



Item 4: Human Resources Operations Report

Mara Spak

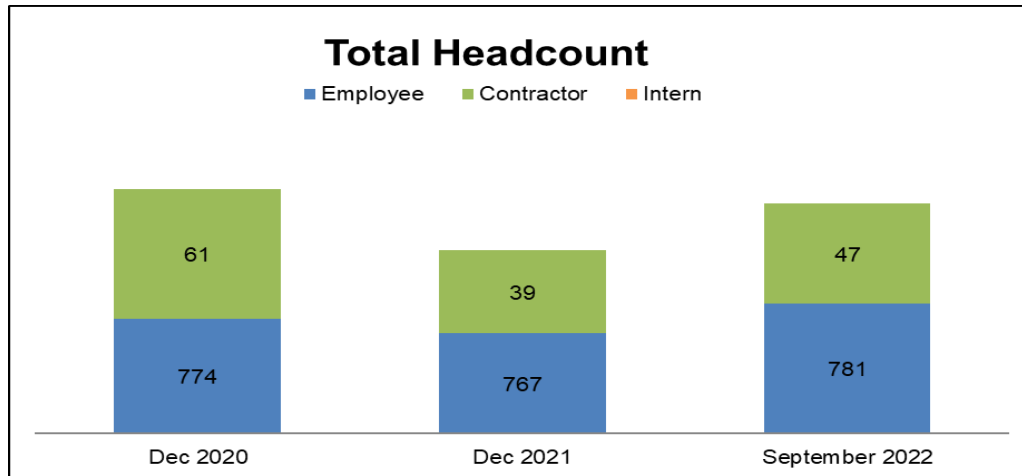
Vice President, Human Resources

Human Resources and Governance Committee Meeting

ERCOT Public

October 17, 2022

HR Operations – Headcount Workforce Summary



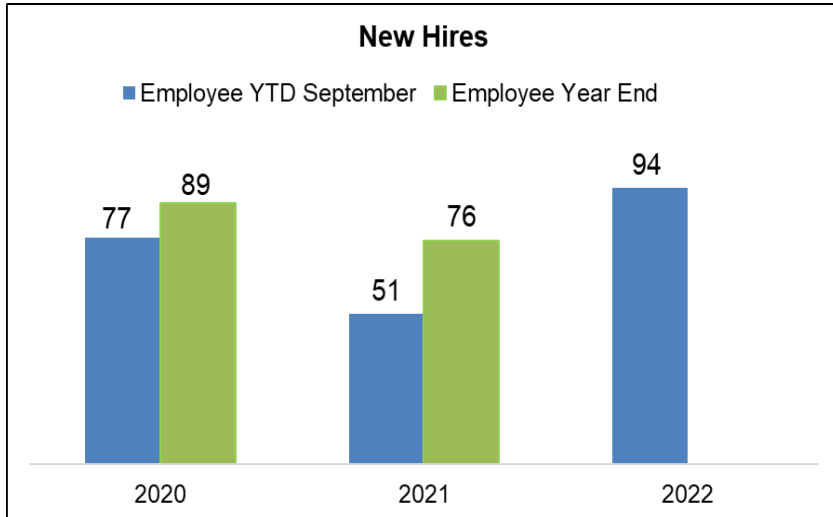
YTD September 2022 Headcount Summary

Business Area	Employee	Intern	Contractor
CAO	150		13
CEO	14		
CIO	265		23
Com Ops	87		2
Comm/Gov Rel	33		2
Legal	22		
System Ops	125		2
System Planning	85		5
Total	781	0	47

- ERCOT's current vacancy rate is 11.3%
- HR is currently recruiting for 63 open FTE positions



