



**PONTIAC CITY COUNCIL
SPECIAL MEETING**

July 31, 2018

5:00 P.M.

38th Session of the 10th Council

It is this Council's mission "To serve the citizens of Pontiac by committing to help provide an enhanced quality of life for its residents, fostering the vision of a family-friendly community that is a great place to live, work and play."

Call to order

Roll Call

Authorization to Excuse Councilmembers from Meeting

Amendments to and Approval of the Agenda

Public Comment

Review Agenda Items for City Council Consideration

1. The 10th Council Rules and Procedures.
2. The Flow of Information between Departments.
3. Appointments to the Planning Commission.

Adjournment



The 10th Pontiac City Council Rules and Procedures

Effective April 24, 2018

All meetings of the city council will be held in compliance with state statutes, including the Open Meetings Act, 1976 PA 267 as amended, and with these rules.

Meeting Times

The city council meetings will be held every Tuesday of each month beginning at 6:00 p.m. at City Hall in the Council Chambers for formal meetings and/or The City Council Conference Room for Study Session meetings unless otherwise rescheduled by resolution of the council. The Tenth Council has decided to maintain Study Sessions and Formal Meetings. These meeting will alternate week to week.

Formal Meetings

During the formal meetings the City Council proceed through the formal agenda and take action on agenda items.

Special Meetings

A special meeting shall be called by the mayor or any two members of council. A 24 hours written notice to each member of the council served personally or left at the councilmember's usual place of residence is required. However, any special meeting at which all council members are present or have given written consent shall be a legal meeting for such purposes, without such written notice. Special meeting notices shall state the purpose of the meeting. No official action shall be transacted at any special meeting of the council unless the item has been stated in the notice of such meeting.

Posting requirements for regular and special meetings

- a. Within 10 days after the first meeting of the council following the election, a public notice stating the dates, times and places of the regular monthly council meetings will be posted at the City Clerk's Office and on the City's web page.
- b. For a rescheduled regular or special meeting of the council, a public notice stating the date, time, and place of the meeting shall be posted at least 18 hours before the meeting at the City Clerk's Office and on the City's web site. Special meeting notices shall also state the purpose of the meeting.
- c. The notice described above is not required for a meeting of the council in emergency session in the event of a severe and imminent threat to the health, safety or welfare of the public when two-thirds

of the members of the council determine that delay would be detrimental to the city's efforts in responding to the threat.

Minutes of regular and special meetings

The clerk shall attend the council meetings and record all proceedings and resolutions of the council in accordance with the Open Meetings Act. In the absence of the clerk, the deputy clerk shall perform the clerk's duties.

At a minimum, the minutes shall indicate the date, place, type (regular or special), and time of meeting; the names of all elected city officials present at roll call; the name and time of arrival of any elected official not present at roll call; the name and time of departure of any elected official before adjournment; the maker and supporter of all motions and resolutions which are voted upon by the council; an indication of how each council member present voted on a motion or resolution; the call of the chair as to the passage or failure of the motion or resolution; and the time of adjournment. For public comment, only the number of individuals speaking need be included in the minutes. For a public hearing, the name of the person addressing the council and a short description of the nature of the comments.

A copy of the minutes of each regular or special council meeting shall be available for public inspection at the City Clerk's Office during regular business hours.

Conduct of meetings

Meetings to be public

All regular and special meetings of the council shall be open to the public. Citizens shall have a reasonable opportunity to be heard in accordance with such rules and regulations as the council may determine, except that the meetings may be closed to the public and the media in accordance with the Open Meetings Act.

All official meetings of the council and its committees shall be open to the media, freely subject to recording by radio, television and photographic services at any time, provided that such arrangements do not interfere with the orderly conduct of the meetings.

Agenda preparation

An agenda for each regular council meeting shall be prepared by the city clerk with the following order of business:

The agenda will be as follows for the **Formal Meetings**:

Formal Meetings

1. Call to order
2. Invocation
3. Pledge of Allegiance
4. Roll Call
5. Authorization to Excuse Members from the Meeting
6. Amendments to and approve of the agenda
7. Approval of the Minutes
8. Subcommittee Reports (As needed)
9. Special Presentation (If any)

10. Public Hearings (If any)
11. Recognition of Elected Officials (If any)
12. Agenda Address (2 Minute Limit)
13. Agenda Items
14. Public Comment (3 Minute Limit)
15. Mayor, Clerk and Council Closing Comments (3 Minute Limit)
16. Adjournment

The Agenda will be as follows for **Study Session Meetings**:

Study Session

1. Call to order
2. Roll Call
3. Authorization to Excuse Members from the Meeting
4. Approval of the Agenda
5. Approval of the Minutes
6. Deputy Mayor Report or Departmental Head Reports
7. Public Comment
8. Review of all agenda items
9. Adjournment

All items presented to the city council for action shall be placed on the first possible agenda by the city clerk. The deadline to submit an item to the clerk to place on the agenda shall be noon on the Friday before a Study Session Meeting. The clerk shall distribute the agenda by email no later than 5:00 p.m. on Friday. Complete agenda packets, excluding confidential information, shall be posted on the City's web site concurrent with distribution of the agenda packet to the council members. Any councilmember shall have the right to add items to the regular agenda before it is approved.

