

AGENDA 8a4
DATE 9.1.15

ADMINISTRATIVE SERVICES DEPARTMENT



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Director of Administrative Services/
Assistant to the City Administrator
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INTRODUCTION

The Director of Administrative Services is responsible for a variety of functions including human resources management, labor contract negotiation, risk management, legislative liaison, Community Development Block Grant, library and general administrative support and duties. The Director not only serves as a department head but also as the Assistant to the City Administrator, acting in a general support role by assisting with budget preparation, developing administrative policies and City ordinances, evaluating program effectiveness and efficiency and acting as City Administrator in his absence. In addition, the City Clerk reports to the Director of Administrative Services. City Clerk Lynne Fuller, with support from Clerk Typist III Shelly Stibitz and Clerk Typist II Mary Mansfield, is responsible for elections, records management, business registration, used car sales and liquor licensing, ordinance codification, purchasing, communication and support for all City boards and commissions.

PERSONNEL AND LABOR RELATIONS

The personnel and labor relations program provides for the management of human resources, contract negotiations and administration of collective bargaining agreements.

Hiring for FY 2015 was busy once again. Two part-time hires were made in Administrative Services and four in Fire. Both part-time employees hired in Administrative Services were later promoted to full-time; one in Police and one in the Building Division. Full-time hires consisted of one Police Officer and three Utility Workers in the Public Works Water and Sewer Division. Ten seasonal cadets worked for the Police Department this year, eight seasonal employees worked for Parks & Recreation and two seasonal employees worked for Public Works.

In addition to the hiring, there were many promotions in the Police Department. These included the Chief, two lieutenants, one sergeant and one corporal.

On the other side of hiring, there were four retirements. These positions included the Chief of Police, the Buildings and Grounds Crew Leader, a clerical position in the Police Department and an employee in the Public Works Streets and Drainage Division.

In all, 245 applications were reviewed, 46 exams were given and 69 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, the City's occupational physicians, and results reviewed. New hires or management promotions in the Police and Fire Departments also require a psychological examination.

In addition to hiring, the Director of Administrative Services reviews all the employee evaluations and status change forms. During FY 2015, 99 evaluations and 158 status change forms were reviewed and approved.

The Director of Administrative Services also manages the random drug and alcohol testing as required for employees with Commercial Driver's Licenses. This includes all part-time and full-time employees of the Public Works Department. This program is administered by a third party who randomly selects names on a quarterly basis and sends the names to Administrative Services staff. Reports are reviewed and, at times, phone calls need to be made

to clarify or correct information with the testing vendor. During FY 2015, 23 random tests for either drugs or alcohol were given.

There were no grievances filed in FY 2015 compared to three in FY 2014.

There were four Collective Bargaining Agreements set to expire in FY 2015. The Part-time Firefighters Association agreement expired December 30, 2014. Negotiations began in September and are continuing in mediation. Both Police unions and the Teamsters agreements expired on June 30, 2015. Bargaining began in April and all three agreements were ratified prior to the end of June.

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 handled by the City Clerk. She also facilitates communication with the City's providers in the event of claim issues. In the case of divorce or dependents becoming ineligible for coverage due to age, COBRA notices must be sent informing the ineligible dependent of their right to continue coverage at their expense.

At least twice during the year, meetings are held with our health insurance consultants. The purpose of these meetings is to review reports, trends in use of health care and prescriptions and possible changes for savings.

Administration once again sponsored an employee service awards luncheon. The luncheon was a time to honor 18 employees for their years of service to the City.

"Casual Friday" has continued where employees may wear jeans at a cost of \$1.00 each Friday they participate. The money collected is distributed to various community service organizations. Currently there is approximately \$876 in this fund. A committee of employees from various departments will meet to distribute the money. Most recently \$500 was donated to a food pantry in December 2014.

During FY 2015 the City held a flu clinic for employees and their families. Ninety-four employees and family members received the vaccination. The flu clinic was organized by Shelly Stibitz in the Administrator's Office.

ELECTIONS

During FY 2015, over 2,700 new voters and those with address changes were processed, as well as more than 1,600 cancellations for deceased voters and those that moved out of the city. Mary is responsible for the day-to-day process of preparing and mailing identification cards to each of the new voters and to those who have changed their address but still reside in Norton Shores. Master cards are also prepared for each new voter and updated with current information kept on file in the City Clerk's office.

