



UPSA Annual Meeting Attendee Poll Results 2016 to 2019

2019 Annual Meeting

Amy Rosenkrantz

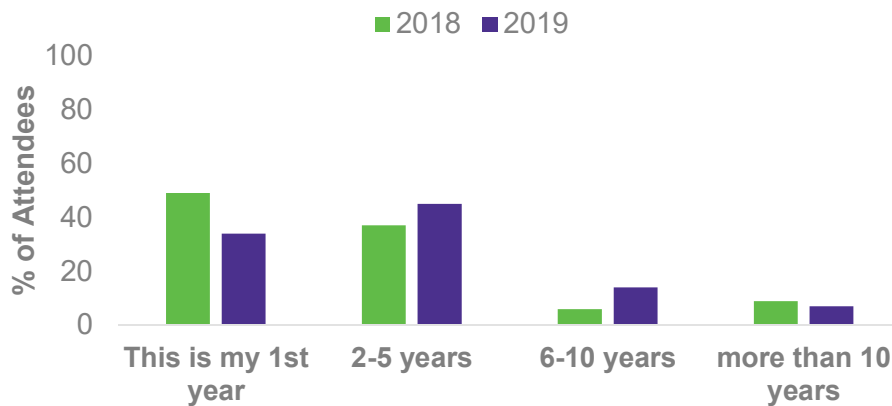
Annie Ledesma

May 9, 2019

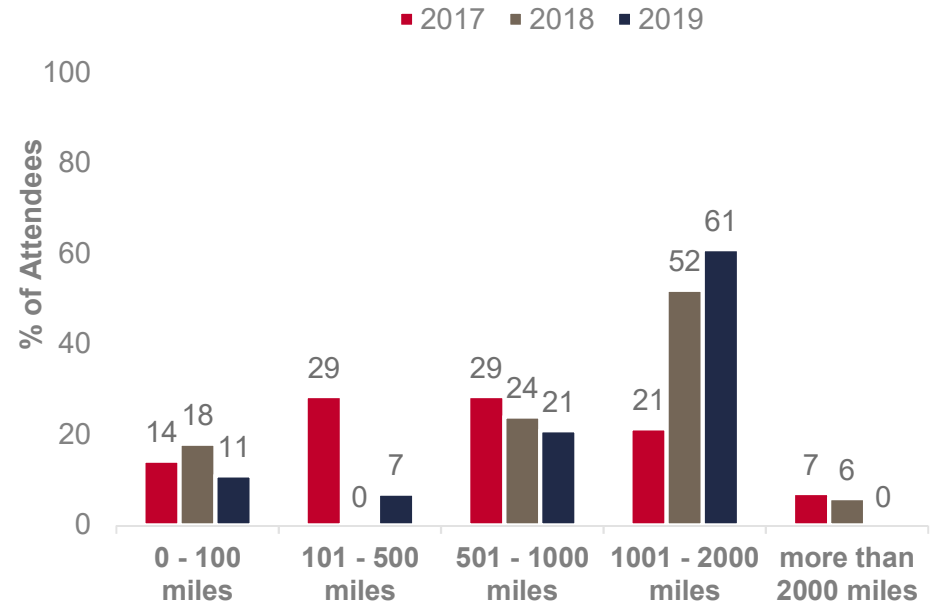
UPSA Is Worth the Trip!



How many years have you been involved with UPSA?



