

ADMINISTRATIVE SERVICES DEPARTMENT



Norton Shores

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Director of Administrative Services/
Assistant to the City Administrator
Fiscal Year 2022 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, budget committee member and general administrative support. In late FY 2021, the Parks and Recreation Division was added to the department and in FY 2022 the Building Division and Planning/Zoning Division were transferred over to the Administrative Services Department.

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 other departments 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 manages the Clerk Division with support from Deputy Clerk Taylor Hobby and Administrative Assistant Rachel Pavlich. The City Clerk Division is responsible for all elections, official city records management, business registration, licensing, ordinance codification, employee/retiree benefits administration, and general communication for all City Boards and Commissions.

PERSONNEL AND LABOR RELATIONS

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

FY 2022 was another busy year for recruitment and selection with ten (10) full-time and three (3) part-time employees hired during the year. Two (2) part-time streets positions were hired in the Public Works Department and one (1) part-time Parks & Recreation worker was hired. Full-time hires consisted of four (4) Police Officers, two (2) Administrative Assistants, one (1) Fire Marshal and three (3) full time firefighters. The Police Department hired three (3) new and rehired four (4) seasonal cadets and five (5) seasonal employees worked for Parks and Recreation.

In addition to the hiring, there were two (2) promotions of internal candidates, one in the Water & Sewer Division and one in the Fire Department, and the City experienced one (1) retirement during FY 2022 compared to six (6) in FY 2021.

Overall, 185 applications were reviewed in FY 2022 compared to 329 the previous year. A total of 15 written exams were conducted and 58 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 recruitment efforts for hiring City staff, the Director of Administrative Services reviews and authorizes all employee performance evaluations and status change forms. During FY 2022, 111 evaluations and 207 status change forms were reviewed and approved.

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 and is approved by City Council annually.

The Administrative Services Department 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 2022, Twenty-six (26) 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. In FY 2022, a three-year extension was ratified with the NSFFA (part-time fire) that will expire in FY 2025.

Overall, labor relations continue to be amiable with only one (1) grievance filed in FY 2022. There was one (1) filed the year prior in FY 2021. The grievance in FY 2022 was filed by the Teamsters (DPW) and was successfully resolved.

The City Clerk directs and plans the day-to-day operations of group benefits programs and property liability insurance. Market data is monitored throughout the year and recommendations made when found to be in the best interest of both the employer and employee/retiree. In FY 2022 a new Employee Assistance Program (EAP) was recommended and implemented that provides additional service to employees at no greater cost to the City. Additionally, an employee wellness program was added that only incurs a fee upon individual enrollment and the change to our current prescription plan continues to lower costs for both the City and covered members. All individual changes in coverage such as births, marriages, divorces, retirements, terminations, dependents aging out, enrollment in the supplemental Medicare plan and general benefit questions are handled in the City Clerk Division.

Once again, in FY 2022 the Administrative Services Department organized the employee service awards luncheon to recognize years of employment service bestowed to the City. This year the luncheon was held in February at Bella Maria's Restaurant. City Council and Department Heads honored 23 employees who had reached a five-year milestone in years of service to the City.

The Administrative Services Department continues to oversee 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 meet to distribute the money to a designated cause, usually around Christmas time.

During FY 2022 the City held a flu clinic for employees and their families. Forty-eight (48) employees and family members received the vaccination. The flu clinic was organized by the Deputy Clerk.

ELECTIONS

At the end of FY 2022, there were 20,929 voters registered in Norton Shores, an increase of 4.3% from last fiscal year. Of those registered, 8,446 were on the permanent absent voter list, a decrease of 1.6% from FY 2021. 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 each of the City's ten precincts and one absentee counting board; hiring, training, scheduling and supervision of 100 election workers; troubleshooting precinct and voter concerns; providing mandated documentation to the major political parties; assisting candidates with appropriate paperwork and information; monitoring deadlines; preparing public notices and updates; and, posting unofficial election results in a timely manner for citizens and City officials. Following election day, the Clerk must be available to the Muskegon County Board of Canvassers during their review and certification of election results. In the weeks following, voter history is uploaded in the Michigan Qualified Voter File, provisional envelope ballots evaluated and, if valid, votes manually tallied and the Clerk and staff prepare for and participate in audits ordered by local or State officials.