Agenda distribution

The clerk is responsible for the agenda distribution which is emailed to each councilmember forty-eight (48) hours or more prior to each council meeting. In addition, the clerk posts each agenda to the city website 48 hours prior to each meeting for public access. Agendas for special meetings shall be distributed with the notice of special meeting and posted on the City's website.

Quorum

A majority of the entire elected or appointed and sworn members of the council shall constitute a quorum for the transaction of business at all council meetings. In the absence of a quorum, a lesser number may adjourn any meeting to a later time or date with appropriate public notice. The council may adopt an ordinance to prescribe penalties.

Attendance at council meetings

Council is empowered by Article III – Legislative Branch, Section 3.107 of the charter to adjourn a meeting if a quorum is not present and compel attendance in a manner prescribed by its ordinance. In the event that the member's absences continue for more than five consecutive regular meetings of the council, the council may declare the seat vacant in accordance with Section 3.119 of the charter.

Presiding officer

The presiding officer shall be responsible for enforcing these rules of procedure and for enforcing orderly conduct at meetings. The council president is ordinarily the presiding officer. If the Council President is absent, the Council President Pro Tem will preside over the meeting. In the absence of both the Council President and the Council President Pro Tem at the same meeting, the Council Member presiding over the meeting shall rotate by District, starting with District One. In the event of a resignation or other permanent absence, that position shall be filled by nomination and affirmative vote of the majority of Council Members serving.

Disorderly conduct

The president may call to order any person who is being disorderly by speaking out of order or otherwise disrupting the proceedings, failing to be germane, speaking longer than the allotted time or speaking vulgarities. Such person shall be seated until the chair determines whether the person is in order.

Closed meetings

Purpose

Closed meetings may be held only for the reasons authorized in the Open Meetings Act, which are the following:

- a. To consider the dismissal, suspension, or disciplining of, or to hear complaints or charges brought against a public officer, employee, staff member or individual agent when the named person requests a closed meeting.
- b. For strategy and negotiation sessions connected with the negotiation of a collective bargaining agreement when either negotiating party requests a closed hearing.
- c. To consider the purchase or lease of real property up to the time an option to purchase or lease that real property is obtained.
- d. To consult with the municipal attorney or another attorney regarding trial or settlement strategy in connection with specific pending litigation, but only when an open meeting would have a detrimental financial effect on the litigating or settlement position of the council.
- e. To review the specific contents of an application for employment or appointment to a public office when a candidate requests that the application remain confidential. However, all interviews by a public body for employment or appointment to a public office shall be held in an open meeting.
- f. To consider material exempt from discussion or disclosure by state or federal statute.

Calling closed meetings

At a regular or special meeting, the councilmembers elected or appointed and serving, by a two-thirds roll call vote may call a closed session under the conditions outlined in the Open Meetings Act. The roll call vote and purpose(s) for calling the closed meeting shall be entered into the minutes of the public part of the meeting at which the vote is taken.

Minutes of closed meetings

A separate set of minutes shall be taken by the clerk or the designated secretary of the council at the closed session. These minutes will be retained by the clerk, shall not be available to the public, and shall only be disclosed if required by civil action, as authorized by the Michigan Open Meetings Act. These minutes may be destroyed one year and one day after approval of the minutes of the regular meeting at which the closed session was approved.

Discussion and voting

Rules of parliamentary procedure

The rules of parliamentary practice, as contained in the 11th edition of Robert's Rules of Order, shall govern the council in all cases to which they are applicable, provided they are not in conflict with these rules, city ordinances or applicable state statutes. The City Attorney shall act as the parliamentarian. The chair shall preserve order and decorum and may speak to points of order in preference to other councilmembers. If a point of order is given it should not exceed two (2) minutes.

Conduct of discussion

During the council discussion and debate, no member shall speak until recognized for that purpose by the chair. After such recognition, the member shall confine discussion to the question at hand and to its merits and shall not be interrupted except by a point of order or privilege raised by another member. Speakers should address their remarks to the chair, maintain a courteous tone and avoid interjecting a personal note into debate.

