

1. ROLL CALL AND GREETING OF VISITORS

The meeting was called to order by Chair Ognyanovich at 3:30 p.m.

Commissioners Present: Jayanti Addleman, Maria Castillo, Martha Chavarria, Billy DeBerry, Freda Escobar, Alejandro Hogan, Robert Greene, Kay Kirkland, Bettye Lusk

Commissioners Absent: Virgil Schwab, Fred Garcia, Jose Rosillo; all were excused.

Guests and Staff Present: Lynn Diebold, Director, Emergency Communications; Olivia Madrigal, Operations Manager; County Counsel Charles McKee, Deputy County Counsel Stacy Saetta, Equal Opportunity Officer David Medrano

Deputy County Counsel Saetta, who will be serving as the advisor to the Commission, was introduced. Also introduced were newly appointed Commissioners Maria Castillo and Freda Escobar. Commissioners Castillo and Escobar represent SEIU Local 521.

Chair Ognyanovich announced the resignation of Commissioner Mawhirter. Chair Ognyanovich stated that former Commissioner Mawhirter was an active participant on the Commission and she will be missed. Chair Ognyanovich and Mr. Medrano will determine the appropriate formal recognition for former Commissioner Mawhirter.

2. PUBLIC COMMENTS

Deputy Counsel Ellen Jahn announced that Friday, May 22, 2009 would be her last day with the County. She stated that she enjoyed working with the Commission. Chair Ognyanovich thanked Deputy County Counsel Jahn for the advice and guidance she has provided the Commission over the last several years.

3. REVIEW AND APPROVAL OF MINUTES

Commissioner DeBerry moved to have the meeting minutes first presented to the Commission in draft form. Once the draft minutes are approved, they will become the official meeting minutes and are to be signed by either the Commission chair or vice chair; seconded by Commissioner Chavarria. The motion passed.

A correction was made to the minutes of the May 2009 meeting. Under Item 5, Equal Opportunity Officer's Comments, the minutes should read: "Commissioner DeBerry suggested that the state mandated ethics training be required." Commissioner Hogan moved to approve the minutes of the May 20, 2009 meeting, as amended; second by Commissioner Lusk. The minutes were approved.

Commissioners Castillo and Escobar abstained.

4. DEPARTMENT EQUAL EMPLOYMENT OPPORTUNITY PRESENTATION – LYNN DIEBOLD EMERGENCY COMMUNICATIONS DIRECTOR

Lynn Diebold, Director of Emergency Communications, stated that her department is often confused with the Office of Emergency Services (OES). The Emergency Communications Department handles 9-1-1 calls, non-emergency calls and provides radio dispatch services to nearly all the public safety agencies and residents in the County. The Department handles approximately 650,000 telephone calls every year. Approximately 200,000 of those calls are 9-1-1 and/or other emergency calls. The majority of 9-1-1 calls made from cell phones are handled by the California Highway Patrol (CHP). Thirty-five percent of the wireless 9-1-1 calls are received by Emergency Communications. Dispatchers and call-takers are excellent multi-taskers as they must listen, talk, and type simultaneously. Dispatchers and call-takers must be able to handle a high volume of calls as well as calls that are at times disturbing.

Dispatchers and call-takers work weekends, nights, and holidays. The job is very demanding and selecting the right candidate is extremely important. The majority of the candidates come from the local community. Testing for proficiency in areas such as multi-tasking and handling difficult calls is a challenge. Background checks, similar to the background checks required by peace officers, are conducted on prospective employees. Nationwide, the turnover rate for dispatchers is 17 percent. Approximately one year ago, the turnover rate for the County Emergency Communications was about 18 percent. Exit interviews are conducted. Common reasons for leaving the Department are the hours and overtime requirements, difficulty with the extensive training, and leaving the area or taking similar jobs in other counties.

