

**GENESEE COUNTY ROAD COMMISSION**

**SPECIAL BOARD MEETING**

**CUSTOMER SERVICE WORKSHOP**

**January 24, 2018**

**MINUTES**

**CALL TO ORDER**

Chairperson Kautman-Jones called the Special Board Meeting of the Genesee County Board of Road Commissioners to order at 9:04 a.m. The meeting was held in the Board Room of the Genesee County Road Commission, 211 W. Oakley, Flint, Michigan 48503-3995.

**ROLL CALL**

Present:

Shirley Kautman-Jones, Chairperson  
John Mandelaris, Vice-Chairperson (arrived at 9:30 a.m.)  
Robert Johnson, Commissioner  
David Arceo, Commissioner  
Cloyce Dickerson, Commissioner (arrived at 9:42 a.m.)

Absent:

None

Others Present: John Daly, Fred Peivandi, Randy Dellaposta, Donna Poplar, Anthony Branch, Mike Lewis, Ruth Laberge, Coetta Adams, Ron Latimer, Vicki Bachakes (joined the meeting at 9:29 am), Genesee County Road Commission Staff; Arthur Woodson, (Genesee County resident), Mary Laetz, (Genesee County Clerk's office), Linda Kossak, Secretary of the Board of Road Commissioners

**PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Chairperson Kautman-Jones.

**APPROVAL OF AGENDA**

January 24, 2018 – Agenda

**ACTION TAKEN** – Motion by Mr. Johnson, seconded by Mr. Arceo, to approve the agenda for January 24, 2018.

**MOTION CARRIED.**

## **PUBLIC ADDRESS THE BOARD**

Mr. Arthur Woodson, Genesee County resident, addressed the Board regarding the discussion that was held during the Genesee County Road Commission Board meeting on Tuesday, January 23, 2018, concerning the ice storm in Genesee County on Friday, January 12, 2018. Mr. Woodson stated he had listened to Mr. Anthony Branch speak at the January 23, 2018 Board meeting concerning two of the Genesee County Board of Road Commissioner's comments made in an email, regarding the handling of the January 12, 2018 ice storm by the Genesee County Maintenance Department. Mr. Woodson suggested the Road Commissioners should have refrained from making those comments before learning how the Maintenance Department prepared for the storm and why there were difficulties clearing the roads.

## **BOARD OF ROAD COMMISSIONERS' DISCUSSION**

Customer Service Workshop – The Customer Service Workshop was held to improve and gain insight on the current methods used for resolving resident complaints by the Genesee County Road Commission. It was determined that the majority of complaints received do get resolved. Last year, the Road Commission received approximately 5,500 complaints from residents. The Road Commission gets a small percentage of complaints that cannot be resolved, and there are other complaints that can be resolved by the residents themselves, such as cleaning out their own driveway culvert, cleaning debris from their ditches, or removing leaf debris from drain covers in front of their homes. Some residents just want to talk to someone about the complaint and do not require any resolution on the Road Commission's part.

The Genesee County Road Commission receives their complaints through the following channels:

- Telephone calls
- Website
- Email correspondence
- Residents coming into the Road Commission
- Facebook page
- USPS mail
- Emergency 911 calls
- Township complaints

Telephone Calls - The majority of complaints to the Genesee County Road Commission are made by telephone calls to the Road Commission Maintenance Department or Engineering Department. The largest number of these calls are sent to the Maintenance Department. Once a complaint is received, the Maintenance Department will record the complaint into the Precision Computer System, which provides a permanent record of the complaint, and notifies the district supervisor of the complaint. If the resident requested a call back, the district supervisor will call the resident back. If we have an engineering road construction project going on, and the complaint is related to that project, the call will be sent to the Construction Engineering Department.

Phone calls regarding property damage claims or damage to mailbox complaints get sent to the Administration Department for resolution. Residents walking into the Road Commission are also sent to the Administration Department. The Administration Department writes down the walk in resident's complaint and forwards the complaint to the Maintenance or Engineering Department.