Ordinances and resolutions

A vote on all ordinances and resolutions shall be taken by a roll call vote and entered in the minutes unless it is a unanimous vote. If the vote is unanimous, it shall be necessary only to so state in the minutes, unless a roll call vote is required by law or by council rules.

Roll Call

In all roll call votes, the names of the members of the council shall be called in rotating alphabetical order.

Citizen participation

Each regular and special council meeting agenda shall provide reserved time for citizen participation. During citizen participation, each individual shall address the City Council in an orderly and dignified manner and shall not engage in conduct or language that disrupts, makes fun of, or otherwise impedes the orderly conduct of the Council Meeting. In addition, members of the audience shall not engage in disorderly or boisterous activity including but not limited to; the utterance of loud, obnoxious, threatening, or abusive language, cheering, whistling, or any other acts that disturb, disrupt, or impede, or otherwise interfere with the orderly conduct of the City Council Meeting.

Agenda Address

The Council has included in its agenda a time for Agenda Address. Agenda Address will allow the audience to comment on agenda items on the agenda of the City Council Meeting. The individuals addressing the body will have 2 minutes to complete the Agenda Address. All individuals wishing to participate in the Agenda Address will have to fill out an Agenda Address Card which will be located in the City Clerk's Office. The Agenda Address Card shall require the person to identify themselves, a method of contact, and the subject matter of their comments, and such other information the Council President may require. The Agenda Address Card has to be completed and turned in to the Clerk's Office by Monday at 4:30 p.m. to be considered for the following council meeting. Individuals who have submitted an Agenda Address Card to speak must be present in the City Council Chambers when their name is called or they will lose their turn to speak.

Public Comment

The Council has included in its agenda a time for Public Comments. The Public Comment portion of the agenda will allow individuals to comment on non-agenda items. The individuals addressing the body will have 3 minutes to complete public comment. All individuals wishing to participate during public comment will have to complete the Public Comment Sign-In Sheet which will be located in the City Council Chambers on a clip board.

The Public Comment Sign In-Sheet shall require the person to identify themselves, a method of contact, and the subject matter of their comments, and such other information the Council President may require. The Public Comment Sign-In Sheet will be picked up before the call of order of the meeting. If your name is not on the Public Comment Sign-In Sheet once picked up you will not be allowed to speak during Public Comment. Individuals who have submitted their information on the sign in sheet to speak must be present in the City Council Chambers when their name is called or they will lose their turn to speak.

Miscellaneous

Suspension of rules

The rules of the council may be suspended for a specified portion of a meeting by an affirmative vote of two-thirds of the members present except that council actions shall conform to state statutes and to the Michigan and United States Constitutions.

Committees

Standing and special committees of council

The city shall have the following standing committees:

Finance/Human Resource Committee: Responsible for meeting with the Finance Director to review periodic financial reports; responsible for reviewing the proposed budget. This committee will meet once a month or as needed.

Public Safety Committee: Responsible for meeting with the Mayor and representatives of the City's police, fire, and emergency medical transport service providers. This committee will meet once a month or as needed.

Community Development Committee: Responsible for meeting with the Mayor and Community Development Director concerning the operations and functions of the Community Development Department. This committee will be meeting once a month or as needed.

Public Works/Parks and Recreation Committee: Responsible for meeting with the Mayor and Public Works Director concerning the operations and functions of the Public Works Department. This committee will meet once a month or as needed.

Information Technology Subcommittee: Responsible for meeting with the Mayor and the IT Department concerning the operations and function of the IT Department. This committee will be meeting as needed.

Law and 50th District Court Subcommittee- Responsible for meeting with Judges or Court Reps concerning the operations and functions of the 50th Court. This committee will be meeting as needed.

Forensic Audit Subcommittee- This committee will meet as needed.

Real Estate Subcommittee-This committee will meet as needed.

Cable Subcommittee-This committee will meet as need.

Committee members will be appointed by the president. They shall be members of the council. The president shall fill any committee vacancies. The committee member shall serve for a term of one year and may be re-appointed. Committees shall be comprised of at least three council members and one alternate who may attend if a regular member is unable to attend. Committees can discuss policy with department heads. Committees cannot make final decisions, but may recommend actions to the Council. Committees may determine their own meeting schedule. Committee meetings at which department heads will be present shall be scheduled at a time mutually acceptable to both the committee and the department head.

Committees shall present both oral and written reports. The committee shall designate a member to prepare the written report for the committee. The written report shall indicate the date and time of the committee meeting, all persons present, and the subject matter of discussion with some detail. If a committee is making a recommendation to the Council as a body, then at least two of the three members of the committee must be noted as being in support of the recommendation.

