 – SET AGENDA (BY VOTE)

MOTION: Aaron Haderle, Kissimmee, moved to set the agenda as presented. Eric Meyer, Fort Pierce, seconded the motion. Motion carried 6-0.

ITEM 3 – CONSENT AGENDA

Item 3a – Approval of Minutes – Meeting Held April 10, 2023

MOTION: Eric Meyer, Fort Pierce, moved approval of the Minutes of April 10, 2023. Billy Branch, Homestead, seconded the motion. Motion carried 6-0.

ITEM 4 – ACTION ITEM

Item 4a – Election of Officers

MOTION: Billy Branch, Homestead, nominated Chad Lynch, Ocala for Chair and Eric Meyer, Fort Pierce, nominated Aaron Haderle, Kissimmee for Vice Chair. Billy Branch, Homestead, moved to approve the nominations for Chair and Vice Chair, Eric Meyer, Fort Pierce, seconded the motion. Motion carried 6-0.

ITEM 5 – INFORMATION ITEMS

Item 5a – 2023 Reliability Update

Jose Bravo provided the 2023 reliability update.

Item 5b – Customer Communication Provider – Online Energy Survey and Other Resources

Mike McCleary discussed the customer communication provider and the online energy survey.

Aaron Haderle, Kissimmee suggested polling members to evaluate interest.

Item 5c – Personnel Changes and Member Services Update

Sharon Adams provided an update on personnel changes and Member Services.

Aaron Haderle, Kissimmee commented on the growth and support from Member Services.

Item 5d – Generation Fleet Roundtable

Sharon Adams discussed the generation fleet roundtable.

Chad Lynch, Ocala suggested conducting a Generation Roundtable and a Fleet Roundtable.

ITEM 6 – MEMBER COMMENTS

None

ITEM 7 – ADJOURNMENT

There being no further business, the meeting was adjourned at 11:18 a.m.

Approved: _____

CL/jr

AGENDA ITEM 4 – ACTION ITEMS

- a. Including All Members on Joint Procurement**

**FMPA Member Services Advisory
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4a - Include All Members on Joint Procurement

Member Services Advisory Committee
October 30, 2023

Current Joint Procurement Bids

Specific Cities Listed On Bids

Solicit

Solicit Members for interest

List

List those who show interest

Support

Document in bid vendor will support all members

Concerns With Current Process

Not Always Ideal for Members or Vendors

- At time of bid members don't have an interest or need to participate in the bid
- May not be FEMA eligible if member is not listed on the bid
- Member procurement policy may not allow use of bid if they are not listed
- More vendors may participate if all Members are listed
- Lessens confusion for vendors if all Members are listed

New Process

Include All Member Names

- Continue to state specific members as particularly interested
- In the language that states “Will be available to all FMPA members”
Change to “Will be available to all FMPA members. Current members listed in footnote.”

Recommended Motion

- Move to add language to the bid process to specifically list all FMPA members as eligible for use of Joint Procurements

**AGENDA ITEM 5 – INFORMATION
ITEMS**

- a. New Addition to Member
Services**

**FMPA Member Services Advisory
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5a - New Addition To Member Services

