

GENESEE COUNTY ROAD COMMISSION

SPECIAL BOARD MEETING

March 08, 2018 – Morning Session

MINUTES

CALL TO ORDER

Chairperson Kautman-Jones called the Special Board Meeting of the Genesee County Board of Road Commissioners to order at 9:00 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
Robert Johnson, Commissioner
David Arceo, Commissioner
Cloyce Dickerson, Commissioner

Absent:

None

Others Present: Fred Peivandi, Randy Dellaposta, Donna Poplar, Anthony Branch, Coetta Adams, Vicki Bachakes, Angie Carpenter, Mike Lewis, Mike Jaeger, Aaron Lawrence, Dan Hudson, Alex Cook, Ron Latimer, Kim Day, Chris Freeman, Genesee County Road Commission Staff; 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.

PUBLIC ADDRESS THE BOARD

(None)

APPROVAL OF AGENDA

ACTION TAKEN - Motion by Mr. Dickerson, seconded by Mr. Arceo to approve the March 08, 2018 agenda, as printed and presented.

MOTION CARRIED.

BOARD OF COMMISSIONERS' DECISIONS

DISCUSSION

Customer Service Workshop with District Supervisors and Staff Members

Chairperson Kautman-Jones stated that the purpose of this Special Board Meeting is to discuss how each GCRC district supervisor or GCRC district garage, handles the road complaints from the residents of Genesee County. Chairperson Kautman-Jones stated that the district supervisor is out there working on the front line and they are expected to deal with these issues and complaints daily. Chairperson Kautman-Jones would like each district supervisor to explain how their garage handles these complaints on a daily basis. There is no right or wrong answer, this is just to find out how the district supervisors and their crews process these complaints.

All district garage Supervisors stated that the majority of service requests come through the Maintenance Department, provided by Executive Assistant, Angie Carpenter or from the Engineering Department via Executive Assistant, Vicki Bachakes. Co-Interim Manager-Director & Maintenance Director, Anthony Branch will also give the District Supervisors service requests.

When the Townships have a complaint, the township supervisor will call the district supervisor directly. Often these complaints do not get reported back to the Maintenance Department. The supervisor and their crew will just handle the complaint directly. The district supervisors stated they have never received a complaint from the County Commissioner. A few district supervisors received a handful of complaints from local legislator's offices.

Swartz Creek District Supervisor, Chris Freeman, stated the district supervisors will also get calls from Emergency 911 directly. The district supervisor will respond to these calls immediately and they often do not get reported back to the Maintenance Department for recording in the system because the District Supervisor and his crew fixed the problem immediately.

The 2nd shift Trunkline Supervisor, Kim Day, stated that when she starts her shift, the complaints are already printed for her to respond to by the Maintenance Department, Executive Assistant, Angie Carpenter. Ms. Day and her crew start working on the complaints immediately.

Linden District Supervisor, Dan Hudson stated that he has received fifty complaints in one day. Often, Supervisor Hudson stated, he will receive 10 to 20 complaints about the same road. The district garages only have 5 or 6 men on each crew and there is just not enough manpower to answer all these complaints in one day. Atlas District Supervisor, Aaron Lawrence stated that he had his entire crew work on one stretch of road for a week due to all the calls (70) they got regarding potholes on this road. After they patched this road, it snowed and the road had to be patched again one week later.

Otisville District Supervisor, Mike Jaeger, stated that many of the complaints we receive are problems that the Road Commission is not responsible for such as driveway culverts. The district supervisor has to prioritize the complaints they receive because they get so many complaints each day.

Commissioner Arceo shared an email that he had received from a Township Supervisor. The Township Supervisor stated that he receives an email every day from the GCRC District Supervisor stating how many men he has to work with that day and what projects they will be working on. The district supervisor states that he usually has five men in his crew and occasionally he will only have four men on his crew, to do all the work in his three township district. The Township Supervisor stated that he felt the district supervisors need more crew members to perform the work, which might stop the need for overtime work in the townships.

All the district supervisors agreed that residents do not understand the order in which the resident's roads will be maintained and when we perform certain road maintenance procedures like road grading and ditching.

District Supervisor, Aaron Lawrence, suggested the Road Commission could provide a direct auto response phone line for residents, to provide daily information on potholes, grading, or ditching that might reduce the number of the phone messages that the Maintenance Department receives. The residents do not know our schedule for road maintenance procedures and if we could provide an auto response help line to provide automated information before the caller gets to a person, this would help eliminate a tremendous amount of phone calls.

Chairperson Kautman-Jones stated that the Road Commission is a service business and the district garages are the front line to the residents. Residents do not understand why their roads are not being maintained and residents do not understand that the roads are not funded by property tax dollars. We need to educate the public on how the roads are funded but at the same time provide customer service to our residents.