Special committees may be established for a specific period of time by the president or by a resolution of the council which specifies the task of the special committee and the date of its dissolution. Special committees shall present reports in the same manner as standing committees.



CITY OF PONTIAC

OFFICIAL MEMORANDUM

Executive Branch

TO: Honorable Council President and City Council Members

FROM: Dr. Deirdre Waterman, Mayor

DATE: July 13, 2018

Cc: Jane Bais DiSessa, Deputy Mayor; Anthony Chubb, City Attorney; and Sheila Grandison, City Clerk

RE: **Resolution to Consider Re-Appointment of Planning Commission Members.**

As you are aware, the Planning Commission has several members with expired terms, in order to address this matter, for your consideration, the following resolution is recommended:

Whereas, Article V. Section 2-372 of the Municipal Code, the Planning Commission is comprised of six non-elected officials and the Mayor or his/her designee; and

Whereas, there are currently several appointments with expired terms on the Planning Commission; and

Whereas, according to State Law and City Ordinance, the Mayor shall appoint the commissioners subject to the approval by a majority of the City Council.

Now therefore, be it resolved that based upon the recommendation of the Mayor, that the City Council reappoint the following individuals: Ashley Fegley, Christopher Northcross, Lucy Payne and Dayne Thomas to serve on the City's Planning Commission for a three-year to expire on June 30, 2021.

Attachments

jbd

RECEIVED
2018 JUL 13 PM 2:22
PONTIAC CITY CLERK

July 13, 2018

Honorable Pontiac City Council
47450 Woodward Avenue
Pontiac, MI 48342

Re: **Re-appointment to Planning Commission
Ashley Fegley**

Dear Honorable Council Members:

Please be advised that I am hereby re-appointing Ashley Fegley to serve the Planning Commission for a three-year term expiring June 30, 2021. As stipulated in section 4.109, this appointment is subject to approval by the City Council.

Thank you for your consideration and support

Sincerely,

Dr. Deirdre Waterman
Mayor

RECEIVED
2018 JUL 13 PM 2:54
PONTIAC CITY CLERK

RECEIVED

2018 JUL 13 PM 1:55

PONTIAC CITY CLERK

July 13, 2018

Honorable Pontiac City Council
47450 Woodward Avenue
Pontiac, MI 48342

Re: **Re-appointment to Planning Commission
Christopher Northcross**

Dear Honorable Council Members:

Please be advised that I am hereby re-appointing Christopher Northcross to serve the Planning Commission for a three-year term expiring June 30, 2021. As stipulated in section 4.109, this appointment is subject to approval by the City Council.

Thank you for your consideration and support

Sincerely,

Dr. Deirdre Waterman
Mayor

Enc. Application, Resume, Bio

November 3, 2015

Honorable Pontiac City Council
47450 Woodward Avenue
Pontiac MI 48342

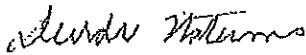
Re: Re-appointment to Planning Commission
Christopher Northcross

Dear Honorable Council Members:

Please be advised that I am hereby re-appointing Christopher Northcross to serve the Planning Commission for a three year term expiring June 30, 2018. As stipulated in Section 4.109, this appointment is subject to approval by the City Council.

Thank you for your consideration and support.

Sincerely yours,



Dr. Delrdre Waterman
Mayor

Enc. Christopher Northcross, Application, Resume, Bio

Part A

Application for Membership
City of Pontiac Planning Commission
City of Pontiac, Michigan

Return by June 30, 2011 to:
Building, Safety and Planning Divisions
Attn: James Sabo, Planner
City Hall
47450 Woodward Ave
Pontiac, MI 48342
Phone: 248-758-2816

Part A: Applicant Information

Name: Christopher Van Northcross Sr.

Home Address: [REDACTED]

ZIP: [REDACTED]

Pontiac Resident: YES NO

Number of Years Resident: 60

Phone (H) [REDACTED] (W) _____

(cell) [REDACTED] (best) (Fax) _____

Email Address [REDACTED]

Occupation Design Engineer

Employer Name & Address Retired from Ford Motor Co.

ZIP _____

Part B: Resumé

Attach a copy of your resumé, including your job experience and education.

Part C: Statement of Interest and Qualifications

Attach a one-page summary of your reasons for seeking appointment that includes your specific areas of interest, expertise and goals.

DISCLOSURE OF POTENTIAL CONFLICT OF INTEREST

In order to avoid any potential conflict of interest, I, the undersigned, agree not to be involved in any recommendations or decision making regarding any agency(ies) or entity(ies) for which I serve in the following capacity(ies) which may contract or subcontract with the City of Pontiac.

