



## **MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE**

**April 2, 2024  
10:00 a.m. [NOTE TIME]  
Dial-In Info: 1-321-299-0575  
Conference ID Number: 218 192 597 99**

### **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**

**Tuesday, April 2, 2024  
10:00 a.m.  
Teams Meeting 321-299-0575  
Meeting No. 218 192 597 99#  
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: March 27, 2024

RE: Member Services Advisory Committee (MSAC) In-Person/Teams Meeting  
**Tuesday, April 2, 2024, 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 218 192 597 99#**

**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**

## AGENDA

- 1. Call to Order, Roll Call, Declaration of Quorum**
- 2. Set Agenda (by vote)**
- 3. Consent Agenda**
  - a. Approval of Minutes – Meeting Held January 23, 2024
- 4. Action Item**
  - a. Member Services Budget Approval (Sharon Adams)
- 5. Information Items**
  - a. Leased Employee Program Update – Verbal (Sharon Adams)

- b. Lineworker Safety Program Review – Verbal (Mike McCleary)
- c. Reliability Data & SharePoint Site – (Jose Bravo)
- d. Training and Roundtable Update – (Lindsay Jack)

## **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**

**April 2, 2024**

**AGENDA ITEM 2 – SET AGENDA**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**

**AGENDA ITEM 3 – CONSENT  
AGENDA**

- a. Approval of Minutes – Meeting  
Held January 23, 2024**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**

**MINUTES**  
**TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING**  
**TUESDAY, JANUARY 23, 2024**  
**FLORIDA MUNICIPAL POWER AGENCY**  
**8553 COMMODITY CIRCLE**  
**ORLANDO, FL 32819**  
**At 10:00 AM**

**PARTICIPANTS  
PRESENT**

Fort Pierce	Eric Meyer
Homestead	Billy Branch - Virtual
Jacksonville Beach	Allen Putnam - Virtual
Key West	Julio Torrado - Virtual
Kissimmee	Aaron Haderle
Mount Dora	Steve Langley – Virtual*
New Smyrna Beach	Vernon Steele - Virtual
Ocala	Chad Lynch

\* Joined after Roll Call

**PARTICIPANTS  
ABSENT**

Newberry	Dallas Lee
Wauchula	James Braddock
Winter Park	Dan D'Alessandro

**OTHERS  
PRESENT**

Lynne Tejeda, Key West

**STAFF PRESENT**

Jacob Williams, General Manager & CEO  
Sharon Adams, Chief People and Member Services Officer  
Sue Utley, Executive Assistant to the CEO & Assistant  
Secretary to the Board of Directors  
Mike McCleary, Member Services Manager  
Jose Molina-Bravo, Manager of Member Services  
Development  
Jan Bagnall, Manager of Member Services Development  
Jill Ramsaur, Administrative Assistant  
Jody Finklea, General Counsel and Chief Legal Officer  
Dan O'Hagan, Deputy General Counsel and Manager of  
Regulatory Compliance  
Lindsay Jack, Senior Administrative and Member Services  
Assistant  
Emily Maag, Public Relations Specialist

## **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 10:02 am on Tuesday, January 23, 2024. The meeting was held in the Frederick M. Bryant Board 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 7 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 7-0.

## **ITEM 3 –CONSENT AGENDA**

**Item 3a** – Approval of Minutes – Meeting Held October 30, 2023

**MOTION:** Julio Torrado, Key West, moved approval of the Minutes of October 30, 2023. Billy Branch, Homestead, seconded the motion. Motion carried 7-0.

## **ITEM 4 – ACTION ITEM**

**Item 4a** - Contract Professional Services Program

Jan Bagnall presented the Contract Professional Services Program

Julio Torrado, Key West, inquired to clarify that FMPA will complete the hiring process of these people and ensure certifications are updated.

It was clarified that the goal is to have this done and ready for the upcoming storm season. Liability will fall to FMPA not members, contracts will address FEMA reimbursements to apply where possible as well.

