

**MINUTES OF A SPECIAL BOARD MEETING OF THE  
SOUTH EAST REGIONAL EMERGENCY SERVICE AUTHORITY  
HELD ON WEDNESDAY, MARCH 9, 2016**

The meeting was called to order at 2:08 p.m. at the Roseville City Hall, 29777 Gratiot Avenue, by Chairperson Duchane with the following Board Members present:

Adkins, Holland, Smith and Woodcox

**Adoption of Agenda:**

Motion by Adkins, seconded by Smith, to adopt the agenda, with addition of 7. A. Discussion on Communications System Lease Proposal from Motorola.

**MOTION CARRIED**

**Approval of Meeting Minutes:**

Motion by Smith, seconded by Holland, to adopt the minutes of the regular meeting dated February 10, 2016, as presented.

**MOTION CARRIED**

**Correspondence:**

Chairperson Duchane informed the Board that Director Bartram received a letter from the POAM requesting to open contract negotiations. Director Bartram informed the Board that after the packet went out she received notice from the State that we are going into labor negotiations and provided the Board with a copy of the Transfer of Operations Agreement between the City of St. Clair Shores and SERESA.

**Executive Director Report:**

**Status Report** – Director Bartram informed the Board that between February 1<sup>st</sup> and February 29<sup>th</sup> SERESA received six external performance inquiries – one from Roseville which resulted in administration of discipline, two from Eastpointe which resulted in a policy change, one from a St. Clair Shores citizen which was unfounded and two that came in last week from St. Clair Shores which one resulted in administration of discipline and one was a training issue.

**Action Items:**

**Discussion on Communications System Lease Proposal from Motorola** – Director Bartram informed the Board that during contract negotiations with Motorola the pricing of maintenance has come up and she has worked hard to get in down so they gave us a quote of \$27,369/year which equates to a savings of \$3,534/year and then a creative price paying for our system upfront and rolling the rest into a lease which would bring our maintenance to \$25,378/year with a savings of \$5,525; thought it sounded like a good deal. Vice Chairperson Smith asked what are we leasing. Director Bartram replied the maintenance by

stretching the maintenance payments out over five years. Board Member Adkins asked are they charging interest. Director Bartram replied yes and the interest rate is 3.24% on \$119,171.76. Chairperson Duchane asked what we allocated for the project. Director Bartram replied \$187,323 and approved maintenance of \$30,903/year and gave an overview of what has transpired regarding this project. Mr. Walters gave an overview of the budget regarding paying the maintenance fee upfront.

Motion by Adkins, seconded by Woodcox, to support and authorize the appropriate budget amendment paying for the maintenance fee at \$105,000 in the 2015-16 and 2016-17 budget years.

**MOTION CARRIED**

**Disbursements:**

Motion by Adkins, seconded by Smith, to approve Disbursement No. 16, as presented.

**MOTION CARRIED**

Motion by Smith, seconded by Holland, to approve Disbursement No. 17, as presented.

**MOTION CARRIED**

**Budget and Expenditure Report:**

Motion by Adkins, seconded by Smith, to receive and file the budget and expenditure report, as presented.

**MOTION CARRIED**

**Committee and Liaison Reports:**

**Fire Operations Committee** – Board Member Holland informed the Board that they didn't have a meeting this month because they are waiting for technology to catch up. Director Bartram commented that there is a scheduled meeting for Friday on her calendar. Board Member Holland commented that they need to talk to see if there is a meeting.

