

**MINUTES OF A SPECIAL BOARD MEETING OF THE
SOUTH EAST REGIONAL EMERGENCY SERVICE AUTHORITY
HELD ON FRIDAY, JANUARY 15, 2016**

The meeting was called to order at 2:00 p.m. at the Roseville City Hall, 29777 Gratiot Avenue, by Chairperson Duchane with the following Board Members present:

Adkins, Holland (arrived at 2:08 p.m.), Smith and Woodcox

Adoption of Agenda:

Motion by Smith, seconded by Woodcox, to adopt the agenda as presented.

MOTION CARRIED

2016 SERESA Outlook:

Director Bartram made a general announcement – 2016 for SERESA with the already approved requisition of the radios, moving forward with CLEMIS and the phone project will be very busy; know we need some adjustments in our procedures and policies and anticipate this to be another year of change and growth and looking forward to it; also collective bargaining agreement expires this year.

Phone Project – Chairperson Duchane commented that at our last meeting we deferred any additional time to discuss this because Board Member Adkins had some technical questions. Board Member Adkins informed the Board that he made contact with Jason yesterday and he answered most of his questions and got the rest of the information from another source; would have someone present if we needed and he didn't feel that was necessary. Board Member Holland said his questions were answered at the last meeting. Board Member Adkins informed the Board that he has everything answered and can put it on the next agenda.

Board Member Woodcox commented that the phones went out last week for a period of time and was that result of the old system. Director Bartram replied that the current system had a glitch and she doesn't know why that happened and can't guarantee that the new system won't have a glitch.

Chairperson Duchane requested that Director Bartram place this item on the February agenda for approval. Director Bartram encouraged the Board to ask her any questions and if she doesn't know the answer, she will put them in touch with someone who can.

Board Expectations – Chairperson Duchane commented that these are Board expectations regarding SERESA and performance and he would like to see the committees meet as often as they possibly can; wants to make sure that this organization meets the needs of law enforcement and fire service; this is a critical city operation and how it serves the three agencies (six departments) and how we can best serve those is critical; important to look at all the issues and recommendations of them as timely as possible.

Chief Berlin informed the Board that he will schedule meetings once a month for Law/TAC committee.

Director Bartram informed the Board that the TAC By-Laws say they only have to meet quarterly and would like to at least do that; looked at setting up a law work group just like fire has; Chief Berlin commented that he will sit down with the other two chiefs within the next few weeks and see who they would like to sit on the board. Board Member Holland asked that when Chief Berlin gets that schedule then fire operations can meet before that and report up to TAC. Chairperson Duchane commented that the faster things are discussed and we understand that it is multi-agency wide issues or suggestions for improvements, the faster the Board can make changes in policies if necessary and the faster of Director can act and be responsive.

Board Member Adkins commented that the importance of committee meetings would be helpful for us and need to put on the table moving forward is looking at our policies; we are a growing organization so might have things that didn't get included in the beginning but now need to be included by process of evolution; everything ties back to committee communications to the Board and communications by the Board and policy issues; need to address gaps in the policies; requested that draft minutes be sent to the Roseville Mayor and City Council.

Board Member Holland commented that he read the By-Laws and posed to the Board that this Board is not only handling the fiduciary responsibility but also handling any operational policies and give direction and guideline to the executive director. Chairperson Duchane replied that we are the administrative policy Board and we appoint the director.

Vice Chairperson Smith commented that we have three city managers sitting on this Board and it is an occupation that is highly sensitized to the fact of what micro-managing means or doesn't mean and how important it is to have a professional who knows their job and sees this Board much as a city council to oversee the Director, but it is up to the Director to make sure of the day-to-day operations.

Board Member Holland commented that the organization is continuously growing, ahead of all the organizations around us and that happens because of the input from the operational personnel, almost direct to us.

Vice Chairperson Smith commented that one growing pain we had was that the departments from each City did something different and now you want me to change, going into this year we need to be cognizant of the fact that we don't fall into the trap because we've been doing it that way for a while and that is why it is important that the Director is involved nationally but doesn't mean we have to go that way but good to have our eyes and ears open.

Chairperson Duchane commented that we are now the quasi-council member and the Director is the manager and constant reminder that we are not operational people in this role, we are part of a collective making policy decisions; need to find common objectives; make three communities (six departments) work together as one element; positive operationally; we have challenges hiring people, challenges regarding compensation versus our ability to pay; operating as an organization is a feather in the founder's cap but we can get better.

Vice Chairperson Smith commented that the first few years spent a lot of time talking about growth and reaching out to other cities; a lot of things worked against us; tough when you are competing against yourself; it is great that the County saw the light and regionalized dispatch after SERESA showed them it

could work but will always have a problem with the fact that it is a block for us to grow; if others see the light of what we are doing and once we make the transition on the CAD system and streamline what is going on it will make it more attractive and less expensive to do it; looking forward to making that move and service the departments in an efficient and effective manner and if other communities do want to come to us, we are still here.

