

**MINUTES OF A REGULAR JOINT MEETING OF THE
BOARD OF DIRECTORS, THE EXECUTIVE COMMITTEE
AND THE USER COMMITTEE**

MARCH 19, 2024

A. CALL TO ORDER

The Board of Directors, the Executive Committee and the User Committee convened in a regular joint session at 2:06PM on Tuesday, March 19, 2024, in the second-floor conference room of the South Bay Regional Public Communications Authority at 4440 West Broadway, Hawthorne, CA.

ROLL CALL

Present: Councilmember Rodney Tanaka, City of Gardena
Councilmember David Lesser, City of Manhattan Beach
Councilmember Alex Monteiro, City of Hawthorne
City Manager Vontray Norris, City of Hawthorne
City Manager Bruce Moe, City of Manhattan Beach
Chief Mike Saffell, Gardena Police Department
Chief Gary Tomatani, Hawthorne Police Department
Chief Rachel Johnson, Manhattan Beach Police Department
Chief Mike Lang, Manhattan Beach Fire Department
Captain Christian Eichenlaud, Manhattan Beach

Absent: City Manager Clint Osorio City of Gardena

Also Present: Executive Director M. Ross Klun
Operations Manager Shannon Kauffman
Administrative Services Manager John Krok
Finance Manager Vanessa Alfaro
Executive Assistant Cristina Manley
Jennifer Petrusis RWG Law

C. PUBLIC DISCUSSION

None.

D. BOARD OF DIRECTORS CONSENT

1. Minutes from January 16, 2024 and March 5, 2024

APPROVE

2. Updated Publicly Available Pay Schedule

APPROVE AND ADOPT

3. Cash and Investments Report for December 31, 2023

RECEIVE AND FILE

4. Resolution Delegating Investment Authority to the Treasurer over Authority Funds and the Authority's Section 115 Trust

APPROVE AND ADOPT RESOLUTION

MOTION: Councilmember Lesser moved to approve the Board of Directors Consent Calendar Items 1-4. The motion was seconded by Councilmember Monteiro and passed by a vote of 3-0.

E. **ITEMS REMOVED FROM CONSENT CALENDAR**

None.

F. **BOARD OF DIRECTORS GENERAL BUSINESS**

1. Resolution Adopting the Budget for Fiscal Year 2024-2025

APPROVE AND ADOPT RESOLUTION

Finance Manager Alfaro summarized the Fiscal Year 2024-2025 Budget Report and gave an overview of the Authority's revenues and expenses. She reported assessments are based on the cost allocation policy adopted by the Board of Directors updated in September 2022. This policy ties assessments as closely as possible to the services provided to its member and contract cities by utilizing key data. The assessments now include technical services division workload support charges. Manager Alfaro reviewed the Authority's Enterprise Fund Balance Projections and noted that the available balance after reserve allocations does not include the five (5) year Capital Improvement Plan (CIP) or new Computer Aided Dispatch (CAD) system.

Director Klun presented the Authority's Work Plan Objectives for fiscal year 2024-2025. He discussed recruitment and retention, the implementation of a new CAD system, succession planning, and customer service delivery.

Councilmember Lesser expressed concerns of the cost of the new CAD system. Director Klun stated that a new CAD system could range from 3.3 to 3.9 million. City Manager Moe inquired about an update with the five (5) year CIP. Director Klun noted that the CIP costs are primarily for the Authority's building.

MOTION: Councilmember Lesser moved to approve Resolution Adopting the Budget for Fiscal Year 2024-2025. The motion was seconded by Councilmember Monteiro and passed by a vote of 3-0.

2. Discuss Authority Governance and the Powers and Duties of the Board of Directors Pursuant to the Authority's Bylaws, and Consider Whether to Amend the Bylaws

PROVIDE DIRECTION

Councilmember Lesser requested that Authority's legal counsel research and report on best practices of Joint Power Authorities in terms of the appropriate role of the elected board. Councilmember Tanaka provided background on the history of the Authority (Executive & User Committee). Councilmember Monterio suggested that Authority staff and board meet to discuss matters concerning recruitment and retention. Legal counsel Petrusis was given direction to report back with a Special Meeting regarding this issue, tentatively scheduled for May 2024.