Steve Langly, Mount Dora asked if it will be addressed in liability between FMPA and the member. FMPA confirmed yes, depending on the liability this appropriate language will be in the contract/agreement.

Chad Lynch, Ocala, to clarify if we only need the person ten days but we originally mentioned a different number of days, we can cut them without notice? FMPA confirmed yes.



Julio Torrado, Key West, has requested communication on retired people, a template that they can send out with correct language and formatting.

**MOTION:** Julio Torrado, Key West, moved approval to present the Contract professional services program to the Board of Directors for approval. Aaron Haderle, Kissimmee, seconded the motion. Motion carried 8-0.

## **ITEM 5 – INFORMATION ITEMS**

### **Item 5a – Presentation from Lynne Tejeda on the Value of Peer Review**

Lynne Tejeda presented the Value of Peer Reviews

Vernon Steele, New Smyrna Beach, says the steering committee is a two-way conversation, and he learned things. This is a very cost-effective way to have people collaborate and come to you to review.

Eric Meyer, Fort Pierce, inquired on how you get started to do this. Sharon Adams advised you to reach out to your Member Services team member. Mike McCleary, Jose Bravo or Jan Bagnall divided by region or simply reach out to anyone on the Member Services team.

### **Item 5b – 2023 Reliability SharePoint Site**

Jose Bravo provided the 2023 reliability SharePoint site.

### **Item 5c – Member Salary Survey 2024**

Sharon Adams Presented the Member Salary Survey

Other Updates:

- The next meeting will be the budget approval
- Ernst Promotion
- Recruiting for subject matter experts
- Trainings and Roundtables reminder. Available on FMPA website, we have had low registration and rescheduled Foreman Academy Track 1. Members did show high interest in the Foreman Academy program.

Aaron Haderle, Kissimmee, suggests not doing it every year, maybe every other year. For Kissimmee, they have cycles of people that will need it but not for another couple of years.

**ITEM 6 – MEMBER COMMENTS**

None.

**ITEM 7 – ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:58 a.m.

Approved: \_\_\_\_\_

CL/jr

#### **AGENDA ITEM 4 – ACTION ITEMS**

- a. Member Services Budget Approval**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**



# **4a – Member Services Budget Approval**

Member Service Advisory Committee

April 2, 2024

# Four Existing Programs in Budget

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FMEA Lineworker Competition

\$8,000

MinMax Asset Management for Substations

\$3,600

Lineworker Safety Program and TVPPA Training

\$150,000

APPA DEED Program

\$35,000

# Motion

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# **VERBAL REPORT**

## **AGENDA ITEM 5 – INFORMATION ITEMS**

- a. Leased Employee Program  
Update**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**

# **VERBAL REPORT**

## **AGENDA ITEM 5 – INFORMATION ITEMS**

### **b. Lineworker Safety Program Review**

### **FMPA Member Services Advisory Committee Meeting**

**April 2, 2024**



**AGENDA ITEM 5 – INFORMATION  
ITEMS**

- c. Reliability Data & SharePoint  
Site**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**



## **5c –Reliability Data & SharePoint Site**

April 2, 2024

# IOU's Spending Leading to Big Improvements in Reliability

## *FPL Continues to Lead in Most Categories*

### Distribution Reliability Indices, Calendar Year 2023

Best Performance Highlighted in Green, Second Best Highlighted in Yellow

	Munis	FPL	TECO	Duke
Duration (SAIDI)	83.7	43.2	57.3	70.9
Restoration Time (CAIDI)	71.6	69.4	70.0	82.3
Frequency (SAIFI)	1.17	0.62	0.82	0.86
Momentaries (MAIFle)	2.24	2.0	6.44	1.8
Length (L-Bar)	134.5	188	130.3	159.8

# Municipals Being Surpassed by IOU's

## *Duke and TECO Marked Improvement*

### Distribution Reliability Indices, Calendar Year 2023

Red= increase and Green= decrease (improvement)