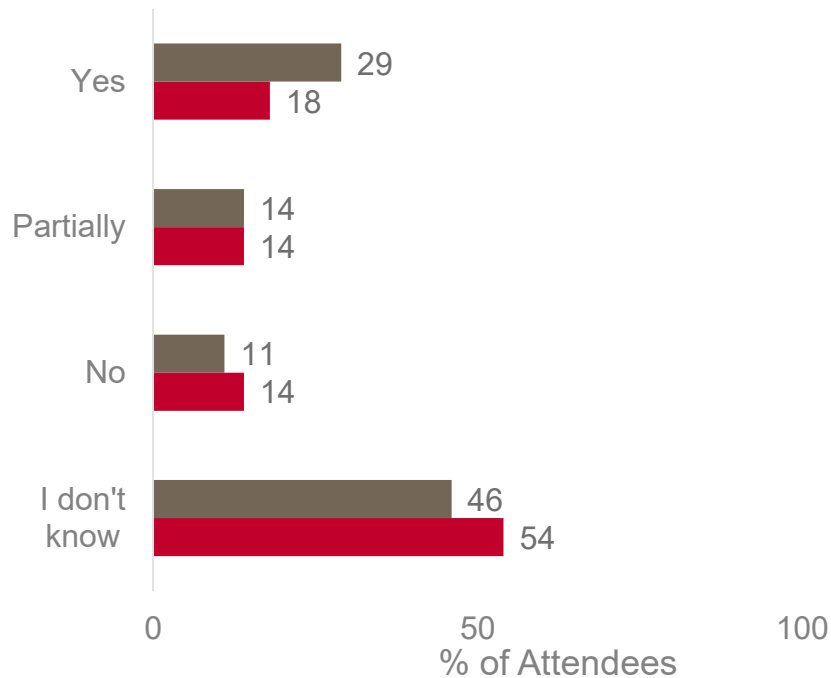
How many miles did you travel to get here?



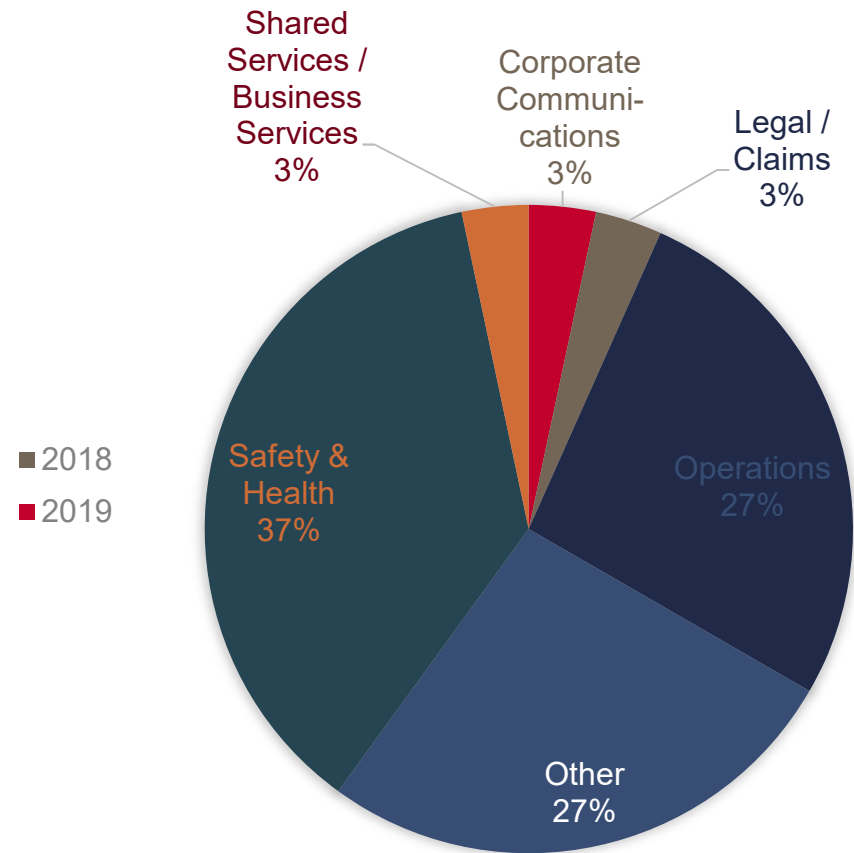
... and interest in UPSA is exploding!

