

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

FEBRUARY 20, 2024

A. **CALL TO ORDER**

The Executive Committee and the User Committee convened in a regular joint session at 2:03PM on Tuesday, February 20, 2024, in the second-floor conference room of the South Bay Regional Public Communications Authority at 4440 West Broadway, Hawthorne, CA.

B. **ROLL CALL**

Present: City Manager Vontray Norris, City of Hawthorne
City Manager Bruce Moe, City of Manhattan Beach
City Manager Clint Osorio, City of Gardena
Chief Mike Saffell, Gardena Police Department
Chief Gary Tomatani, Hawthorne Police Department
Chief Rachel Johnson, Manhattan Beach Police Department
Captain Andrew Enriquez, Manhattan Beach Police Department
Chief Mike Lang, Manhattan Beach Fire Department

Absent: Operations Manager Shannon Kauffman
Administrative Services Manager John Krok

Also Present: Executive Director M. Ross Klun
Finance Manager Vanessa Alfaro
Executive Assistant Cristina Manley
RWG Law Jennifer Petrusis

C. **PUBLIC DISCUSSION**

None.

D. **EXECUTIVE COMMITTEE CONSENT CALENDAR**

1. Check Register – January 2024
RECEIVE AND FILE
2. Cash Investments Report for December 31, 2023
RECEIVE AND FILE

MOTION: City Manager Moe moved to receive and file. The motion was seconded by City Manager Norris and passed 3-0.

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

None.

F. **EXECUTIVE COMMITTEE GENERAL BUSINESS**

1. Fiscal Year 2024-2025 Preliminary Budget
PROVIDE DIRECTION

Finance Manager Alfaro presented the Preliminary Budget for fiscal year 2024-2025. Overview of the Authority's main revenue sources and expense categories. The Authority derives its revenue from the three main sources: Assessment Revenue Member Cities, Contract Cities (51%) & Reimbursement for Parts.

Expenses 3 Main Categories - Salaries & Benefits 76%, Supplies/Services/Equipment 22% & Capital Outlay 2%. Expenses by Departmental – Operations Department 61%, Administration 21% & Technical Services 16%. Assessments are based on the Cost Allocation Policy, adopted by BoD in fiscal year 20 and updated in September 2022. Gardena Assessment - \$33,000 increase, Hawthorne Assessment - \$45,000 increase & Manhattan Beach Assessment - \$66,000 increase. Contract Cities: Culver City Assessment \$6,000 increase, El Segundo Assessment \$92,000 increase & Hermosa Assessment \$11,000 increase. Revenue Summary increase grand total \$318,990 2.25%. Proposed Budget for fiscal year 2024-2025 is \$13,768,921. All three categories, Salaries and Benefits, Supplies/Services/Equipment, Capital Outlay will increase \$249,992 1.85%.

Fund Balance Projections Enterprise Fund (over 5 years) – expect revenues to average about \$750,000 each fiscal year. Growing pension to allow ongoing funding to Pension and OPEB liabilities, using budgetary surplus and unrestricted available fund balance. Available Balance After Reserve Allocations \$5,500,000.

Directors Klun presented on Strategic Project Plans FY 24-25. Recruitment and Retention, achieving 90% or above for Communications Operators and Supervisors. Identify new opportunities to make recruitment as effective as possible. Enhance the wellness program to improve retention. Implementation of a new CAD system – complete procurement and implementation of a new Computer Aided Dispatch (CAD) system. Go live with the product within 14 months of contract signing. Succession Planning – ensure that all leadership positions at the Authority are occupied. Develop candidates to fill key roles at all levels. Forecast vacancies, recruit, and prepare selected succession to fill open positions. Service delivery – examine opportunities for expanded services and technology for police departments. Engage with fire departments to identify areas for improved service delivery and future needs. Monitor and respond to inquiries from new cities for dispatch services.

City Manager Moe mentioned that most of the cities are eliminating services of the Medical Service Director and was wondering if RCC would still need those services? Director Klun mention that it is a regional discussion, the need to have a medical director specifically for identifying changes on the medical emergency cards, descriptive procedures that given over the phone.