Agency: To the best of my knowledge I have no conflicts of interests

Capacity In Which I Serve: _____

Signature: Christopher V. Montross

Date: 7/13/2014

Part B

CHRISTOPHER VAN NORTHCROSS

[REDACTED]

[REDACTED]

[REDACTED]

Major Accomplishments

- Design and Release of 6.4L 5R110W converter clutch and damper system for MY2008. This design increased clutch system torque capacity by 15% while reducing system NVH, yet fit within the original clutch system pressure and space boundaries.
- The design and release of AODE/4R70W overdrive band and servo system robustness improvements that reduced manufacturing costs (more than a \$3 per system savings), decreased warranty, and improved customer satisfaction (better shift-feel).
- First within Ford Transmission Engineering to use VSA (variation simulation analysis) to predict component location and fit within complex assemblies.
- Completion of the Ford Six Sigma Black Belt certification program
- Creation of optimized computer fuel economy and performance powertrain models through use of Design of Experiments methodology, in-house corporate software, and commercial software (Splus).
- Design and release a cost reduced output shaft forging that resulted in \$400,000 savings per year in material, labor, and warranty costs. This was also the first product application in the Transmission Manufacturing Division to fulfill a near net part shape corporate design/manufacturing directive.
- Development of a tin nickel coated seal ring that eliminated AOD transmission case bore wear and resulted in \$1.2million in warranty savings per year.

Career

8/78 - 2/07 Ford Motor, Transmission Engineering, Livonia, Michigan

While with Ford I handled a number of assignments, all related to the design and release of automatic transmissions systems for cars and light trucks. Last assignment was to provide reliability consultation to Ford design teams as an Embedded Six Sigma Black Belt.

4/75 - 8/78, Automotive Control Systems Group, Bendix, South Bend, Indiana.

I was responsible for the Purchasing and Engineering interface with Ford, General Motors, American Motors, Volkswagen of America, and Chrysler as required for the sale of original equipment manufacturer (OEM) foundation brakes.

7/73 - 4/75 American Can Company

During my tenure of with American Can Company I supervised plant improvement and renovation projects; and performed the duties of the foreman of maintenance in his absence. Also I completed a ten month college graduate orientation program.

5/69 - 7/73 City of Pontiac, Pontiac, Michigan

On a part time basis, during the school year, and full time in the summer I worked as an Executive Aide in the Program Development Division of the City Manager's Office, Administrative Aide in the Department of Public Works and Services, and an Engineering Aide in the Engineering Division of the Department of Public Works and Services.

Education

4/73, B.S. in Engineering, Oakland University, Rochester, Michigan

5/93, Graduate Certificate in Applied Mathematics and Statistics, Oakland University, Rochester, Michigan

8/03, Six Sigma Black Belt Certification, Ford Motor Company

On going Ford Technical Education Program

Currently working to complete a private pilot's license

Specific Skills Set Include

Relationship and Team Building

Project Design and Release Management

- Advance Product Quality Process (APQP)
- Statistical Process Control procedures and management
- Ford Product Development System (FPDS) management
- Ford Global Product Development System (GPDS) management
- Six Sigma DMAIC process and tools

Tribology of friction materials in transmission fluids

- Wet friction material selection and development

Knowledge of stamping and forming processes

Rotating and reciprocating seal selection and development

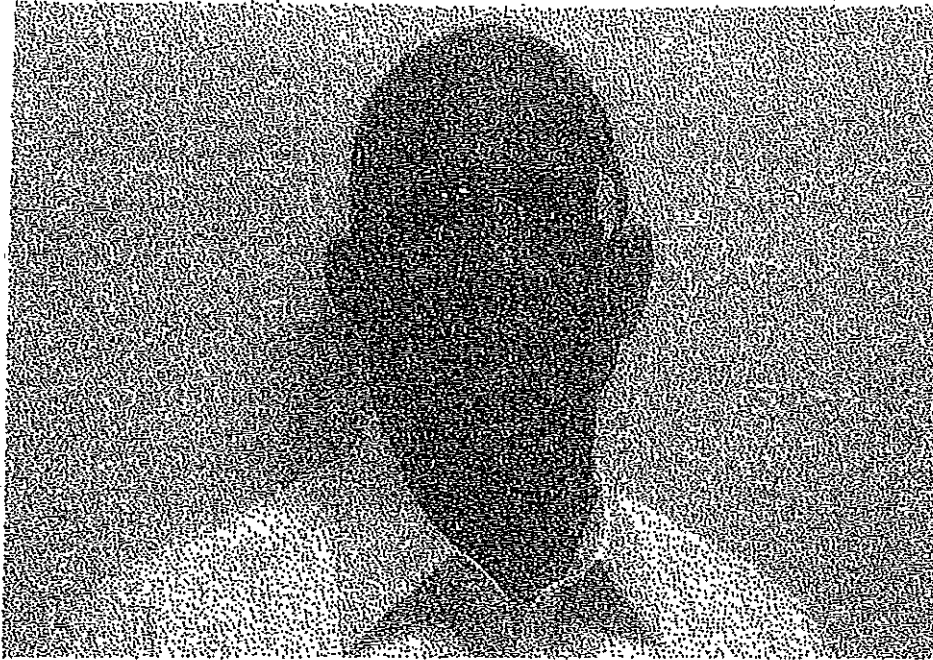
Proficient with following software packages:

- Microsoft Office Suite of Products (Word, Excel, PowerPoint, Publisher)
- Statistical packages Minitab and Splus
- Microsoft Project
- Solidworks
- Catia

Knowledge of following software:

- Fortran
- C
- Visual Basic
- SAS
- Unix system
- Variation Simulation Analysis (VSA)
- CFD modelling
- Finite Element Analysis

Page B



Christopher Northcross is a second generation native of Pontiac, son of [REDACTED] [REDACTED] and brother of [REDACTED]. He is a graduate of Pontiac Central and Oakland University. In 2007 he retired from the Ford Motor Company where he worked in the design and development of automatic transmissions systems.

Chris and his wife, [REDACTED] have been married for 42 years, current reside in the home they own in Pontiac, have three adult children, and one granddaughter. His Church home is [REDACTED] African Methodist Episcopal Church where he serves as a Church Trustee. He is also a member of the [REDACTED] and the [REDACTED] Ministry.

Chris feels blessed to have born in Pontiac and believes the measure of a community is how well it develops its young people. To that end, he is active in the following organizations and activities:

The [REDACTED] Summer Youth Program	Currently a member and a past-president of the Pontiac Optimist Club (<i>whose motto is "Friend of Youth"</i>)
Member of the executive board and volunteer in Communities United For Children	Board member of the Strong United Neighbors (SUN) Pontiac Time Bank
Member of the NAACP of Northern Oakland County	Served 12 years as a Trustee on the School Board of the School District of The City of Pontiac
A volunteer and mentor for 4H	A volunteer at the WHRC Elementary school
A member of the Mayor's Transition Team	A member of the Master Plan Steering Committee

Chris has also served as:

- A Steward for ██████████ Church
- A member and the Treasurer of The Jay Shop Board of Directors
- Charter Member and past Treasurer of the Pontiac Citizen Coalition
- A founding member and past President of, and actor in the Northstar Theater troupe.

His hobbies are bicycling, traveling, architecture, and fellowshiping with others. He is also studying to complete his private pilot's license.

Part C

Statement of Interest and Qualifications For
City of Pontiac Planning Commission

July 14, 2014

To Whom It May Concern, I am seeking appointment to the Planning Commission because I believe I can be of service to the City of Pontiac in facilitating fair and positive development. I am so seeking appointment to the Commission because I believe our (my wife and myself) interests are best served by continuing to live in Pontiac. I am also mindful that Pontiac is, as is all of Michigan and the entire United States, undergoing a massive change, and unless there is meaningful input from the residents of Pontiac, the resulting change may not be positive for the residents of Pontiac.

My belief in my ability to contribute stems from my recent experience with the Master Plan Steering Committee; the recent renovation of our home in Pontiac; over 35 years of experience in the field of engineering; over 40 years of volunteer service in the community, including 12 years as an elected member of the Pontiac School Board; and over sixty years of experience living in this community.

I am interested in incorporating, as a metric in the measurement of the efficacy of government programs and actions, the development of young people. While I feel land use/planning is just one of a number of factors which must be managed to achieve fair and positive community development, it is a factor which can significantly retard the positive development of families and young people in Pontiac. At the same time I am aware that economic growth must occur in Pontiac, if Pontiac is to grow. The positioning of businesses and people relative to each other, the clarity with which the City's vision for positive development is articulated, along with City government sensitivity to the needs within our community are key to achieving fair and positive community development. The inclusion of the development of young people into the calculus of City Planning is needed (I believe) in order for this City to reach its full potential.

Aside from a passion for prompting the development of the City's young people, which includes my mentoring and tutoring activities at local schools, I enjoy meeting and interacting with people. I am very engaged in my Church, Newman AME of Pontiac, where I serve as a Trustee and the Assistant Superintendent of the Church school. I enjoy bicycling and learning. In regards to learning, I strive to take two classes a year at Oakland Community College on a variety of subjects. To date I have completed classes in architecture, computer design, Spanish language, and nanotechnology at OCC. Also I am halfway through work to obtain a private pilot's license. In addition, I enjoy travel both domestic and international.

