

ADMINISTRATIVE SERVICES DEPARTMENT



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Director of Administrative Services/
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Fiscal Year 2018 Annual Report - Administrative Services Department

INTRODUCTION

The Director of Administrative Services/Assistant to the City Administrator is the Department Head for the Administrative Services Department. This position is responsible for a variety of functions including human resources administration, labor relations and contract negotiation, risk management, legislative liaison, Community Development Block Grant (CDBG) administrator, library liaison, purchasing agent, personnel officer, and general administrative support.

This position not only serves as a Department Head but also as the Assistant to the City Administrator, acting in a high-level support role by assisting with budget preparation, policy analysis and development of ordinances, evaluating program effectiveness and efficiency, and acting as City Administrator in his absence.

In addition, the Director of Administrative Services/Assistant to the City Administrator is responsible for supervising the duties of the City Clerk as prescribed by the City Charter. City Clerk Shelly Stibitz, with support from Administrative Assistant Taylor Hobby and Programs Assistant Cheryl Ortquist, is responsible for all elections, official city records management, business registration, used car sales and liquor licensing, ordinance codification, coordinating employee benefits and general communication for all City Boards and Commissions.

PERSONNEL AND LABOR RELATIONS

The personnel and labor relations program provides for the management of human resources including labor negotiations with the City's five labor unions and administration of the respective collective bargaining agreements.

FY 2018 was another busy year for recruitment and selection with sixteen (16) full-time and two (2) part-time employees hired during the year. The two (2) part-time clerical hires were made in the Public Works and Building Division. Full-time hires consisted of three (3) Police Officers, nine (9) Firefighter/Drivers, three (3) full-time workers in the Public Works Department and one (1) Supervisor in the Parks and Recreation Department. The Police Department hired four (4) new seasonal cadets and six (6) seasonal employees worked for Parks and Recreation.

In addition to the hiring, there were several promotions of internal candidates that included: the Streets & Drainage Superintendent, Streets & Drainage Supervisor, Streets & Drainage Maintenance Worker II and two (2) part-time Firefighters were promoted to full time.

The City experienced one retirement during FY 2018 compared to six retirements in FY 2017.

Overall, 229 applications were reviewed compared to 349 the previous year. A total of 28 written exams were conducted and 92 interviews were held. Upon selection of final candidates, criminal background checks and driving records were reviewed. After the background records were checked, pre-employment physicals were scheduled through Mercy Workplace Health and results reviewed. New hires or management promotions in the Police and Fire Departments also require a psychological examination.

In addition to orchestrating the hiring of city staff, the Director of Administrative Services reviews and authorizes all employee performance evaluations and status change forms. During FY 2018, 117 evaluations and 219 status change forms were reviewed and approved.

Each year, the Director of Administrative Services assumes the lead role in the development and implementation of the Management, Professional, Technical, and Clerical (MPTC) Pay Plan. The MPTC Pay Plan covers the non-union employees.

The Director of Administrative Services also manages the random drug and alcohol testing as required for employees with Commercial Driver's Licenses (CDL). This includes all part-time and full-time employees of the Public Works Department that are required to hold and maintain a CDL Class A license as a condition of employment. This program is administered by a third party who randomly selects employees on a quarterly basis and sends the names to Administrative Services staff. Reports are reviewed, and if necessary, contact is made with the testing vendor to clarify or correct information. During FY 2018, 25 random tests for either drugs or alcohol were conducted.

The Director of Administrative Services is the lead negotiator for the City on all labor agreements. Labor negotiations in FY 2018 involved the Norton Shores Fire Fighters Association (NSFFA) part-time fire which resulted in the ratification of a three year agreement that will expire at the end of 2020. The Collective Bargaining Agreements with the Teamsters Local 214 (DPW), the IAFF 2559 professional firefighters, and the Police Officers Labor Council (POLC) Supervisory and Patrol have multiple years remaining until they expire.

There were two grievances filed in FY 2018 compared to six filed in FY 2017. One grievance was filed on behalf of the IAFF 2559 professional firefighters, and one was filed by the Teamsters (DPW) union. Both grievances were successfully resolved.

The City Clerk's Office is responsible for overseeing all employee benefits including health and life insurance. All changes in coverage such as births, marriages, divorces, and retirements are reported to the City Clerk for corrective action. The City Clerk also facilitates communication with the City's providers in the event of any claim issues involving liability, worker's compensation, and health coverage. In the case of divorce or age restrictions, COBRA notices must be sent informing the ineligible dependent of their right to continue the current coverage at their own expense. Quarterly reports are reviewed to identify any trends in use of health care and prescriptions with any possible changes for savings.

Once again, the Administrative Services Department sponsored an employee service awards luncheon to recognize years of employment service bestowed to the City. This year the luncheon was held in January and honored 18 employees who had reached a five year milestone in years of service to the City. Also, in August an employee appreciation cook-out was held at City Hall during the lunch hour.