Chairperson Duchane commented that he liked the fact that we went to the County and had a meeting and discussed how we could cooperate; a little better understanding; sandbagged us by going to Warren backup center; COMTECH couldn't take us if they wanted to because they are having trouble surviving and doing what they have to do right now; we are here and we are going to service our three cities and if someone wants to come along they can.

Vice Chairperson Smith commented that the financial savings was the reason that we did this; everyone here has been an equal and problem with the County would be that they are not going to modify what they do for us; here we have been able to remain independent; we have six departments that work together; doing a good job but continue to look for growth and if something else fits in he would be supportive of that.

Board Member Adkins commented that we need to sustain the working model we have; financial sustainability is important; look at budget, look at capital purchases and make the best decisions that we can; looking at collective bargaining in 2016; even though we have to look at what is best for this Board collectively we all take the heat individually from our Councils; producing a sustainable financial model and can't compare SERESA operation to Eastpointe, Roseville or St. Clair Shores on its own.

Chairperson Duchane commented that we have found a way to get a lot done collaboratively.

Director Goals – Director Bartram commented that the Board talked about their expectations and asked if they had anything specific that they want her to work on this year.

Chairperson Duchane commented that on the collective bargaining piece we want an effective top flight professional work force; we are going to look over the next five years and many of the communities continue to work under a broken financial model and have pressing financial needs; we will come into collective bargaining not as rich as last time for strategic reasons; a goal is to set the table for these discussion and negotiations along with non-union personnel to understand paramount on our mind is effectiveness with our money and isn't going to be just because we like you; it will be definitive goals, objectives and outcomes and probably going to be more reflective of what these agencies are experiencing on a grander scale and their ability to pay.

Board Member Adkins commented that regarding policy items, when the Director sees things that we need to take up as a Board, bring them forward; the Director brought up a point about communications so need to streamline communications; need to reduce items of concern to writing; keep dialogue fresh; need to follow through on items/issues.

Vice Chairperson Smith commented that now is the most difficult time to do Human Resources; dispatcher – hard to become one, difficult job, have fewer people who want the jobs and give them less money to do the job; doesn't like to spend money but not going to hire inferior personnel to do a very

important job so need to find that balance; we need to get good people; want to get the best contract we can for the organization but need you to make sure you keep us straight with regards to what we need to do to keep good people.

Board Member Holland commented that his are more operational issues; would like to encourage the Director to continue to work with the fire desk because that is the best opportunity for us to sell SERESA; knows the Director will have to pay close attention to the transition to CLEMIS for police, fire and records management system; continue to improve on quality assurance and monitoring that quality assurance; consider the call taker roll and in negotiations some possibility of some part-time opportunities; continue looking at the quality of life for the dispatchers.

Board Member Woodcox had nothing to add.

Director Bartram commented that she has a group of dispatchers that are very anxious to talk to the public to let them know what they do; want to do public education; Board has discouraged that in the past and would like Board approval to move forward with that; want to meet with women's groups, rotary groups, seniors and explain why they ask so many questions; the dispatchers want to go to City Council meetings and say this is what we do but don't want to be chastised for doing it.

Board Member Adkins asked can we try to integrate this into City programs. Director Bartram replied that they always attend Roseville Fire Department's Open House but not aware of anything St. Clair Shores or Eastpointe does.

Board Member Woodcox commented that employees stay with a profession a lot longer than they stay with a job; if they are attached to their profession, doing things on their own time, advertising what they do, sharing what they do, it becomes more of a profession and so it is good for keeping employees and good for citizens to understand why they are asking so many questions; would encourage they do more.

Chief Berlin explained that the dispatchers can't discuss operational tactics and need to be cognizant of that.

Vice Chairperson Smith commented that it is better to get the dispatchers educating citizens; would like to do a cable program with fire and police included.

Chairperson Duchane commented that he can see a role with doing some PSA stuff and work with the seniors; he needs to be educated on what the program would look like; would run the show that St. Clair Shores does on our cable station.

Chairperson Duchane stated that it appears that education of citizens by dispatchers is an objective that the Board would like to see the Director pursue in some manner.

Board Member Holland commented that he would like to make sure we are not spending a lot of money on overtime.

Director Bartram commented that one other thing she wants to move forward with is the exchange program between the dispatchers and police and fire departments. Board Member Holland replied that

he likes the program. Board Member Woodcox would like to have dispatchers ride along. Chief Berlin also would like to have dispatchers ride along.

