

## VAN BUREN COUNTY ROAD COMMISSION

Policy No. 2020-04

### **Guidelines for Attendance/Communication**

The Van Buren County Road Commission (“Road Commission”), and the Road Commissioners of Van Buren County (“Commissioners”) should remain in close contact throughout the year with its Partners in Transportation so as to improve the quality and safety of our roads. Partners in Transportation include, but are not limited to:

**Road Commissioners of Van Buren County  
Van Buren County Road Commission Staff  
Van Buren County Board of Commissioners  
Van Buren County Township Officials  
Residents and the Motoring Public of Van Buren County**

Each partner plays a distinct role to improve communications, and more effectively serve each other as set forth herein.

### **Road Commissioners’ Role as an Ambassador**

The Road Commissioners’ role to the Township Board is to serve as an Ambassador or Liaison representing the Road Commission. The definition of Liaison is a **“person who establishes communication between multiple groups”**; in this instance, one who helps facilitate cooperation between the Road Commission, the Township, and its residents. Specifically, a Road Commissioner Liaison’s duties are to:

- Communicate important Board action to the Township/Residents.
- Share Road Commission resources that are available for Township/Resident assistance.
- Cultivate constructive relationships with the Township Board and its residents
- Promote learning.
- Serve as a bridge between the Township Board and its residents.

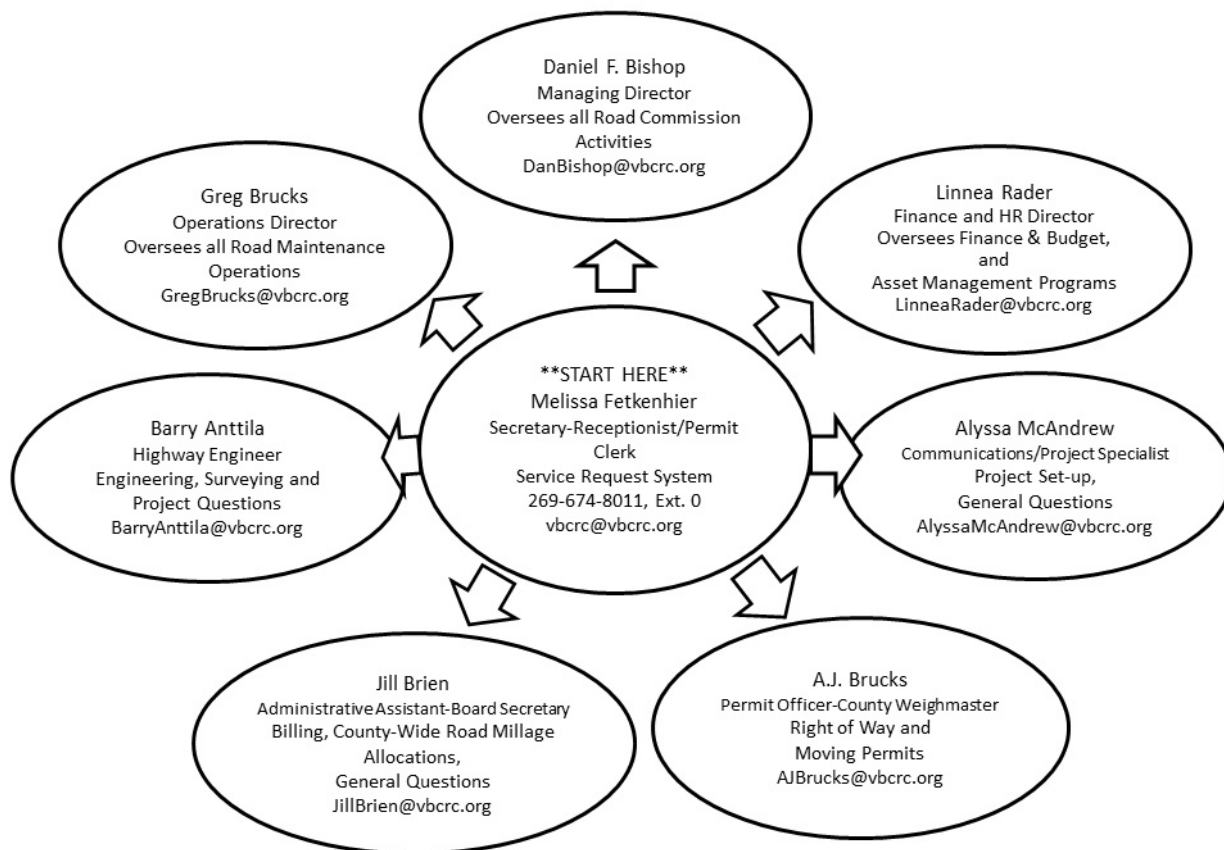
If questions arise during a township board meeting either from a Township Board Member or from a member of the audience about the day-to-day operations of the Road Commission, as a key player in bringing everyone together and supporting the Road Agency itself, a Road Commissioner will:

- Admit to not knowing the answer.
- Connect the individual(s) with VBCRC Administration.
- Continue to facilitate and foster those township or intergovernmental relationships.
- Advocate for their Road Commission.