Administrative Services continues to manage the "casual Friday" program that allows employees to wear jeans at a cost of \$1.00 for every Friday they participate. The funds collected are distributed to various community service organizations. The collection on average is around \$300 per year and a committee of employees from various departments will meet to distribute the money to a selected cause, usually around Christmas time.

During FY 2018 the City held a flu clinic for employees and their families. Fifty (50) employees and family members received the vaccination. The flu clinic was organized by the Administrative Assistant in the department.

ELECTIONS

At the end of FY 2018, there were 18,824 voters registered in Norton Shores, a decrease of .63% from last fiscal year. Of those registered, 3,389 were on the permanent absent voter list. Election responsibilities include registering, updating, cancelling and maintaining voter records; preparing test charts and ballots for use in preliminary and public testing of the equipment; polling location logistics and communication with staff at ten precincts and one absentee counting board; hiring and training as well as scheduling and supervision of 80 election workers; troubleshooting precinct and voter concerns; providing political party representatives and candidates with appropriate paperwork and information, including monitoring deadlines, preparing notices, updates and certifying election results for citizens and City officials.

Two elections were held in FY 2018 beginning with the November 7, 2017 General Election that resulted in an 18.84% voter turnout. On May 8, 2018 an election was held in one of our polling locations that cross school lines, in which 10.5% of Grand Haven School District voters exercised their voting privileges with regard to millage renewals.

In August of 2017, two polling locations were relocated. Four of the City's precincts had been housed in Mona Shores' school buildings for many years. Two polling locations were located in elementary schools and one each in the Middle and High School. The school district, council members, residents and our Police Department had raised safety concerns regarding people having access inside school buildings on Election Day and, fortunately, two churches close to the elementary schools offered their facilities to the community. We are still experiencing some growing pains with voters adjusting to the new locations and will continue to publicize those changes prior to elections until it appears the majority of affected voters are aware of their new polling place.

New voting equipment was used for the first time at the November 2017 election. Although learning to use the new equipment was tedious for election workers, clerks and their staff, the voters were not affected. As expected, the modems in updated voting machines were successful in sending results in immediately after the polls closed and results were available much earlier than in the past.

RECORDS AND INFORMATION

The City Clerk assisted Mayor Nelund in FY 2018 with his selections and (re)appointments to various City Boards and Commissions including the appointment of Jennifer Cross to the City Council, appointment of Morgan Carroll along with re-appointment of Russell Larsen and Daniel Olsen to the EDC/TIFA/Brownfield Board, appointment of George Maniates along with reappointments of Stephen H. Hill, M. Sherry White and Sheila Sipovic to the Zoning Board of Appeals, appointment of Donald Martines to the Board of Review, and the appointment of Margaret Lowe, Sheila Sipovic and Jonathan Pittman to the Planning Commission.

Final approval of all City Council, Planning Commission, and Zoning Board of Appeals meeting agenda packets is another function of the Administrative Services Department. Agenda items

are submitted by Department Heads to the Administrative Services Director for review and submission to the City Administrator for approval and then placed on the agenda by the City Clerk. Agenda items are then assembled by the Programs Assistant Cheryl Ortquist and the City Clerk distributes the final packet to Boards and Commissions, City staff, and the media.

During FY 2018, there were a total of thirty-four City Council meetings and work sessions, ten Planning Commission meetings, six Zoning Board of Appeals meetings and one Brownfield Authority meeting held, all of which the City Clerk or her support staff must attend. A total of two hundred fifty-seven (257) items were reviewed for placement on the various agendas.

One new application for tax abatement was received and processed by the City Clerk along with establishment of one new Industrial Development District. In total, notices were drafted, mailed and published for 17 public hearings held this year, including tax abatements/exemptions, special use permits, zone changes, street vacations, variances and notices required with regard to Board of Review, the City's budget and the CDBG program.

PURCHASING

Bid packages are prepared within the various departments and notification sent to the City Clerk's office for publication. Public bid openings are coordinated with Administrative Services staff. In FY 2018, the City processed bids or quotes for more than 36 City projects or purchases of equipment and various supplies, all in accordance with the Purchasing Ordinance.

BUSINESS REGISTRATIONS AND VENDOR PERMITS

Registering businesses, issuing permits to door-to-door solicitors, and coordinating used car dealer and liquor license renewals and transfers is also the responsibility of the City Clerk's Office. In FY 2018, 648 business registrations, nine used auto dealer licenses and 13 liquor license renewals were processed. In addition, 25 licenses were issued for door-to-door solicitors or distribution of handbills. Difficulties with vendors not obtaining the required licenses are processed or enforced through the Police Department.

