

**MANAGEMENT SERVICES COMMITTEE**  
**McHenry County Government – Administration Building**  
**667 Ware Road**  
**Woodstock, IL 60098**

MINUTES OF MONDAY, JANUARY 9, 2012

Chairman Schuster called the Management Services Committee meeting to order at 8:30 a.m. The following members were present: Chairman Ersel Schuster; Kathleen Bergan-Schmidt; Anna May Miller; Donna Kurtz; Paula Yensen and Barbara Wheeler. Sandy Salgado was absent. Also in attendance: Peter Austin, County Administrator; John Labaj, Deputy County Administrator; Adam Lehmann, Assistant to the County Administrator; John Hadley, Facilities Management; and Cathy Link, Purchasing.

Ersel Schuster, Chairman	
Donna Kurtz	Anna May Miller
Sandra Salgado	Kathleen Bergan-Schmidt
Barbara Wheeler	Paula Yensen

MINUTE APPROVAL

Committee members reviewed the Management Services Committee minutes of December 12, 2011. Chairman Schuster noted a couple of grammatical errors. The errors did not change the content of the minutes. Chairman Schuster stated that when the draft minutes have been posted for the public to review, she needs to note any grammatical errors so they become a part of the public record. Ms. Miller made a motion, seconded by Ms. Yensen recommending approval of the above minutes as amended. The motion carried with all members present voting aye on a voice vote.

PUBLIC COMMENT

None.

PRESENTATION

None

NEW BUSINESS

*Resolution Authorizing a Support Contract with VMWare Software:* Ms. Bergan-Schmidt made a motion, seconded by Ms. Yensen recommending approval of the above Resolution as presented. Committee members were informed that this is the contract to support the software for the servers. Ms. Kurtz stated she would need to recuse herself from the vote as she has some ownership in this company. The motion carried with all members present voting aye on a roll call vote (Miller, Bergan-Schmidt, Wheeler, Yensen, Schuster)

*Discussion – McHenry County Video TourBook:* Mr. Lehmann joined committee members to present a recommendation by NACO to use one of their vendors, GCI, to highlight areas of the County on the County webpage with a Video TourBook. GCI works with the county to highlight different features and or areas, of the County's choice. The vendor works with each county individually to provide one minute videos to highlight these features. This involves no cost to the County. Organizations are selected to sponsor the videos and are listed on the TourBook. The County picks the areas they want to feature. The County can pick up to ten different "tabs" to feature. Sponsors are obtained to pay for the TourBook as a way to promote themselves as well as the County. GCI solicits funding on behalf of the creation of the TourBook.

Various counties are already taking advantage of this program. Mr. Lehmann stated that he spoke to some of these counties and received positive feedback from them. One stated that the traffic has increased on their website. CGI has sales representatives that solicit for this business. The only cost to the County may be a staff member to coordinate the project. A representative from GCI would come to the County for two to four days, to take videos of different areas of the County. An internal team would determine what areas should be included.

Ms. Yensen stated that this seems to be better suited for McHenry County Visitors and Tourism Bureau than for the County and suggested this vendor collaborate with them on this project. It was suggested that the Economic Development Corporation (EDC) be a part of their "tabs" as well. Concern was voiced that the County should keep control of the project and suggested the Visitors Bureau and EDC be a part of the project. Mr. Lehmann stated that when speaking to the other counties, a successful model for the project has already been created. They also received a State's Attorney approval for this program, through NACO, that was a two year process.

Ms. Bergan-Schmidt voiced concern since the committee previously stated that no vendor recommendations should be provided by the County and then we put specific vendors on the website. She questioned if this counters that decision? She stated that this looks like we are recommending these vendors and asked if we really want to align

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ourselves to these businesses? It was stated that this is a great idea but could cause a conflict based on what has been discussed by this committee. They stated they do not feel this is a program that government entities should be getting involved in. Each tab would provide different ads that could be perceived as a recommendation for a vendor.

Committee members were reminded that this program benefits the County by putting information about the County out there for the public to see. Committee members stated that this is not what we are in the business to do, government is our business. Committee members stated that a better place for this program is through the Economic Development Corporation or the Convention and Visitors Bureau.

Committee members were informed that each County decides how this tourbook should look. The Kane County site shows different resources on each of their tabs. There are also other Counties out there have run this program successfully.

Mr. Lehmann informed committee members that he would provide a link to each of them to this sites so they can review the product. Committee members stated they appreciate new ideas being brought forward for consideration.

### OLD BUSINESS

*Discussion – Webstreaming Services:* Committee members were reminded that they have been in discussions regarding this issue for past couple months. Mr. Lehmann stated that he was looking for direction from this committee on whether they should continue to pursue this issue or squash it.

The audio only portion of the program would cost \$1,900 a month/\$23,000 year. This is the agenda review/minute tracker part of the program. The vendor has also agreed to throw in voting histories. They would create board profiles so the public could see what committee each board member serves on, their attendance and voting history. The program would be hosted by IQM2.

