

**MINUTES OF THE REGULAR EXECUTIVE  
COMMITTEE AND THE USER COMMITTEE**

**APRIL 15, 2025**

**A. CALL TO ORDER**

The Executive Committee and User Committee convened in a regular joint session at 2:03 PM on Tuesday, April 15, 2025, 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 Talyn Mirzakhianian, City of Manhattan Beach  
Chief Gary Tomatani, Hawthorne Police Department  
Chief Mike Lang, Manhattan Beach Fire Department  
Chief Rachel Johnson, Manhattan Beach Police Department

Absent: City Manager Clint Osorio, City of Gardena  
Chief Mike Saffell, Gardena Police Department

Also Present: Executive Director John Krok  
Operations Manager Shannon Kauffman  
Finance Manager Vanessa Alfaro  
Executive Assistant Cristina Manley  
Acting Administrative Services Manager Megan Cunningham  
Laura Kalty, Liebert Cassidy Whitmore  
Jennifer Petrusis General Counsel, RWG  
Bill Romesburg Cit Com

**C. PUBLIC DISCUSSION**

None.

**D. EXECUTIVE COMMITTEE CONSENT CALENDAR**

1. Minutes from March 18, 2025  
**APPROVE**
2. Check Register – March 2025  
**RECEIVE AND FILE**
3. Fiscal Year 2024-2025 Budget Performance – Q3  
**RECEIVE AND FILE**

**MOTION:** City Manager Norris moved to approve the Executive Committee Consent Calendar Items 1-3. The motion was seconded by City Manager Mirzakhianian and passed by a vote of 2-0.

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

None.

**F. EXECUTIVE COMMITTEE GENERAL BUSINESS**

1. Versaterm Computer Aided Dispatch Contract  
**APPROVE**  
Executive Director Krok discussed the Versaterm Computer Aided Dispatch Contract. Authority staff worked with Versaterm, Cit Com, and general counsel to develop a Master Software and Services Agreement for the CAD project.

Project scheduled to begin on June 18<sup>th</sup> with on-site configuration workshops.

- Additional workshops in October and December

- Training anticipated in early 2026
- Cutover to live operations expected in May 2026

Initial term of the agreement is three years which automatically renews for one-year a 90 days written notice is given. The cost to implement the agreement is \$1,543,713, the first payment is in July and the payment schedule is contingent on successful completion of milestones during the first year of the project. Milestones are as follows: kickoff, test environment, live configuration, workshops two and three, production environment live, functional acceptance, completion, training completion ready for use, and final acceptance. Total amount of fees for the CAD product under the agreement are \$1,546,463.

The Authority has funds available in the Enterprise Fund to cover costs of the agreement. Total annual recurring subscription fees will be \$668,208, subject to up to 6% in annual increases. Staff will propose a few options on how the Authority can cover the ongoing subscription fees during the next scheduled meeting.

Executive Director Krok requested the Executive Committee authorize the Executive Director to execute the Master Software and Services Agreement with Versaterm for Computer Aided Dispatch System Services.

**MOTION:** City Manager Norris motioned to approve Item-1. The motion was seconded by City Manager Mirzakhania and passed by a vote of 2-0.

## 2. Agreement with CITCOM for CAD Implementation

### **APPROVE**

Executive Director Krok explained Bill Romesburg from Cit Com was chosen as the Authority's CAD consultant in September of 2023. He requested the Executive Committee consider and approve the agreement with CitCom for project management of the CAD Project not to exceed \$154,000 and authorize the Executive Director to sign the agreement on behalf of the Authority. The JDIC CLETS application part of the project is not to exceed amount of \$44,000 and CAD Management portion not to exceed the amount of \$110,000. Sufficient funds are available to fund the CAD Implementation Project in our FY24-25 adopted budget due to salary savings.

**MOTION:** City Manager Norris motioned to approve Item-2. The motion was seconded by City Manager Mirzakhania and passed by a vote of 2-0.

