

REGULAR MEETING OF THE  
CIVIL SERVICE COMMISSION,  
CULVER CITY, CALIFORNIA

February 7, 2018  
7:00 P.M.

**Call to Order & Roll Call**

Chair Kuechle called the meeting of the Civil Service Commission to order at 7:00 P.M. in Mike Balkman Council Chambers at Culver City Hall.

Present: Chair John Kuechle  
Vice Chair Vicki Daly Redholtz  
Commissioner Darryl Cherness  
Commissioner Albert Vera

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**Pledge of Allegiance**

The Pledge of Allegiance was led by Commissioner Albert Vera.

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**Public Comment - Items Not On the Agenda**

Chair Kuechle invited public comment.

John Hasegawa asked about recommendations from the Civil Service Commission to the City Council regarding the Police Department, Fire Department and the Culver City Unified School District (CCUSD), and whether there existed a unified Human Resources policy for the City.

Chair Kuechle asserted that the Commission had no authority over the CCUSD as it is a completely different entity.

Serena Wright-Black, Administrative Services Director, clarified that the Police and Fire departments were all under the City's one Human Resources policy.

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**Receipt and Filing of Correspondence**

None.

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**Presentation**

Item P-1

**Outstanding Job Performance Recognition: John Finau, Maintenance Worker I, Public Works Maintenance Operations Division**

Amy Webber, Human Resources Analyst, introduced the item and proposed an alternative order and format for items P-1, P-2 and P-3, which was approved by the Chair.

Eric Mirzaian, Maintenance Operation Manager, discussed the work ethic and positive attitude of Mr. Finau.

John Finau, Maintenance Worker I, thanked the Commission for the recognition.

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Item P-3

**Outstanding Job Performance Recognition: Hong Wang, Senior Civil Engineer, Public Works Engineering Services Division**

Mate Gaspar, Engineering Services Manager, discussed important work done, and projects coordinated by, Mr. Wang.

Hong Wang, Senior Civil Engineer, expressed pride in working for the City and thanked the Commission for the recognition.

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Item P-2

**Outstanding Job Performance Recognition: Douglas McLean,  
Electrical Maintenance Crew Leader, Public Works Maintenance  
Operations Division**

Charles Herbertson, Public Works Director/City Engineer, discussed important work done by Mr. McLean, his versatility and his leadership.

Douglas McLean thanked everyone including the electrical department, for the recognition.

Commissioners appreciated the peer-based recognition and expressed gratitude to all the recipients for recognizing the importance of teamwork and for their contributions to the City.

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Chair Kuechle announced that Items from Staff would be moved forward on the agenda.

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**Items from Staff**

Serena Wright-Black, Administrative Services Director, announced the application deadline for filling various vacancies on Commissions, Committees and Boards at the end of January with eight applications for the Civil Service Commission seat, and she offered to provide the applications to any interested Commissioners, noting that the City Council would consider applications and make appointments at the February 12, 2018 City Council meeting.

Scott Bixby, Police Chief, introduced a report on the City's dispatch services which were outsourced to a third party one year ago.

Jason Sims, Police Captain, provided background on the decision to outsource dispatch services for the Police and Fire departments; discussed staffing and safety issues found in an assessment of the City's dispatch services; other options considered; background on the Regional Call Center (RCC) and its operations; having a voice in RCC policies and procedures

as a member City; technical services provided by RCC; RCC handling of dispatch services and installation of all emergency equipment for Police and Fire vehicles; current dispatch flow; the ability to dispatch while calls are in progress; industry standards; the current 911 call answer rate vs. the previous rate; processing time for Fire and EMS calls; the RCC proposal for services; cost savings through outsourcing; benefits of RCC's resources in the case of a large-scale emergency; services provided to the City by RCC to date; average dispatch time; opportunities as part of a consortium of cities; and cost savings in data management and technical improvements to the radio system also provided by RCC.

Discussion ensued between staff and Commissioners regarding the transition between systems; knowledge of Culver City streets; planned outages with the 911 system; backup connections and communication centers; technological and procedural issues with the transition; clarification that problems have been addressed and that outages experienced in their first year did not have a significant impact on Police or Fire services; appreciation to the staff involved; the origination of the contract in March of 2017; support for the service; appreciation for the presentation; the learning curve; details of problems encountered during the past year; dispatcher training on Culver City streets; facilities and businesses; clarification on dispatch response; dispatch of calls to Culver City Police and Fire departments which have a thorough knowledge of the City streets and facilities; resident frustration with not being heard; entering information to track calls vs. emergency response; confusion with the Call Center caller ID from Hawthorne when receiving a call back; assuring callers that their emergency is being addressed even if they do not know the exact address of their location; clarification on staff responsibilities at the dispatch station; current efficiency levels; usefulness of the information relayed; the value of familiarity with the City; efficiency and service; the importance of Culver City address and location knowledge for call takers; other areas that could be outsourced or pooled with other cities; length of time a person is allowed to be held at the jail; fluctuations in crime levels; robberies vs. burglaries; statistics and monthly reports on the City website; and options given to the City dispatchers when the dispatch services were outsourced.