2023 vs 2022	Munis		FPL		TECO		Duke	
<b>Duration</b> (SAIDI)	83.7	12%	43.2	-6%	57.3	-21%	70.9	-20%
<b>Restoration Time</b> (CAIDI)	71.6	7%	69.4	10%	70.0	4%	82.3	-11%
<b>Frequency</b> (SAIFI)	1.17	6%	0.62	-19%	0.82	-22%	0.86	-8%
<b>Momentaries</b> (MAIFle)	2.24	-19%	2	-10%	6.44	-15%	1.8	-94%
<b>Length</b> (L-Bar)	135	11%	188	4%	130	-9%	160	3%

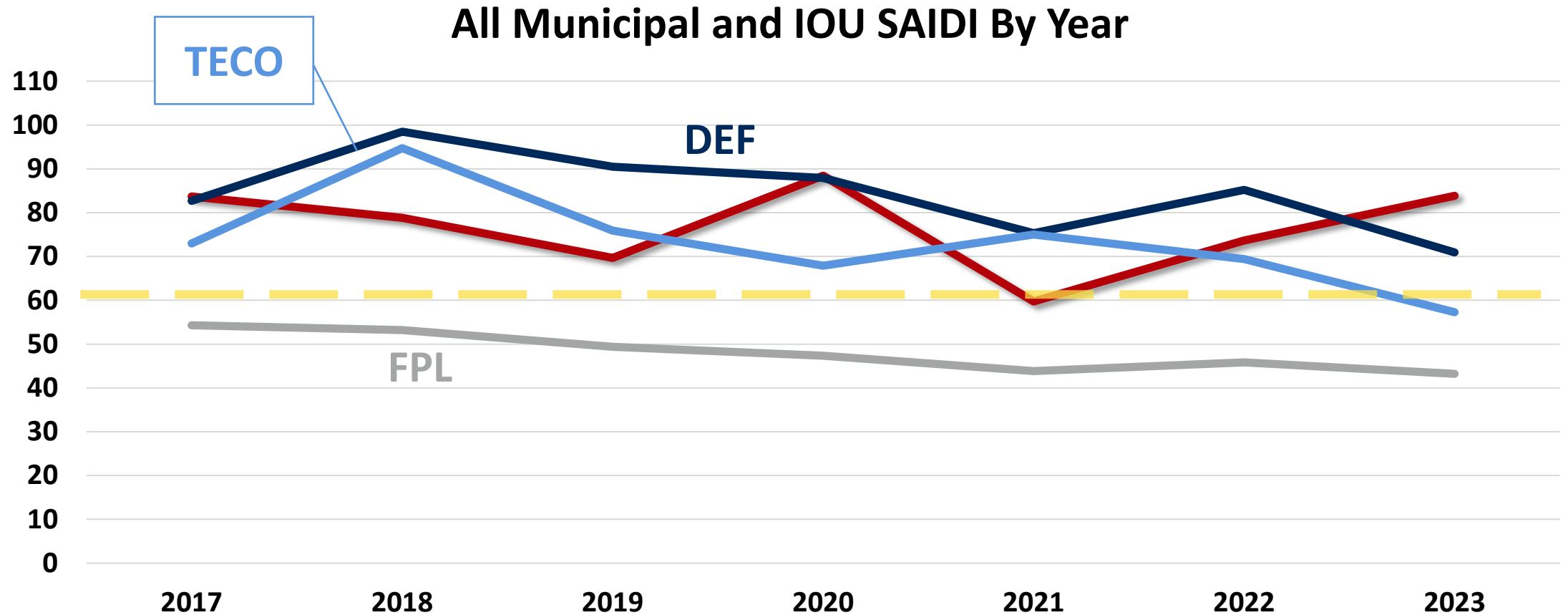
# FPL Multi Year Storm Hardening Budget

## *Top 5 areas Paying Dividends*

2021	2022	2023	2024
<ul style="list-style-type: none"><li>• Distribution Automation \$130M</li><li>• System Expansion \$128M</li><li>• Vegetation management \$70M</li><li>• UG Direct Buried \$55M</li></ul>	<ul style="list-style-type: none"><li>• Distribution Automation \$187M</li><li>• System Expansion \$119M</li><li>• UG Direct Buried \$31M</li><li>• Automatic TR Switches ATS \$28M</li></ul>	<ul style="list-style-type: none"><li>• Distribution Automation \$142M</li><li>• System Expansion \$101M</li><li>• UG Direct Buried \$41M</li><li>• Handhole Insp Pad-TX \$24M</li></ul>	<ul style="list-style-type: none"><li>• Distribution Automation \$41M</li><li>• System Expansion \$40M</li><li>• Handhole Insp Pad-TX \$9M</li><li>• UG Direct Buried \$9M</li></ul>

# Municipal's SAIDI Losing Ground to Goal and IOU's

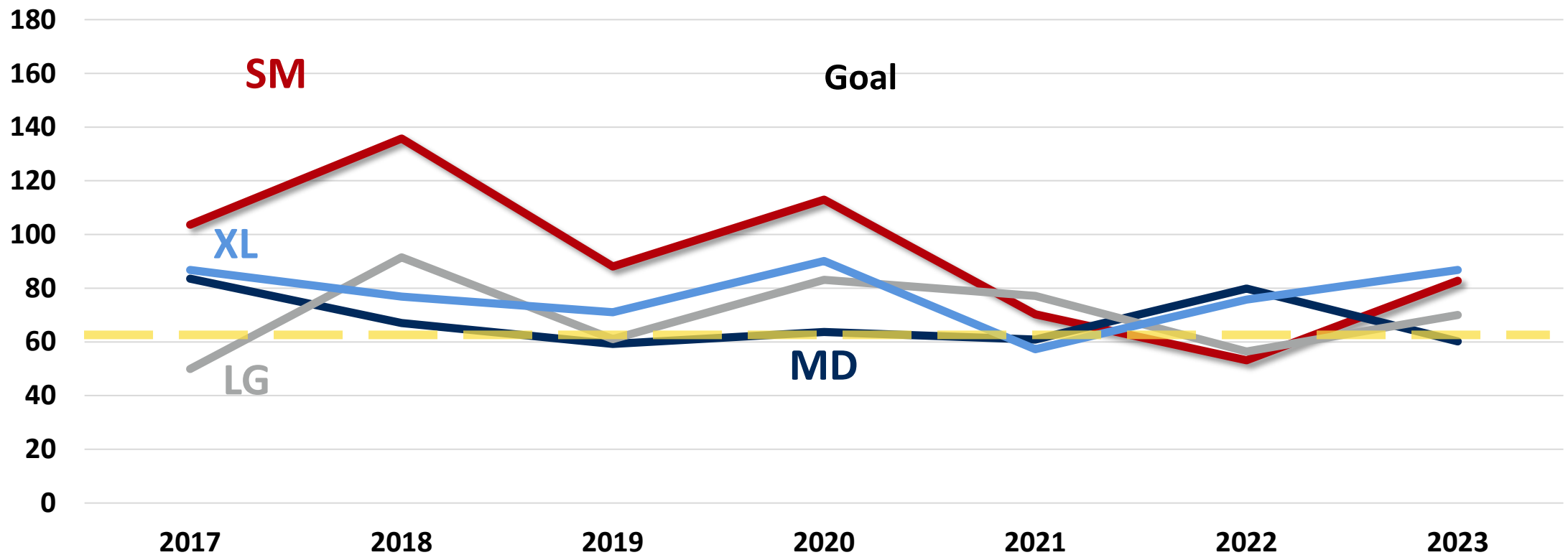
*Duke and TECO Improving Toward or Below 60 Minute SAIDI*