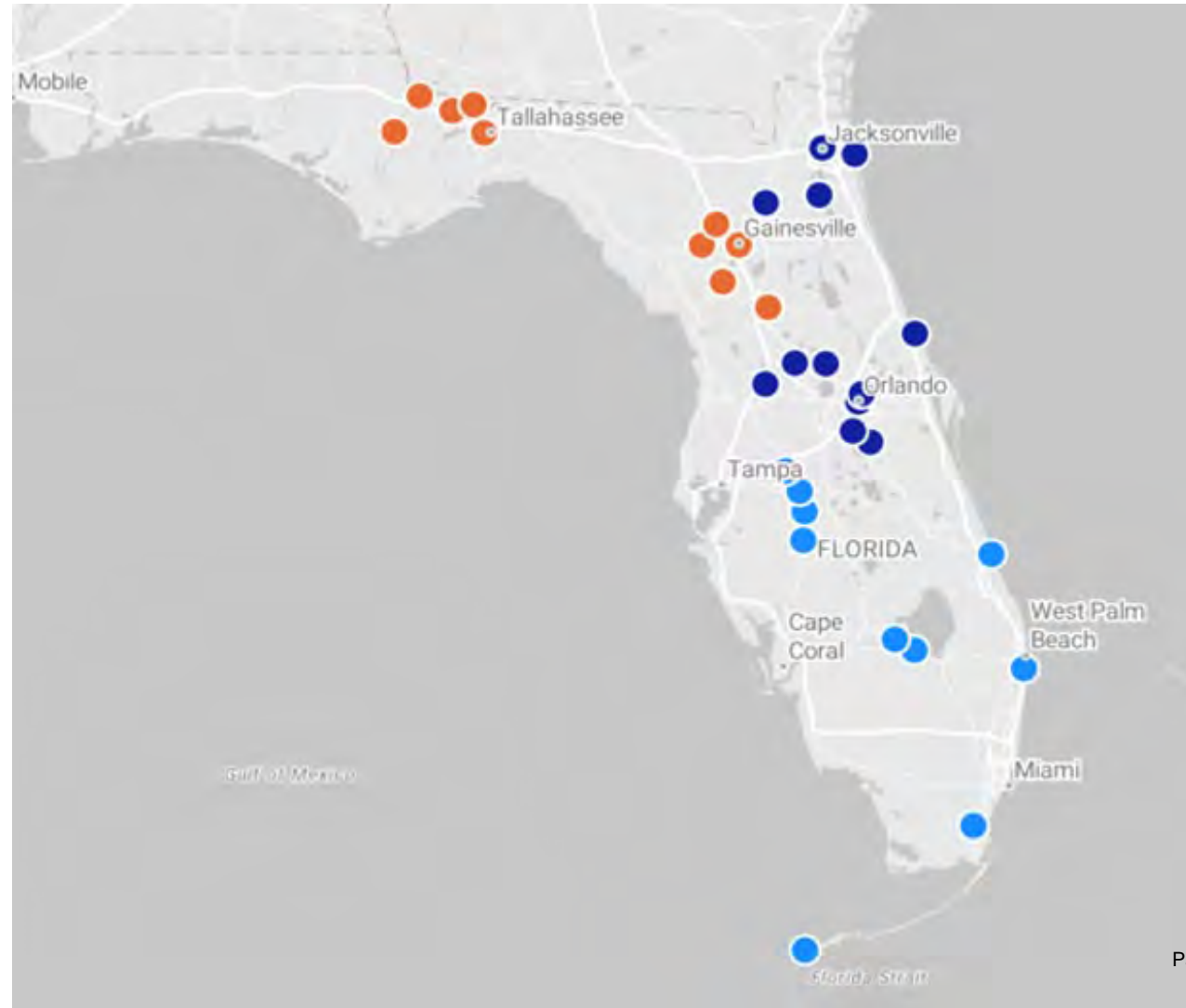
Member Services Advisory Committee

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Member Services Support

Geographical Areas

- Mike McCleary
- Jose Bravo
- Jan Bagnall



Mike

Blountstown

Quincy

Chattahoochee

Havana

Tallahassee

Alachua

Newberry

Williston

Gainesville

Ocala

Jose

Jacksonville

Jacksonville Beach

Green Cove Springs

Starke

New Smyrna Beach

Bushnell

Leesburg

Mount Dora

Winter Park

Orlando

Kissimmee

St. Cloud

Jan

Lakeland

Bartow

Fort Meade

Wauchula

Fort Pierce

Moore Haven

Clewiston

Lake Worth Beach

Homestead

Key West

**AGENDA ITEM 5 – INFORMATION
ITEMS**

- b. Reliability SharePoint Site
Reports**

**FMPA Member Services Advisory
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5b - Reliability SharePoint Site Reports

Member Services Advisory Committee

October 30, 2023

FMPA Upgraded Reliability to SharePoint

New Features and Realtime Updates

New graphical interface for all indices with selectable time frames

New Excel reports

Automated email reminder to upload data each month

Issue Discovered With Excel Report

Members Brought to Our Attention

The screenshot shows an Excel spreadsheet with the following data:

Row Labels	SAIDI(Overall)	Row Labels	1/1/2023	2/1/2023	3/1/2023
Sm	18.60	Sm	0.72	15.84	2.04
Md	4.22	Md	1.67	1.96	0.59
Lg	5.68	Lg	0.97	1.63	3.08
XI	9.91	XI	3.15	2.35	4.41
Overall	9.04	Overall	2.77	2.43	3.84
Row Labels	SAIDI(Overall)	Row Labels	1/1/2023	2/1/2023	3/1/2023
Bartow	0.60	Bartow	0.19	0.41	

A red arrow points to the date column headers (1/1/2023, 2/1/2023, 3/1/2023). A text box with a black border contains the text "Only Show up to April".