Internal Public Safety Integration Remains Fragmented

Public Safety risks are tracked as part of our corporate risk mapping / risk tolerance efforts

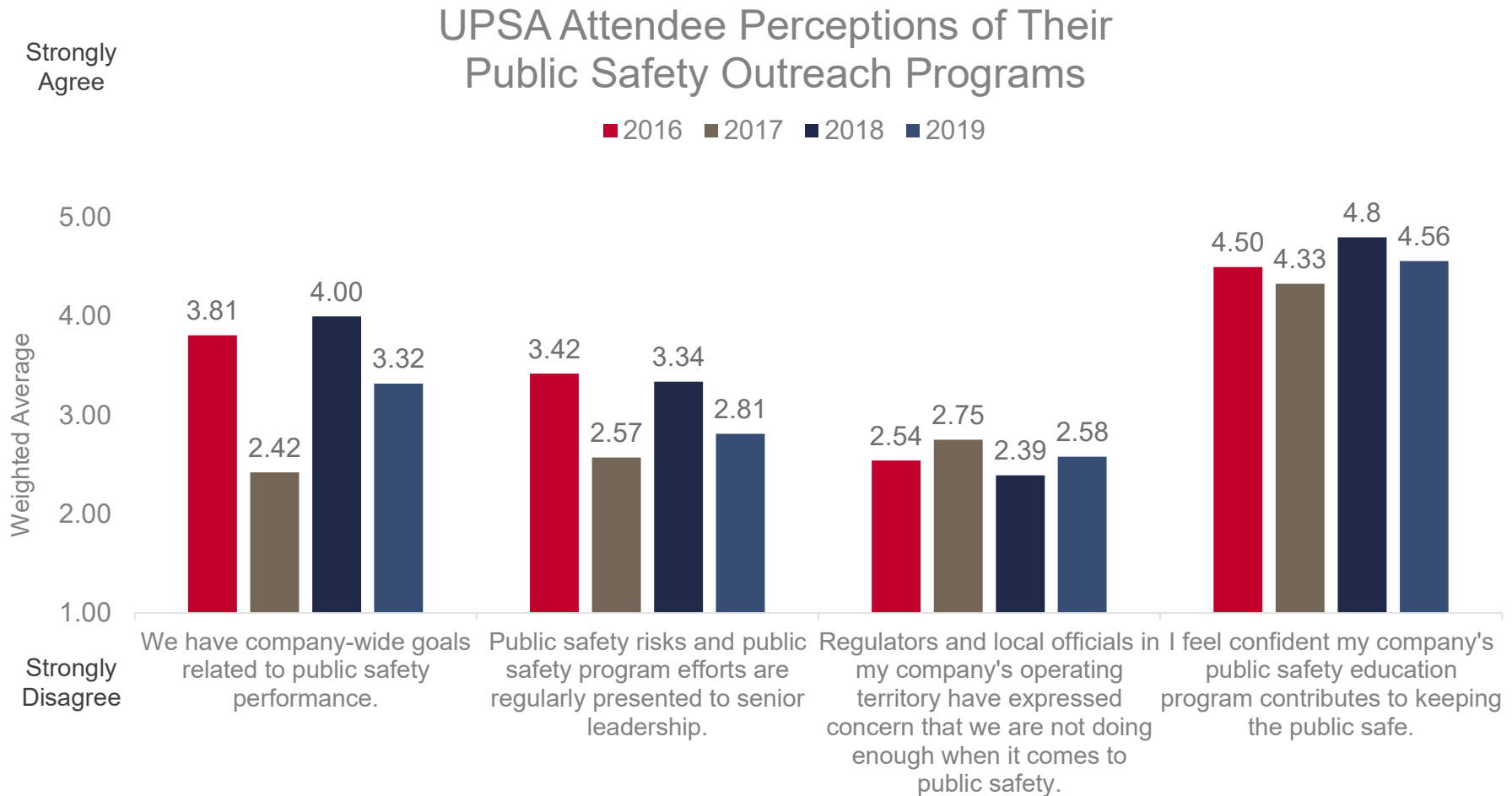


Which department manages Public Safety at your utility?



