

**MINUTES OF BOARD MEETING OF THE
SOUTH EAST REGIONAL EMERGENCY SERVICE AUTHORITY
HELD ON WEDNESDAY, APRIL 13, 2016**

The meeting was called to order at 2:07 p.m. at the Roseville City Hall, 29777 Gratiot Avenue, by Chairperson Duchane with the following Board Members present:

Adkins, Holland (arrived at 3:32), Smith and Woodcox

Adoption of Agenda:

Motion by Smith, seconded by Woodcox, to adopt the agenda, with a correction to the year, which should be 2016.

MOTION CARRIED

Approval of Meeting Minutes:

Motion by Smith, seconded by Woodcox, to adopt the minutes of the regular meeting dated March 9, 2016, as presented.

MOTION CARRIED

Motion by Woodcox, seconded by Adkins, to adopt the minutes of the Special meeting dated March 24, 2016, as presented.

MOTION CARRIED

Correspondence: (none)

Executive Director Report:

Status Report – Director Bartram informed the Board that between March 1st and March 31st SERESA received seven external performance inquiries – four from Roseville which resulted in a violation being corrected and training issues being addressed; one from Eastpointe which was addressed immediately with the on-duty supervisor and later through an email; and two from SERESA which was a training issue corrected by a coaching memorandum.

Vice Chairperson Smith asked if the incident noted on the performance status report was the same delay of dispatch that was discussed at the special meeting on March 24, 2016.

Director Bartram replied yes; it is the same incident. She believes Eastpointe filed the official complaint two days after the incident to formalize the complaint.

Motion by Smith, seconded by Woodcox, to receive and file the performance status report.

MOTION CARRIED

National NENA – Director Bartram commented she will be attending the National NENA (National Emergency Number Association) Conference on June 12-16, 2016, at her own expense. She asked the IT employee to attend the Technology Forum, however, he is unable to attend.

Medical Control Authority Board – On Friday, Director Bartram will be speaking at the Medical Control Authority Board regarding SERESA. SERESA will be recognized as being the only agency performing EMD dispatch correctly. Melinda Obodzinski, former St. Clair Shores Dispatcher, received the highest EMD score (95%) and will be presented an award.

Disbursements:

Motion by Smith, seconded by Adkins, to approve Disbursement No. 18, as presented.

MOTION CARRIED

Budget and Expenditure Report:

Director Bartram reviewed the revenue and expenditure report and stated there are significant challenges with health insurance.

Chairperson Duchane distributed a memorandum on the corrections that need to be made to the SERESA budget. John Walters, Roseville Controller, can contact Chairperson Duchane when he is back in the office to address any budget concerns.

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 – No report.

Law Operations Committee - Chief Woodcox commented the Law Operations Committee has made progress with discussions and policy creation to work together with SERESA. Director Bartram commented the Committee is working toward setting a common benchmark.

Vice Chairperson Smith commented both sides need to agree on a standard to meet the benchmarks that are set.

TAC Committee – No report.

Old Business:

Discussion of Special Meeting – Director Bartram commented since the special meeting, the dispatchers are performing within the 30 second guidelines. There are no set standards; it ranges from 30 to 60 seconds.

Vice Chairperson Smith commented the meeting was good for airing the issues. It was also good to see all the dispatchers at the meeting and hear their side. Some of the individuals present did not have dispatching in their past so it was informative and enlightening for them. He believes the meeting was very positive.

Board Member Adkins shared a summary of the meeting with Council with the details outlined in the minutes. If Council wants to address this issue, he will get back with the Board. If they do not come back to Board Member Adkins, he will close this issue. The special meeting was long overdue and needed to happen. Everyone has a role in this and it is not perfect but he believes we are on the right track to getting a resolution. If it is the decision of the Roseville City Council to leave SERESA, they have not conveyed that to Board Member Adkins. It is not the decision of the individual departments or the individuals within that department to make a choice to leave SERESA. One issue should not be the reason to move away from SERESA. This is a Council decision; not the decision of the Fire Department or Police Department staff.

Both Vice Chairperson Smith and Board Member Adkins agreed the Board took away positives from the meeting.

Board Member Holland commented all sides agreed there is room for improvement.

Chairperson Duchane appreciated the Supervisors and Dispatchers coming to the meeting and speaking. The report given by the Director is adequate since the Board does not need to hear the day-to-day details unless it rises to public awareness. That is the Director's responsibility and why she makes an impressive salary. As an administrative board of policy, oversight and management, it is not effective to be an arbitrator. The system only works well when the participants within the system work together.

Director Bartram commented this is not the first time SERESA has been under scrutiny. She met with Chief Berlin several years ago and asked why he was so adversarial toward her. Chief Berlin replied she was irresponsible with money. She explained her money decisions to educate him and thought the issue was done. However, the complaints just kept coming, such as, not being hard enough on the SERESA staff, officer safety, response times, and a FIOA on how she spends her time. It is good now but it won't last and do not have a warm sense this will end.

