

**WASHTENAW COUNTY BOARD OF ROAD COMMISSIONERS  
WORKING SESSION MINUTES OF  
January 15, 2019**

**Present:** Road Commissioners Douglas E. Fuller, Barbara Fuller, Rodrick Green

**Staff Present:** Sheryl Siddall, J. Harmon, D. Ackerman, M. MacDonell, B. Schlack, E. Kizer, C. Quintor, Jesse Roberts, Dominant Systems, C. Ryan

**Others Present:** R. Jamnick

**IT Updates**

Dan Ackerman, Director of IT and Finance, provided a review of the Road Commission's business relationship with Dominant Systems. Dan introduced Chris Quintor, System Administrator for the WCRC.

Jesse Roberts, Dominant Systems, provided a review of the Information Technology Report for the Road Commission.

**PCs, NOTEBOOKS AND TABLETS**

Chris Quintor, System Administrator, provided a review of the Road Commission's PCs, Notebooks and Tablets. We have implemented a three-year computer replacement program. We have transitioned to HP computers. The foremen computers are being replaced with Getac laptop computers that are very strong for field use. The Getac computers are being purchased under a SAW Grant for the foremen and some staff in Engineering. Chris has introduced an asset tracking program so all PCs, Notebooks and Tablets are internally tracked on where all machines are.

**SERVERS**

Jesse Roberts provided a review of the servers at the Road Commission. The servers have been replaced with a new Hyper Converged Infrastructure. Sheryl Siddall, Managing Director, mentioned the past problems with computer system downtime and the Hyper Converged Infrastructure being a huge improvement for reliability. Dan Ackerman stated that the transition to the Hyper Converged Infrastructure went very smoothly with almost zero downtime to do this.

**SOFTWARE**

Endpoint Protection – the old Symantec protection was not adequate for current technology protection. We have moved to Sophos for Endpoint Protection.

Email System – We have moved to a cloud-based system hosted through Microsoft.

### **AVAYA PHONE SYSTEM**

Christ Quintor provided review of the phone system. There were various versions of phone software throughout the organization. All phones have been brought current to version 11. Various improvements have been made to how this phone system works. We have the capability to do conference calls with outside callers. The improvement in the phone system has improved communications with the public calling in to a much more efficient system.

Adobe Acrobat Pro DC – this software has nice editing features including allowing users to change text in PDF. We went from Nuance back to Adobe which is the industry standard for PDF editors.

### **DATA BACKUP SYSTEM**

Jesse stated that we had App Assure backup software. This does not support the Hyper Conversion software, so we have implemented HCI Cluster-aware software.

### **NETWORK COMPONENTS**

In 2018 the primary network switch was replaced with a large capacity switch. We have moved the old switch over to the Southeast Service Center which is currently working well.

### **FIREWALL/VPN SYSTEMS**

Some of the old firewalls have been replaced at the main yard, yard 3 and yard 4. The old firewall was causing very limited internet access and limited capacity.

### **WIRELESS ACCESS POINTS**

A lot of wireless access points have been fixed. In the future IT would like to replace the wireless access points with one compatible access point.

### **PERSONNEL CROSS-TRAINING AND BACKUP**

IT staff has worked on appropriate documentation and trained staff as backup with updated master documentation. Chris Quintor also stated the ticketing system is a very good use of documenting issues.

### **DISPOSAL OF OLD IT EQUIPMENT**

A large amount of old equipment was dismantled and taken to recycling.

### **COMMUNICATION RACK AT NESC**

A new communication rack was installed at the Northeast Service Center.

## **COMMUNICATION AND SUPPORT WITH STAFF**

Dan Ackerman provided a review of communication and support with staff. Mr. Ackerman stated that the IT Department wants to hear from users and any problems they are having. Mr. Ackerman stated that Chris Quintor has been a very significant help with our IT department and has been very approachable to staff and helping move IT forward. Chris stated IT has rolled out a Sharepoint internal website. This is a website that has general IT information for staff.

IT will be testing digital signage that will be a 24/7 slideshow communication tool for outside yards for staff at various Road Commission locations. This is run off an external server.

## **2019 PLANS AND RECOMMENDATIONS**

Jesse provided a review of 2019 IT Plans and Recommendations for our operating system upgrades:

- SQL upgrades
- Firewall replacement
- Network Security
- Wireless Upgrades
- Active Director/Permissions cleanup
- Backup Storage Upgrade
- Traffic Network
- Redundant Datacenters
- DUO Two Factor Authentication
- Digital Signage

## **SUMMARY**

Together with Dominant Systems, the IT department has massively upgraded the performance, scalability and resiliency of virtually all components of its IT infrastructure. Sheryl Siddall stated we have made significant investment and changes to our IT infrastructure that have been very efficiently handled with our current IT staff and working with Dominant Systems.

## **Communications Update**

Emily Kizer, Communications Manager, provided a summary of communication avenues utilized for the Road Commission:

- Website
- Social Media
- Emails
- Newsletters
- WCRC Fix It
- Events
- Mail
- Traditional Media

Emily provided a review of Communication strategies, opportunities, weaknesses and strengths and a review of communication metrics used.

### **SOCIAL MEDIA**

Emily provided a review of social media used for the Road Commission such as Facebook and Twitter and utilization on the WCRC website. Ms. Kizer provided a review of utilization for the WCRC Fix It service request program and provided a review of various news media the Road Commission has been featured in.

### **COMMUNITY EVENTS**

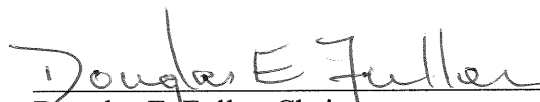
Emily provided a review of various community events the Road Commission has participated in and provided a review of 2019 activities including the Road Commission 100 Year Anniversary. There is a web page on the WCRC website providing a review of the WCRC 100 Year Anniversary.

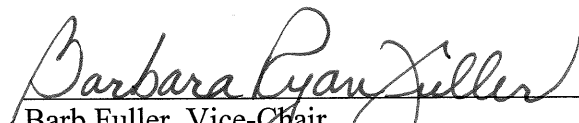
### **2019 ACTIVITIES**

- Road projects - we will be implementing a community engagement policy and procedure.
- Newsletters - the Roads in Review newsletter will be done quarterly beginning in 2019.
- Social media - we will be exploring more social media platforms.
- Employee communications - Information Highway Newsletter will be distributed quarterly electronically.
- There will be an electronic sign board pilot and a safety newsletter that is distributed

### **ADJOURNMENT**

R. Green moved, B. Fuller seconded to adjourn the January 15, 2019 Working Session at 11:43 a.m.  
Voice Vote: YEAS: 3 NAYS: 0 ABSENT: 0 ABSTAIN: 0 Motion Carried.

  
\_\_\_\_\_  
Douglas E. Fuller, Chair  
Washtenaw County Board of Road Commissioners

  
\_\_\_\_\_  
Barb Fuller, Vice-Chair  
Washtenaw County Board of Road Commissioners