Dave White, Fire Chief, voiced support for the service provided by RCC noting that asking for an address is often a

confirmation and should not discourage the caller, and he expressed confidence in RCC's abilities.

Discussion ensued between staff and Commissioners regarding land lines vs. cell phones; Mutual Aid and concern with people being injured; training; risk management; wildland striking deployments; the Fire Prevention division; clarification on duties and responsibilities of the six Fire Department divisions; the ability of dispatchers to build a rapport with officers; and clarification on the high expense of emergency medical transportation.

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### **Consent Calendar**

MOVED BY VICE CHAIR DALY REDHOLTZ, SECONDED BY COMMISSIONER VERA AND UNANIMOUSLY CARRIED, THAT THE CIVIL SERVICE COMMISSION APPROVE ITEMS C-1 AND C-2.

Item C-1

### **Meeting Minutes**

THAT THE CIVIL SERVICE COMMISSION APPROVE MINUTES FOR THE REGULAR MEETING OF JANUARY 3, 2018.

Item C-2

**Extension of Eligible Lists: Parking Meter Technician (Promotional), Parking Meter Technician, Police Captain (Promotional), and Recreation Coordinator**

THAT THE CIVIL SERVICE COMMISSION EXTEND THE ELIGIBLE LISTS FOR PARKING METER TECHNICIAN (PROMOTIONAL), PARKING METER TECHNICIAN, POLICE CAPTAIN (PROMOTIONAL), AND RECREATION COORDINATOR.

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### **Order of the Agenda**

No further changes were made to the order of the agenda.

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**Action Items**

Item A-1

**Revised Classification Specification and Recruitment Bulletin:  
Battalion Chief**

Ofelia Garcia, Human Resources Analyst, provided a summary of the material of record.

MOVED BY COMMISSIONER CHERNESS, SECONDED BY COMMISSIONER VERA AND UNANIMOUSLY CARRIED, THAT THE CIVIL SERVICE COMMISSION:

1. APPROVE THE REVISED CLASSIFICATION SPECIFICATION FOR BATTALION CHIEF; AND
2. APPROVE THE REVISED RECRUITMENT BULLETIN FOR BATTALION CHIEF.

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Item A-2

**Review and Discuss the City's Employee Recognition Programs  
and Provide Staff Direction as Appropriate**

Serena Wright-Black, Administrative Services Director, provided a summary of the material of record.

Discussion ensued between staff and Commissioners regarding the rewards behind the recognitions; departments that do not provide formal recognition; a suggestion that recognitions include links to social media; the Wall of Fame at City Hall; the picture board in Public Works; details on recognition efforts of other departments; departments that come before the Commission for recognition year after year; outreach to other departments to promote public recognition; the need for a public hearing to amend the rules; determination of the value of the award; use of gift cards; clarification regarding personal vs. community kitchen appliances; group rewards vs. individual recognition; holiday events; participation by other departments; clarification on retirement recognition eligibility requirements; employee discretion; and an

assertion that twenty years of service is enough to make a retirement recognition possible.

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**Public Comment - Items NOT on the Agenda (continued)**

Chair Kuechle invited public comment.

No speakers came forward and no cards were received.

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**Items from Staff**

Serena Wright-Black, Administrative Services Director, indicated that staff would return with responses to questions raised at the meeting and she noted that Commissioners would be able to make recommendations on the budget at the next meeting.

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**Items from Commissioners**

Vice Chair Daly Redholtz noted the usefulness of the presentation and asked that reports be included on future agendas when presentations are made so that the public is aware.

Discussion ensued between staff and Commissioners regarding the regulatory nature of the Commission; regular presentations to learn more about duties of different departments; and the relationship of the presentations to the role of the Commission.

MOVED BY COMMISSIONER VERA, SECONDED BY COMMISSIONER CHERNESS AND UNANIMOUSLY CARRIED, THAT WHEN THIS MEETING IS ADJOURNED, THAT IT BE ADJOURNED IN MEMORY OF JUDGE TONY BARRETO.

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**Adjournment**

There being no further business, at 8:48 P.M., the Civil Service Commission adjourned in memory of Judge Tony Barreto to a meeting to be held at 7:00 P.M. on Wednesday, March 7, 2018 in the Mike Balkman Council Chambers at City Hall.

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Serena Wright-Black  
ADMINISTRATIVE SERVICES DIRECTOR of Culver City, California  
SECRETARY TO THE CIVIL SERVICE COMMISSION  
Culver City, California

APPROVED March 7, 2018

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JOHN KUECHLE  
CHAIR of the Civil Service Commission  
Culver City, California

I declare under penalty of perjury under the laws of the State of California that, on the date below written, these minutes were filed in the Office of the City Clerk, Culver City, California and constitute the Official Minutes of said meeting.

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Jeremy Green  
CITY CLERK

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Date