



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
PERSONNEL/HR STANDING COMMITTEE MEETING MINUTES*
JUNE 12, 2020 – 10:30AM
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, June 12, 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 Board Chair Rotkin.

2 **ROLL CALL:** The following Directors were **present** via teleconference, representing a quorum:

Director Ed Bottorff	City of Capitola
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold	County of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Board Chair Mike Rotkin	County of Santa Cruz

Alex Clifford	METRO CEO/General Manager
Julie Sherman	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
Cayla Hill	METRO employee, representing SEA
Margo Ross	METRO COO <i>Joined at 10:35A</i>

3 **ORAL AND WRITTEN COMMUNICATIONS TO THE PERSONNEL/HR STANDING COMMITTEE**

Hearing none, Chair Rotkin moved to the next agenda item.

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

Having none, Chair Rotkin moved to the next agenda item.

5 **REVIEW REQUEST FOR AUTHORIZATION OF A CUSTOMER SERVICE ASSISTANT POSITION IN THE CUSTOMER SERVICE DEPARTMENT**

Dawn Crummié, HR Director, spoke to the agenda item, providing history, methodology, etc. The responsible union has agreed to the attached job description and wage scale. There was a brief discussion among the assembly regarding the wage scale steps and career ladder opportunities. It was noted that the starting salary cannot be determined until a qualified candidate is identified.

Director Gonzalez asked about the job duties of the position. Ms. Crummié responded the position would handle incoming complaints, ensuring procedure compliance, among other things. CEO Clifford added

one of the focused functions of the position would be to provide future reports showing METRO's timely response(s). In addition, a financial analyst is currently establishing KPIs such that this type of statistic(s) will be shared going forward.

There were no public comments.

ACTION: MOTION TO RECOMMEND THE AUTHORIZATION OF A CUSTOMER SERVICE ASSISTANT POSITION IN THE CUSTOMER SERVICE DEPARTMENT AS PRESENTED

MOTION: DIRECTOR PAGELER

SECOND: DIRECTOR GONZALEZ

The motion was unanimous by a roll call vote.

7 ADJOURNMENT

Board Chair Rotkin adjourned the meeting at 10:45 AM.

Respectfully submitted,

Gina Pye

Executive Assistant