

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY AUGUST 10, 2022  
8:30 AM

Present: Evelyn O. Shaw, Chairwoman  
Ronna Rowe Garrett, Vice Chairwoman  
Donald L. Porter, Secretary  
Wade R. Fowler, Jr., Treasurer (VIA WEBEX)

Others Present: Elaina L. Ball, CEO/General Manager (VIA WEBEX)  
Chris Davis, City Council Member  
Patrick Mieritz, Gallup  
Media

Absent: Telly Whitfield, Assistant City Manager  
Jimmy Keefe, Cumberland County Liaison

REGULAR BUSINESS

Chairwoman Evelyn Shaw called the meeting of July 27, 2022, to order at 8:31 am.

APPROVAL OF AGENDA

Upon motion by Commissioner Ronna Garrett, seconded by Commissioner Donald Porter, the agenda was unanimously approved.

CONSENT ITEMS

Upon motion by Commissioner Donald Porter, seconded by Commissioner Ronna Garrett, the Consent Items were unanimously approved.

- A. Approve Minutes of meeting of July 27, 2022
- B. Adopt PWC Resolution # PWC2022.10 – Establishing a Design Build Criteria.

Staff Requests Approval of Recommendation to Establish Design-Build Criteria and to Delegate Authority to the CEO/General Manager to Execute Design-Build Contracts of Less Than \$500,000.

Staff recommends that the Commissioners establish in writing the criteria used for determining the circumstances under which the design-build method is appropriate for a project in compliance with NCGS § 143-128.1A and to delegate authority to the CEO/General Manager to award and execute contracts and other legal documents necessary for design-build projects requiring the estimated expenditure of public money in an amount less than five hundred thousand dollars (\$500,000).

COMMENTS: PWC has determined that in order to use the design-build method under NCGS § 143-128.1A criteria must be established to determine when the method is appropriate for a specified project.

END OF CONSENT

## GALLUP EMPLOYEE SURVEY RESULTS

Presented by: Bobby Russell, HR Officer &  
Patrick Mieritz, Gallup

Mr. Mieritz stated everyone plays a role in engagement, and everyone needs to be held accountable for it. He stated engagement is not an annual survey. To build a culture of engagement, you have to focus on it every day.

Mr. Mieritz stated there are five things you need to know about engagement.

1. Increased Engagement Leads to Better Business Outcomes. He stated Engaged employees are
  - a. 2X more likely to say that they are extremely satisfied with their personal life.
  - b. 4x more likely to evaluate their condition of life as excellent
  - c. 11x more likely to indicate that they are extremely satisfied with their current company as a place to work.
2. There are Fundamental Needs That All Employees Share
  - a. Focus me
  - b. Know me
  - c. Challenge me
  - d. Hear me.
3. There are 12 Elements that Measure Engagement and Maximize Performance.
  - a. Q12. This last year, I have had opportunities at work to learn and grow.
  - b. Q11. In the last six months, someone at work has talked to me about my progress.
  - c. Q10. I have a best friend at work.
  - d. Q09. My associates or fellow employees are committed to doing quality work.
  - e. Q08. The mission or purpose of my company makes me feel my job is important.
  - f. Q07. At work, my opinions seem to count.
  - g. Q06. There is someone at work who encourages my development.
  - h. Q05. My supervisor, or someone at work, seems to care about me as a person.
  - i. Q04. In the last seven days, I have received recognition or praise for doing good work.
  - j. Q03. At work, I have the opportunity to do what I do best every day.
  - k. Q02. I have the materials and equipment I need to do my work right.
  - l. Q01. I know what is expected of me at work.
4. Managers Have the Greatest Influence on Creating an Engaging Workplace
  - a. One in two employees have left their job to get away from their manager at some point in their career.
  - b. Managers account for at least 70% of the variance in employee engagement scores across business units.
  - c. Employees who are supervised by highly engaged managers are 59% more likely to be engaged than those supervised by actively disengaged manager.
5. With Focused Attention, Managers and Teams Can Prioritize Engagement. He stated workgroups that show the greatest gains in engagement scores from one year to the next do three things well.
  - a. They share and discuss their engagement results with one another.
  - b. They create goals and build a plan to drive engagement as a team.
  - c. They work together throughout the year to make progress on their goals.

