

**CITY OF WIXOM  
49045 PONTIAC TRAIL  
REGULAR CITY COUNCIL MEETING MINUTES  
TUESDAY, JULY 11, 2017**

Mayor Hinkley called the meeting to order at 7:00 p.m. at which time the Pledge of Allegiance was recited. A moment of silence was held for the 15 Marines and one Navy Corpsman who perished in the KC-130 crash last night in Mississippi.

**Present:**

**Mayor:** K. Hinkley  
**Deputy Mayor:** R. Ziegler  
**Councilmembers:** P. Beagle  
K. Gottschall  
N. Kennedy  
T. Rzeznik  
R. Smiley

**AGENDA CHANGES:** (None)

**PRESENTATIONS:**

**1.) Affirmation by Ronald Moore of his Oath-of-Office as Chief of Police and Director of Public Safety**

Chief of Police and Director of Public Safety Ronald Moore affirmed his Oath-of-Office with the City Clerk.

Director Moore recognized his wife (Belinda), his children (Doug, Katie, Joe, Nate, and Sarah), his dad (Don), his two sisters (Linda and Janice), his brother-in-law (Richard), his niece and her husband (Laura and Scott), his father-in-law and mother-in-law (Barry and Beth). He said he was grateful to God, number one, for the opportunity to lead in this community that he loves so much. He was grateful to the Council for putting their confidence in him a couple of weeks ago when they voted. He was grateful to Mr. Brown for the opportunity to lead in the City of Wixom. He was grateful to his family for supporting him. As he looked into the crowd, he saw many people who have been mentors to him, friends to him, people he has gone on calls with and they have been in dangerous situations together. He was grateful for their friendship and for what they have taught him over the years. He was grateful for the police leadership that was in the room. He looked forward to continuing the great relationships that he has with the men and women of the Police Department and he is looking forward to enhancing his relationship with the men and women of the Fire Department. He said he wouldn't let them down. He was grateful to his Dad for being a great Dad over the years. He then thanked everyone for coming.

Mayor Hinkley thanked everyone for attending this meeting.

At 7:07 p.m., the Council took a break for cake. They reconvened at 7:30 p.m.

## 2.) BPI Quarterly Report – April 2017 through June 2017

Mr. Blackburn reviewed the services provided over the last quarter. The report in the Council packet shows the summary of the feedback from City staff. They have completed 281 service tickets over the last quarter. With each one of those service tickets, an automated survey is sent to the person who requested the service. Of those 281 service tickets, they received approximately 35% response rate. Of those responses, they averaged about a 98% very satisfaction rate. That is the highest score you can get. Employees seem very pleased with the staff that is providing the services. There is also some qualitative feedback. Comments are made regarding the service provided.

Councilmember Rzeznik said he knew that Will has been great and very responsive. With summer vacations, he wondered how the cross-training has been working out. Mr. Blackburn replied that it was working out quite nicely. They do quite a bit of cross-training and he said he would be covering that later in his presentation. They want to avoid a single person holding all the knowledge of how the information systems are managed and designed. They consider that a risk factor. They document everything in the system and Will is primarily responsible for that. It is then reviewed by his peers with BPI Information Systems. We make sure that we can have one of our other staff members come in and pick up where Will left off should the need arise.

Mayor Hinkley asked if the Councilmembers were given this survey if they required some kind of IT assistance. Mr. Blackburn replied that everyone who requests service should be sent a survey. The survey is automatically sent to the email of the person who requested the service as soon as the ticket is closed.

Mr. Blackburn explained that the items of risk are ranked from one to ten, one being the highest risk and ten being the lowest risk. They are ranked by likelihood and severity. The top four items include the Data Backup System Failure, the Phone System Fails, the Windows File Server Failure and the Ethernet Switch Failure. These items will be addressed in the short term because they are within the project plan. The phone system and the Ethernet Switch will be replaced within the next two weeks. They will have a much lower risk number after they are completed. The Backup System is a planned project for late this summer and that will allow us to recover from a system failure in a quicker fashion. It will also reduce the severity of a file server failure. Lastly, he pointed out item #10, Technology Department Staff Become Unavailable. This is where they address that no one staff member holds all the knowledge to managing the system.

Councilmember Rzeznik said he has talked to a lot of different companies that made the 365 migration and email with access from anywhere over the web. Companies have put in mandatory and automatic password expirations to force users to do that. He knew it was a pain but it is one added measure because no longer do we have a physical device with our email. He wondered if we would employ password expirations. Mr. Blackburn replied yes. There are a couple of different areas where we will be doing that. They will be doing it with the local system and with 365. We need to carefully balance the security of the system along with the usability of the system. They have found that if users are aware that the password change is

coming up and they are comfortable with it, it is much more acceptable and easier to manage.