HR Operations – New Hire Workforce Summary



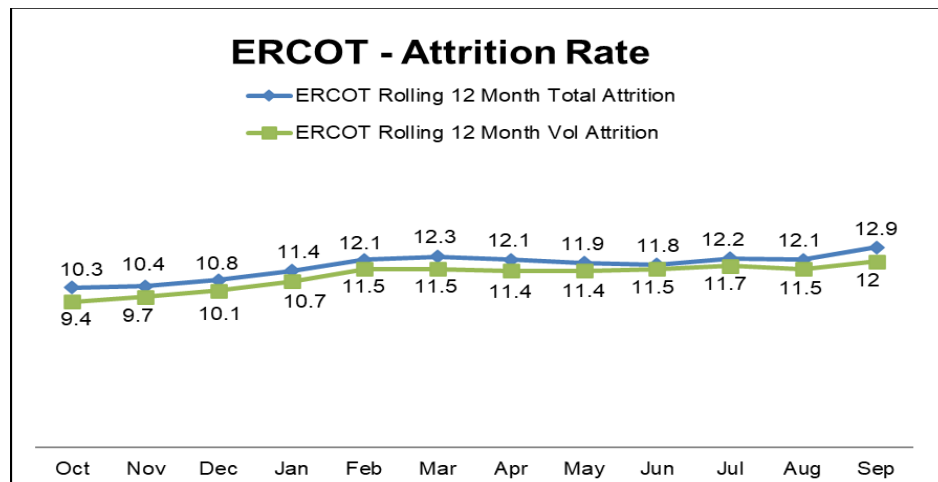
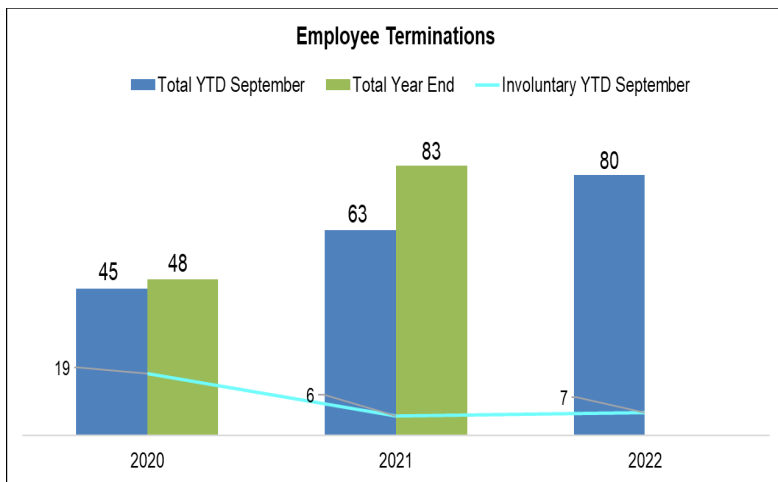
YTD September 2022 Summary		
Business Area	Employee New Hires	Intern New Hires
CAO	12	
CEO	1	
CIO	20	5
Com Ops	11	1
Comm/Gov Rel	6	
Legal	4	
System Ops	16	4
System Planning	24	5
	94	15

August		
Employer	City	State
ISO New England	Ludlow	MA
Re-hire	Austin	TX
Austin Energy	Pflugerville	TX
Intern Conversion	Pearland	TX
Florida Power & Light	Miami Gardens	FL
CenterPoint Energy	Houston	TX
Omniceil	Cedar Park	TX
Ethos Energy	Richmond	TX
Re-hire/Contractor Conversion	Austin	TX
Intern Conversion	Magnolia	TX
EN Engineering	Austin	TX
IKG	Humble	TX
Gold's Gym	Austin	TX

September		
Employer	City	State
American Electric Power	College Station	TX
California ISO	Bastrop	TX
Texas A&M University	Mt. Laurel	NJ
American Electric Power	Corpus Christi	TX



HR Operations – Termination Workforce Summary



YTD September 2022 Terms by Tenure

Business Area	0 - 3+	4+	10+	Totals
CAO	5	4	3	12
CEO		1		1
CIO	6	4	9	19
Com Ops	7	5	5	17
Comm/Gov Rel	1	2	1	4
Legal	1	1	1	3
System Ops	5	2	1	8
System Planning	3	10	3	16
Totals	28	29	23	80

YTD September 2022 Terms by Reason

Business Area	Opportunity	Family	Location	Involuntary	Retirement	Personal	Totals
CAO	4	1	2	1	2	2	12
CEO	1						1
CIO	9	2		4	3	1	19
Com Ops	7	4		1	2	3	17
Comm/Gov Rel	3	1					4
Legal	3						3
System Ops	5	1		1	1		8
System Planning	10	3	2			1	16
Totals	42	12	4	7	8	7	80

US Bureau of Labor Statistics: YTD Attrition through July
US Attrition Rate: 27.8
Texas Attrition Rate: 28.1



HR Operations – Employee Exit Interview Summary

Employee Response Averages	
YTD September 2022	
5=Excellent, 4=Good, 3=Average, 2=Below Standards, 1=Poor	
Category	Response
Co-Workers	4.76
Supervisor/Manager	4.56
Benefits	4.54
Challenging Work Provided	4.46
Director/Executive	4.41
Human Resources	4.39
Facilities/Work Space	4.30
Corporate Culture	4.12
Recognition of Work Performed	4.00
Training	3.88
Location	3.68
Promotional Opportunities	3.16
Compensation	3.15

Top 3 Reasons Employees Appreciated ERCOT YTD September 2022
Co-Workers
Corporate Culture
Meaningful Work

% of Employees Who Would Recommend ERCOT to Others
2020 - 100%
2021 - 84%
YTD 2022 - 93%



HR Operations – Employee Exit Interview (cont'd)

Better Opportunity Term Reason - Subcategories

■ 2020 ■ 2021 ■ YTD September 2022