Mr. Mieritz went on to discuss PWC's survey results.

In Interpreting the Survey Results Mr. Mieritz encouraged the Commission and staff to

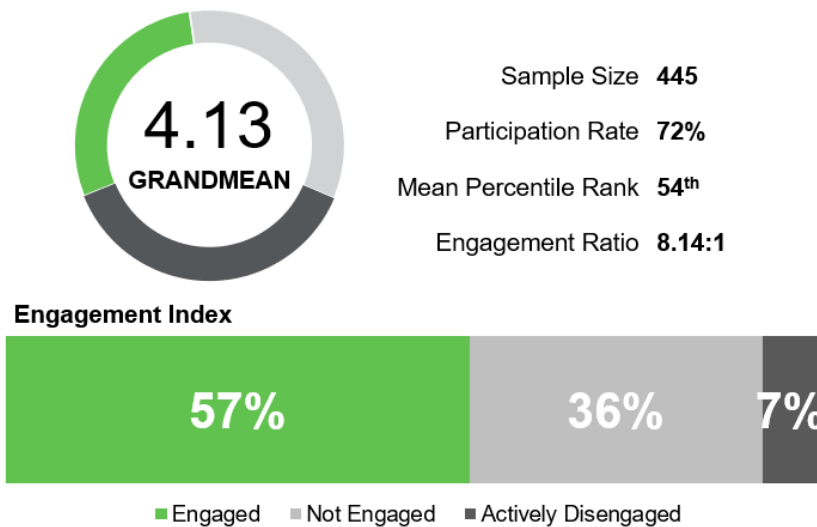
- Focus on the high scores, and look for recognition opportunities in the results.
- Think about where your organization might experience the biggest increase in engagement.
- Remember, these results represent a snapshot in time. Consider what you and your organization can do to ensure that you meet these workplace needs.
- Pay close attention to the bottom two levels of the employee engagement hierarchy.
- Consider your team’s and your organization’s performance goals and challenges. Consider how focusing on engagement can help you meet or address your goals or challenges.
- Realize that interpretations can vary from employee to employee.

Mr. Mieritz congratulated the PWC on the increase in employee engagement since the last survey (administration). He stated all elements of engagement are higher this year; many had meaningful year over year increases.

Mr. Mieritz went on to state Gallup identifies the following as the highest and lowest items organization-wide:

- High: Q02 (Materials and Equipment) and Q03 (Opportunity to do Best)
- Low: Q02 (Know What’s Expected) and Q05: (Cares about Me)

#### PWC Employee Engagement June 2022 Engagement Summary

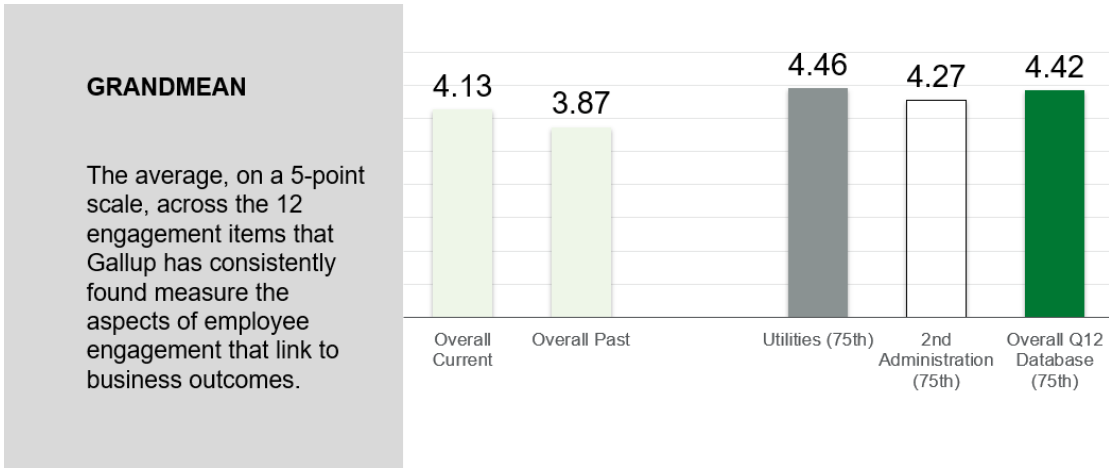


For each actively disengaged person there are eight engaged people, which is more than double the minimum you need to offset the negative business impact of actively disengaged people. Mr. Mieritz went on to describe the characteristics of Engaged, Not Engaged and Actively Disengaged. He stated it is possible to have 0% Actively Disengaged, however it is extremely rare.