By building this understanding, the Road Commissioner will help the Township Board and the public to understand his or her role as part of a collaborative board, listening to resident concerns, linking them with the appropriate staff, and sharing their vision for roads and right of way in Van Buren County.

### Road Commission Staff

Road Commission Staff ("Staff") are responsible for the day-to-day maintenance operations, special maintenance, road and bridge projects, service requests and other road-related responsibilities. Townships and the Public should contact the Van Buren County Road Commission as a **first source** of communication to ensure proper tracking of their request. Staff are available to provide information, take complaints and requests for service, answer questions relating to projects as follows:



### Township Officials and the Public

The Township Officials play an intricate role in communications with Staff and Commissioners. Their role is two-fold in that the Public will, at times, contact them for service requests, project concerns, maintenance issues, etc. In addition, the Township must communicate their own maintenance and project needs and concerns to the Road Commission.

As stated herein, the most effective means of communication regarding administrative, project, service requests, or other such communications are **directly with Staff**, as set forth in the Communication Flow Chart. This is so that delays and mis-information regarding locations, and other concerns can be avoided.

In addition, Staff and Commissioners provide many other opportunities for communication throughout the year, such as:

- Weekly Operations Update.
- Road Rating and Asset Management data.
- News Releases.
- Transportation Partners Booklet, which includes information regarding Road Commission operations, policies and procedures.
- Board Meeting Minutes.
- Various booklets and handouts and information packets from the County Road Association of Michigan.
- Notification or invitation to various seminars and workshops, such as Traffic Safety Workshops, RoadSoft Training by Michigan LTAP, and Asset Management / Road Rating.
- Information, news, updates, and more via the Road Commission's website ([www.vbcrc.org](http://www.vbcrc.org))
- News, information, project updates, and more through social media outlets, such as Facebook, Twitter and Instagram.
- Strategic Plan development.

### **Attendance**

In addition to the communications as set forth herein, Staff and Commissioners have many opportunities to meet with their Township Partners and the Public throughout the year.

A. Specifically, Commissioners will make every reasonable effort to:

- Attend Township Board Meetings; both as encouraged by County Commission, and as may be requested by Township officials.
- Attend Annual Township Meetings in the fall, either individually, or as a group.
- Attend special meetings with Township and Public over specific issues.
- Attend Township Supervisors' Association meetings annually, or as otherwise requested.

B. Specifically, Staff will make every reasonable effort to:

- Hold a minimum of three (3) Township Liaison Meetings (opposite the Township Supervisors' Meetings) at the Road Commission Offices, prior to a regularly scheduled Road Commission Meeting, to provide an update regarding county-wide projects and maintenance, to plan ahead for future work, and so as to allow a general dialog between the Township and the Road Commission.
- Hold Annual Township Meetings, either individually or as a group, in October/November for the purpose of:
  - Planning the Township's following year Call for Projects.
  - Discussing ongoing or upcoming issues to better build the Township/Road Commission partnership.

This Annual Meeting is open to all Township Officials, Road Committee Members, and County Board

Officials.

- Attend annual spring road tour for the purpose of identifying current road needs, and assisting with planning future road work.
- Attend special meetings with Township and Public over specific issues.
- Attend Township Board Meeting at the Township's specific request.
- Provide newly elected Township officials an orientation packet and/or provide orientation, at official's request, for the purpose of education.
- Attend Township Supervisors' Association meetings annually, or as otherwise requested.

The Commissioners, and the Staff believe that delays and mis-information are less likely to occur through these Guidelines, thus providing the means for enhanced and more effective communications with the Township and Public.

Townships can provide the following form to residents to gather information for service requests. Anyone utilizing this form can then submit their request to the Road Commission per the instructions on the form.

#### **VAN BUREN COUNTY ROAD COMMISSION SERVICE REQUEST**

For the most prompt and efficient service, please have the Resident contact VBCRC directly at (269) 674-8011 ext. 0 with the information as set below. The request can also be sent via facsimile at (269) 674-3770 or via email to [vbrcr@vbrcr.org](mailto:vbrcr@vbrcr.org).

1. **Fill out completely. Incomplete requests cannot be processed properly.**
2. **Be sure to get correct spelling of first and last name.**

DATE \_\_\_\_\_

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

REQUEST FOR SERVICE \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

LOCATION \_\_\_\_\_ TOWNSHIP \_\_\_\_\_

If the request is to remove a tree, does the homeowner want the wood? \_\_\_\_\_



Scan the QR code with your phone camera for a link to See Click Fix

Approved: 12/17/2009  
Amended: 11/01/2018; 10/01/20; 12/01/22  
Re-Affirmed: 10/07/21