Your comments and suggestions are welcome.

Yours Truly



Christopher Northcross

7/14/2014

RECEIVED

2018 JUL 13 PM 1:55

PONTIAC CITY CLERK

July 13, 2018

Honorable Pontiac City Council
47450 Woodward Avenue
Pontiac, MI 48342

Re: **Re-appointment to Planning Commission
Lucy Payne**

Dear Honorable Council Members:

Please be advised that I am hereby re-appointing Lucy Payne to serve the Planning Commission for a three-year term expiring June 30, 2021. As stipulated in section 4.109, this appointment is subject to approval by the City Council.

Thank you for your consideration and support

Sincerely,

Dr. Deirdre Waterman
Mayor

Enc. Cover letter, resume

Lucy Payne

February 5, 2014

City of Pontiac Community Planning Commissioners
47450 Woodward Ave.
Pontiac, MI 48342

RE: City of Pontiac Planning Commissioners

To: The City of Pontiac Mayor and Planning Commissioners.

The attached resume will provide details of my previous and present qualifications and experience.

For the past 26 years, I have served as a Patient Relations Representative and Customer Service Trainer at Saint Joseph Mercy Oakland (SJMO). During that time, I have worked diligently to foster mutually beneficial relationships with not only the associates, administrative team, medical staff, nursing and ancillary personnel and the City of Pontiac community. In my past role, I engaged the hospital personnel, physicians in resolving/mediating challenging issues that often involved risk cases with multiple departments and services in meeting customers expectations and satisfaction. The scope of my work provided me with a unique perspective on the wants and needs of patients, their families, and the community needs as well.

I am proud to have been involved in a number of SJMO committees that were charged with orchestrating some of SJMO most successful quality improvement activities such as Customer Service Training, Emergency Department process improvement Task Force, Emergency Wait Time and Dress-Code initiatives. I was also very instrumental in collaborating with SJMO Buildings and Ground Department, SMART Transportation Services and the City of Pontiac Building Department in implementing and the building of a bus shelter for the comfort of patients and the community that use the public transportation system.

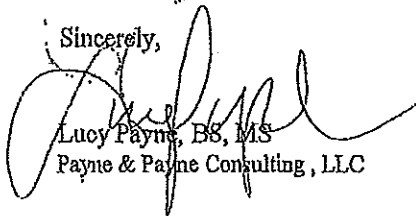
My area of experience include organizational management, problem solving, investigation, mediation, behavioral management, grief consulting, interaction with diverse groups and addressing concerns of the community. I have also gained experience through my work as a consultant of a broad spectrum of business exposures to case studies and best practices in a variety of industries as an independent business owner Payne & Payne Consulting, LLC.

My educational credentials include a Associate Degree in Liberal Arts from Oakland Community College, Bachelor of Science degree in Human Resource Development from Oakland University, Master of Arts degree in Organizational Management and a Certificate of Mediator Training from Oakland Medication Center.

It has been my experience that committees and boards are most effective with individuals that are diverse in areas of knowledge, skills and expertise. As a visionary, I am very interested in utilizing my skills in the revitalization of the City of Pontiac's future plans that promotes a healthy and safe environment for our city residents, while generating revenue for the city.

It has been my absolute pleasure and an honor to serve with the City of Pontiac Mayor and Planning Commissioners. I look forward to utilizing my experience in building and bridging gaps in communication, strategic planning, creative thinking, collaboration, negotiation, and customer service. I look forward to my continual servicing the community and collaborating with you in designing the future City of Pontiac.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lucy Payne', written over the typed name and company information.

Lucy Payne, BS, MS
Payne & Payne Consulting, LLC

LUCY PAYNE

CAREER SUMMARY

An accomplished senior-level patient relations representative with 27+ years of experience managing customer grievances at St. Joseph Mercy-Oakland in Pontiac, Michigan, a 457-bed health system serving a diverse patient population in an urban setting. Collaborated with the CEO and C-level leadership team, physicians, risk management, nursing and others in resolving issues. Expertise in investigating and analyzing grievance data to proactively formulate strategies for preventing grievances and improving systems and processes. Grievance mitigation supported by achievement of a Master of Arts in Organizational Management, a Bachelor of Science in Human Resource Development, a certificate in Civil Mediator Training, and completion of a pre-licensing course in Life and Health Insurance.

PROFESSIONAL EXPERIENCE

P & P Consulting, LLC, Blingham Farms, Michigan 2003 – present
Consultant - Organizational Management / Problem Resolution / Mediation 2003 – present.