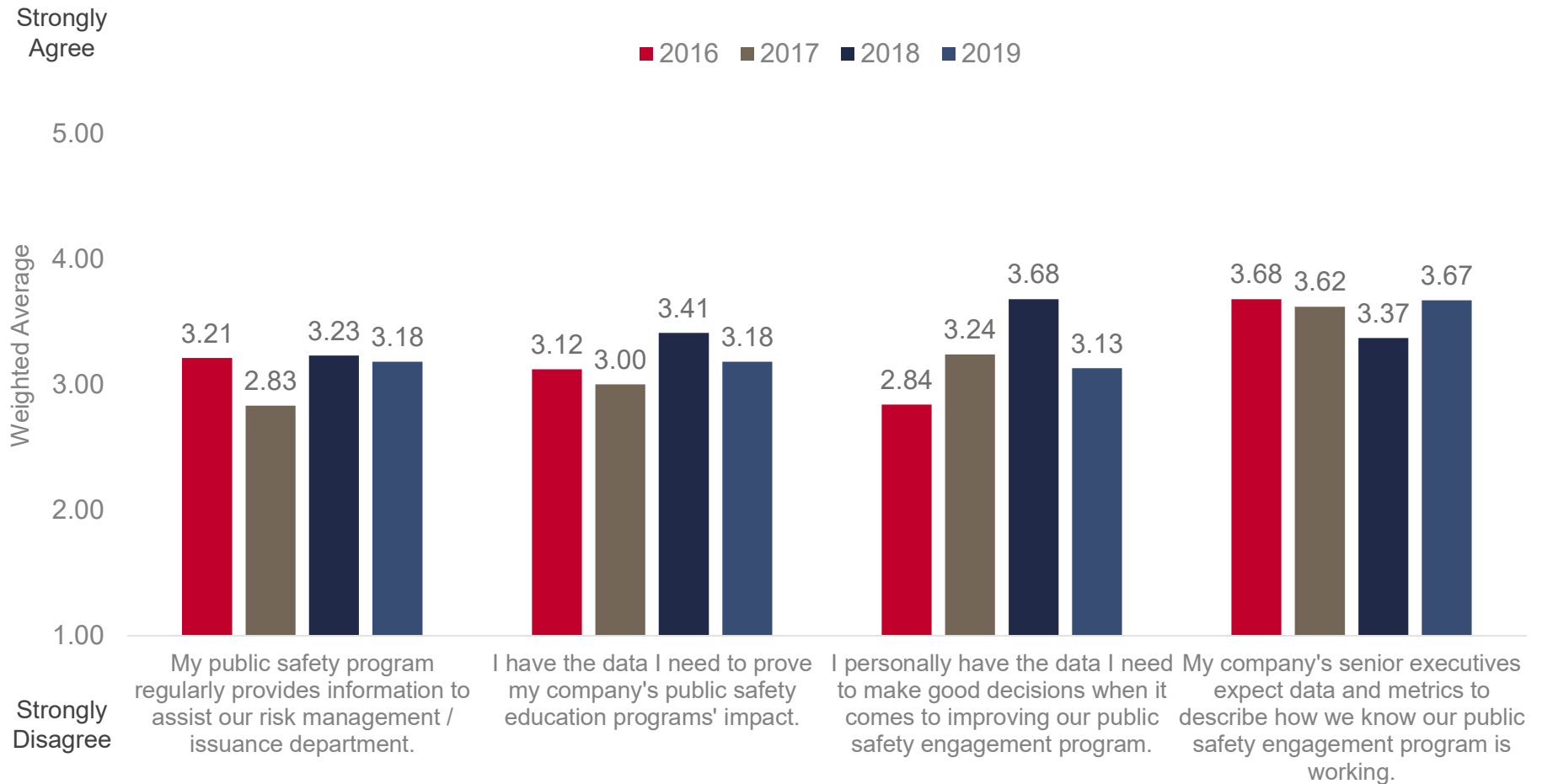
ATTENDEE FEEDBACK

However, Public Safety is a Stated Corporate Priority at Most UPSA Member Utilities