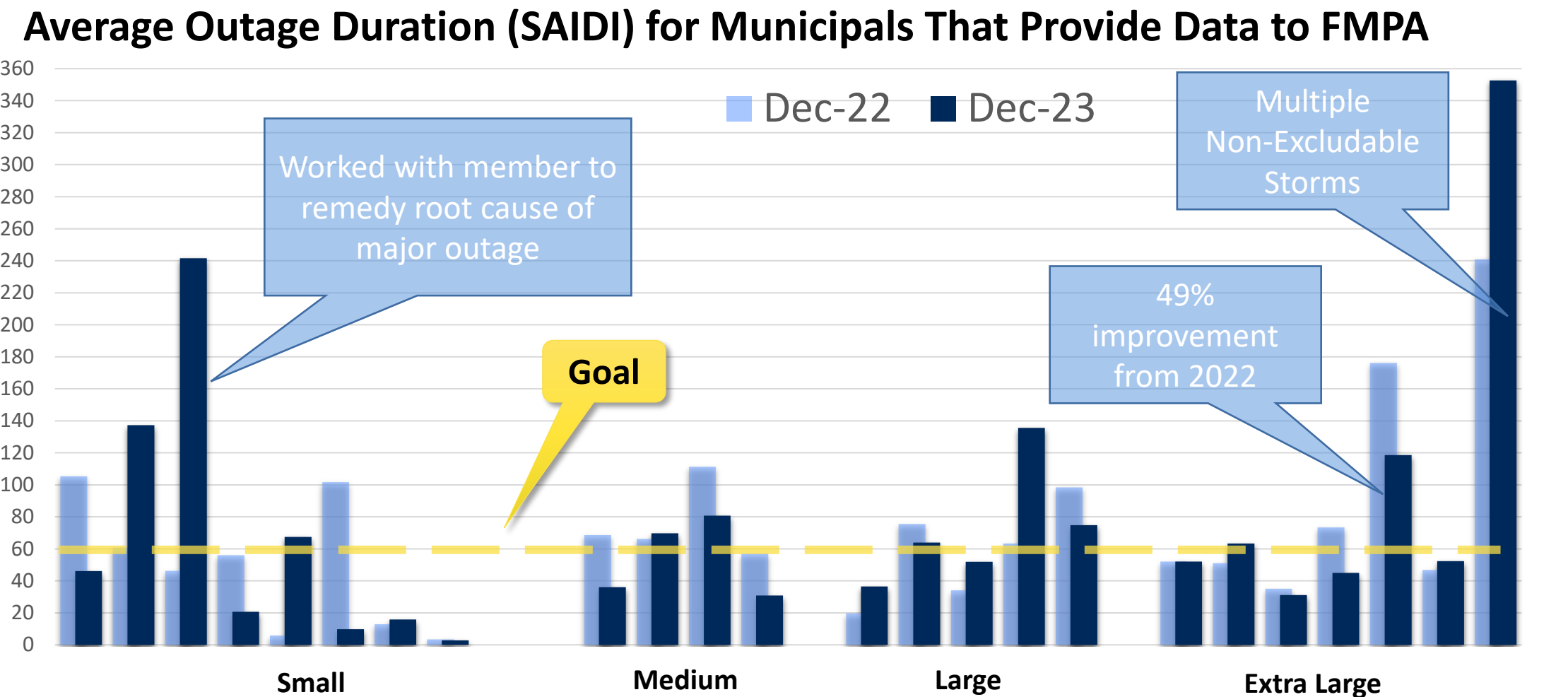
# Municipal SAIDI Not Materially Improving

## *Reliability Spending Required to Improving Performance*

Historical SAIDI for Municipal Groups



# Large Member Improvements Needed to Change Trend





# Member Efforts Show Results in Several Communities

Top SADI Improvement by Group			
SM	MD	LG	XL
Newberry	Bartow	New Smyrna	Lakeland
Havana	Winter Park	Fort Pierce	Ocala
Alachua	Leesburg		KUA

>50% Improvement

>25% Improvement

>10% Improvement

# Members Working to Improve on Reliability

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Strategic Undergrounding

Expanding GIS Programs

Min/Max Asset Management

TOA4 for Substation Transformers

AMI Programs and Upgrades

Self-Healing Networks

Fuse Coordination

Trip Saver Installation (expansion)

