



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
PERSONNEL/HR STANDING COMMITTEE MEETING MINUTES*
JANUARY 13, 2023 – 1:00 PM
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, January 13, 2023, 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 CALLED TO ORDER by Director Pageler at 1:01 PM.

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

Director Larry Pageler, 2022 Board Chair

Director Jimmy Dutra, 2022 Board Vice Chair

Director Donna Lind, Immediate Past Board Chair

Director Kristen Brown

Director Rebecca Downing

County of Santa Cruz

City of Watsonville

City of Scotts Valley

City of Capitola

County of Santa Cruz.

Michael Tree

Julie Sherman

METRO CEO/General Manager

METRO District Counsel

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

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

4 ORAL AND WRITTEN COMMUNICATIONS TO THE PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE

Hearing none, Director Pageler moved to the next agenda item.

5 REVIEW REQUEST TO AUTHORIZE FUNDING FOR A SENIOR CUSTOMER SERVICE REPRESENTATIVE

Dawn Crummié, HR Director, spoke to this item and requested funding for a Senior Customer Service Representative to address the needs of METRO’s Customer Service Department. As call volumes and duties have increased, funding this position will allow for support seven days a week and the ability to provide training on operational procedures. Discussion followed on the length of time that METRO has been short-staffed in this capacity.

There was no public comment.

MOTION: REQUEST THE FULL BOARD TO AUTHORIZE AND FUND A SENIOR CUSTOMER SERVICE REPRESENTATIVE

MOTION: DIRECTOR LIND

SECOND: DIRECTOR DOWNING

MOTION PASSED WITH 3 AYES (Directors Pageler, Lind and Downing). Directors Dutra and Brown were absent.

6 ADJOURNMENT

Director Pageler adjourned the meeting at 1:08 PM.

Respectfully submitted,

Donna Bauer
Executive Assistant