G. **EXECUTIVE COMMITTEE CONSENT CALENDAR**

1. Minutes from January 16, 2024, February 6, 2024, February 20, 2024, March 5, 2024 and March 11, 2024

APPROVE

2. Check Register – February 2024

RECEIVE AND FILE

3. Approval of a Change Purchase Order in the Amount of \$85,000 to Havis Incorporated for a Total Not-To-Exceed Amount of \$135,000 for Supplies and Equipment

APPROVE

4. Side Letter Agreement Amending the January 1, 2022 to June 30, 2025 Memorandum of Understanding with the California Teamsters Public, Professional and Medical Employees Union Local 911

APPROVE

5. Side Letter Agreement Amending the January 1, 2022 to June 30, 2025 Memorandum of Understanding with the Communications Workers of America

APPROVE

MOTION: City Manager Moe moved to approve the Executive Committee Consent Calendar items 1-5. The motion was seconded by City Manager Norris and passed by a vote of 3-0.

H. **ITEMS REMOVED FROM THE CONSENT CALENDAR**

None.

I. **EXECUTIVE COMMITTEE GENERAL BUSINESS**

1. Executive Director's Update on Staffing and Recruitment

RECEIVE AND FILE

Director Klun provided a staffing update for the communications center and noted the average number of overtime hours per employee, which has shown a 10% reduction over the past few months. Hiring efforts have contributed to this decline. The six new operators hired in February completed their first month of training. Current staffing levels are at 88%, two applicants have received conditional job offers, and two applicants are in the background process. Director Klun reported that the Authority conducted a successful "welcome" event for new hires, has hired an outside Recruiting Agency on a trial part-time basis, and is utilizing message boards to recruit applicants. He also stated that the Authority is working on the implementation of a citizen engagement tool called PowerEngage by PowerDM. This service sends a customer service satisfaction survey to callers via text that allows them to provide feedback on their experience with the call-taker. The positive feedback will be shared with our dispatchers on a status board for everyone to view. The director expects this to be an important tool to help boost morale. The director will also inquire about survey services for the city of Manhattan Beach.

J. **USER COMMITTEE CONSENT CALENDAR**

1. Minutes from January 16, 2024 and February 20, 2024

APPROVE

MOTION: Chief Johnson moved to approve the User Committee Consent Calendar Item

1. The motion was seconded by Chief Saffell and passed by a vote of 3–0.

K. **ITEMS REMOVED FROM THE CONSENT CALENDAR**

None.

L. **EXECUTIVE DIRECTOR'S REPORT**

Director Klun provided a report on staffing at the Authority. He stated that earlier this month the Authority hosted two citizens academy tours for El Segundo and Manhattan Beach which resulted in positive feedback. Director Klun reported that the technical implementation of PulsePoint was completed in early March. Staff is in the process of reviewing the software and setting up weekly status calls. The Authority has requested a designee from each of the three fire departments attend the weekly meetings. Based off of the initial CAD vendor scores and functionality from CAD proposals Versaterm and Central Square demonstrations are being scheduled to take place in the middle of April. Our fire and police stakeholders will have the opportunity to attend the CAD demonstrations.

Chief Lang mentioned he would like to have involvement in the CAD build-out specifically as it pertains to the fire department.

M. **BOARD OF DIRECTORS, EXECUTIVE COMMITTEE, AND USER COMMITTEE COMMENTS**

City Manager Moe expressed his gratitude to Director Klun for his service in the Authority.

N. **EXECUTIVE COMMITTEE CLOSED SESSION AGENDA**

1. PUBLIC EMPLOYEE PERFORMANCE EVALUATION
Pursuant to Government Code section 54957(b)(1)
Title: Executive Director

The Executive Committee entered closed session at 2:40PM.

Closed session report by General Counsel Jennifer Petrusis: The Executive Committee met in closed session according to the description on the agenda, voted 3-0 to appoint John Krok as Acting Executive Director effective April 7, 2024.

O. **ADJOURNMENT**

The meeting was adjourned at 2:55PM.