Two elections in total were held in FY 2022 beginning with the November 2, 2021 General Election and, later, the May 3, 2022 Special Election. Prior to the odd year General Election nominating petitions must be received, verified and determined to require placement on the August primary ballot or directly onto the November ballot. Seven Council candidates and two Mayor candidates filed an Affidavit of Identity with nominating petitions that were authenticated and forwarded to the County for direct placement on the November ballot. Two Write-in Candidate Declaration of Intent forms for Council seats were submitted after the deadline to appear on the November ballot that were validated and one forwarded to the County (one rescinded). On May 3, 2022 a special election was held for the Muskegon Area Intermediate School District Special Education Millage and the annual renewal of the Grand Haven Public School operating millage.

As required, following every Federal Census, the City Clerk is tasked with reevaluating the jurisdiction's ward and precinct boundaries. The objective is to equalize population as nearly as possible in wards and balance registered voters as closely as possible in precincts, taking future growth into consideration. The result consisted of recommending that the ward line be changed to run along the City's most prominent landmark, Mona Lake, creating north and south wards. Further, State and County redistricting forced boundary changes in nearly all precincts to minimize precinct splits and, ultimately, presented an opportunity to reduce from ten down to nine precincts. Fewer precincts will be beneficial in absorbing some of the cost associated with the 120% increase in pre-election ballot preparation and mailing following the approval of no reason absentee voting.

RECORDS AND INFORMATION

The City Clerk assisted Mayor Nelund in FY 2022 with his selections to various City Boards and Commissions and as representative of the City on external boards including the reappointment of Timothy J. Parker and appointment of Donald Munski to the Zoning Board of Appeals, reappointment of Joseph Bush and Donald Trygstad and appointment of Trent Klairter to the to

the Planning Commission; and the reappointment of Kurt Forrest, Jason Piasecki and Scott Willeke and appointment of Jana Routt to the EDC/Brownfield/TIFA Board Authority.

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 and/or Administrative Assistant and the City Clerk posts and distributes the final packet to Boards and Commissions, City staff, and the media.

During FY 2022, a total of 34 City Council meetings and work sessions, eleven Planning Commission meetings, seven Zoning Board of Appeals meetings, two Election Commission meetings and one EDC/TIFA/Brownfield Authority meeting were held, all of which the City Clerk or her support staff attended, recording secretary and prepared minutes and record of official action for. A total of 321 items were reviewed for placement on the various agendas.

Two applications for tax abatement were received and processed by the City Clerk consisting of one new application and one transfer. In total, notices were drafted, mailed and published for 43 public hearings held this year for tax abatements or 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 requests sent to the City Clerk Division for posting and publication. Public bid openings are coordinated with Administrative Services staff. In FY 2022, the City processed bids or quotes for more than 19 City projects or purchases of equipment and various supplies in accordance with the Purchasing Ordinance.

BUSINESS REGISTRATIONS AND VENDOR PERMITS

Registering businesses, issuing permits to door-to-door solicitors, review and approval of intersection solicitation applications and coordination of used car dealer and liquor license renewals and transfers is also the responsibility of the City Clerk. In FY 2022, 653 business registrations, 7 used auto dealer licenses and 15 liquor license renewals were processed by the Administrative Assistant and certificates distributed upon approval and payment. In addition, four licenses were issued for door-to-door solicitors or distribution of handbills and 17 licenses for food truck vendors. 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 the deployment 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. The Deputy City Clerk submits both liability and

workers' compensation claims for review via our insurance provider's online portal as well as preparing and submitting mandatory MIOSHA reports annually. There were five liability or property claims in FY 2022 and eight 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 2022 resulted in no recommendations as there were zero safety violations for the fourth consecutive year!

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. The Safety Committee held two (2) meetings in FY 2022 as both the number of work-related accidents and injuries are much lower than previous years.

PUBLIC RELATIONS

The Administrative Services Department serves as the front line for communication with City residents and visitors to City Hall. The City Clerk and her staff continue to assist the Media Coordinator in maintaining the City's official website, and the City's official Facebook page, which is used to share interesting activities and newsworthy items.