Issue with Excel Report

Solution for Excel Report

Problem comes from coding embedded in the SharePoint.

We are working on a permanent solution.

We have a temporary solution.

Issue with Excel Report

Current work around while we work to solve the issue

The screenshot shows the Microsoft Excel interface with the Data tab selected. The 'Refresh All' button is highlighted with a red box. A red arrow points from this button to a cell in the spreadsheet. A text box at the bottom right of the spreadsheet contains the text 'Data will update to most current data available'.

	A	B	C	D	E	F	G	H	I	J	K	L	M
2	Row Labels	SAIDI(Overall)	Row Labels	1/1/2023	2/1/2023	3/1/2023	4/1/2023	5/1/2023	6/1/2023	7/1/2023	8/1/2023	9/1/2023	
3	Sm	182.25	Sm	0.43	10.85	4.31	11.23	54.08	41.85	49.42	9.71	0.37	
4	Md	48.60	Md	1.71	1.61	2.24	3.77	6.67	8.70	12.31	7.90	3.69	
5	Lg	50.14	Lg	0.97	1.63	2.81	9.06	10.23	13.19	7.49	3.26	1.50	
6	Xl	71.74	Xl	3.43	2.36	4.45	9.49	5.94	21.92	13.18	6.08	4.87	
7	Overall	70.15	Overall	3.04	2.40	4.17	9.19	7.18	20.85	12.99	5.86	4.46	
8													
9	Row Labels	SAIDI(Overall)	Row Labels	1/1/2023	2/1/2023	3/1/2023				7/1/2023	8/1/2023	9/1/2023	
10	Alachua	46.17	Alachua	0.00	7.45								
11	Bartow	35.54	Bartow	0.19	0.41					0.37	2.09	2.09	
12	Beaches Energy	25.09	Beaches Energy	0.67	0.07					7.52	2.35	0.43	



Thank You



**AGENDA ITEM 5 – INFORMATION
ITEMS**

c. Lineworker Safety Program

**FMPA Member Services Advisory
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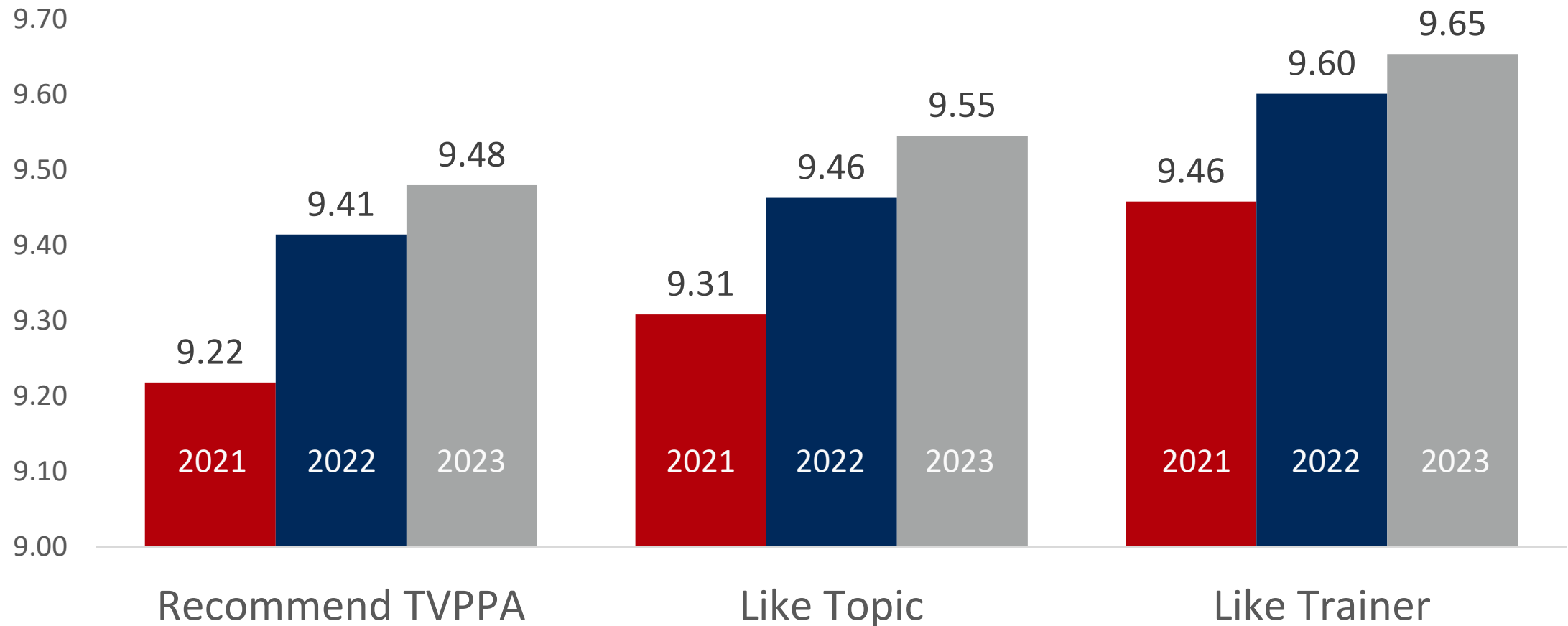
5c - Lineworker Safety Program