Human Resource Director, Donna Poplar, suggested we get a consultant that will gather all our information and data on complaints and come up with a customer complaint system.

Montrose District Foreman, Alex Cook, stated the public just does not know about the timeline of many of the GCRC maintenance procedures such as grading in relation to frost laws, chloride treatments, or ditching and when we can perform these procedures.

Co-Interim Manager Director & Maintenance Director, Anthony Branch stated that when someone wants a service done, we can educate them but that may not satisfy them. Right now we have public officials that are encouraging residents to complain because they feel the more complaints we receive, the faster we will resolve their problem. Mr. Branch stated that these ideas being presented this morning and they are great ideas, but they are not solutions to the problem. The solution starts at the State level. Mr. Branch stated we have subdivisions that started out with five homes, now there are one hundred homes in the subdivision, but the roads have not been upgraded. In the 1950's each family had one vehicle, now every family member has a vehicle. The State of Michigan needs to fix the funding for these roads. We are trying to maintain roads that were built in the 1950's and the roads need to be re-built. Instead of local

officials complaining about the roads and the Road Commission, he would like the local officials to help fix the problem. Go to the State level and lobby for more road funding dollars. We have government officials that are encouraging their residents to complain yet do nothing to help us get more funding to fix these roads. There are defects in the system.

Chairperson Kautman-Jones stated that we will always have complaints. Maybe the auto-response system that District Supervisor, Aaron Lawrence suggested may not be a solution but it is a start and even if an auto-response system eliminated 10% of the calls that would be very helpful. Chairperson Kautman Jones suggested apologizing to residents often helps alleviate their frustrations with the roads. District Supervisor, Dan Hudson, stated the Supervisors apologize all the time to residents about the conditions of the roads. Chairperson Kautman-Jones also suggested a GCRC newsletter could provide another source of information for the residents.

Chairperson Kautman-Jones thanked everyone for attending the meeting this morning. Chairperson Kautman-Jones stated that this is just a start and she welcomes all ideas from staff members to address the resident's complaints. We all have great ideas, we need to write them down and share them with everyone. The next Customer Service Workshop will be with the County Commissioners to understand how they receive the road complaints through the county.

PUBLIC ADDRESS THE BOARD

(None.)

Chairperson Kautman-Jones, without objection, adjourned the meeting at 10:27 a.m.

JOHN J. GLEASON
Clerk/Register

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

3/08/18

GENESEE COUNTY ROAD COMMISSION

SPECIAL BOARD MEETING

March 08, 2018 – Afternoon Session

MINUTES

CALL TO ORDER

Chairperson Kautman-Jones called the Special Board Meeting of the Genesee County Board of Road Commissioners to order at 11:30 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
Robert Johnson, Commissioner
David Arceo, Commissioner

Absent:

Cloyce Dickerson, Commissioner (excused)

Others Present: Fred Peivandi, Randy Dellaposta, Donna Poplar, Anthony Branch, Coetta Adams, Stephanie Jaeger (Genesee County Road Commission Staff); Todd Surline (Hiring Solutions LLC), 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.

PUBLIC ADDRESS THE BOARD

(None)

APPROVAL OF AGENDA

ACTION TAKEN - Motion by Mr. Johnson, seconded by Mr. Mandelaris to approve the March 08, 2018 agenda, as printed and presented.

MOTION CARRIED.

BOARD OF COMMISSIONERS' DECISIONS

DISCUSSION

Presentation by Mr. Todd Surline, Hiring Solutions LLC – Executive Search Firm

Mr. Todd Surline, President of Hiring Solutions LLC introduced himself to the Board and staff and explained his background and what his company can offer to the Road Commission in their search for a new Manager Director. Mr. Surline presented his company's prior experience in executive searches as well as other services they provide in human resources and pre-employment screening, assessment and testing. Mr. Surline listed those organizations and companies he has worked with in the past as well as other executives he has placed in the previous five years.

Mr. Surline fielded questions from the Board and staff regarding his company's services. He gave a detailed timeline of the process of hiring a new executive in regards to the search, interviews, assessments, background checks and hiring of a new Manager Director.

Chairperson Kautman-Jones emphasized to Mr. Surline that we want to make sure we hire the right person for this position and explained that the Manager Director will report to the Board. Chairperson Kautman-Jones also asked about Hiring Solution's fee schedule and what those charges include.

Staff and Board members asked Mr. Surline questions related to the hiring of a new Manager Director. Chairperson Kautman-Jones thanked Mr. Surline for his excellent presentation this morning and gave him the timeline of when the Board will be making the decision on the hiring of an executive search firm.

Motion by Mr. Arceo, seconded by Mr. Mandelaris to adjourn the meeting.

MOTION CARRIED.

Chairperson Kautman-Jones, without objection, adjourned the meeting at 12:30 p.m.

JOHN J. GLEASON
Clerk/Register

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

3/08/18