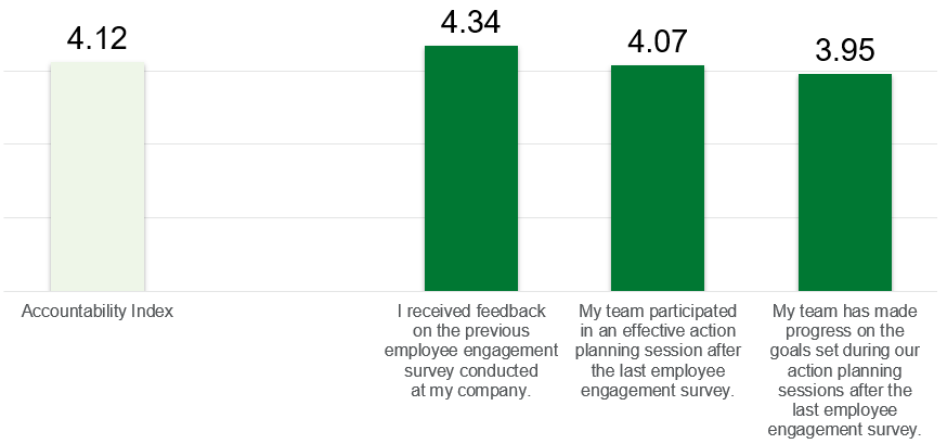
#### Engagement benchmarks

Mr. Mieritz stated comparing PWC’s engagement results with the results in Gallup’s Q<sup>12</sup> Client Database will help understand where we are starting and what PWC’s goals should be for the future.

He stated PWC’s overall engagement results increased massively to 4.13 from 3.87. PWC is trending in a good direction.



He highlighted the Accountability Index™ – He stated when teams score high on accountability items, it indicates that they are making progress on their engagement goals. PWC’s Accountability Index is 4.12.



Commissioner Garrett asked what the participation rate was last year compared to this year. Mr. Russell responded it was 72% this year and 92% last year. She also asked about our Actively Disengaged Rate of 7%. How does it compare and contrast to others like us or in general? Mr. Mieritz stated relative to the US averages, the Actively Disengaged Rate is lower than others by 4-5%. He went on to give additional explanation.

Commissioner Shaw asked if the Gallup Survey shows an indication of the national trend of the thinking of the younger aged employees, who have a different take and perspective on their engagement with their employer. She asked if there was indication in our survey.

Ms. Ball stated for this administration, the highest engaged groups were over 65 years of age. They scored (4.36), there were 9 in that group. The next highest engaged group was those aged 25 - 40 years. They scored 4.20, there were 111 in that group. The lowest engaged were those aged 18 – 24 years. They scored 4.01.

Mr. Russell stated the Gallup organization has a full tool-kit to help the managers with this endeavor. The next Gallup Survey will be held in February of 2023. Additional discussion ensued.

**GENERAL MANAGER REPORT**

## **Demand Response**

Ms. Ball thanked all the teams who are involved with our demand response activities. She stated we have team members in Facilities, Water Resources, Power Generation, Electric Engineering, Key Accounts, and others that throughout the month will call demand response events and take actions to reduce electric demand of our systems as well as the assets in the facilities PWC owns.

Ms. Ball stated from January to June (she later corrected from July 2021 to June 2022) all of our PWC resources combined contributed almost 83 Megawatts of reduction through that period of time during our coincident peak hour. That equates to a value of \$1.37M in reduced power cost. When we reduce power cost during that peak window, it reduces power cost for everyone on the system. She stated there are a number of different tools the team has built and is using. The two largest are our battery dispatch that we have here with our community solar project. She also gave congratulations and recognition to the team members who have been working to expand and implement our battery out there to the limit of 2 megawatts. It was expected to go live later this summer or early fall, but working closely with Strata (our contractor), we were able to bring it online and have been using it during the summer. That was the largest contributor to the peak reduction. She also thanked the Water Resources team members. They go through a series of activities to reduce usage when we believe a peak window will occur. In our most recent event, they contributed 690 kilowatts. There is a huge team effort going on. Key Accounts will work with dispatch to determine when we think the events will occur. There is a lot of activity, and it is beginning to bring a lot of value to our customers.