Member Services Advisory Committee

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Participant Surveys Remain Consistent

Surveys September of 2021 to October of 2023 (28 months)



Topics Word Cloud – Participants

Why Did You Give This Rating

265 respondents (25%) answered **good** for this question.



A word cloud of reasons for giving a 'good' rating. The words are in various sizes and orientations, with 'good' and 'informative' being the largest. Other prominent words include 'instructor is good', 'topics are good', 'good information', 'good training', 'Instructor was very knowledgeable', 'good to have a refresher', 'good instructor', 'good topic', 'Good class', 'Great class', 'Great topic', 'Good teacher', 'Best meeting', 'Great instructor', 'Good presentation', 'Good info', 'explained with good', and 'good job'.

Trainers Word Cloud – Participants

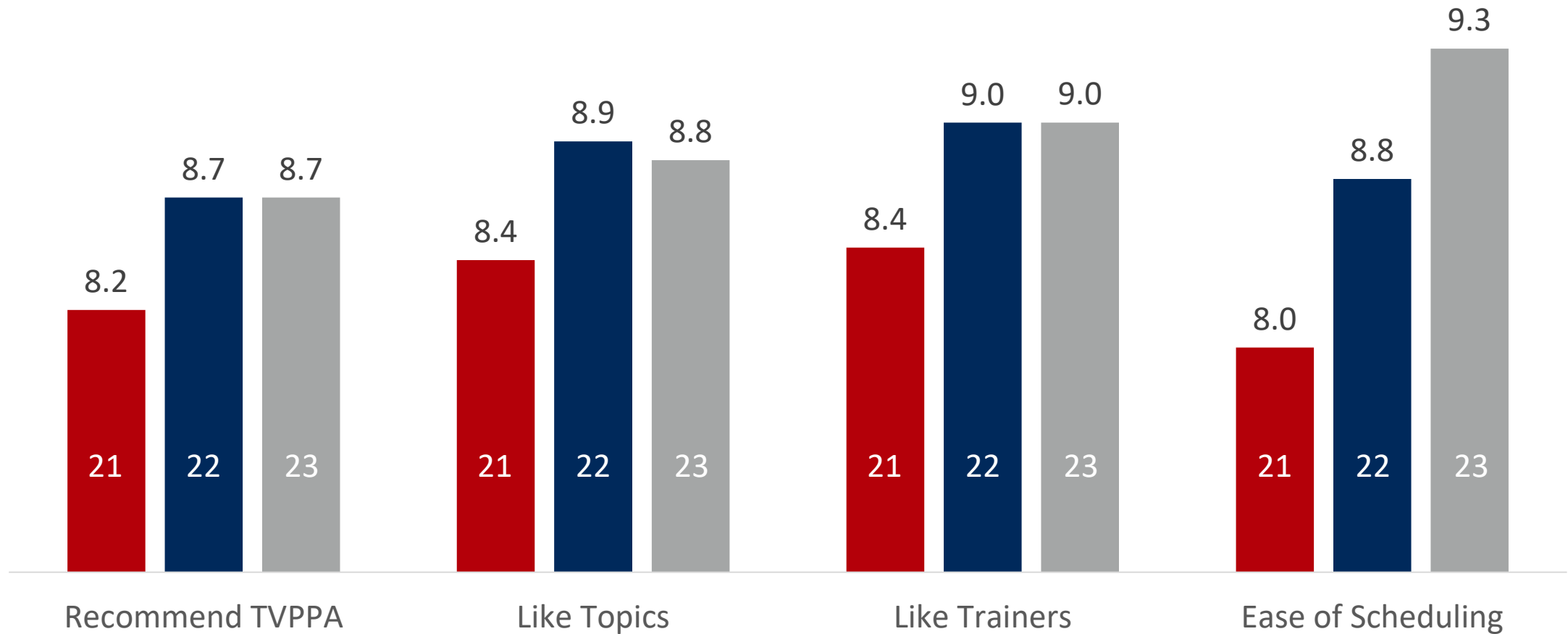
Why Did You Give This Rating

195 respondents (21%) answered **good** for this question.



Manager's Survey

September 2021 to October 2023



Response To Topics

Manager's Survey 10-23

Topics – Why did you give that rating

very organized and knowledgeable of the topics being discussed

Meeting topics are consistently relevant to daily operations

they will cover their topics and the topics you want too as well.

Some of the topics are great so are just ok.

We help chose the topics

Very informative and helpful

We are very happy with the safety program TVPPA provides.

TVPPA has been a significant improvement from our previous provider.

It's always difficult to come up with relevant, interesting topics.

Topics are relevant to current industry issues.

They have all had a purpose.

Response To Trainers

Manager's Survey 10-23

Trainers – Why did you give that rating

very knowledgeable and stay on topic

Safety trainers have been well prepared and versed in meeting topics. Presentations have consistently been engaging.

Most of the trainers are great but some need work.

They are all very knowledgeable.

The trainers do a good job.

Each instructor has been responsive, knowledgeable, and well-experienced in discussing the topics at hand.