Email Correspondence/Website - The Road Commission has a general comment email address on the website that allows complaints or comments to be emailed to the Road Commission by residents. The Maintenance Department receives these emails directly. If the email is a road complaint, they are entered into the Precision Computer System and forwarded to the appropriate district garage supervisor for resolution. Manager-Director John Daly, also receives email complaints directly to his email address. Manager-Director Daly forwards these complaints to Maintenance Director, Mr. Anthony Branch or Engineering Director, Mr. Fred Peivandi, for handling and resolving.

U.S. Mail - Residents can print a copy of the public complaint form from the GCRC website and mail it in to the Road Commission. The Manager-Director receives these complaints initially and will forward them to the Maintenance or Engineering Departments, depending on the complaint.

Emergency 911 Calls – The Maintenance Department has a direct line for incoming emergency 911 calls. All incoming emergency 911 calls received during working hours are forwarded to the appropriate district supervisor by Angie Carpenter, Executive Assistant, Maintenance Department, for resolution. After hours, emergency 911 uses the supervisor call list they are provided by the Road Commission to report road emergencies. The supervisors responds directly to the 'after-hour calls' but does not always report 'after hour calls' to Angie for recording in the system. If it was an emergency, the supervisor may report the call to the Maintenance Director, Anthony Branch the next day. Chairperson Kautman-Jones asked if there is a way to measure how many calls we get from emergency 911. The Maintenance Department stated that we do not keep a record of the total number of calls from emergency 911.

Facebook – The Facebook page is maintained daily by Ms. Vicki Bachakes, Executive Assistant, Engineering Department. She will post media releases, road closures, construction projects and view the complaints that get posted to the Genesee County Road Commission Facebook page. When a complaint is posted by a resident on the Facebook page, Ms. Bachakes will forward the complaints to the appropriate department for resolution. Mr. Michael Lewis, Network Administrator, Information Technology Department and Ms. Coetta Adams, Finance Director can also maintain the GCRC Facebook page.

Complaints received from Genesee County Board of Commissioners – Residents may call their District County Commissioner about complaints they have concerning the roads. The County Commissioners will call one of the Genesee County Road Commissioners, Manager-Director John Daly, or may contact a GCRC Department Director with these complaints. It was suggested at this morning's meeting, that many complaints reported to the Board of County Commissioners never get reported back to the Road Commission. Human Resource Director,

Ms. Donna Poplar, Human Resource Director, suggested we set up a procedure where all complaints from a Genesee County Commissioner get recorded and received by the same department, so they can be resolved in a timely manner.

Township Complaints – Complaints received from the Townships or Township Supervisors are received directly by the GCRC District Supervisors. The District Supervisors will resolve these complaints on their own and they generally do not get logged into the Precision Computer system.

GCRC Commissioner Cloyce Dickerson, said he receives the majority of complaints from residents, compared to the other Road Commissioners and he forwards all complaints to Manager-Director, Mr. John Daly or Maintenance Director, Mr. Anthony Branch. Commissioner Dickerson stated that the complaints he receives and forwards are always resolved in a timely manner.

Chairperson Kautman-Jones suggested we have a round table meeting with the Township Supervisors as our next step to understanding and resolving customer service complaints. The next meeting will be scheduled for Thursday, February 15, 2018 at 4:00 p.m. in the Genesee County Road Commission Board Room.

Chairperson Kautman-Jones asked for a motion to adjourn the meeting.

**ACTION TAKEN** - Motion by Mr. Mandelaris, seconded by Mr. Arceo, to adjourn the meeting.

**MOTION CARRIED.**

Chairperson Kautman-Jones without objection, adjourned the meeting at 10:26 a.m.

JOHN J. GLEASON  
Clerk/Register

---

Linda B. Kossak, Secretary of the  
Board of Road Commissioners  
lbk

1/24/18