SERESA Goals – Chairperson Duchane commented that what he has gleaned from everyone’s comments is fiscal strategy, conserving resources, maintaining an effective organization, having an organization where quality is first and if it expands to other interested parties great; transitions in a few things in policies continuing and a lot of technology upgrades coming up.

Director Bartram commented that it is hard to tell what is coming with the next generation; goal is to educate this Board and keep them informed of where her profession is going; thinks we are doing the best we can with what we have.

Chairperson Duchane commented that he is curious about how long texting has been part of E911. Director Bartram responded that it has been in place for about two years and Texas was the first to go and she can get some information from them; Macomb County is taking our text messages; hopefully we will be able to receive text messages this year; ten to twenty text messages a month for Macomb County.

Vice Chairperson Smith asked can someone see what dispatchers do. Director Bartram replied that they do have a sit-along program.

Roseville Administrative Services:

Board Member Adkins commented that the Board have had discussions a couple of times and requested that this item be placed on the workshop; originally the Administrative Services Agreement that was drawn up at birth of SERESA had two parts – administrative services and the lease for the building; last year the Board separated those two out; questions about what administrative services are – payroll, accounts payable/receivable, general administration (RFP, bid solicitations, audit, budget); IT services is a big piece; also wrapped into the agreement are the key components of building maintenance (contracts for lawn care, contracts for HVAC maintenance, snow removal, janitorial); asked Mr. Walters to get a breakdown of costs; there have been no changes over the last three to four years in cost if you take administration and building functions out. Mr. Walters supplied the Board with a breakdown of costs. Board Member Adkins informed the Board that hours for administrative services are around 1,600 to 2,000 per year and basically a flat rate for administrative services.

Mr. Walters explained to the Board that it is tough to get the exact number of hours but roughly these numbers are the extended value of hours worked on average times an hourly rate; building maintenance is more of an exact number. Board Member Adkins explained that the final number is not a discount, it is just that we have never up charged the \$130,000, always been at \$123,000.

Chairperson Duchane asked if the \$10,000 charged for the audit was the total cost. Mr. Walters replied that is in-house time for preparing for the audit and pulling documents for the audit. Board Member Adkins replied that it also includes dealing with any special audits, grant reports and any other financial reporting.

Chairperson Duchane asked for detail on budget administration; is that development through the year and management of the monthly reporting schedule. Board Member Adkins responded that this includes everything for the budgets; putting together the budget, budget workshops, pulling numbers from BS&A; monitoring the numbers; preparation of next year's budget; entire process dealing with the budget and all reporting.

Chairperson Duchane asked do you have IT services broken down by work on the SERESA applications. Board Member Adkins replied that it is an average on the pieces, software installs, problem solving issue, consultation, etc.

Vice Chairperson Smith commented that knowing what these positions with benefits cost, it would cost us more money than what you are looking at here and wouldn't get the same quality or performance.

Board Member Adkins commented that if you took the administration piece and hired an employee to do one task for a year, for example payroll, it would cost more than \$40,000 for total administrative services.

Vice Chairperson Smith commented that Mr. Walters and his people do an outstanding job providing the work and we get it for a very reasonable price.

Board Member Adkins commented that at the end of the day it is done to get the job done because it is for the organization.

Chairperson Duchane asked does Roseville Administration wish to continue to provide these services and if not all of them, what would you like us to look at alternatives for. Board Member Adkins responded that Roseville wants to continue to do this because we are a partner in this and we have made a way to do this without comprising Roseville's other work; to benefit not only the City but also SERESA we have changed and reassigned staff; this year was a challenging year because we separated out RARE and SERESA operations.

Director Bartram commented that when we talked about payroll services last year, we talked about what a benefit it would be going outside because of all the streamlined processes; Roseville is going to different system in March that is offering all the things we talked about. Board Member Adkins explained the program that Roseville will be using that has a direct bridge to BS&A.

Chairperson Duchane commented that his concern was that Roseville was understaffed for basic City operations much less the Authorities, but that has been addressed; read the report and there were material weakness issues; asked was it putting stress and strain on Roseville. Board Member Adkins replied that they did add some people and moved some people around.

Chairperson Duchane informed the Board that he would like to reexamine other things we do this year; need to look at insurance; not a challenge to what has been done but a good continual process to review how we do business.

Board Member Adkins commented that Roseville is willing do this, do the best job we can and be responsive to the needs of SERESA; if this Board by majority ever wants to change the Administrative

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Services Agreement or bid out anything, majority rules; pleased to continue to do this; hopeful that it is all working out; have had no major issues or complaints.

Hearing of the Public:

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

Adjournment:

Motion by Smith, seconded by Holland, to adjourn the meeting at 3:40 p.m.

MOTION CARRIED

Linda S. Lince, Acting Secretary