Briefly, Mr. Blackburn reviewed the Project Narratives. The Microsoft 365 email migration was completed. We have a new central file server in place that allows us to consolidate some of the older servers and eliminate them so we have fewer points of failure within the system. The new telephone system should be wrapped up in the next couple of weeks. Following that, we will be doing the disaster recovery system backup. He will provide another update to Council at that time.

Regarding the telephone system, Councilmember Kennedy asked if the cabling would be included. Mr. Blackburn replied yes. The cabling system will follow quickly after the telephone system is complete. Councilmember Kennedy asked if the new phones would work on the old cable system. Mr. Blackburn explained that the new phones will work on the old cables, but the old phone system would not work on the new cables. That is why we must replace the phone system first followed by the cable system. Councilmember Kennedy asked how long this would take and Mr. Blackburn replied that he would budget two weeks for it to be complete.

**MINUTES:**

**CM-07-102-17:** Moved and seconded by Councilmembers Rzeznik and Smiley to approve the Regular City Council meeting minutes of June 27, 2017.

**Vote:**

**Motion Carried**

**CORRESPONDENCE:** (None)

**CALL TO THE PUBLIC:**

There were no comments at this time.

**CITY MANAGER REPORTS:**

**1.) Fire Report – May 2017**

There were no comments or questions on this report.

**2.) Police Report – May 2017**

There were no comments or questions on this report.

**CONSENT AGENDA:**

**CM-07-103-17:** Motion and seconded by made by Deputy Mayor Ziegler and Councilmember Kennedy to approve the Consent Agenda as presented which included:

- 1.) Approval to receive and file:
  - a. Wixom Library Board Minutes of May 22, 2017
  - b. Downtown Development Authority Minutes of May 23, 2017

**Vote:**

**Motion Carried**

**UNFINISHED BUSINESS:** (None)

**NEW BUSINESS:****1.) Recommendation to Approve a Master Agreement and System Maintenance Agreement with ImageSoft, Inc. of Southfield, Michigan and to Authorize the Mayor to Sign these Agreements on Behalf of the City**

**CM-07-104-17:** Moved and seconded by Councilmembers Rzeznik and Beagle to approve the Master Agreement and System Maintenance Agreement with ImageSoft, Inc. of Southfield, Michigan and authorize the Mayor to sign these agreements on behalf of the City.

Councilmember Gottschall said he didn't see a cost listed for any of this. He wasn't sure if this was a contract or just us checking the box saying that we are accepting the terms and conditions. The only thing he did note was that the billing rates for travel time would be \$82.50 per hour unless there was a standard rate established. He wondered what this would cost us and if we had an hourly rate that we worked out with them. Mr. Brown summarized it as the basic bones of an arrangement with the company that would be utilized in the future as additional projects are undertaken. If we contract with them for additional work, we would have another report come through that would spell out the cost associated with a given project. This is a document to provide some basic structure for that kind of arrangement and to protect ImageSoft for some of the concerns that they have in terms of the work they have done to create the interface between the two different software packages that are working in the City currently.

Mr. Blackburn further explained that the purpose was so we can move forward later in this fiscal year on some work on the document imaging system. There is no price or scope of work associated with this agreement. It is more of a liability contract between the City and ImageSoft so when we do enter into a scope of work that it references back to this agreement. It covers such things as data loss, access to the City's systems and liability for those should something bad happen. He said he and the City Attorney have reviewed these contracts. There were some slight modifications made to these and ImageSoft agreed to those modifications. Later this year, we will work with ImageSoft on a couple of maintenance items that need to be done with the document imaging database. There are some duplicate records that need to be cleaned up in the way the database is organized. This hasn't been urgent but is very important for the health of the document imaging system. After the phone, cabling and disaster recovery backup system projects, we will embark on the cleanup of the document imaging system. Our Technology Department will sit down with ImageSoft, draw up a scope of work specifically of what we want to get accomplished and what the labor component will be for that work. He indicated that he would review that with management staff here and then bring it to City Council for their review.

Councilmember Gottschall was still not clear. This is for work down the road and we are already using them for Finance and Building now. He wondered why we would need this compared to what we have signed with them in the past. He asked what the new liability was. Mr. Blackburn explained that we currently don't have a signed contract with them. They have been providing support services without this document in place.

