

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO) PERSONNEL/HR STANDING COMMITTEE MEETING MINUTES* NOVEMBER 13, 2020 – 8:00AM MEETING HELD VIA TELECONFERENCE

A regular meeting of the Personnel/HR Standing Committee of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, November 13, 2020, via teleconference.

The Committee Meeting Agenda Packet can be found online at www.SCMTD.com. *Minutes are "summary" minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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- 1 CALL TO ORDER at 10:30 AM by Director Bottorff
- 2 **ROLL CALL:** The following Directors were **present** via teleconference, representing a quorum:

Director Ed Bottorff Director Aurelio Gonzalez Director John Leopold, Board Vice Chair Director Larry Pageler Director Mike Rotkin City of Capitola City of Watsonville County of Santa Cruz County of Santa Cruz County of Santa Cruz AR 10:33AM

Alex Clifford Julie Sherman METRO CEO/General Manager METRO General Counsel

METRO EMPLOYEES AND MEMBERS OF THE PUBLIC WHO VOLUNTARILY INDICATED THEY WERE PRESENT (IN ALPHABETICAL ORDER) WERE:

Dawn Crummié	METRO HR Director
Monik Delfin	METRO HR Deputy Director
Danielle Glagola	METRO Marketing, Communications & Customer
-	Service Director

3 ADDITIONS OR DELETIONS FROM AGENDA/ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Having none, Director Bottorff moved to the next agenda item.

4 **ORAL AND WRITTEN COMMUNICATIONS TO THE PERSONNEL/HR STANDING COMMITTEE** Hearing none, Director Bottorff moved to the next agenda item.

Upon his arrival at 10:33AM, Director Rotkin took over as Committee Chair.

5 REVIEW REQUEST FOR AUTHORIZATION AND FUNDING OF A CUSTOMER SERVICE MANAGER POSITION

Dawn Crummié, HR Director, Danielle Glagola, Marketing, Communications & Customer Service Director, and Monik Delfin, HR Deputy Director, provided brief commentary to the agenda item.

Public Comment:

Director Rotkin asked if there had been any union comments. Holly Alcorn, SEIU representative, expressed concerns that the salary as reflected in the report appears to have been downgraded to be substantially less than other METRO management salaries, a union position has been eliminated and the union was not consulted prior to restructuring the affected department and/or eliminating a union position.

Discussion among the assembly regarding the successes and failures with the historical and present structure of the department, the process undertaken to determine the correct pay structure for this new position, the wage scale compaction within METRO management and the agency-wide consistent approach. It was further explained that no union positions were "eliminated". Instead, the department was reorganized.

In response to Director Gonzalez' question regarding past department structure, Ms. Acorn replied the two supervisors previously in place worked four ten-hour days, with one day overlapping. Ms. Delfin added, today there are ten CSRs, one Sr. CSR and 1 Supervisor in the department.

Director Rotkin asked that future subjects such as these be fully vetted with the union and other interested parties prior to being presented in this venue.

MOTION TO REVIEW AND SUPPORT THE STAFF RECOMMENDATION FOR AUTHORIZATION AND FUNDING OF A CUSTOMER SERVICE MANAGER POSITION

MOTION: DIRECTOR BOTTORFF SECOND: DIRECTOR PAGELER MOTION PASSED UNANIMOUSLY BY THOSE DIRECTORS PRESENT.

6 ADJOURNMENT

Board Chair Rotkin adjourned the meeting at 10:55AM.

Respectfully submitted, Gina Pye Executive Assistant