Board Member Adkins agreed with Director Bartram. He wants Chief Berlin to bring valid/founded concerns to him; however, the opinions have no place in this business. He hopes it will improve but he cannot change personalities. He does not want Director Bartram to worry what issue will come up next; we need to keep up a level of professionalism. If it is an issue, the Board has an obligation to take care of the complaint. As SERESA changes and expands, there will be bumps along the way but we are moving in the right direction.

Director Bartram commented she does not have the staff to keep up with all these inquiries. Some of the complaints will not make the SERESA team better. If the Board wants the Director to do something different, don't change the rules and scold her without telling her the rules have been changed.

Vice Chairperson Smith disagreed because every complaint is a reason to reflect back on the situation to be sure it was handled correctly or could it have been handled better.

Chairperson Duchane agreed with Director Bartram and with all the changes made, he believes it is improving. We need to focus on the facts; not opinions. Collaborations take more time and energy but the bottom line is good.

Vice Chairperson Smith asked Chief Berlin what he thought of the special meeting.

Chief Berlin believed the meeting was a personal attack on his character and his staff. He does not believe anything positive came from 90% of the meeting. He heard the dispatchers complaining about the amount of stress; however, his officers have stress dealing with situations where they do not have all the information needed. In the end, we are going to fix some policies and he is working with TAC to implement new policies. Chief Berlin was named personally for attacking SERESA; however, it was the TAC Board, which includes Roseville, St. Clair Shores and Eastpointe, that had a problem with getting the calls out quick enough. Moving forward he believes these issues can be corrected. Up until now, TAC has not taken as firm a stance on these procedures but moving forward they will be more forceful in policy changes.

Vice Chairperson Smith commented we all need to take responsibility for this situation. TAC has been in existence for five years and they are now developing the new policies, which is a good move forward. There was a lot of personal attacks and it needs to stop. We need to focus on resolving issues and work together.

Chairperson Duchane commented the committees have not met often so the Board was left with the committees reporting things are ok or manageable. If the committees do not meet, how is it brought to the attention of the Executive Staff. The Board needs factually based information to deal with situations. Six months ago, it was recommended firearms be banned from SERESA. TAC has yet to come back to the Board with a policy.

Chief Berlin commented that is not a TAC issue.

Chairperson Duchane replied Chief Berlin was the one to raise the issue at the January 14, 2015, SERESA meeting. Since Chief Berlin felt the meeting was 10% productive, the Board needs to know why so that's why they asked.

Board Member Adkins commented we need to move forward and stop going over old issues. The special meeting was good but we need to stop rehashing this. The steps are in place to move complaints forward based on factual information. The committees must meet and bring recommendations back to the Board.

Vice Chairperson Smith commented Chief Woodcox with the Law Operations Committee will be working on benchmarks for SERESA.

Director Bartram commented she also felt personally attacked at the special meeting. She also believes we need to come up with a plan and move forward; not dwelling on the past.

New Business:

Adoption of 2016-2017 Budget – Chairperson Duchane distributed the memorandum detailing the changes/corrections that need to be made to the FY2016-2017 Budget and Five-Year Forecast. When John Walters, Roseville Controller, comes back to the office, he should contact Chairperson Duchane with any questions. The budget should be adopted by June, so the Board has time to make the changes noted. For example, it refers to the equipment replacement reserve amounts of \$25,000 per year, which is set aside for equipment purchases. Under member contributions, it indicates services call percentages are reviewed every year to reflect changes in call volume in each member community based on a rolling three-year average.

Both Vice Chairperson Smith and Chief Berlin commented it is looked at every year for the past three years, thus the rolling three-year average.

Director Bartram stated it could also be explained further to identify if the calls for service is the calendar year or fiscal year.

Vice Chairperson Smith asked if the Board needs to change the policy or make it part of the record.

Chairperson Duchane commented the SERESA Board needs to clarify the written policy.

Motion by Adkins, seconded by Smith, to table the adoption of the FY2016-2017 budget until the next meeting.

MOTION CARRIED

Hearing of the Public:

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

Labor Strategy/Closed Session:

Motion by Smith, seconded by Adkins, to adjourn to closed session at 3:28 p.m. for labor strategy.

Yeas: Smith, Adkins, Woodcox and Duchane
Nays: None

Motion by Smith, seconded by Adkins, to reconvene in open session at 3:53 p.m.

Yeas: Smith, Adkins, Holland, Woodcox and Duchane
Nays: None

Adjournment:

Motion by Smith, seconded by Adkins, to adjourn the meeting at 3:55 p.m.

MOTION CARRIED

Lori S. Hicks, Acting Secretary