Councilmember Kennedy asked why they chose to do that. Mr. Blackburn replied that we were contracting with a company out of Ohio. Their cost structure was more expensive and they were out of state. We investigated other organizations that could provide these services and ImageSoft was the one in Michigan. They agreed to start providing support services and asked to have this agreement. Councilmember Kennedy asked how this agreement benefited the City. Mr. Blackburn replied that the agreement will allow us to continue the database management later this year. Councilmember Kennedy said that we could do that anyway, even if we don't sign this. Mr. Blackburn stated that the vendor could choose not to provide the services. That would put our documents at risk. Currently, the documents are in a state of organization that is not recommended. Councilmember Kennedy clarified that this was the database imaging system that SAFEbuilt set up that we have in the Building Department. He then asked what documents would be at risk. Mr. Blackburn replied that the Finance documents are imaged on this system and the Building Department is starting to use it also. Councilmember Kennedy asked what he meant by "at risk." Mr. Blackburn explained that the document imaging system is a database. Typically, the life of a document is that first it starts as a paper document. Before imaging systems, you would have a filing system. You would very carefully take that document and file it in a certain filing cabinet under some type of alphabetical order. Similarly, if you wanted to look up a book at the Library, you would go to the card catalog and do a search by subject or author. There was a process for managing that. We no longer have the card catalog. Now we have a database. Now the paper document is scanned into the system in a TIF format. A full-text search is done on the document and it is saved as a non-editable image. All of the words that can be recognized are put into the database. The document is saved under a number and all of the associated words are saved in another table. There is a user interface, so if you want to look up a document, you will do a search. It might be Ford Motor Company, Wixom Road, 1960. The database will show you all the documents that contain those key words. If our database gets corrupt, we end up with a bunch of scanned documents that the only reference we have is by looking at a number that is associated with that file. We want to avoid losing the database for the system. This is a mid-range solution. We are taking what we already have and we are making it more stable. We may come back next winter with an update that the system is stable, it is cleaned up and it is manageable. Now we want to look at a long-term solution for document management at the City of Wixom. Right now, Mr. Blackburn's concern was that if something were to happen to the database server that has our documents, it could have a very negative affect on the productivity of the Finance Department and the Building Department.

Councilmember Kennedy asked if we had backups of all of this data on separate servers. Mr. Blackburn replied yes, we do. Councilmember Kennedy asked if it wouldn't have to be catastrophic across a few servers. Mr. Blackburn said yes, it would, but that was something he would want to prevent with the Disaster Recovery Plan. Not only is he looking at the ability to recover, but also how long it takes to bring that server back up. Councilmember Kennedy asked if the server went down, couldn't we just plug into another server to get the documents instantly. Mr. Blackburn replied no. Because it is a relational database, it is a very complex system. If it was a single file or a single image, we can do that. That is where we want to be. If the main server goes down, we want to be able to reconstruct a new server very quickly.

Councilmember Rzeznik added that a Master Services Agreement and a Service Level Agreement are very typical of these types of systems. They usually precede any type of very specific statement of work. There may be one or many statements of work and the last thing you want to do is have to recreate proprietary rights, third party software and what happens there. All those terms and conditions are covered under the Master Services Agreement. The Service Level Agreements dictate what level of service we will get as a City – 24 hour support, 7 days a week, 365 days a year. Those terms are spelled out so that for each individual statement of work the only thing left is the timeframe and the cost. This is very standard.

Deputy Mayor Ziegler added that this gets to a point whether or not we can continue without a contract. If the City reaches out to this company and tries to engage them, he thought it was the expectation of the company that is providing the service that a contract will be forthcoming. This is sort of a good faith relationship that we are working on and eventually the contract is supposed to fall into place. It is sort of a probationary period for us to view what they do and to evaluate the work. He said he supports these Agreements.

Mayor Hinkley said the only thing he didn't like about the contract was that "all past due amounts shall bear interest at the rate of 1.5%." This company is a private entity and we are a municipality. There are people that put this on their invoices and it means absolutely nothing in the private sector. He has never paid it and he never will. The banks are the only entities that are legally allowed to charge interest. He said he will vote to support this but he hoped that part could be stricken.

Mr. Brown said he understood the Mayor's concern. This was processed through the City Attorney's office and he said he would have a conversation with her regarding this issue.

**Vote:**

**Motion Carried**

**2.) Recommendation to Award the Bid for the Annual Crack Sealing Program to the Low Bidder, Carr's Outdoor Services, Inc. of Canton, Michigan, in an Amount Not to Exceed \$40,000**

**CM-07-105-17:** Moved and seconded by Councilmembers Beagle and Smiley to award the bid for the Annual Asphalt Crack Sealing Program to the lowest qualified bidder, Carr's Outdoor Services, Inc. of Canton, Michigan, in the unit price of \$1.14 per pound and in an amount not to exceed \$40,000 with funding allocated from the Local Road Fund account #203-554-976.393 – Pavement Preservation.