Being SME's they can say some things that I cannot. I appreciate that.

Instructors are well prepared to deliver the information along with keeping the participants engaged.

They are clear and easy to listen too

Response To Scheduling *Manager's Survey 10-23*

Schedule – Why did you give that rating

Schedule meets our needs and flexibility has been provided as needed.

they send out a calendar. so, you know the topics ahead of time.

TVPPA lets me do the scheduling it is up to me.

We work with TVPPA to set the meeting dates.

Always willing to work with us on scheduling

They provide the crews good information.

TVPPA schedules the training calendar well in advance which is very helpful to plan ahead and accommodate the training.

I'd give it a 10, but one of my trainers has had to reschedule a couple of times (no fault of his own).

Ways To Improve *Manager's Survey 10-23*

How Can We Improve The Program

I don't see any reason to change anything at this time

Continue to do the things that are being done. Trainers should continue to find ways to be relatable and fresh in their presentations.

leave as is!..

Some of the training can be more in depth more in detail.

Continue to provide good instructors

Everything is good

I have no ideas.

How about if they went through a specific part of the APPA safety manual, discussed changes in the latest edition and the impact on the work?

keep them SHORT and interesting. Line crews sitting to long watching a screen can be dangerous in itself

**AGENDA ITEM 5 – INFORMATION
ITEMS**

**d. Member Priorities for Available
Trainings**

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5d - Member Priorities On Available Training

Member Services Advisory Committee

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2023 Trainings Scheduled By Individual Requests

Would like to schedule based on more interest

- 6 trainings scheduled 2023
 - 2 cancelled due to lack of participation
 - 1 cancelled due to instructor issues
- Surveyed members to get input on desired trainings
- Schedule 2024 trainings based on MSAC guidance
- Communicate minimum number of participants for training
- Keep costs down by increased participation