## 3. Executive Director's Update on Staffing and Recruitment

### **RECEIVE AND FILE**

Authority participated in two hiring events in March:

- Golden State College – Recruitment event
- Hawthorne High School – Vocational fair

Hiring, Training & Retention:

- Received 14 applications
- Scheduled 6 dispatcher tests – 0 passed
- Hired 1 full-time dispatcher
- Recent hire has successfully passed their first phase of training
- Four temporary dispatchers are currently working.
- Two retired annuitants started at the end of March
- Another retired dispatcher is returning May 1<sup>st</sup>

Staffing Hours Filled by Part Time and Temporary Dispatchers

- January – 583 hours
- February – 856 hours
- March – 1170 hours

City Manager Norris inquired about the mandates. Executive Director Krok explained that mandates have significantly decreased in the past few months. There is still a call-in day built into the schedule for last minute overtime. Executive Director Krok stated there is a need to balance employee overtime desires with the greater good of the group. Some employees want overtime and others do not.

Chief Johnson inquired about the staffing in the technical services department. Executive Director Krok explained that one staff member was currently out on leave and he was considering adding another installer due to the volume of vehicles. Staff has been authorized to work overtime to complete the build out of vehicles.

Executive Director Krok is working with cities to prioritize vehicles based on type (patrol, k-9, detective, etc.). He asked the group provide a priority list to address critical needs first. He emphasized the importance to address urgent need to appropriately allocate resources.

Chief Johnson requested to add a future agenda item to discuss the timelines of vehicle buildouts. The average time for outfitting vehicles is of interest. Executive Director Krok explained the importance of reporting and efficiency. Reporting will start to address the problem in delays in outfitting vehicles.

Chief Lang expressed concerns on backlog and options of subcontracting. Executive Director Krok discussed the backlog and improving efficiencies. A path forward is needed to avoid for extended periods. The goal is to improve efficiencies and reduce backlog, acknowledging the impact of COVID related delays. The aim is to improve the vehicle outfitting process, not to create conflict or burden for individuals involved. The solution is to improve in-house processes, potentially by hiring more staff. Manpower is a key factor in addressing the delays. A plan will be developed to streamline the process, identify inefficiencies, and propose solutions, including potential staffing adjustments, to be presented next month meeting.

#### F. **USER COMMITTEE CONSENT CALENDAR**

1. Minutes for March 18, 2025  
**APPROVE**

**MOTION:** Chief Johnson motioned to approve Item-1. The motion was seconded by Chief Tomatani and passed by a vote of 3-0.

#### G. **ITEMS REMOVED FROM CONSENT CALENDAR**

None.

#### H. **EXECUTIVE DIRECTOR REPORT**

Executive Director Krok acknowledged and thanked the administrative group for their dedication, hard work and skilled and acknowledged the talented dispatcher group during National Public Safety Telecommuters Week for their dedication, skill, and professionalism. He also thanked the stakeholders for their continued generosity and acknowledgement during the week of celebration.

#### I. **EXECUTIVE COMMITTEE AND USER COMMITTEE**

Chief Tomatani acknowledged the graveyard dispatchers for the way they handled two critical incidents that occurred in Hawthorne & Gardena.

City Manager Norris inquired about the process of outfitting vehicles. Executive Director Krok explained that the city gets the vehicle, then notifies RCC, the vehicle is spec'd and a quote is sent out to the city.

- Issue: Waiting on parts can take 8-12 weeks, delaying the process by 2-3 months. Storage and potential changes in part preferences.
- Suggestion: Engage in better communication and spec vehicles out, anticipating their arrival. Consider a bigger rolling inventory for frequently used parts.
- Request: Provide a schedule of vehicles in line and their waiting times.

J.

### **CLOSED SESSION**

The Executive Committee entered closed session at 2:33PM and returned from at 3:04PM with no reportable action taken.

1. CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Government Code Section 54957.6

Agency Designated Representatives: Executive Director and Liebert, Cassidy Whitmore

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 Representatives: Executive Director and Liebert Cassidy Whitmore

Employee Organization: Communications Workers of America

3. CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Government code Section 54957.6

Agency Designated Representatives: Executive Director and Liebert, Cassidy Whitmore

Employee Organization: Management & Confidential Employees

K.

### **ADJOURNMENT**

The meeting was adjourned at 3:04PM.