Councilmember Rzeznik stated that we historically hooked up with the Village of Milford on this. He was curious if any other communities would join to get any better benefit. Mr. Sikma indicated that he had spoken with a few of them and he hasn't gotten any bites yet. He talks with Holly every time too and it just depends on their cycle. This time they didn't want to do it but they will in the future. He said he would reach out to Novi and Walled Lake.

Mr. Brown commented that the Oakland County City Managers Association meets on a monthly basis, but not during the summer months. When they start up in the fall, he planned to have a discussion about those kinds of things.

Mayor Hinkley suggested that we move forward with this. He thought we were doing a lot more collaboration back when things were tight. It takes a little effort on our part to find out when various communities were purchasing specific items. He thought we needed to get back to that.

**Vote:**

**Motion Carried**

**3.) Recommendation to Award the 2017 Pavement Marking Program to R. S. Contracting of Casco Township, Michigan in an Amount Not to Exceed \$55,000**

**CM-07-106-17:** Moved and seconded by Councilmembers Rzeznik and Smiley to award the 2017 Pavement Marking Program to R. S. Contracting of Casco Township, Michigan, in an amount not-to-exceed \$55,000.

Councilmember Kennedy asked what roads would be remarked and if we did the County roads. Mr. Sikma replied that we do not do the County roads. They did Pontiac Trail and Wixom Road today. It will be Beck Road, West Road, Loon Lake Road, Charms Road, a portion of Alpha Tech, and the legends along the way for the sidewalks and the stops. We are going to see if we can get two years out of some of them.

Councilmember Rzeznik recalled that 10 or 15 years ago when there was some major striping done in areas when our safety paths were relatively new, we did very wide markings for some of the road crossings as a continuation of the safety path. That was a visual reminder to motorists that there might be someone walking a dog or a bicyclist. He asked if we would be restriping those as well. Mr. Sikma said that there are a portion of those that would be restriped. Maple Road was one they would hit this time. Councilmember Rzeznik commented that on any weekend, you can almost see an altercation at Wixom and Charms Roads where right-hand turners cross over and block the lane while a runner or bicyclist was in the process of crossing on a walking command. He thought the brighter and the wider, the better.

Mayor Hinkley wondered if we do less salting in the prior season if it affects the striping less. Mr. Sikma wasn't sure but that did make sense.

**Vote:**

**Motion Carried**

**CALL TO THE PUBLIC:**

Ann Jones, 3001 Grouse Street, noted that she and her husband, Chris, had attended a couple of Council meetings. She explained that she liked being a resident that attended the Council meetings because there was cake being served at the last three out of four meetings. She thought it was a sacrifice to attend a Council meeting as a resident and in the future she would require that her daughter attend the meetings because she believed it was important to understand what it meant to be a responsible citizen and part of a community. She believed it was important as informed citizens to sit and listen even if they didn't have any comments for Council. After attending tonight's meeting, she learned that Council needed more instruction on standard purchasing practices. She explained that she knew a lot about the

discussion because she was a purchasing manager; therefore, Statements of Work, MSA's and SOA's were part of her daily life. She was interested in listening to the Council discuss those things. She explained how she attended the meeting on June 13<sup>th</sup> and a comment was made that audience members must have nothing better to do if they had no comments to make to the Council. She just wanted to caution the Council on how they addressed citizens when they took the time to attend meetings because they had an interest to want to come. She noted that citizens will attend meetings and may not make any comments. She hoped for a larger attendance like they had at the beginning of the meeting on a regular basis. She thanked everyone for the time.

**CITY MANAGER COMMENTS:**

Mr. Brown noted that the City Manager's Update that was given to Council was full of good news. He mentioned that the Michigan Water Environment Association awarded two safety awards to the City of Wixom Water Treatment Plant and its contractor, Suez. He congratulated Suez and all the employees at the Treatment Plant.

The West Maple Railroad Crossing Quiet Zone work was scheduled to be completed last week and the gates and the maze were installed. He encouraged everyone to take a look. He congratulated Mr. Sikma and the employees of the DPW for thinking of an alternative solution to shoveling the snow around the gates in the winter. They developed a system of having the gates open and close for plow trucks creating a quick and efficient service. He appreciated that type of thinking from the employees. He explained how they reached out to Battle Creek as they had a lot of experience with Quiet Zone Crossings. They were encouraged by what they had to say about whether that one year time frame will stand and learned that they may possibly change that to speed the process. He thanked the residents for their patience with this entire process.

