

AGENDA 7a-4  
DATE 10-1-19

## ADMINISTRATIVE SERVICES DEPARTMENT



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Director of Administrative Services/  
Assistant to the City Administrator  
Fiscal Year 2019 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 2019 was another busy year for recruitment and selection with ten (10) full-time and four (4) part-time employees hired during the year. Two (2) part-time clerical hires were made in the Public Works Department and Administrative Services, and two (2) part-time workers were added in the Public Works Department. Full-time hires consisted of three (3) Police Officers, three (3) Firefighter/Drivers, three (3) full-time workers in the Public Works Department and one (1) City Planner. The Police Department hired three (3) new and rehired three (3) seasonal cadets and nine (9) seasonal employees worked for Parks and Recreation.

In addition to the hiring, there were five (5) promotions of internal candidates in the Police Department that included: three (3) corporals, one (1) sergeant and one (1) lieutenant.

The City experienced three (3) retirements during FY 2019 compared to one (1) in FY 2018.

Overall, 94 applications were reviewed compared to 229 the previous year. A total of 10 written exams were conducted and 78 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 2019, 112 evaluations and 205 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 2019, Thirty-eight (38) 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 2019 involved the ratification of a three-year extension with the Police Officers Labor Council (POLC) Supervisory and Patrol units. The new agreements with the POLC units include a maximum monthly stipend of \$625 per month in lieu of retiree health coverage for employees hired after July 1, 2019. The City has now effectively closed the retiree health insurance benefits for all new hires going forward.

The Collective Bargaining Agreements with the Teamsters Local 214 (DPW), and Norton Shores Fire Fighters Association (NSFFA) part-time fire have multiple years remaining until they expire. The IAFF 2559 professional firefighters' agreement will expire at the end of FY 2020.

As evidenced above, labor relations continue to be solid and there were two (2) grievances filed in FY 2019, which is the same amount that was filed in FY 2018. 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 14 employees who had reached a five-year milestone in years of service to the City. Also, in September an employee appreciation cook-out was held at City Hall during the lunch hour.

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 2019 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 2019, there were 19,288 voters registered in Norton Shores, an increase of 2.5% from last fiscal year. Of those registered, 3,345 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.

Three elections were held in FY 2019 beginning with the August 7, 2018 Primary Election and corresponding General Election on November 6, 2018 that resulted in 53.63% and 77.97% voter turnout respectively. On May 7, 2019 a county-wide election was held for an increase to the 9-1-1 surcharge as well as candidates in the Grand Haven School District. This election resulted in 35.93% of voters exercising their voting privileges.

### RECORDS AND INFORMATION

The City Clerk assisted Mayor Nelund in FY 2019 with his selections and (re)appointments to various City Boards and Commissions including the appointment of Daniel Olson to the City Council, re-appointment of Douglas Hughes as City Attorney and Ronald Bultje as Labor Attorney, appointment of Joseph Bush and Morgan Carroll and re-appointment of Terri Hegarty and Merilee Otto to the Zoning Board of Appeals, appointment of Donald Martines and Timothy (TJ) Parker and re-appointment of Peter Brown to the EDC/TIFA/Brownfield Board, appointment of Judy Durnell to the Election Commission, and appointment of Joseph Bush and re-appointment of Donald Trygstad, Margaret Lowe and Daniel Olson 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 2019, there were a total of 33 City Council meetings and work sessions, 11 Planning Commission meetings, three Zoning Board of Appeals meetings and one EDC/TIFA/Brownfield

Authority meeting held, all of which the City Clerk or her support staff must attend. A total of 276 items were reviewed for placement on the various agendas.

Five (5) new applications for tax abatement were 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 19 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 2019, the City processed bids or quotes for more than 24 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, and coordinating used car dealer and liquor license renewals and transfers is also the responsibility of the City Clerk's Office. In FY 2019, 652 business registrations, nine used auto dealer licenses and 13 liquor license renewals were processed. In addition, 29 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 files both liability and workers compensation claims with the insurance company. There were 14 liability or property claims in FY 2019 and 11 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 2019 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. The Safety Committee held two (2) meetings in FY 2019.

## PUBLIC RELATIONS

The Administrative Services Department serves as the front line for communication with City residents and visitors to City Hall. The summer 2019 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 email through the site. Once received, the message is forwarded to the appropriate department for response. The City Clerk maintains the official 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 eighty-six (86) 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 2019, the City of Norton Shores expended \$77,817 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 36 residents were provided 484 rides to medical appointments. The other program funded by CDBG is *Call 211* which received 1,157 calls with

requests for assistance. CDBG funds were also used for blight improvements with the demolition of a vacated residential structure on Eastlake Road.

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 2019, the City of Norton Shores, Muskegon and Muskegon Heights collectively renewed the agreement with the Fair Housing Center of West Michigan to provide these services to our community for an additional three years.

#### COMMUNITY SERVICE

The Director of Administrative Services manages the City's annual United Way campaign. In FY 2019, the City held another successful United Way campaign pledging \$6,400 with twenty-one (21) 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 2019, MCD was successful in their quest to increase the phone surcharge and as a result are actively working toward implementing the 800 MHz project. The Director of Administrative Services also served as the Chairperson of the Board of Directors for Muskegon Area First (MAF) for most of FY 2019. During that time MAF was successful in their transition to a private/public funded organization complete with amended by-laws and a new Board of Directors comprised mainly of private sector representatives. The Director of Administrative Services also serves on the Call 211 Operations Board and is a delegate for the Muskegon County Airport Advisory Committee.