The County already has a sound system in place. Agenda Management could be done at \$1,900 per month. If they want the video portion, it would cost an additional \$495 per month. Hardware costs for the self management system would be \$30,872.86. Remote management would cost \$23,000 for installation, \$8,000 for software and \$750 per month for remote management. The County would be required to turn the system on and IQM2 would manage the services. Committee members asked how many meetings per month would be involved. They were informed that this only includes the two County Board meetings per month at this time. They asked if all meetings were held in the board room if the committee meetings could be considered and if that would change the price tag for the system.

Mr. Austin noted that the Boardroom could be reworked to accommodate the committee meetings. This could be done easily though there would be some meeting conflicts. Committee members stated they feel control of the system should remain with the County though they did not feel this was the time to expand staff. Mr. Austin stated that if they wanted to start with just the County Board meetings, it involves a month to month contract that includes a 30 day opt out clause. The meetings are archived to meet FOIA requirements. Committee members were asked if a Resolution, for agenda management, should be forwarded to the next committee meeting for consideration. Committee members suggested that they have a discussion with all of the County Board members prior to moving forward with this issue. It was suggested that this issue be discussed during the Strategic Planning Meeting next week. This will show the steps that have been taken on this issue.

Committee members stated that this new process will change the nature of the way business is being conducted at the County. It is exciting to think that the public will have the ability to participate in ways they have never been able to do before. It was stated that the product needs to include a way to track the traffic on the site so we can see what/where the public views are. It will be interesting to see what the public is looking for.

*Committee Recommendations on Management Services Agenda Items:* Committee members were asked what issues they would like to see included on the committee agenda for the coming year. Ms. Yensen asked that “social media” be included. This should include how to access information and how the world will move from paper to no paper communications. This will change the way of doing business. Ms. Yensen stated she would forward a link on this issue to Mr. Austin to see if he sees this issue being of value to the committee. This issue talks about the value of social media and how to access information differently. This would require that they review “where your audience is” to know where to push specific information out. By putting information on the social media site, they are able to manage the information that is posted. This can create conversations with departments, municipalities or others. This will allow time for the experts to answer questions that are pushed out on line.

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Ms. Kurtz stated that they need to discuss "version control". She stated that it is very important that there be some sort of "paper trail" for a document that shows when/how changes were made to a document and how it reached its final form. The final form on the website should show when and what changes were made to a document. Zoning Board changes should include recommendations and any zoning documents that may have been changed. She stated the whole issue of version control is a big issue. When changes are made to a document, it should include a date stamp with a signature from a person that is allowed to make the changes. She stated that this process could be handled through Sharepoint. She stated she would like to have an assessment of where version control could be implemented. Mr. Austin stated that agenda management will help with many of these issues. The minutes will fall into this and be more refined. The product will include a record of what happened versus what has been said. She questioned if the ZBA would be able to pick up a resolution and see what changes have been made and when. Committee members were informed that no, this would not be part of this product. Ms. Kurtz responded that there are various systems in county government that track these types of changes. One system is the tax system. When changes are made there is an audit trail created. The changes are then tracked and a history report is created. Each change in the system shows who made the changes and when. She stated that may be adequate. She feels it is important, especially for some of what the County Board members do. They need to track more of what they are doing. Mr. Austin stated that there is a trail. It was stated that the problem exists more on the day to day items than formal documents. It was suggested that the committee "brainstorm" what controls are in place and where improvements can be made.

Committee members were reminded that once an agenda is posted, the agenda and its contents become a public record. Any changes need to be changed by the committee. The County Board secretary should be provided copies of any changes so they can be provided to the whole county board. It was suggested that once the draft minutes are posted they should say "final minutes, as amended or corrected".

Ms. Yensen stated that this issue should be included on the agenda for the next committee meeting for a more in depth discussion.

Ms. Kurtz informed committee members that in Lake County they publish a "scrolling" list for what is happening in the County instead of a calendar. She suggested that they have this format rather than a calendar format. Ms. Bergan-Schmidt stated that she likes the calendar format so she can see what is taking place on each date and can see the meetings scheduled for the week.

Ms. Kurtz suggested they hold a more formal mentoring training program to become better board members. Each board member needs to recognize the professional dynamic ever changing environment and we as board members need to make sure we stay on top of all of the issues.

Ms. Yensen noted that when she was first elected she attended an orientation. This was helpful, but she thought that each of the County Board members should meet all of the department heads and review what each of the departments functions are. She stated that this would provide an additional understanding of what the functions of each department is, beyond what is provided at the orientation. She stated that with her having discussions with the department heads it has helped to be better educated on her role as a County Board member.

Ms. Wheeler noted that it is important as an elected official that each of them step up to learn these items. All of the department heads have an open door policy so there are ways to find this information out. She stated one of the items she would like to see re-implemented, is the Government Awareness Day. She stated that this event allowed for her to review the functions of each of the departments. She is sorry that this event no longer takes place.