Also, he said that he was contacted by Oakland County regarding the CDBG Program. As a change to the program, they were no longer going to require certain standard allocations of funding to programs. He learned they would be eliminating the automatic allocation of dollars on a yearly basis to the Home Improvement Program, and because of that, they are splitting up additional funding to the cities on a prorated basis. He noted that the City of Wixom should receive \$18,000 in additional funding for the CDBG program. The only downside was they were asking that we make a quick decision on what the City planned to do with the money. He suggested the City keep it in line with prior practice and apply the money to the Gibson House parking lot program which was a total cost of \$65,000 and the current balance was \$28,000. If the City chose to put the \$18,000 toward the Gibson parking lot that would put the total saved of \$47,000 allowing us to close out the project within a year or two.

Mayor Hinkley noted that this was on the opposite side of designation where they had to use the CDBG monies for a particular type of project. He asked if this would be on the next meeting agenda. Mr. Brown said the County hoped to have action taken before then; therefore, he would be notifying the County that a formal discussion among City Council was held and the money would go toward the Gibson House unless Council decided otherwise.

Councilmember Gottschall thought he read somewhere that some CDBG funding was used for some sort of home improvement at the Leisure Coop. He was not exactly sure as he was not on Council back then. He noted that if CDBG funds were available, the Council may want to consider that avenue instead of throwing the funds toward the Gibson House. He explained how the Gibson House received all the money over the last few years and if this money was for home improvements, he thought that residents could use it. He expressed how he would rather use the money for that rather than a parking lot at the museum.

Mr. Brown noted that if there was further discussion that they wanted to have on that they could but believed it was a priority of the City to finish the Gibson House project. These funds would allow the City to get the project completed more quickly.

Mayor Hinkley thought Mr. Brown was saying we were still shy "X" amount of dollars and this would put the City \$18,000 closer to finishing the project as they could not even start the project until they had all the funding.

Deputy Mayor Ziegler recalled the program that Councilmember Gottschall was referring to and explained how that was a different program set-up that helped people to make miscellaneous repairs like railings and such. He did not believe it was CDBG funding. He recalled someone from Leisure Coop that came to Council requesting CDBG monies for home repair and we were told by Ms. Magee that it would be an inappropriate expenditure of the funds. He thought it would be appropriate to give the money to the Gibson House parking lot project because it was a project that we had already started. Once that project was finished they could explore other ways to utilize the CDBG funds.

Councilmember Kennedy took a home repair request from a resident to Ms. Magee in the past where he learned that CDBG money could not be used.

#### **COUNCIL COMMENTS:**

**Councilmember Smiley** congratulated Director Ron Moore and reminded everyone that Hot Blues and BBQ is next week.

**Councilmember Gottschall** explained how he read that Williams International of Commerce, Michigan was moving their business to Pontiac, Michigan. That article got him to think about how very specialized their little compound was. He thought what the turn-around time would be for them to sell their Commerce building to someone new. He wondered if there was anything they could do with development agreements or if a system was in place to help combat commercial blight in Wixom. It would not be a good reflection on Commerce Township if the Williams' property was to sit vacant for a while. He wondered if there was anything in Wixom to prevent commercial blight from happening.

Mr. Brown explained that the existing codes and ordinances would have to be complied with and enforced. A lot of times the enforcement was the thing that needed to happen. Sometimes if there were problems in a community you would have to do a code or ordinance change.

**Councilmember Rzeznik** appreciated the break down on the Ford property splits. He was often asked about that property. He wondered if there was a count at Lite the Nite because it was so well attended. He noted that the presence of law enforcement was phenomenal. He explained that while lying in bed with his window open he heard the train whistle. He imagined it took quite a bit of time for the conductors to learn that they were entering a Quiet Zone and to not actually activate the horn system. Mr. Brown said he received information from outside sources that the delay in the conductors learning of the Quiet Zone was not that long.

**Councilmember Beagle** had no comments.

**Councilmember Kennedy** congratulated Chief Moore.

**Deputy Mayor Ziegler** knew there were pictures taken from the aerial truck of the crowd at Lite the Nite and hoped they could be blown up. He really had a great time as it was a great night. He congratulated Ron Moore.

**Mayor Hinkley** asked if there could be an update regarding the Quiet Zone on the City's website as not everyone will read tonight's minutes.

#### **ADJOURNMENT:**

The meeting was adjourned at 8:40 p.m.

Catherine Buck  
City Clerk

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| Approved<br>7-25-2017 |
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