

## ADMINISTRATIVE SERVICES DEPARTMENT



Anthony Chandler  
Director of Administrative Services/  
Assistant to the City Administrator  
Fiscal Year 2020 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.

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, with support from Administrative Assistant Taylor Hobby and the vacant Programs Assistant position, is responsible for all elections, official city records management, business registration, used car sales and liquor licensing, ordinance codification, website and social media activity, 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 2020 was another busy year for recruitment and selection with eight (8) full-time and six (6) part-time employees hired during the year. Two (2) part-time clerical and one (1) maintenance worker hires were made in the Public Works Department and three (3) part-time firefighters were hired. Full-time hires consisted of three (3) Police Officers, one (1) Firefighter/Driver, one (1) full-time worker in the Public Works Department, two (2) Administrative Assistants, and one (1) Building Inspector. The Police Department hired five (5) new and rehired three (3) 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 in the Public Works Department and the City experienced two (2) retirements during FY 2020 compared to three (3) in FY 2019.

Overall, 132 applications were reviewed in FY 2020 compared to 94 the previous year. A total of 23 written exams were conducted and 46 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 2020, 106 evaluations and 217 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.

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 2020, Forty-one (41) 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 2020, a one-year extension was ratified with the IAFF 2559 professional firefighters' agreement that will now expire at the end of FY 2021. Also expiring in FY 2021 are the Collective Bargaining Agreements with the Teamsters Local 214 (DPW), and Norton Shores Fire Fighters Association (NSFFA) part-time fire fighters.

Overall, labor relations continue to be amiable and there were two (2) grievances filed in FY 2020, which is the same amount that was filed in FY 2019. The two grievances in FY 2020 were filed by the Teamsters (DPW) union and both grievances were successfully resolved.

The City Clerk works closely with 44North whom 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 works directly 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, in FY 2020 the Administrative Services Department made the arrangements for the employee service awards luncheon to recognize years of employment service bestowed to the City. This year the luncheon was held in January and honored 16 employees who had reached a five-year milestone in years of service to the City.

The Administrative Services Department 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 2020 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 2020, there were 20,061 voters registered in Norton Shores, an increase of 4% from last fiscal year. Of those registered, 7,601 were on the permanent absent voter list, an increase of 127.2% from fiscal year 2019. This increase is attributed to the passage of new election law removing specific reasons to vote by absentee ballot and allowing any registered voter to be placed on a 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 each of the City's ten precincts and one absentee counting board; hiring, training, scheduling and supervision of 80 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 election results for citizens and City officials.

Four elections were held in FY 2020 beginning with the August 6, 2019 Special Election and the November 5, 2019 General Election that resulted in 12.62% and 12.38% voter turnout respectively. On March 10, 2020 the State of Michigan Presidential Primary election was held in which 29.56% of registered voters participated. On May 5, 2020 a local election was held for the renewal of the Norton Shores Public Safety Millage, two bond proposals in the Muskegon Public School District and Grand Haven Public School's annual operating millage renewal. Due to the COVID-19 pandemic and the Governor declaring a state of emergency, the Secretary of State made the unprecedented decision to hold an all-mail election in May 2020. The one open precinct for all registered voters was set up at City Hall where absentee ballots were issued and received during normal polling place hours of 7 am to 8 pm. This election resulted in record voting for this type of election with 32.15% of voters exercising their voting privileges.

### RECORDS AND INFORMATION

The City Clerk assisted Mayor Nelund in FY 2020 with his selections and (re)appointments to various City Boards and Commissions and as representative of the City on external boards including the re-appointment of Robert W. (Sandy) Philips and appointment of Jamie Sowa to the Zoning Board of Appeals, reappointment of Nicholas Morano and JJ Westgate and appointment of Morgan Carroll to the Planning Commission; Director of Administrative Services Anthony Chandler to the Airport Advisory Committee; Water and Sewer Superintendent Matt Anderson to the Personnel Board and City Engineer Jim Murphy to the position of Public Works Director. In November 2019 the twenty-sixth Organizational Meeting of the Norton Shores City Council was held at which the City Clerk administered the Oath of Office to re-elected Ward I Council Members M. Kay Beecham and Jason Flanders and Ward II Council Members Cindy Jurkas and Daniel Olson.

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 2020, a total of 35 City Council meetings and work sessions, six Planning Commission meetings, five Zoning Board of Appeals meetings, five Election Commission meetings and one EDC/TIFA/Brownfield Authority meeting were held, all of which the City Clerk or her support staff attended and served as recording secretary. A total of 242 items were reviewed for placement on the various agendas.

Six applications for tax abatement were received and processed by the City Clerk consisting of three new applications, two transfers and one construction extension. In total, notices were drafted, mailed and published for 26 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's office for posting and publication. Public bid openings are coordinated with Administrative Services staff. In FY 2020, the City processed bids or quotes for more than 34 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 2020, 636 business registrations, nine used auto dealer licenses and 12 liquor license renewals were processed and approved by City Council. In addition, 9 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 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. On a day-to-day basis, Administrative Assistant Taylor Hobby reports both liability and workers compensation claims with our insurance provider. There were 10 liability or property claims in FY 2020 and 8 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 2020 resulted in no recommendations as there were zero safety violations for the second 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 one (1) meeting in FY 2020 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 summer 2020 newsletter was printed in July and included a new design. The 2020 newsletter was posted on the City's website and hard copies made available in City Hall. The City Clerk and her staff continue to update and add new information to the City's official web site and respond to inquiries submitted by email through the site. Once received, the message is forwarded to the appropriate department for response. The Clerk maintains the official Facebook page for the City which is used to post Nixle updates, photos of current projects, notice of events, Council and Board meeting agendas and directs people to the website for job postings and other newsworthy items pertaining to the City.

In following the Strategic Plan, in FY 2020 the City has contracted with REVEL to develop and implement a Marketing and Communication Plan (MarCom). The MarCom is comprehensive and will include a new marketing theme, brand story, value proposition and various other items to ultimately enhance the City's outreach potential with the public.

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 2020, the City of Norton Shores expended \$104,778 in CDBG funds for the programs and projects throughout the year. CDBG funds are used to support the Agewell Senior Transportation program and last year 44 residents were provided 480 rides to medical appointments. The other program funded by CDBG is *Call 211* which received 1,233 calls with requests for assistance. CDBG funds were extensively used throughout the final quarter of FY 2020 for COVID-19 related remediation efforts.

In conjunction with the Community Development Block Grant (CDBG) program, an Analysis of Home Mortgage Disclosure Act data was completed in FY 2020. The study was conducted as a joint project with the Cities of Muskegon, Muskegon Heights, Norton Shores and the Fair Housing Center of West Michigan. The City of Norton Shores, Muskegon and Muskegon Heights collectively work 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 2020, the City held a very successful United Way campaign pledging \$7,519 with forty-nine (49) 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. During FY 2020, MCD continues to actively work toward implementing the 800 MHz project. The Director of Administrative Services also serves on the Call 211 Operations Board and is a delegate for the Muskegon County Airport Advisory Committee.