Department staff continued working with REVEL in FY 2022 along with the newly created Media Coordinator position to develop and implement the Marketing and Communication Plan (MarCom). The City continues to promote the marketing theme titled *It's in Our Nature*.

The Mayor will periodically provide informational sessions 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 Administrative Services 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 works with executive staff members on various personnel related issues as they arise.

As part of Administrative Services' general clerical support role for the City, staff submitted fifteen (15) 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 State 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 2022, the City of Norton Shores expended \$155,127 in CDBG funds and Cares Act funding for the programs and projects throughout the year. CDBG funds are used to support the Agewell Senior Transportation program and last year 67 residents were provided 593 rides to medical appointments. The other program funded by CDBG is *Call 211* which received 1,256 calls with requests for assistance. CDBG funding received through the Cares Act was used throughout FY 2022 for COVID-19 related remediation efforts.

The City of Norton Shores, Muskegon and Muskegon Heights in FY 2022 agreed to a three-year extension to continue to work collectively under a multi-year 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 FY 2022, the City held a very successful United Way campaign pledging \$12,729 with seventy (70) employees participating.

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 MCD Coordinating Committee as well. The Director of Administrative Services also serves on the Call 211 Operations Board and is a delegate for the Muskegon County Airport Advisory Committee.

PLANNING AND ZONING

FY 2022 saw many new residential, commercial, and industrial developments in the City of Norton Shores. Different types of housing have been approved by the City Council, as well as their overwhelming support for new businesses choosing to re-locate to Norton Shores. The Planning and Zoning Division has worked with countless residents and developers to inform them of zoning ordinances and procedures to make the site plan review process smooth and predictable. The Division also moved from the Public Works Department to the Administrative Services Department beginning on July 1, 2022. The Planning and Zoning Division will highlight its activity during FY 2022 below.

RESIDENTIAL ZONING

FY 2022 activity consisted of 16 new single-family housing starts, a decrease from 26 in FY-2021. This decrease can be attributed to a few factors, most notably the lack of single-family housing developments that have been proposed in the City, rising construction costs, and uncertain market conditions.

The City has also approved the following residential developments during FY-2022:

- Meadow View Estates, 10 site condos, Grand Haven Rd.
- Parkview Estates, 10 site condos, corner of Henry St. & Pontaluna Rd.
- 815 Judson, 140 apartment units, Judson Rd. & Grand Haven Rd.
- Birchwood Forest, 20 site condos, 214 E. Pontaluna Rd.

ORDINANCE AMENDMENTS

- Food trucks and mobile vending units
- Planned Unit Development (PUD) lot size
- Farm & Agriculture definitions

COMMERCIAL & INDUSTRIAL ZONING

The following projects were approved during FY-2022:

- Chipotle Drive-thru, 3194 Henry St.
- Oasis senior living facility, 6025 Harvey St.
- Anchor Chiropractic, 3520 Green St.
- Muskegon Associates (Henry St. strip mall), 3530 Henry St.
- CK Performance Marine, 6125 Norton Center/6128 Grand Haven Rd.
- MKE Custom Machining, LLC, 5905 Grand Haven Rd., Suite 300
- Equipment Share, 3455 Tanglewood Dr.
- A-Plus Storage Expansions I & II, 1725 W. Sherman Blvd.
- Self-storage facility amendment, 3535 Park St.
- A Better Marine Service, 7384 Grand Haven Rd.
- Cardinal Senior Management senior living facility, 2649 & 2653, 2689 & 2693 Vulcan St.
- Klever Industries, 7200 Grand Haven Rd.