System Hardening

Vegetation Programs

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

- d. Training and Roundtable  
Update**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**



# 5d – Training and Roundtable Update

Member Services Advisory Committee

April 02, 2024

# Foreman Academy Certification

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## Track 1

- Cancelled 1/29 – 2/1 due to lack of participation ( 2 registered)
- Rescheduled 5/28 – 5/31 (4 registered)

## Track 2

- Scheduled 7/15 - 7/18

## Track 3

- Scheduled 10/21 - 10/24

# Safety Coordinator and Power Supervisor Certification

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## Certified Safety Coordinator Program

- OSHA 30 Hr. Card (Part 1)
- OSHA 30 Hr. Card (Part 2)
- OSHA Utility Work Practices Rule Compliance
- Rigging, Hoisting, Hand and Power Tool Safety
- Transportation Safety
- Accident Investigation
- National Electrical Safety Code Review

## Certified Power Supervisor Program

- Buddy To Boss with Succession Planning
- Fundamental Supervisory Skills
- Goal Setting & Planning
- Interpersonal Supervisory Skills I
- Communicating Effectively with Utility Customers
- Interpersonal Supervisory Skills II
- Interpersonal Supervisory Skills III
- Bridging the Generation Gap
- Making Performance Appraisals Matter

# Training Schedule

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Fundamental Supervisory Skills	4/9/2024	4/10/2024
Goal Setting & Planning	4/11/2024	4/11/2024
Substation with Set Solutions @ OUC	4/30/2024	5/1/2024
Case Studies in Utility Purchasing	5/7/2024	5/8/2024
Foreman Academy Certification Track 1	5/28/2024	5/31/2024
OSHA 30 hr Card (Part 2)	6/10/2024	6/12/2024
Interpersonal Supervisory Skills I	6/26/2024	6/27/2024
Communicating Effectively with Utility Customers	6/24/2024	6/25/2024
Foreman Academy Certification Track 2	7/15/2024	7/18/2024
SEL 735A Meter Day of Training	8/15/2024	8/15/2024
Many more on <a href="https://www.fmpa.com">FMPA.COM</a>		

# Roundtables Available

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Purchasing Roundtable	5/9/2024	FMPA
Transportation Fleet Roundtable	5/22/2024	FMPA
AMI Roundtable	6/5/2024	FMPA
Meter Tech Roundtable	6/20/2024	Leesburg
GIS Roundtable	7/11/2024	FMPA
SCADA Roundtable	7/24/2024	FMPA
Reliability Roundtable	9/4/2024	FMPA
Lineman Roundtable	9/10/2024	FMPA
FMEA HR Roundtable	9/27/2024	KEYS
Substation Roundtable	10/17/2024	Fort Pierce



# Apprenticeship Training Schedule Hosted by KUA

COURSE	MONTH	START DATE	END DATE
Lineman Apprenticeship Lab 4 Underground	January	1/29/2024	2/2/2024
Lineman Apprenticeship Lab 1 Fundamentals	April	4/8/2024	4/12/2024
Digger Derrick Lab	May	5/7/2024	5/9/2024
Lineman Apprenticeship Lab 5 Troubleshooting	June	6/3/2024	6/7/2024
Lineman Apprenticeship Lab 2 Construction	July	7/8/2024	7/12/2024
Lineman Apprenticeship Lab 3 Operations	August	8/5/2024	8/9/2024
Lineman Apprenticeship Pre-Apprentice Assessment Workshop	Sept/Oct	9/30/2024	10/5/2024
Lineman Apprenticeship Final Exam	November	11/5/2024	11/7/2024

# Upcoming Training and Roundtables

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Register Here



**AGENDA ITEM 6 – MEMBER  
COMMENTS**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**

## **AGENDA ITEM 7 – ADJOURNMENT**

**FMPA Member Services Advisory  
Committee Meeting**

**April 2, 2024**