Unrestricted fund balance, the Authority anticipates a large portion to purchase of a new CAD system. It is part of the CIP. The remainder would be used for capital improvements. The treasure currently has a draft, need valuable input from the treasurer regarding the reserves.

2. Calendar Year 2023 Dispatch Performance Presentation

RECEIVE AND FILE

Director Klun provided a presentation on Dispatch Performance Statistics for Calendar Year 2023 (last 4 quarters). Incident entry times starts when a 9-1-1 call is answered and ends when the CAD incident is created. The 6 – 9 second increase in Q2 followed by a decline in Q3/Q4 was attributed to an influx of new Operators training at this position. As these Operators continue to gain more experience, we will see a corresponding decrease in CAD incident entry times back to the baseline. Dispatch time starts when a CAD incident is created and ends when units have been dispatched by radio. 9 to 10 second dispatch times for Medical call are exceptionally fast. Average dispatch performance data does not indicate a significant deviation over previous years' entry times or dispatch times. 9-1-1 Call Answering Performance for CY2023 – 86.4% of our 9-1-1 calls are from cell phones, 450 Text-to-9-1-1 were received. Our “busiest hour” is 3:00 p.m. and is still at 96.1%. Each community is different based on annual 9-1-1 call comparison. Provided a breakdown of each city, calls for service PD and Fire calls.

3. Executive Director's Update on Staffing and Recruitment

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Director Klun provided a presentation on Staffing and Recruitment. Overtime per employee per pay period over the last 6 months continues a slow downward trend from a high of 20.5 hours/pay period to a low of 12.0 hours. Two part-time operators committed to working 30 plus hours per week which reduced mandatory overtime and 1 part-time Operator has converted to full-time. Creative solutions like scheduling modifications are helping with overtime per pay period. Staffing update – a class of 6 new Operators started work today. This is the largest single starting class we've seen in at least 5 years (staffing level at 88%). Currently, have 3 more applicants in the hiring process. Commitments from several employees to assist in training and mentoring for this starting class. Incentives are being offered to the trainers to encourage participation and buy-in. Part-time recruitment services with an outside firm is in the works. We are more responsive than ever before with our applicants – nights, and weekends engaging with them, answering questions, guiding them through the process. Great deal of success noticeable effect on hiring which we hear in post-hiring feedback.

G. **EXECUTIVE DIRECTOR'S REPORT**

Director Klun provided an update on CAD RFP next milestone is Thursday, February 29, 2024 reach proposal submission deadline.

Working towards implementation of new software service – allow the public to provide immediate feedback to us on the quality service they received when calling us (Power DMS Engage). The service sends out a brief customer satisfaction survey via text message to our caller shortly after they've hung up with us. The confidential customer satisfaction survey results would serve as a valuable Quality Assurance tool for our operation. Positive comments are automatically posted on feedback board, available for viewing in the dispatch center. Keep citizens informed, measure satisfaction, and boost morale.

February 27, 2024, RCC, in cooperation with INSB will be hosting SBRPCA/INSB Portable Radio Demo, ICI, and LA-RICS System informational seminar and product demo.

Director of ICI will present on important ICI radio system upgrades and changes to radio interoperability with LASD and other agencies using LA-RICS radio system.

INSB Technical and Operations Committee have been meeting in Torrance, will alternate the hosting location.

H. **EXECUTIVE COMMITTEE, AND USER COMMITTEE COMMENTS**

I. **EXECUTIVE COMMITTEE CLOSED SESSION AGENDA**

1. CONFERENCE WITH LABOR NEGOTIATOR
Pursuant to Government Code Section 54957.6
Agency Designated Representative: Ross Klun, Executive Director
Employee Organization: The California Teamsters Public, Professional and Medical Employees Union Local 911

2. CONFERENCE WITH LABOR NEGOTIATOR
Pursuant to Government Code Section 54957.6
Agency Designated Representative: Ross Klun, Executive Director
Employee Organization: The Communication Workers of America

3. PUBLIC EMPLOYEE APPOINTMENT
Pursuant to Government Code Section 54957(b)(1)
Title: Acting or Interim Executive Director

The Executive Committee entered closed session at 2:37 PM.

The Executive Committee returned from closed session at 3:21PM with no reportable action taken.

J. **ADJOURNMENT**

The meeting was adjourned at 3:21PM.