## **Industry Day**

Tomorrow will be our Industry Day. It will be held on our campus from 4pm to 6:30pm. We invite any suppliers who are interested in learning about the procurement activities and the construction plans for PWC. It is a great opportunity to learn about our Small Local Supplier Program and get registered.

## **Next Commission Meeting**

- Integrated Resource Plan (IRP) Update, led by Jon Rynne
- Customer Survey Results by Escalent

## **Community Impact Awards**

PWC's Power of Giving through CityView Magazine is accepting nominations for Community Impact Awards through September 16<sup>th</sup>. Ms. Ball encourages anyone/anywhere in our community to nominate an individual, a company or a group who is contributing significantly to our community.

## **COMMISSIONER/LIAISON COMMENTS**

*Commissioner Wade Fowler*

Commissioner Fowler stated the ElectriCities Conference has provided useful content.

*Commissioner Donald Porter*

No comments

*Commissioner Ronna Garrett*

No comments

*Council Member Davis*

Council Member Davis stated this will be his last meeting. He stated the last three years have been transformational, in terms of the culture, as led by the Commissioners and the CEO. He stated he loves the direction we are going in as a united team, and believes it will pay off for our region. He stated you guys really are amazing.

Commissioner Ronna Garrett thanked Council Member Davis for his collegial approach to everything. She stated that he has been transformational in bringing together the relationship and his positive approach to the way we do business.

Commissioner Evelyn Shaw thanked Council Member Davis for his time with us, and his involvement. She thanked him for his very presence, as he has been very good with representing the City with PWC.

## REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

A. Personnel Report - July 2022

B. Approved N.C. Department of Transportation Encroachment Agreement(s):

- Encr. 19176 – install of 8” RJDJ sewer main @ SR1108 (King Rd & SR1112 (Rockfish road
- Encr. 19177 – install 2” SDR water line @ SR1112 Stoney Point Rd) & SR1109 (Dundle Rd).
- Encr. 19178 – install of 8” sanitary sewer main @ SR1108 (King Road) & SR3670 (Lull Water Road)
- Encr. 19179 – install of 12” RJDJ water main @ SR1108 (King Rd) & SR1109 (Dundle Rd)
- Encr. 19180 – install of 8” RJDJ water main @ SR1112 (Stoney Point Rd) & SR1109 (Dundle Rd.)
- Encr. 19181 – install. of 8” RJDJ sewer main @ SR1109 (Dundle Rd. & SR1108 (King Rd.)
- Encr. 19182 – install. of 8” RJDJ sewer main @ SR1112 (Stoney Point Rd) & SR1109 (Dundle Rd).
- Encr. 19183 – install. of 12” RJDJ water main @ SR1108 (King Rd) & SR1109 (Dundle Rd).
- Encr. 19184 – install. of 8” RJDJ sewer main @ SR1112 (Stoney Point Rd) & SR1108 (King Rd)
- Encr. 19185 – install. of 2” SDR21 PVC water lines @ SR1108 (King Rd) & SR1109 (Dundle Rd)

C. Position Vacancies

## CLOSED SESSION PURSUANT TO NORTH CAROLINA GENERAL STATUTES 143.318(A)(1) TO DISCUSS CONFIDENTIAL INFORMATION IN ACCORDANCE WITH N.C.G.S. §132-1.2(1)

Commissioner Ronna Garrett motioned to enter Closed Session pursuant to NC General Statutes 143-318(A)(1) to discuss confidential information in accordance with N.C.G.S. §132-1.2(1). Motion was seconded by Commissioner Donald Porter and unanimously approved at 9:20 am.

Following the discussion, upon motion by Commissioner Ronna Garrett, seconded by Commissioner Donald Porter, and unanimously approved the Commission returned to open session at 10:09 am.

## ADJOURNMENT

There being no further business, upon motion by Commissioner Ronna Garrett, seconded by Commissioner Donald Porters, and unanimously approved the Commission adjourned at 10:10 am.