**Law Operations/TAC Committee** – Chief Berlin informed the Board that TAC met last week and discussed the shortfalls of SERESA, how quality is no longer what it was and something needs to be done quickly because rank and file have lost confidence in dispatchers, whole host of issues, don't feel there is accountability over there, don't feel the dispatchers have the best interest of the officers going forward, everything is off a script and calls in progress are still being delayed. Chairperson Duchane commented that Director McNeilance reported these things and he said he would sit in on an operational meeting with the police chiefs later this month and only one more Board Member can attend because only two Board Members can be at the meeting; can't hold a closed session of this Board to discuss operational issues; can go into closed session to discuss the period review of the performance of our director; do have a meeting set up to discuss the concerns of the police chiefs and supervisor staff of SERESA and Director present and then report back to the Board; otherwise we would put it on a future Board agenda and invite

the supervisory staff and have the discussion in open session. Board Member Woodcox commented that the problem allegedly is that potentially a personnel issue of the director not getting the job done that we want done; wanted to go in to closed session to discuss personnel matters. Chairperson Duchane provided the Board with the OMA closed session rules; there is a work session on March 24<sup>th</sup> at which time we could summarize the concerns, complaints and possibly discuss an action plan. Board Member Adkins asked would there be any objection to Battalion Chief Jacobs from Roseville attending the meeting. Chairperson Duchane replied that there is no problem as long as no more than two Board Members are in attendance. Chief Berlin asked are we making this a TAC meeting. Chairperson Duchane commented that if you make it a Board Meeting it would have to be noticed. Chief Berlin commented that the problem is that it is not being done the way we feel it should be done and there is a lack of accountability for the operational side of SERESA. Vice Chairperson Smith asked has this been reported to TAC before. Chief Berlin replied that it has been talked about for the last four or five years and we need the calls dispatched quicker, mistakes are being made and something is seriously broken and needs to be fixed. Board Member Adkins commented that the Board should encourage the TAC meeting and try to find out what the problem is and fix it and feels that is the proper place for it; has no problem with them moving forward. Director Bartram commented that it is difficult when things are brought up in meetings and when we go back and investigate it is not always the case. Vice Chairperson Smith commented that there are always two sides to the story, doesn't know if he wants to hear the stories third hand, very serious discussions and frankly the more appropriate way to deal with it is a joint meeting of this Board and TAC, Chief Berlin is calling into question the operations of the department and the Executive Director is responsible for that and we will discuss whether or not she is doing her job and that is something we should all hear. Chairperson Duchane commented that part of his initial thought was that at this point there has to be some kind of acknowledgement of a problem or issue, some kind of clarification on that, something where we narrow the issues but can call for a special meeting of the full Board on March 24<sup>th</sup>; was trying to form a process where we would be able to say somethings we verified and somethings we didn't. Vice Chairperson Smith asked are these going to be things that the Director will be hearing for the first time. Chief Berlin and Board Member Woodcox replied no. Board Member Woodcox asked do we want to air the dirty laundry in an open meeting. Chairperson Duchane responded that the meeting has to be open to the public. Board Member Holland commented that it is not so much even talking about airing our dirty laundry as much as we are all busy, he would like to narrow this down and was hoping TAC would do that and then address the issues at the Board level. Vice Chairperson Smith wants to hear what the issues are himself. Chairperson Duchane commented that he can call a special meeting of the Board for March 24<sup>th</sup> at 9:30 a.m. Board Member Adkins is okay with a TAC meeting first to identify the issues. Board Member Holland would like a TAC meeting first and then a Board Meeting. Vice Chairperson Smith commented that if the TAC meeting is held and two Board Members are in attendance, he would like the entire Board to hear the issues. Chairperson Duchane commented that he is at the point of having a special meeting of the Board on March 24<sup>th</sup> at 9:30 a.m. at Eastpointe City Hall for discussion and concerns of the agency representatives that we service and asked that they prepare in advance any specifics. Director Bartram asked will they be prepared in advance and be a part of the SERESA packet or given out at the meeting. Vice Chairperson Smith and Chairperson Duchane would like anything that is prepared ahead of time in the packet for review.

