

### Charter Township of Canton Board Proceedings-February 3, 2015

A regular study meeting of the Board of Trustees of the Charter Township of Canton held Tuesday, March 18, 2014 at 1150 Canton Center S., Canton, Michigan. Supervisor LaJoy called the meeting to order at 7:04 p.m. and led the pledge of allegiance.

**Roll Call** Members Present: Anthony, Bennett, LaJoy, McLaughlin (Arrived at 7:18 p.m.), Sneiderman, Williams. Members Absent: Yack. Staff Present: Director Trumbull, Director Faas, Fire Chief Meier, Finance Manager Gwyn Belcher, Greg Hohenberger, Amy Hughesdon. **Adoption of Agenda** Motion by Anthony, seconded by Bennett to approve the agenda. Motion carried by all members present. **STUDY SESSION TOPIC ITEM 1. 2015 GOALS UPDATE (SUPV) Strengthen Operational Efficiency:** Have all departments accredited by 2016. •Complete a five-year strategic plan for MSD (MSD). •Revisit plan review work flow in Planning Services, Engineering Services and Building & Inspection Services (MSD). •Conduct a joint session with the Township Board and Planning Commission on future development objectives (MSD). •Create and update equipment inventory to meet operational needs (CLS). •Utilize technology to improve efficiency (CLS). -Utilize When to Work Software to schedule and manage staff. -Increase utilization of website. -Maximize Department's use of current technology. •Revise and re-write purchasing policy (for implementation in 2016) (FBD). •Begin to review the structure of IT Township-wide (FBD). •Review and implement a password policy to ensure the security of our systems (FBD). •Purchase new firewall systems to protect the Township's computers and network from viruses (FBD). •Prioritize dispatch - fire (PSD). •Establish pre-fire survey program - fire (PSD). •Return to pre-concessionary staffing levels - police (PSD). •Establish SEU Unit with focus on traffic safety - police (PSD). •Re-establish Community Relations Coordinator position - police (PSD). •Re-establish TEAM program enhancing school safety - police (PSD). •Implement E-bills by mid-year (Treasurer). •Complete Phase Two of Ordinance Codification Project (Clerk/ALL). •Develop an Election Inspector Training Video which is supported by the current written training materials (Clerk). •Work in conjunction with other departments of the Township to revise a new FOIA Policy and Procedures based upon recent change in the Public Act (Clerk). •Review and update/rewrite Merit Human Resources Policy (HR/Supervisor). •Review all HR policies/develop action plan/timeline for updating all policies (HR/Supervisor). **Maintain Fiscal Stability:** •Align revenues with the cost of service and update fees (examples: MSD services, rentals/leagues/admission fees for CLS). •Assist DWSD and Wayne County in the stand up of the new regional Great Lakes Water Authority (GLWA) (MSD). •Update sewer and water capital equity charges (MSD & FBD). •Develop a tree management plan for trees in the ROW and on Township-owned properties (MSD & CLS). •Develop a plan for long-term funding solutions (CLS). •Meet quarterly with the directors and key managers to go over Township financial information (FBD). •Continue to watch for opportunities to refinance our existing debt obligations (FBD). •Perform an analysis of internal legal functions and services to determine whether staffing adjustments may result in more efficient delivery of legal services and cost savings (Supervisor). **Develop the Workforce:** •Cross train staff in clerical positions whenever applicable (ALL). •Develop and deploy department-wide health/wellness program - police and fire (PSD). •Create and fill Fire Marshal position - fire (PSD). •Promote and encourage professional certifications. (ALL). •Develop a plan to develop skills that are needed (CLS). —to improve guest experience. —to adjust tasks/priorities. —to address safety issue. —to fix or improve a process. •Provide training to staff on current Election Administration, FOIA policy changes that reflect recent Public Act changes (Clerk). •Complete all management staff through Leadership Development Training (HR/Supervisor). •Deliver Customer Service Training for front-line employees (HR/Supervisor). •Offer Diversity/Cultural Awareness Training (HR/Supervisor). **Provide High Quality Services:** •Evaluate the implementation of a community-wide automated collection for recyclables (MSD). •Complete Year 1 of the Residential Rental Inspection Program (MSD). •Complete the engineering & financial analysis of the water storage project with GLWA (MSD). •Construct the fiber Wide Area Network (WAN) Project in partnership with the PCCS District (MSD). •Implement the Cityworks CMMS in the parks & golf course fleet maintenance shop (MSD). •Implement Selectron for inspection scheduling in the Building & Inspection Services Division (MSD). •Reissue all commercial and industrial certificates of occupancy using new format (MSD). •Age/demographic friendly services and programs (CLS). •Utilize surveys and demographic tools to identify community needs and offer appropriate services (CLS). •Implement E-Suites for water bill web pay by summer of 2015 - customer portal where access to up to date information on water bills is available (Treasurer). •No charge public access to B&A tax and assessing information (Treasurer). **Promote the Community:** •Host events to promote Canton to realtors and brokers (ALL). •Partner with realtors to promote services and the community (CLS). •Utilize relationships with media and our internal resources to better promote Canton Township (CLS). •Continue current and develop new partnerships with community groups (CLS). •Review and update Canton Community Television shows as appropriate (CLS). •Continue to encourage personnel to represent Canton Township by building relationships with professional organizations regionally and throughout the state (Clerk). **Educate & Inform Residents:** •Actively promote website services available (public portal and citizen service requests) (MSD). •Utilize new MSD YouTube channel to produce and air videos for residents (MSD). •Educate residents on features provided by the new website (ALL). •Establish community paramedicine pilot program committee - fire (PSD). •Develop and offer a citizen academy - police (PSD). •Conduct community forums regarding police practices - police (PSD). •Develop a homeowner education series. (CLS). •Educate the community about leisure opportunities (CLS). •Roll out new mobile application after digesting the data we collect from the new website to determine what is most relevant for inclusion (FBD). •Develop a new brochure/handout for new residents (ALL). •Continue to use social media for up-to-date information (changes to CWR collection schedule, facility closures, road closures, etc.) (ALL). •Continue to use the FOCUS newsletter as our number one way to reach residents as well as our good relationship with the Observer & Eccentric newspaper to get timely coverage on news and events (ALL). **ITEM 2. EMPLOYEE TRAINING SUMMARY (HR)** . •**Leadership Development Training:** -58 management staff trained in 2014. -28 remaining management staff trained prior to June 2015. **Modules:** -Building Trust Under Pressure. -Shaping a Motivational Workplace. -Giving Needs-Based Feedback. -Offering Rewards and Recognition. -Clarifying Performance Expectations. -Correction Performance Problems. -Developing Team Agility. -Building Team Pride and Purpose. -Delivered in 8, 4-hour sessions. -Cross-functional, departmental class make-up. -Homework involving practical application of skills/techniques after each session. •**Customer Service Training:** -To be delivered in 2015. -Front-line employees - Number TBD. **Modules:** -Stellar Customer Service. -Healing Customer Relationships. •**Diversity Training - RFP stage:** -Pursuing Beyond Diversity training. -2 day workshop by Pacific Education Group. -Public Safety command and other management staff. -Train the trainer component. -Courageous Conversations About Race - follow-up workshops. -Train the trainer component. •**Potential Future Training:** -Problem-Solving Skills. -2 Achieve Global Modules. -Designed for all levels of the organization. -Situational Leadership for managers. -Leadership training for non-managers. **Item 3. CANTON TOWNSHIP CULTURE STATEMENT:** At Canton Township, we always: Help our teammates succeed: -We look at the whole organization for opportunities to help. -We are intentional about working collaboratively, rather than in silos. -We know we are all in this together. -We share resources for the greater good. -We don't further ourselves at the expense of others. -We foster mutual respect, honesty, and integrity. Assume positive intent: We check our assumptions before we make conclusions. -We address our concerns directly at the source. Focus on the future: -We live in the present, rather than the past, working together to achieve our organizational goals for the future. -We move forward and make adjustments as we go. -We understand the value of succession planning. Value the people who work here: -We are honest and kind in all interactions. -We have regular and ongoing communication with our employees. -We encourage and listen to feedback. -We support our employees by providing training and encouraging professional development opportunities. Perform our work at a high level of quality: -We encourage excellence both individually and when working as a team. -We deliver superior service to our customers. -We seek continuous improvement in our daily operations, programs and services. **PUBLIC COMMENT: NONE. OTHER:** Director Faas explained Wayne County will complete clearing the gravel roads in Canton starting Wednesday morning unless another snow storm occurs on Tuesday night. **ADJOURN:** Motion by Williams, supported by Anthony to adjourn at 8:10 p.m. Motion carried by all members present. - Philip LaJoy, Supervisor - Terry G. Bennett, Clerk -