We Know Data and Public Safety Go Hand in Hand

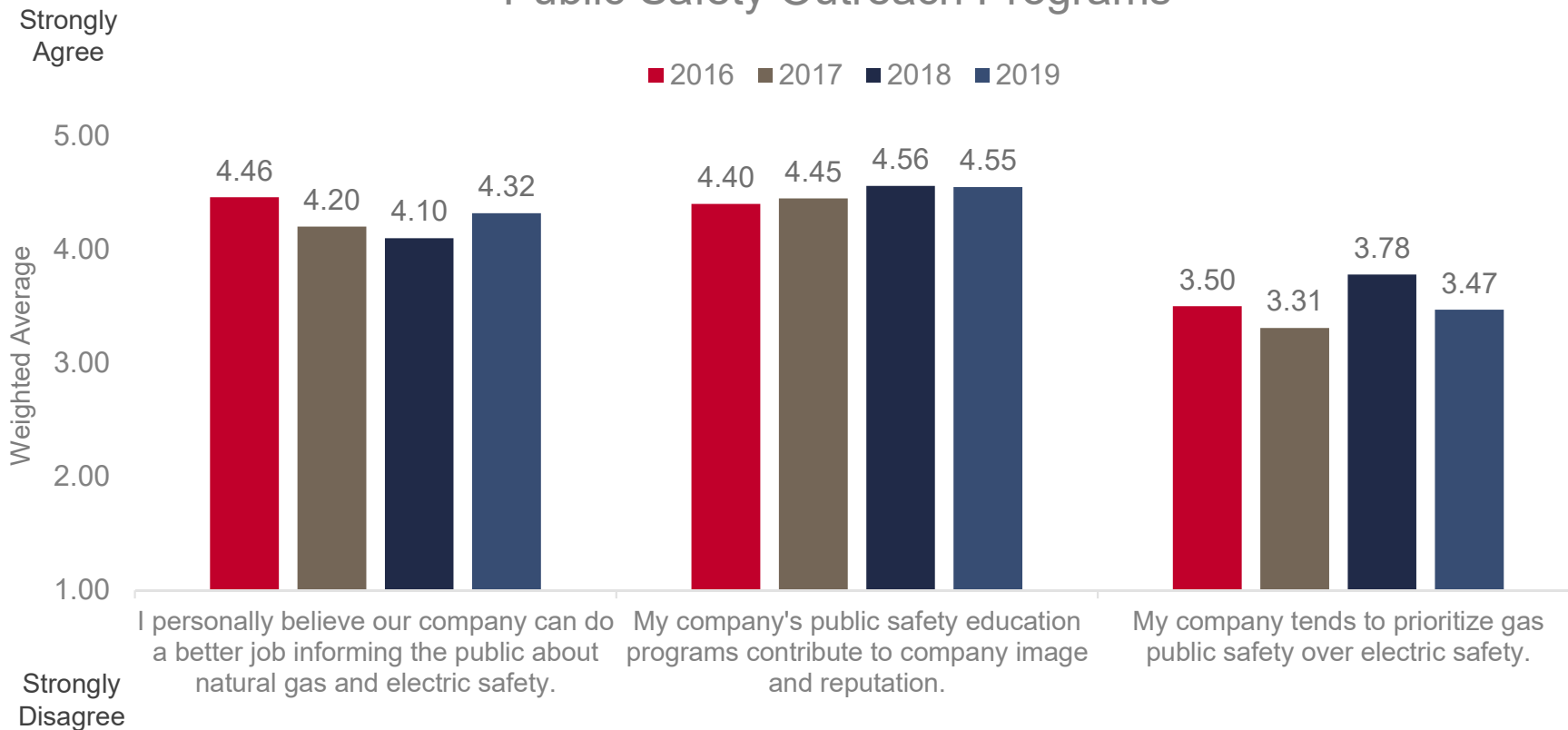
UPSA Attendee Perceptions of Their Public Safety Outreach Programs