**Old Business: (None)**

**New Business:**

**Draft Budget** – Mr. Walters informed the Board that the budget is in draft form and some numbers may change because of our conversation on the Motorola maintenance discussion; averaged number of fire and law calls over the last three years and changed the percent allocation based on those percentages; revised budget from 2015-16 has gone down because SERESA is not at full staff; 2016-17 budgeted for SERESA to be fully staffed; reserve for equipment – 2015-16 because we are buying the phone system he did put an additional \$25,000; 2016-17 there is office furniture and monitors have been requested over the \$25,000 and added \$25,000 to build up equipment replacement fund; interest and dividends – SERESA doesn't have any interest bearing accounts, banks fees are at about \$500 a year and if we went out and got a twelve month CD it would offset some of the bank fees; question – contractual services in the detail it went significantly down and talked with Director Bartram about it and she confirmed that contractual services are about \$80,000/year and down to \$55,000/year so should he add the Motorola maintenance to this. Director Bartram replied that in the \$55,000 that is where we have the \$30,000 for Motorola maintenance. Mr. Walters commented that paying the \$105,000 up front, he doesn't know if we should reserve part of it in 2015-16 and pay the rest of it in 2016-17 and just have it offset against member contributions or do we want to take it out of undesignated fund balance which would take us down to 18%; remainder of the budget is same assumptions as last year for certain accounts. Chairperson Duchane as looking over five years looking at anticipated member contributions it looks like \$60,000 to \$80,000 per participating agency – St. Clair projecting five years is \$884,000, Roseville projecting \$884,00 and Eastpointe projecting \$757,000. Vice Chairperson Smith commented that we have not been at full staffing this year so fund balance should go up because of that and we could take the \$105,000 out of the member refund. Board Member Holland commented that under health care he sees the line item and actually paid \$248,164 and approved \$334,560 and revised to \$269,971 and we put it at \$331,184 and was this due to staffing and did we get a savings when we did the new contract. Director Bartram replied that we have the opt out clause and have to fund it based on the number of employees we have and saw a significant change in cost and saved us substantially. Board Member Woodcox asked do we have enough people in SERESA or do we need to look at increasing the budget for people. Director Bartram responded that we do not have enough people and that is something we will talk about in executive session, we have three dispatchers with a supervisor, sometimes the supervisors are not on the floor because she has them doing something else. Board Member Woodcox commented that if we need more bodies to do a better job for the cities then we need to budget for them. Director Bartram responded that if we use the dispatch tools it would show that we are understaffed by four; currently have two people on probation but we are at 100% staffing; going to lose someone in July to retirement. Board Member Woodcox asked do we need to look at hiring more people to do the job for the communities they are serving. Director Bartram replied that we would probably see a difference if we hired two more people; are our errors occurring because the dispatcher is on the phone and not catching the CAD or are our errors occurring because our call taker is too slow in getting the call into CAD. Board Member Woodcox commented that we need to improve and it is a long time (6 seconds) when answering the phone. Board Member Holland commented that in the past we have had conversations that 911 calls might not ring for a bit before a dispatcher would even know, so is that being calculated the same. Director Bartram replied that she doesn't have the means to calculate that. Board Member Holland asked does the counter start when the dispatcher hears the ring or does it start from our 911 system. Director Bartram replied that the counter starts when the call hits the system. The Board discussed mean time for dispatch calls and peak hour call times.

**Labor Strategy/Closed Session:**

Motion by Woodcox, seconded by Smith, to adjourn to closed session at 3:35 p.m. for labor strategy.

Yeas: Woodcox, Smith, Adkins, Holland and Duchane

Nays: None

Motion by Smith, seconded by Adkins, to reconvene in open session at 3:59 p.m.

Yeas: Smith, Adkins, Holland, Woodcox and Duchane

Nays: None

**Hearing of the Public:**

Chairperson Duchane announced the Hearing of the Public, with no public participation.

**Adjournment:**

Motion by Smith, seconded by Woodcox, to adjourn the meeting at 4:00 p.m.

**MOTION CARRIED**

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Linda S. Lince, Acting Secretary