The Department currently has 77.5 positions; however they recently lost 5.5 positions as a result of County budget reductions. Recruiting is a constant major activity for the Department. The Department participates in local job fairs and school career days, advertises through local sources and media, and recruits at local community colleges. Director Diebold and Olivia Madrigal, Operations Manager, briefly discussed the Department's EEO report. Emergency Communications has exceeded the goals in three of the six job groups. The number of employees that occupy some of the job groups is relatively small. For example, there is only one employee in the Management II category. In the category Clerical II (entry level Communications Dispatchers I/call-takers) the goal as listed in the Monterey Plan is 43.8 percent. As of December 31, 2008 the Department was at 26.73 percent in the Clerical II job group. In 2002 the figure was at seven percent, in 2005, it was 45 percent. Given the limited number of employees in a job group, an increase or decrease of just a few employees could cause a significant change in the percentages for a particular job group. However, the Department recently hired eight entry level dispatchers, all of whom are minority. Director Diebold encouraged the Commission's help with the Department's recruitment efforts by informing prospective employees of job opportunities with Emergency Communications.

The Commission thanked Director Diebold for her informative presentation and her commitment to equal opportunity. Director Diebold invited Commissioners to tour their facility as a group or individually.

5. EQUAL OPPORTUNITY OFFICER'S COMMENTS - DAVID MEDRANO

- Mr. Medrano thanked Denise Hancock from the Clerk of the Board's Office for her assistance during the Commission meeting.
- Budget allocations for next fiscal year are still being determined. Budget hearings will take place on June 8th and, if necessary, on June 9th.
- The newest members of the Commission, Maria Castillo and Freda Escobar, along with Deputy County Counsel Stacy Saetta attended a Commission orientation provided by Mr. Medrano.

6. ANNUAL REPORT

Mr. Medrano stated a draft annual committee report was submitted by Committee Chair Schwab. A report from the Departmental Review of Monterey Plan Committee was submitted by former Commissioner Sue Miess but it was a very rough draft and did not contain much information as former Chair Miess did not feel her committee was able to accomplish much. For the purposes of completing an annual report, Mr. Medrano will interview members of the Departmental Review of Monterey Plan Committee and review meeting minutes to determine the past accomplishments of the Committee. Chair Ognyanovich stated that if the committee was not active it might be best to just state so in the annual report. Chair Ognyanovich also suggested that an ad hoc committee be established, consisting of the chairs and members from both committees, to come up with a proposal for inclusion in the annual report.

Commissioner Addleman said ongoing projects and not just accomplishments can be included in the annual report. Per the bylaws, the subcommittee reports are due to the Commission for approval in May. There was discussion regarding a lack of attendance during the last Departmental Review of Monterey Plan Committee meeting. Per County Counsel McKee, there are no provisions for proxies; however there can be alternates designated. The committee members and alternates cannot equal a quorum of the entire Commission membership. Commissioner Addleman stated that smaller committees are ideal for the purposes of meeting coordination and accomplishing tasks. Commissioner DeBerry stated that in the past, committee chairs would submit to the Commission Chair their committee annual reports. The Chair of the Commission and Equal Opportunity Officer would then prepare the annual report for approval by the Commission. Mr. Medrano stated that he will work with the Chairs of both Committees and the Chair of the Commission. Chair Schwab has already submitted a report for his Committee.

7. COMMITTEE ASSIGNMENTS

Chair Ognyanovich stated that based on the current committee assignments, some Commissioners are assigned to both committees. Chair Ognyanovich asked that Commissioners email Mr. Medrano and inform him on which committee they desire to serve.

8. REPORT FROM COMMITTEES

A. Departmental Review of Monterey Plan Compliance

There was no report.

B. County Review of Monterey Plan Compliance

Commissioner Schwab was not present.

9. RETREAT ITEMS

1. Code of Ethics – Expectations/Implementation Items for Subsequent Meetings:

A. Attendance – Definitions and Criteria

These items will be discussed at the next meeting.

A question was asked regarding the ethics training. County Counsel McKee said that the mandated ethics training must be completed. County Counsel McKee said that the completion of the training can be considered a qualification of the Commission and therefore may already be addressed in the Commissions bylaws. Chair Ognyanovich asked if County Counsel could provide the Commission with information regarding the requirement to complete the ethics training.

10. ANNOUNCEMENTS AND EVENTS

It was suggested that the Commission hold a meeting at the 9-1-1 Center. If individuals go on their own, Commissioners are advised to not discuss Commission related business.

11. FUTURE AGENDA ITEMS

- Ethics Training
- Retreat

12. DATE AND TIME OF NEXT MEETING

The next Commission meeting will be held on June 17, 2009.

13. ADJOURNMENT

The meeting was adjourned at 5:05.

DRAFT