Election responsibilities include registering, changing or cancelling voter records, preparing and testing equipment, administering the 4-step absentee ballot procedure, precinct set up, assigning, training and distributing supplies to election inspectors, handling precinct and voter issues on Election Day, and distributing results to the County Clerk, Democratic and Republican Parties, candidates, and City officials. The Clerk's Office staff validates each signature on candidate petitions filed for office, prepares and tests equipment for the City's ten voting precincts and the absentee ballot counting board for each election.

Four elections were held in FY 2015; the Primary Election in August 2014, General Election in November 2014, a special election in February 2015 for the purpose of deciding a millage question for the Muskegon County Road Commission, and a special election in May 2015 for consideration of a State of Michigan proposal regarding sales tax. The City Clerk's Office continued distribution of absentee ballot applications to those residents on the permanent absentee voter list. A total of more than 8,600 absentee ballots were received and processed for the four elections.

In July of 2014, following the resignation of Council Member At Large Lowell Kinney, the City Clerk assisted Mayor Nelund in appointing his replacement. Planning Commission member Michael Hylland was appointed to the position. According to the City Charter, voters must elect a candidate at the next City Election to fill the position for the remainder of Mr. Kinney's term which expires in November of 2017. Ward Council member terms expire in November 2015. Nominating petitions were due in May and only the four incumbent Ward Council members and Mr. Hylland filed petitions to be placed on the ballot in November 2015.

RECORDS AND INFORMATION

Preparation 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 City Clerk for review and submission to the City Administrator for further review and placement on the agenda. Shelly is responsible for preparing and distributing agenda packets to City Council and staff.

During FY 2015, there were 24 City Council meetings, nine City Council work sessions, twelve Planning Commission meetings, six Zoning Board of Appeals meetings and two Brownfield Authority meetings held, all of which the City Clerk or her support staff must attend. A total of 302 items were reviewed for placement on the various agendas.

Four applications for tax abatements were received by the City Clerk. In total, notices were drafted, mailed and published for 23 public hearings held this year, including tax abatements/exemptions, special use permits, zone changes, street vacations, variances and notices required with regard to the City's budget, bid process and CDBG Program.

PURCHASING

The City Clerk is also Purchasing Agent for the City. All projects requiring sealed bids are coordinated by Clerk's Office personnel. Bid packages are coordinated with department heads and prepared for mailing to prospective bidders. In FY 2015 bids or quotes were processed for more than 20 City projects or purchases of equipment and various supplies, in accordance with the Purchasing Ordinance. Purchase of office equipment and subsequent training and maintenance of equipment such as telephones, copy and postage machines are handled by this office as well.

BUSINESS REGISTRATIONS AND VENDOR PERMITS

Registering businesses, issuing permits to door-to-door vendors, and coordinating used car dealer and liquor license renewals and transfers is also the responsibility of the City Clerk's Office. In FY 2015, 682 business registrations, 12 used auto dealer licenses and 10 liquor license

renewals were processed. In addition, 27 licenses were issued for door-to-door vendors or distribution of handbills. Difficulties with vendors not obtaining the required licenses were processed or enforced through the Police Department. For each license, applicant background checks must be completed by the Clerk's Office.

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, Shelly files both liability and workers compensation claims with the insurance company. There were nine liability or property claims in FY 2015 compared to 15 claims in FY 2014. Eleven reportable occupational injuries occurred in the last twelve months. Six of those injuries resulted in at least one day of lost work time. Those numbers are a bit lower than the normal range for the City.

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 Directors in organizing the visit, touring the sites and responding to any possible issues which could cause a violation.

PUBLIC RELATIONS

The Administrative Services Department serves as the front line for communication with residents. The Clerk's Office continues to update and add new information to the City's web site and respond to inquiries submitted by e-mail through the site by providing information or forwarding the message to the appropriate department for response.

The Mayor also has an opportunity to provide education by coordinating and conducting tours of City operations for elementary school students, teachers and parents from Mona Shores Public Schools. Each year staff provides service to high school students who are given job shadow assignments. Several hours are spent explaining City operations and demonstrating some of the functions of the department.

GENERAL SUPPORT

Another function of the Administrative Services Department is general administrative support to other departments and the City Administrator through research, analysis, studies and reports on matters of management decisions.

