

Annual CEO Evaluation

Vickie Cavey, Managing Director/CEO

General Joseph DiSalvo, Chair



JEA CEO Evaluation Criteria



In accordance with the JEA Board Policy Manual, (Policy 3.0.5), Board evaluation of the CEO will be done annually and based on Appendix 1, Executive Core Competencies and CEO Evaluation Criteria.

Ratings: 1-Strongly Disagree / 2-Disagree / 3-Undecided / 4-Agree / 5-Strongly Agree

Statements:

Comments:

CEO maintains safety as a top priority and executes an effective risk mitigation plan

Average Score: 4.5

"Although Vickie has recently encountered a barrage of unsubstantiated and salacious accusations about her leadership of the organization, she has remained steadfast in her partnership with the board and continued to keep the organization steady."

"Safety measures verify superb emphasis and priority."

"A lot of time is spent by the CEO and Executive Team on safety, in particular the field crews."

"Vickie Cavey and her team have worked to ensure that all JEA employees remain safe while they are responding to the needs of the community. The team has even been able to safely provide support for other communities impacted by hurricanes."

"Physical safety is tracked and briefed in every board meeting. The safety metric on the Corporate score remained below the target level of 0.40 for the previous fiscal year and is at zero as of January 2026. To the best of my knowledge, safety is a priority for the organization. I have not been briefed on the specific processes for identifying and mitigating enterprise risks, though that does not indicate they are absent."

Key Performance Areas (KPAs) and associated Key Performance Indicators (KPIs) as per Policy Category IV Measures of Effectiveness (MOEs)

Average Score: 4.5

"Dashboard continues to improve because the CEO continuously improves the KPIs."

"Vickie Cavey and her team have met the required MOEs for the utility."

"Nearly all KPIs on the Corporate Scorecard are tracking at or above target. The few areas currently below target have historically improved through the fiscal year. I note that some specific metrics changed year over year, which makes trend comparison more difficult. A brief explanation of why metrics are added, removed, or modified would strengthen the board's ability to assess performance over time. Overall, the CEO is delivering results against the board's MOEs."

JEA CEO Evaluation Criteria



Statements:	Comments:
<p>CEO ensures agenda materials are distributed to Board members in a timely manner before all meetings to facilitate Board meeting preparedness (7 days)</p> <p>Average Score - 4.7</p>	<p><i>"Always on time and ensures excellent prep sessions."</i></p> <p><i>"Board materials are distributed in a timely manner."</i></p> <p><i>"Board meeting materials are distributed in accordance with that timeline, both digitally and physically if requested. Meetings with management are facilitated as well."</i></p>
<p>CEO complies with all applicable legal & fiduciary responsibilities</p> <p>Average Score - 4.7</p>	<p><i>"From a fiduciary standpoint, the CEO demonstrates a consistent commitment to balancing necessary capital investment with the organization's mission of providing affordable, reliable utility services. I have no reason to believe the organization is operating outside legal boundaries. I am aware of external concerns regarding impact fee obligations, but I understand this involves a complex legacy contract that predates the current CEO and requires careful legal interpretation rather than a simple compliance judgment."</i></p>
<p>CEO establishes a positive environment where diversity is embraced, and the workforce is proud to be a member of JEA, knows their mission, and trusts the CEO and her senior leadership team</p> <p>Average Score - 4.2</p>	<p><i>"Morale continues to improve every day."</i></p> <p><i>"There have been anonymous complaints about Vickie's management style, and the Board is investigating it. My feeling is that it is orchestrated by a former employee, and is probably not true. Vickie is a demanding boss who requires results and accountability. That doesn't sit well with some employees. I applaud it and deem it necessary after the very loose management style of the previous administration that created a bloated and lazy administrative team."</i></p> <p><i>"I would prefer to wait until there is more information provided by the JEA leadership team regarding allegations of racism. The team has not adequately responded to the claims."</i></p> <p><i>"This is a high priority for the JEA Executive Team and it starts with the CEO."</i></p> <p><i>"I have no personal reason to question the CEO's commitment to diversity and inclusion, and mission awareness across the organization appears strong. Employee retention metrics suggest a generally positive workplace. Recent public allegations regarding workplace culture have introduced uncertainty, though to my knowledge none have been substantiated at this time. I am supportive of the CEO and leadership team's efforts to engage employees and address concerns through proper channels. Doing the thorough work to get to the bottom of these concerns and address any that warrant action is the right path forward."</i></p>

JEA CEO Evaluation Criteria



Statements:

Comments:

CEO maintains a candid dialogue with the Board and is completely transparent on all issues associated with JEA

Average Score - 4.7

"CEO is always available, very proactive with issues/concerns/updates."