- Consulted on management and customer relations for a wide variety of businesses as a principal with P & P Consulting, LLC
 - Analyzed business process flow for medical group practices, automobile dealerships, and financial services firms; recommended process improvements
 - Trained staffs in customer service improvement techniques

Saint Joseph Mercy-Oakland, Pontiac, Michigan 1984 – 8/2012
Patient Relations Representative 1984 – 8/2012

Patient Relations Management

- Managed customer complaints within St. Joseph Mercy-Oakland health system; complaints involve a wide-range of issues/disciplines (e.g., staff, billing, food service, housekeeping, safety, parking, pharmacy services, physical plant, etc.)
 - Interviewed customers to determine nature of complaint; employed customer relationship management and mediation techniques to negotiate win-win resolutions to issues identified
 - Collaborated with physicians and nursing and ancillary department heads and staff to improve customer service as well as investigate and resolve customer service issues
 - Identified incidents with the potential for legal / risk management involvement; advised risk management department heads of complaint; collaborated with risk management on incident investigation; served as liaison between patient/family and risk management department
 - Documented all customer complaints on computer database; tracked resolution of issues
 - Analyzed billing issues and made determination regarding billing adjustments / reimbursement
 - Reviewed patient medical charts to determine validity of patient care issues / complaints; met with department heads, medical staff, nursing and ancillary staff to discuss issue resolution and future process improvement strategies
- Served as a liaison between customers/families and the Gift of Life and Michigan

- Eye Bank organizations, encouraging organ donation, providing grief counseling services, and educating patients and families on organ, tissue and eye transplants
- Responded to code calls and served as liaison between family members and physicians; provided grief/crisis counseling to patients and families
- Testified in court proceedings and assisted attorneys in lawsuit preparations
- Interviewed new hires for Patient Services Department; facilitated one-on-one and group interviews as well as candidate hiring discussions

Teaching

- Trained medical residents and all new employees in customer/patient service
- Managed Oakland University Internship Program for Patient Representatives

Process Improvement

- Analyzed all customer complaints to determine trends; met with department heads on an individual basis when trends were evident; followed-up to ensure problem resolution
- Reengineered the patient death process and fetal demise protocols
- Championed the installation of a bus shelter near the hospital grounds; managed project coordination between the hospital's Administration and Buildings and Grounds Dept., the City of Pontiac and SMART Transit
- Compiled and analyzed patient satisfaction data on Emergency Services; drafted report / presented findings to Process Improvement Team; worked with physicians and staff to improve response time and customer relations
- Resolved employee identification by customers challenge by instituting a color-coded uniform (by staff classification) policy
- Collaborated with security and risk management personnel to reengineer process for securing patient belongings; instituted policy debiting departmental budgets for patient reimbursement for lost items

<u>Waterford School District, Waterford, Michigan</u>	<u>1974-82 / 1988-97</u>
Substitute Teacher (Grades K-12)	1988 - 1997
Instructional Technician (Grades K-12), Montgomery Developmental Training Center	1974 - 1982

<u>Detroit College of Business, Ferndale, Michigan</u>	<u>1975 - 1980</u>
Dean of Students / Proctor (part-time position)	1975 - 1980
Pontiac Schools/Seniors Fitness Program (part-time)	1982-1982

EDUCATION

Master of Arts in Organizational Management February 2004
University of Phoenix, Troy, Michigan Campus

Bachelor of Science in Human Resource Development June 1985
Oakland University, Rochester, Michigan

Civil Mediator Training, 40-Hour Course November 2012
Oakland Meditation Center, Bloomfield Hills, MI

Additional Professional Development:

- Certificate, Pre-Licensing Course in Life & Health Insurance, Financial Services Institute, Novi, MI, November 2013

APPOINTMENTS

- Planning Commissioner, City of Pontiac, MI, 11/2012 - present
- Board Member, Baldwin Center, Pontiac, MI, 2005 - 2013
- Committee Appointments at Saint Joseph Mercy-Oakland, Pontiac, MI
 - Member, Chief Executive Officer Advisory Committee, 2002
 - Member, Speaker's Bureau, 1991 - 8/2012
 - Founder and Chair, Hospital Grievance Committee, 2003 - 8/2012

HONORS/AWARDS

- Honored as one of the top donor facilitators, Michigan Eye Bank, 2000

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PONTIAC CITY CLERK

July 13, 2018

Honorable Pontiac City Council
47450 Woodward Avenue
Pontiac, MI 48342

Re: **Re-appointment to Planning Commission**
Dayne Thomas

Dear Honorable Council Members:

Please be advised that I am hereby re-appointing Dayne Thomas to serve the Planning Commission for a three-year term expiring June 30, 2021. As stipulated in section 4.109, this appointment is subject to approval by the City Council.

Thank you for your consideration and support

Sincerely,

Dr. Deirdre Waterman
Mayor