

From: [tony higgins](#)
To: [City Clerk](#); [Suja Lowenthal](#)
Cc: [City Council](#); [Myra Maravilla](#); [Jeannie Naughton](#); [Suja Lowenthal](#); [DG PubWorksCommission](#); [DG PlanningCommission](#); [Angela Crespi](#); [Rob Saemann](#); [Dean Francois](#); [Kevin R. Cody](#); [Paul LeBaron](#)
Subject: Written communications to city council, public works, planning and parks commissions.
Date: Tuesday, November 22, 2022 6:51:35 AM

November 22, 2022

City Council Members,
Planning Commission Members,
Public Works Commission Members
City Manager Lowenthal,
Director Naughton
City Clerk Maravilla
Police Chief LeBaron

Re: City's Monthly Department Activity Report -

It doesn't take a rocket-scientist to figure out that meaningful, timely, public Departmental Activity Reports based on well thought out published service level commitments are foundational to transparency and accountability.

The City's Department Activity Reports are certainly not timely and are almost completely devoid of any meaningful Departmental Service Level Commitments.

<https://www.hermosabeach.gov/our-government/monthly-department-activity-reports>.

Here is where we stand with TIMELY Departmental Activity Reports:

Community Development Department

Last Updated April 2020

Personnel Department (HR)

Last Departmental December 2020

City Clerk Department

Last Updated May 2021

Public Works Department

Last Updated June 2022

Fire and EMS

Last Updated July 2022

Finance Department

Last Updated July 2022

Community Resources Department

Last Updated August 2022

Police Department

Last Updated August 2022

And of course the burgeoning City Managers Department has exempted itself from providing a Departmental Activity Report or MEANINGFUL SERVICE LEVEL COMMITMENTS.

The fact that most of the Departmental Activity Reports are devoid of meaningful Service Level Commitments is especially troubling.

For instance there is no *Service Level Commitments or Reporting* on the trends or number of speeding or vehicle noise related tickets issued.

There is no *Service Level Commitments or Reporting* on trends on the number of Public Records Requests processed in timeframes that are consistent with the law or even on the average times to complete these requests.

There are no established *Service Level Commitments* or trending on the City's Permit process.

How about Service Level Commitments and trending for the wide variety of services the Public Works Department provides.

This creates a lack of transparency and accountability. No one knows if things are getting better or worse and it's hard for the City Council to identify problem areas, celebrate improvements or even provide meaningful oversight.

If the City is ever to improve this it must start by defining meaningful Department Service Level Commitments and insist on a timely, trended Service Level Reporting program.

Defining and trending meaningful Service Level Commitments takes work but it should be a core competency of our City Managers's office.

But despite multiple emails that have met with a stonewall, nothing substantial has been done to improve the situation.

And once again, the City Manager and Councilmen Massey & Jackson talk about the importance of transparency, , accountability and excellence; but when you check under the hood all too often it's just a shell game as it is with the Department Activity Reports published on the City's website.

Obviously it's not a priority for our City Manager and I believe the City Council and City Commissions have neglected this for far too long.

See Attached Email, one of several I have sent on this topic that have been totally ignored.

Anthony Higgins

On Aug 30, 2022, at 8:58 AM, tony higgins <tony.higgins123@gmail.com> wrote:

The Monthly Department Activity Report hasn't been updated in over a year for the City Clerks department nor for Community Development.

<https://www.hermosabeach.gov/our-government/monthly-department-activity-reports>

The City Managers Department apparently has no reportable activity whatsoever despite a disproportionate share of the city budget compared to other South Bay cities

Service Level Commitments and trending data are largely missing from all the Monthly Department Activity Reports.

No Service Level Commitments, haphazard reporting, little if any trending data is tantamount to NO ACCOUNTABILITY.

Is this the excellence our city manager says our residents demand that she is using to justify tax increases?

Is this excellent governance?

Anthony Higgins

Begin forwarded message:

From: tony higgins <tony.higgins123@gmail.com>
Date: August 18, 2022 at 10:20:00 AM PDT
To: City Council <citycouncil@hermosabeach.gov>
Cc: Suja Lowenthal <suja@hermosabeach.gov>, Angela Crespi <acrespi@hermosabeach.gov>, Joseph SanClemente <jsanclemente@hermosabeach.gov>, Jeannie Naughton <jnaughton@hermosabeach.gov>, Lisa Nichols <lnichols@hermosabeach.gov>, Paul LeBaron <plebaron@hermosabeach.gov>
Subject: Process Failure in City's Monthly Department Activity

Report

Dear City Council

The following URL takes you to the year by year Monthly Departmental Activity Report on the city's website.

There are problems that are getting worse not better and may require your attention to cure.

<https://www.hermosabeach.gov/our-government/monthly-department-activity-reports>

Some departments are quite consistent in posting their Monthly Department Activity Reports including Community Resources and the Police Department.

Other departments have become quite inconsistent in posting their Activity Reports and frankly there has been a pretty obvious degradation in the consistency of reporting over the past couple of years.

There is also a couple of blind spots that are worth noting.

First there is no report on the City Managers office.

Second and far more important in my view, Department Activity Reports without defined Service Level Commitments and public month to month trending on how well the departments are achieving their service levels commitments are missing the mark.

Service Level Reporting is not easy in that you have to define the valuable products each department produces both for public consumption and interdepartmental customers, define meaningful service levels for each product and then trend how you are doing over time.

I have seen no data whatsoever that the city is working to define meaningful service level reporting mechanisms or moving towards the accountability these reports would bring to our city government.

I hope the council will agendize a review of our city's Department Activity Reports, figure out why some departments are not posting reports and ask staff for a plan to move away from "activity reports" and towards "trended service level reporting" across all departments.

Thank You
Anthony Higgins