ZONE CHANGES

- 1160 Judson Rd. from GI → REC
- 1180 Devin Dr. from C-2 → GI
- 5417 Grand Haven Rd. from PUD → PURD
- 3455 Tanglewood Dr. from C-2 → PUD
- 373 Seminole Rd. from SUD → PUD
- 2925 Lincoln St. from PUD → GI
- 2491 W. Sherman Blvd. from PUD → GI

SPECIAL PROJECTS

- Adopted updated FEMA Insurance Rate Maps (FIRMS)
- Adopted revised fee schedule
- Numerous webinars related to zoning topics

<u>Activity Summary</u>	2017	2018	2019	2020	2021	2022
Administrative Site Plans	22	27	10	6	2	3
Land Divisions	3	3	6	4	0	4
Residential Site Plans	375	384	337	274	287	279
Special Use Permits (inc. Amendments)	7	10	11	12	12	15
Variances	5	6	6	6	11	7
Zoning Ordinance Amendments	7	8	4	2	2	3
Zoning Ordinance Violations	38	45	39	35	35	44
Zone Changes*	-	-	-	-	6	6

BUILDING AND ORDINANCE ENFORCEMENT

BUILDING PERMITS FY 2022

Category	Permits	Construction Value
Commercial Alteration/Repair	46	\$6,929,428.00
Commercial New Building	29	\$28,790,482.00
Commercial Remodel	1	\$700.00
Commercial Roofing/Siding/Windows & Door	19	\$626,298.00
Demolition	13	\$93,730.00
Fence	1	\$3,200.00
Gov, Schools & Churches	6	\$152,723.00
Mobile Homes	68	\$4,046,394.00
Other/Misc	7	\$38,315.00
Residential Addition	5	\$814,698.00
Residential Alteration/Repair	128	\$4,569,897.00
Residential Deck	31	\$330,360.00
Residential Garage/Carport	14	\$600,112.00
Residential New Single Family	17	\$6,333,871.00
Residential Pool/HotTub	13	\$403,800.00
Residential Roofing/Siding/Windows & Door	431	\$4,644,661.00
Residential Sheds	5	\$68,096.00
Signs	35	\$422,397.00
Total	869	\$58,869,162.00

TRADE PERMITS

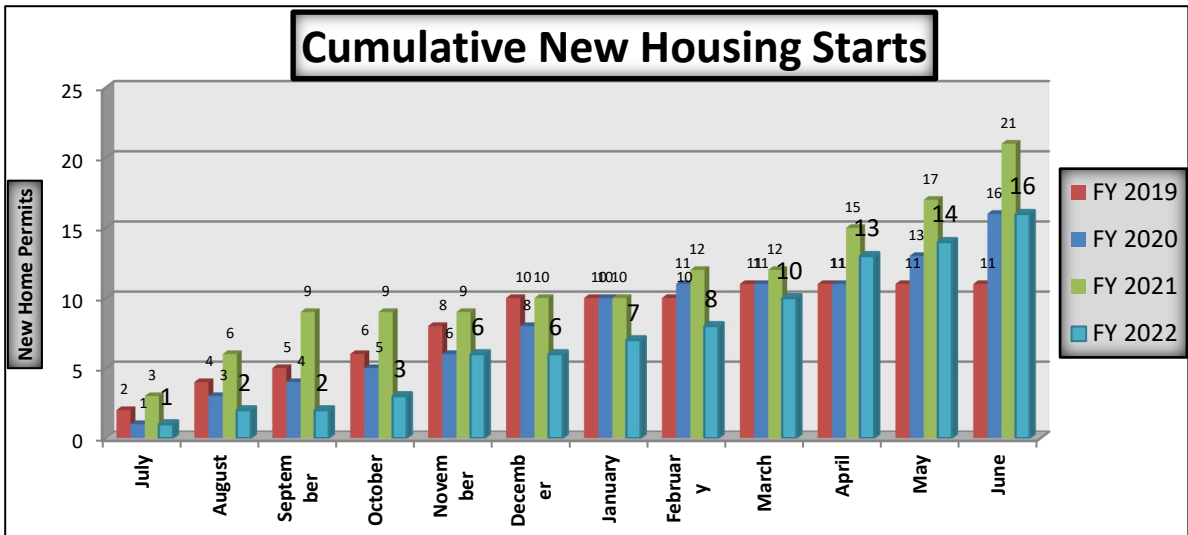
	<u>Permits</u>	<u>Inspections</u>
<u>Electrical</u>	562	853
<u>Mechanical</u>	744	985
<u>Plumbing</u>	289	464
<u>TOTAL</u>	1595	2302