ATTENDEE FEEDBACK

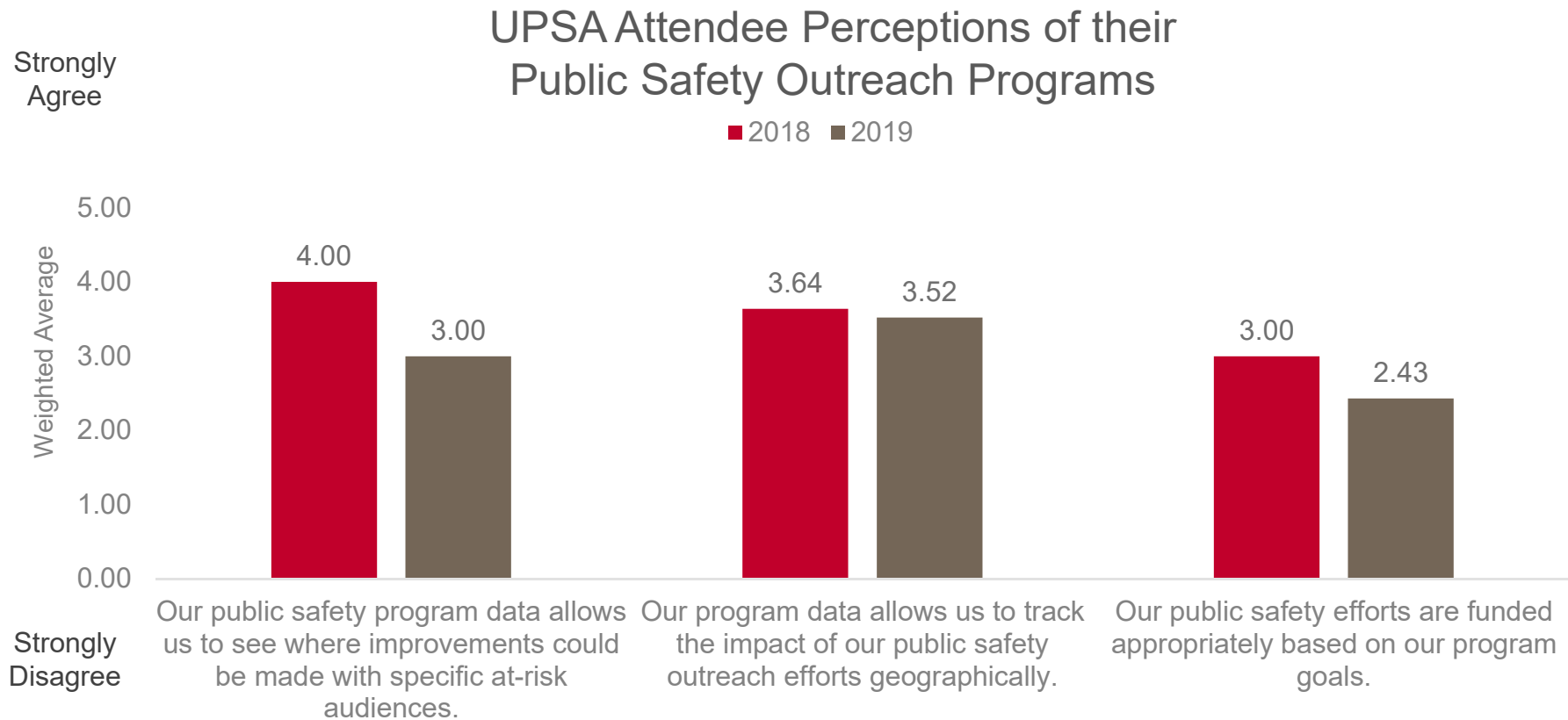
UPSA Member Utilities Focus on Public Safety Image and Reputation ROI and Continuous Improvement; RP1162 Remains a Key Driver at Gas-Only and Dual-Commodity Utilities

UPSA Attendee Perceptions of Their Public Safety Outreach Programs



ATTENDEE FEEDBACK

UPSA Member Utilities Report a Gap in Public Safety Program Funding and Strategically Identifying Program Improvements Based on Risk and Stakeholder Segments



Questions added in 2018

ATTENDEE FEEDBACK

Even Among Utilities with Strong Internal Safety Cultures, There is a Disconnect when it comes to Public Safety, Signifying the Importance of On-Going UPSA Meetings