"Vickie Cavey maintains active communication with the Board of Directors."

"Have never been on a board where Department Heads meet with Board Members to review all documents pertaining to upcoming meetings with an open and free exchange."

"The CEO and her leadership team are accessible and engage board members individually ahead of each meeting, which I value. Discussion is open and informative. I believe the CEO is transparent on the issues brought before the board. I recognize the breadth of what this organization manages, and I appreciate the ongoing commitment to keeping the board informed in a way that supports effective governance."

CEO has a viable succession plan

Average Score - 3.2

"It is unclear to me what the succession plan is in light of the recent senior management changes."

"There is no clear successor-only very able interim choices requiring a search if anything happened to Vickie. I am ok with this."

"The current succession plan lists roles that would serve as successors. Going forward, I would like to ask that the Board is updated on the professional development plan for the individuals in the roles listed as successors. It would be prudent for us to know what is being done to ensure that these staff members have the ability to carry the utility into the future."

"Several options, but have not specified one."

"The endorsed succession plan is well-structured, though it predates my time on the board and personnel changes since its endorsement raise questions about its current viability – which is the basis for my rating. I am confident that the CEO takes succession planning seriously and would welcome a refreshed version that reflects the organization as it stands today."

"Yes, and her delegation and trust empower JEA's SLT."

JEA CEO Evaluation Criteria



Statements:

Comments:

CEO keeps JEA on the right strategic path based on the most current strategic plan

Average Score - 4.7

"Yes, I'm totally comfortable with the direction JEA is headed."

"The choice of the gas plant makes sense. JEA should be more outspoken for it's rationale."

"Vickey Cavey is focused on leading the utility into the future. The latest community feedback has the ability to cause a significant amount of disruption for the employees of JEA & their families. I would like to see more focus on providing employees & the community the appropriate updates to keep everyone focused on the outstanding efforts of the employees and the impeccable response given to our community in every storm."

"The CEO has the organization moving in a positive strategic direction, with appropriate focus on capital investment, workforce development, and operational readiness. I believe there is an opportunity to more deliberately connect prior strategic assessments to the current path forward, and to ensure the board has sufficient engagement on foundational strategy elements. The strategic foundation is sound, and tightening that alignment would strengthen confidence further. The CEO has the organization moving in a positive strategic direction, with appropriate focus on capital investment, workforce development, and operational readiness. I believe there is an opportunity to more deliberately connect prior strategic assessments to the current path forward, and to ensure the board has sufficient engagement on foundational strategy elements. The strategic foundation is sound, and tightening that alignment would strengthen confidence further."

CEO maintains 100% compliance with respect to Article 21 applicable provisions

Average Score – 4.7

"Yes, no shortcuts or work arounds."

"Focus is on the customers and team."

"To my knowledge, the CEO maintains compliance with Article 21 provisions, including fiscal obligations to the City, reporting requirements, procurement procedures, and the express prohibitions on privatization and asset transfer."

JEA CEO Evaluation Criteria



Statements:

Comments:

Complies with executive core competencies
(as per Appendix 1)

Average Score – 4.3

“Yes, continues to focus on team building, professional development, and puts the employees' morale and well-being above her own-- a gifted servant leader.”

“It should be noted that Vickie Cavey did a fantastic job and received outstanding praise for her presentation for the Ratings Agency. The utility is also making significant progress with the agencies and received a clean audit review. In light of recent developments, I've noticed some leadership gaps that we as a Board could work to address. Understanding that there will be a review of allegations made by employees and a 360 review of Vickie's leadership style. These are all solid steps. To ensure that as a Board we are appropriately developing her leadership skills and providing the support she may need, I would recommend an executive coach, media training and the engagement of a consultant that handles crisis responses.”

“The CEO demonstrates clear strengths in public relations, board support, and mission-driven leadership. She brings deep institutional knowledge and strong communication skills. Some competency areas would benefit from continued focus as the organization works through current challenges, but overall performance against these competencies is solid.”