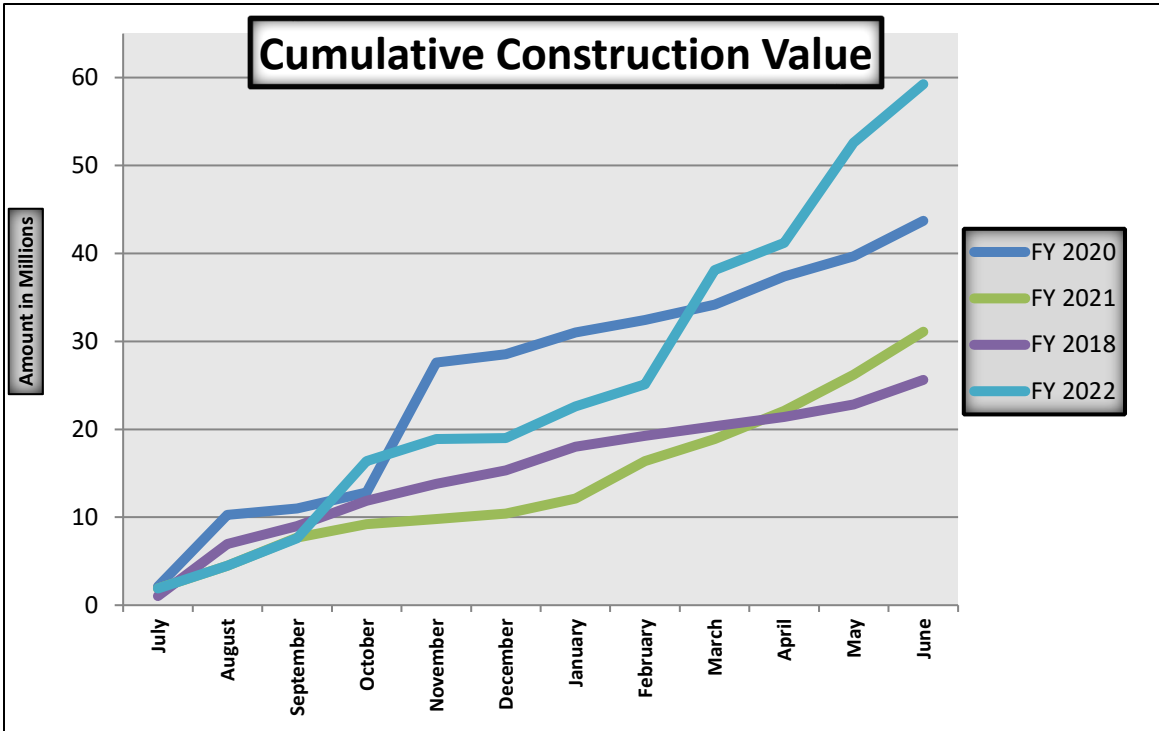
BUILDING PERMIT SUMMARY

	FY 2022	FY 2021	FY 2020
Bldg. Permits:	869	893	855
Total Fees:	\$838,745	\$778,529	\$1,050,677
Total Value:	\$58,869,162	\$30,173,261	\$44,019,046

<u>Annual Inspections/ Meetings</u>	<u>FY 2022</u>
Building Official	834
Building Inspector	1594

- Larger Projects**
- 6701 Grand Haven Rd- Man Caves
 - 1725 W Sherman - A Plus Storage
 - 6025 S Harvey - Oasis
 - 6550 Schamber- Camp Bow Wow
 - 1285 E Pontaluna - Self Storage
 - 747 W Norton - Car wash
 - 3194 Henry - Chipolte
 - 1251 Mt Garfird- Seal Bond
 - 7200 Grand Haven- Klever Innovation





ORDINANCE ENFORCEMENT FY 2022

Category	Complaint
Building Dept. - Building Complaint	76
Building Dept. - Fire Damage	5
Building Dept. - Housing Complaint	2
Building Dept. - Owner Requested Inspection	3
Building Dept. - Utility/Hazard Complaint	6
Ordinance - Burning Complaint	2
Ordinance - Inoperable & Unlicensed Vehicles	19
Ordinance - Junk & Debris	44
Ordinance - Nuisance Complaint	9
Ordinance - Signs	2
Ordinance - Weeds/Tall Grass/Leaves	116
	284