Survey Sent To All Members

Total of 23 Respondents – 17 Members

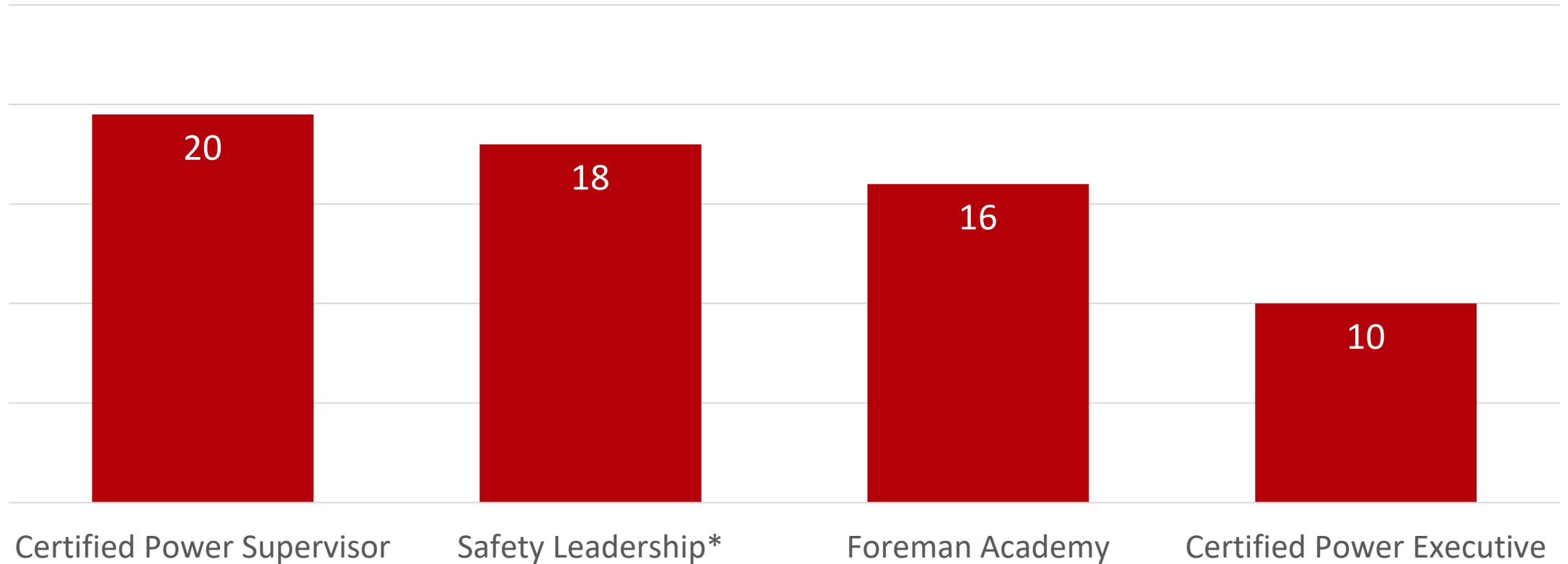
4 Categories Plus Write-in Option

- Leadership Training – 22 of 23 Interested
- Safety Specific Topics – 18 of 23 Interested
- Technical and Craft Training – 17 of 23 Interested
- Other Classes Offered – 10 of 23 Interested