Committee members all agreed that there needs to be a more thorough training process for all of the County Board members. This training needs to include Ethics Training, training on the Open Meetings Act as well as a tour of all of the offices within the County. They stated they would like to see this training consolidated.

It was suggested that the committee include a conversation addressing changes to the minute's policy. Each committee has a different idea of what should be included in the minutes. It was stated that there needs to be a common consistency of what minutes should be. It was suggested that this item be included as part of the Strategic Planning meeting with a definition of what "minutes" should be. This would provide a chance to listen to each of their colleagues so they are not repeating this issue over and over.

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Chairman Schuster stated they may need to make some changes to the County Board rules in order to receive more updates from the liaisons of the various "sub-committees". We as a county board need to be made aware of where our liaisons stand on issues that are brought forward at these meetings. She stated that she would like more reporting for CMAP, the Northwest Water Alliance as well as others. Ms. Miller stated there was a group formed by those in Illinois that are not allowed access to Lake Michigan Water. She stated that we as a County need to know what is being discussed by these various groups. Chairman Schuster stated that there should be "links" provided on the website for these groups that could include the minutes of the meetings.

Committee members were asked if they want to obtain IPADs for the County Board members. The County Board members are looking for a recommendation from this committee on this issue. Committee members noted that if these purchases are made, a case should be included in order to protect the product.

Mr. Austin stated that there needs to be some discussion during the year to understand what each office does. What are the required functions of each department and what services are they providing that might not be required. A framework needs to be provided in order to look at the core services with a discussion of whether some of the services should be pushed elsewhere. It was suggested that a spread sheet be created so they can see the various services being offered by each department.

Mr. Austin voiced frustration when he hears the request to "shrink government". He stated that this goal is meaningless unless they can show what and where the services should be cut. If the core competencies are unknown, they can't decide where to cut services. The question needs to be, how can we become more efficient? The Department of Health is a prime example. Should they be providing direct services or should they contract out to the service agencies. The core mission of each of the agencies need to be reviewed so we can learn how to do work differently, efficiently and with more value.

Chairman Schuster suggested that an internal audit of each department, by an outside auditor may be needed. She stated that there is a lot of information provided within the budget but the committee needs to discuss, why does this function exist? Mr. Austin stated he thinks this could be done internally with this committee taking a leadership role on this issue. This would include a general meeting efficiency question. He stated that there currently seems to be a disconnect with the committee structure that includes an absence of trust. He sees issues being debated, discussed and passed between the committees over and over and then debated again at the County Board meetings. The minutes need to address the discussion, but be more condensed. Each issue every person is saying should not need to be included. It should be the job of the Committee Chairman to bring the issues to the County Board members. It was suggested that the committee of all of the Committee Chairman be re-formed, so that if there is an issue, a meeting of the Committee Chairs could be called so they are aware of the concerns being discussed and then in turn discussed by each of the various committees. The Committee Chairman need to know what their job is and how they are accountable to let the other County Board members know what is going on. This way issues could be reviewed and discussed by everyone before the County Board meeting takes place.

Ms. Kurtz stated that they need to identify what the roles and responsibilities are of the Committee Chairman. People need to understand what these roles are and provide best practices for the position. A meeting may be needed to train the Committee Chairman on their duties.

Mr. Austin stated that one other issue that needs to be discussed by this committee is the physical space needs of the County. The committee members need to think about space needs for the VAC, Regional Office of Education, as well as where the next new judge would go. It was suggested that this be included in the Strategic Plan and how to bring this issue forward.

### REPORTS TO THE COMMITTEE

*Administrator:* Mr. Lehmann informed committee members that the attendance record has now been added to the website. The attendance record is updated weekly. This is tracked with the attendance sign in sheets of each committee. It was suggested that the record reflect how many members are on each committee.

The County e-news will be published one time per month, starting this month.

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Approved 02 13 12

Mr. Austin reported that a joint meeting for the Public Health and Human Services Committee with the Board of Health has been scheduled for Monday the 23<sup>rd</sup> at 7:00 p.m. for those interested in attending.

Union issues for local 150 will be coming back to the Finance and Audit Committee for discussion.

Valley Hi has seen another run by union representatives. Valley Hi employees are being contacted at their homes about the possible formation of a union.

Ms. Kurtz questioned if they have finalized information regarding single vendor information. Mr. Austin reported that the memo has already been shared with the department heads.

**EXECUTIVE SESSION**

None

**MEMBER'S COMMENTS**

None

**ADJOURNMENT:**

The meeting adjourned at 10:30 a.m. on a motion by Ms. Wheeler, seconded by Ms. Bergan-Schmidt with all members present voting aye.

**RECOMMENDED FOR COMMITTEE/BOARD ACTION**

Resolution Authorizing a Support Contract with VMWare Software

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