RISK MANAGEMENT

The Risk Management function involves administering property, liability and workers compensation claims and employment of measures to limit exposure and loss. Insurance is obtained through the MML Property and Liability Pool and the MML Workers Compensation Fund. The City Clerk is tasked with communicating between claimants and the MML to provide research and information to resolve claims. On a day-to-day basis, Administrative Assistant Taylor Hobby files both liability and workers compensation claims with the insurance company. There were ten liability or property claims in FY 2018 and ten reportable occupational injuries.

On an annual basis the Risk Management Consultant will visit the City and tour specific departments. The Director of Administrative Services is the liaison between the Consultant and Department Heads in organizing the site visit and touring the sites with the consultant and Department Heads. The Director of Administrative Services is responsible for all correspondence with the Consultant and providing information to City Departments with any

possible issues which could cause a violation. The site tour in FY 2018 resulted in no recommendations as there were zero safety violations.

In an effort to reduce work-place risk, a Safety Committee consisting of the Director of Administrative Services and employees from all departments meet on occasion throughout the year to review and evaluate the accidents and injuries involving City employees and equipment.

PUBLIC RELATIONS

The Administrative Services Department serves as the front line for communication with City residents and visitors to City Hall. The summer 2018 newsletter was printed in August and the newsletter was posted on the City's website and hard copies made available in City Hall. The City Clerk's Office continues to update and add new information to the City's official web site and respond to inquiries submitted by e-mail through the site. Once received, the message is forwarded to the appropriate department for response. The City Clerk maintains a Facebook page for the City which is used to post Nixle updates, photos of current projects and directing people to the website for job postings and other newsworthy items pertaining to the City.

The Mayor will periodically provide public outreach and education by coordinating and conducting tours of City operations for elementary school students, teachers, and parents from Mona Shores Public Schools.

GENERAL SUPPORT

Another function of the Administrative Services Department is general administrative support to other City Departments and the City Administrator through in-depth research and analysis, with reports provided on matters of management and administrative decisions. The Director of Administrative Services is the designated Personnel Officer of the City, and with these duties the position works with staff on various personnel related issues as they arise.

As part of Administrative Services' general clerical support role for the City, staff submitted 30 special use permits, easements, deeds, street and alley vacations and notice and orders to the Muskegon County Register of Deeds for recording.

LEGISLATIVE COMMUNICATIONS

The Director of Administrative Services also serves as the Legislative Liaison. Legislative e-mail alerts from the Michigan Municipal League (MML) are responded to through letters, e-mails and phone calls to the legislators.

COMMUNITY DEVELOPMENT BLOCK GRANT

The Director of Administrative Services coordinates the City's Community Development Block Grant program (CDBG) which is administered through a collaborative agreement with the City of Muskegon's Community and Neighborhood Services Department. Although client paperwork and reporting is performed by this entity, there is still a great deal of interaction with City of Norton Shores staff and residents regarding the CDBG program. A majority of the decisions remain the responsibility of the City of Norton Shores, including authorization of housing rehabilitation grants in addition to reviewing and authorization of reports and other required documentation submitted to the Department of Housing and Urban Development (HUD).

In FY 2018, the City of Norton Shores expended \$83,987 in CDBG funds for the programs and projects throughout the year. CDBG funds are used to support the Red Cross Senior Transportation program and last year 33 residents were provided 493 rides to medical appointments. The other program funded by CDBG is *Call 211* which received over 1,200 calls with requests for assistance. CDBG funds were used for corridor improvements along Broadway Avenue with the demolition of a vacated commercial structure.

In conjunction with the Community Development Block Grant (CDBG) program, an Analysis of Impediments (AI) to fair housing choices must be conducted every five years. The study was conducted as a joint project with the Cities of Muskegon, Muskegon Heights, Norton Shores and Muskegon County. In FY 2018, the City of Norton Shores, Muskegon and Muskegon Heights collectively maintained the agreement with the Fair Housing Center of West Michigan to provide these services to our community.

COMMUNITY SERVICE

The Director of Administrative Services manages the City's annual United Way campaign. In the fall of 2017, the City held another successful United Way campaign pledging just over \$8,000 which is an increase of \$1,500 compared to the year prior.

The Director of Administrative Services continues to assist the Police Department with their Hunter Safety Education program as an Instructor.

MEETINGS

Throughout the year, staff members in the Administrative Services Department attended a number of work-related meetings and seminars. The Director of Administrative Services continues to serve as the Chairperson for the Muskegon Central Dispatch 9-1-1 (MCD) Board of Directors and is a member of the Coordinating Committee as well. The Director of Administrative Services is also the Chairperson of the Board of Directors for Muskegon Area First (MAF). He is also a member of the Call 211 Operations Board and a member of the Muskegon County Airport Advisory Committee. The workload for both MAF and MCD was extremely active during FY 2018 as both commenced on large-scale projects that will have a lasting impact on the respective organization.

The City Clerk continued as the Education Chair for the Muskegon County Clerk's Association and arranged four instructional presentations this year for the association. The City Clerk, Administrative Assistant, and Programs Assistant attended other meetings, training, and events as warranted.