As part of Administrative Services' general clerical support role for the City, staff submitted 31 special use permits, easements, deeds, street and alley vacations and notice and orders to the Muskegon County Register of Deeds for recording. There were also eight CDBG liens released.

Excess office equipment, bicycles and seized police items were being sold at a local on-line auction house. It has been difficult to find time to take items there, especially larger items. The City is now using an on-line auction website called BidCorp which requires purchasers to pick up the items at the City.

One newsletter was printed and sent out to all residents. It was posted on the City's website and placed on counters in City Hall.

The problem of deer population control was extensively researched and discussed with City Council and citizens this past year. After extensive education, research and debate, a Wildlife Management Plan and Feeding Ban were developed with the help of the Muskegon Conservation District and implemented.

A citizen committee including representatives from local government, the school district and YMCA convened to discuss the possibility of building a community swimming pool. As Director of Administrative Services, I attended these meetings and provided support within the City's authority. A significant amount of time was spent researching a recreation authority.

LEGISLATIVE COMMUNICATIONS

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

COMMUNITY DEVELOPMENT BLOCK GRANT

The Community Development Block Grant program is administered by the City of Muskegon's Community and Neighborhood Services Department. Although client paperwork and reporting is performed by this entity, there are many decisions that remain the responsibility of the City of Norton Shores, as well as reviewing reports and other documentation, and even interacting with some of the clients.

In this time period four projects were completed, expending \$14,248.00. CDBG funds are also used to support the Red Cross Senior Transportation program. During FY 2015, 108 residents were provided 1,308 rides to medical appointments. The other program funded by CDBG is Call 211. Over 1,560 calls from our residents were answered in the last fiscal year, almost twice as many as the previous year.

Given the lack of projects and ability to spend the money in a timely manner, the income eligibility for the program was increased from 50% to 80% area median income. Looking at past requests for help, this change will allow the money to be spent quicker and help more citizens in need.

The Advisory Committee met in March and reviewed the yearly Action Plan. As in past years, no public comments were received. The Committee was asked to submit ideas for projects that are eligible for CDBG funding. A sidewalk along Avondale Park was recommended and supported for construction in the summer of 2015.

Muskegon County, along with the Cities of Muskegon, Muskegon Heights and Norton Shores collaborated on a Residential Target Market Analysis to help forecast future housing needs in specific areas of each municipality. Norton Shores' portion of the study focused on the "Seminole Road Corridor". This study will provide another tool for investors and developers and may lead to future investments in Norton Shores. In addition to meeting with the consultant on the project, three meetings were held with potential developers and investors along with municipal staff.

A grant from the Michigan State Housing Development Authority in the amount of \$15,000 and received by the City of Muskegon on behalf of the participating local governments funded approximately half the cost of the estimated \$31,000 study. Norton Shores' local share is \$3,500 and was paid for with Community Development Block Grant funds.

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 last study was done in 2009 by the Fair Housing Center of West Michigan. The study was conducted as a joint project with the Cities of Muskegon, Muskegon Heights, Norton Shores and Muskegon County.

Intellectual Business Solutions (IBS) of Grand Rapids was selected to conduct the analysis. Six meetings with the consultant to provide information and answer questions were held over a five month period.

COMMUNITY SERVICE

The City held another successful United Way campaign last fall. There were two new givers this year. Unfortunately, the total amount of contributions decreased.

The Director of Administrative Services taught two classes for Junior Achievement at Ross Park Elementary School. This is an opportunity for the City to enter the school system and teach students about business and introduce them to local government. This was my 11th year of teaching and 3rd year for the same teachers.

In addition to teaching Junior Achievement, the Director of Administrative Services has been active in the annual JA Bowl-a-thon. Money raised is used to purchase classroom material.

MEETINGS

Throughout the year I attended a number of meetings and seminars. I attend the Muskegon Area Sustainability Coalition, The Way to Wellville and the quarterly meeting of the West Michigan Local Government Managers Association. I also attended meetings for 1 in 21, Call 211, the regional Mayors and Managers meeting and numerous budget meetings. I was also fortunate enough to attend the DTE Excellence in Energy Efficiency appreciation dinner and annual Muskegon Area Labor/Management Commission conference.