Leadership Training

22 of 23 Interested

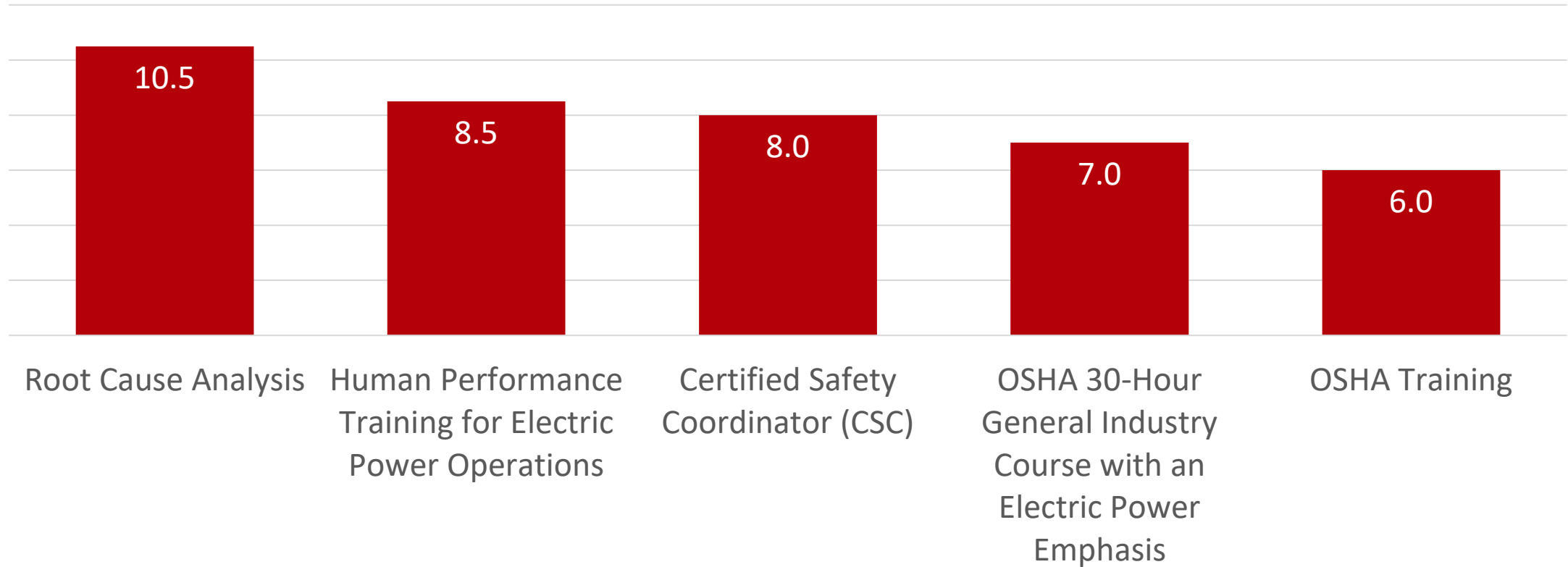
Interest Index



Safety Specific Topics

18 of 23 Interested

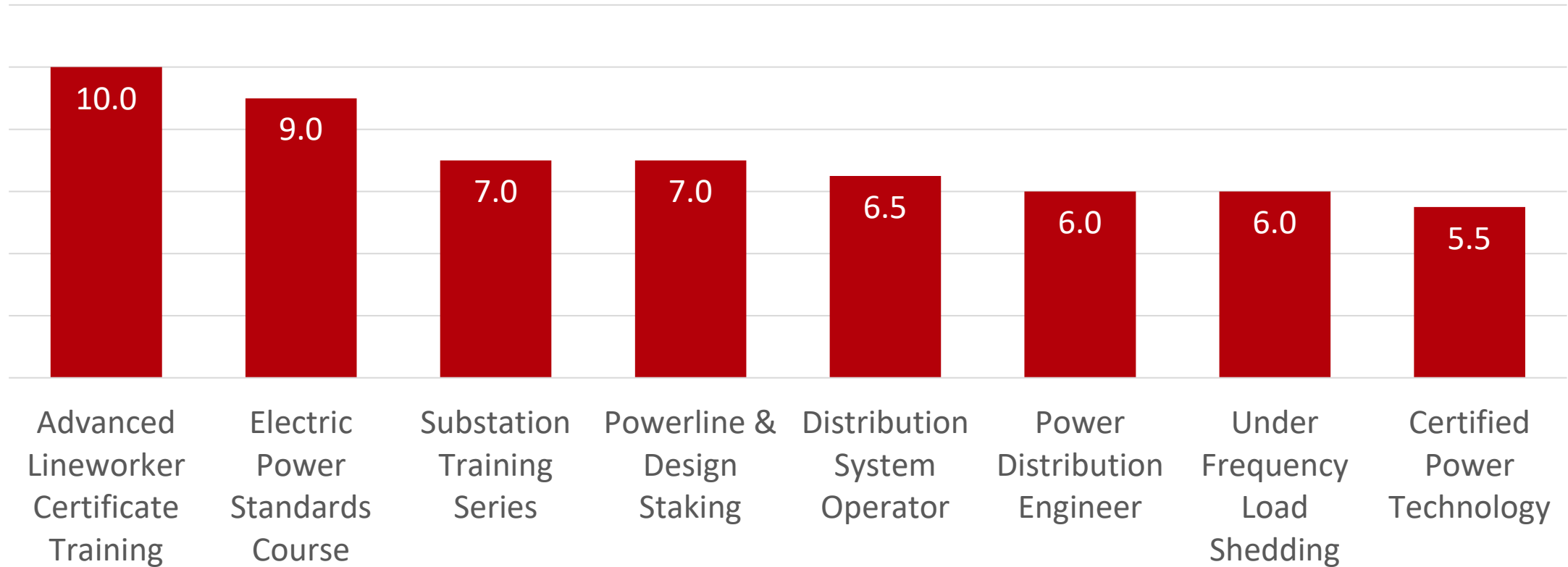
Interest Index



Technical and Craft Training

17 of 23 Interested

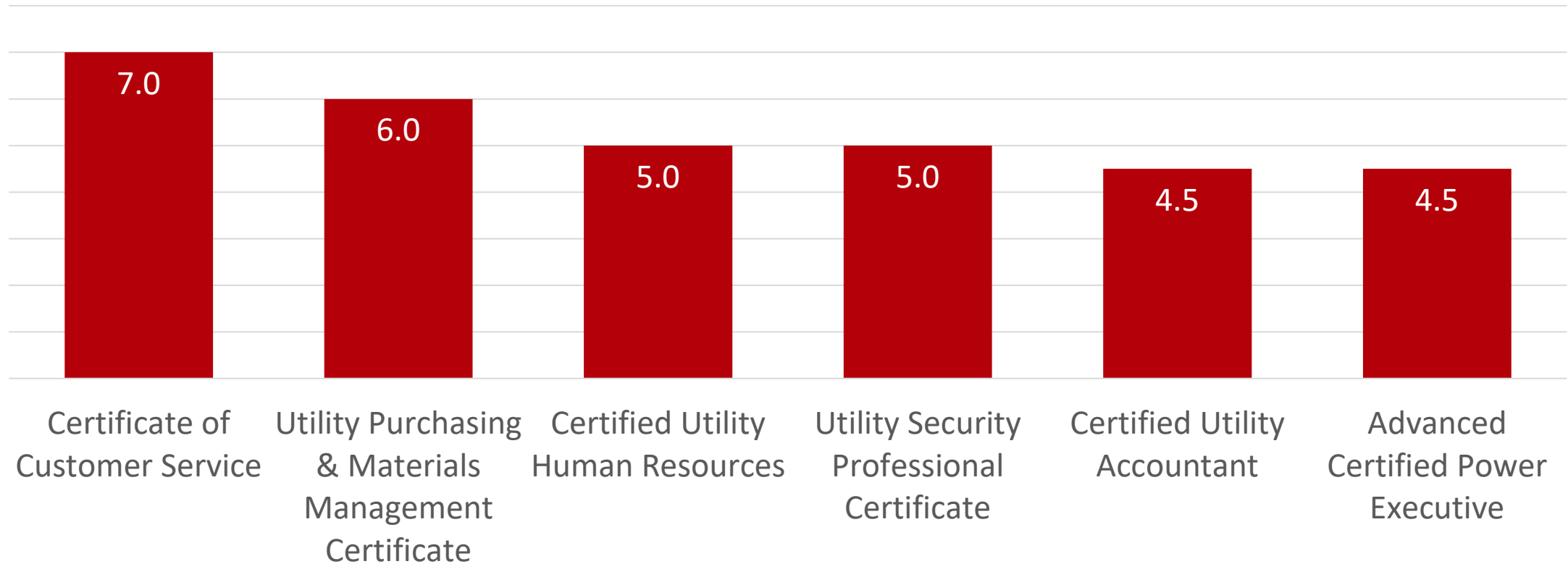
Interest Index



Other Classes Offered

10 of 23 Interested

Interest Index



Classes Desired That Are Not Listed

8 of 23 Responded

NERC/FERC meter Tie-line Compliance

Meter Technician Training

Solar Training/Roundtables

Any classes on vegetation related topics

Locating classes

Meter and CT wiring

SEL relaying testing and commissioning

Power Generation Fundamental Design criteria

**AGENDA ITEM 5 – INFORMATION
ITEMS**

- e. Utility System Support
Personnel**

**FMPA Member Services Advisory
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5e - Utility System Support Personnel

Member Services Advisory Committee

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Support Personnel Approved and Hired by FMMPA

FMMPA Employees

Mutual Aid = FEMA Eligible

Extensive Experience (possible retirees)

Transportation and Tools by Employee

FMMPA reimbursed by Member for all costs

Deploy on Member Timeline

Benefits of Program

FMPA Maintains Roster of Personnel and Qualifications

Deploy desired expertise.

Mutual Aid – Eases HR processes.

Local presence before and after event.

Individuals well respected by local workforce.

Personnel available to the entire state.

Next Steps

Investigate possibilities and interest



**AGENDA ITEM 6 – MEMBER
COMMENTS**

**FMPA Member Services Advisory
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AGENDA ITEM 7 – ADJOURNMENT

**FMPA Member Services Advisory
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