



County of Ottawa

Board of Commissioners

Philip D. Kuyers
Chairperson

James C. Holtrop
Vice-Chairperson

12220 Fillmore Street, Room 310, West Olive, Michigan 49460

West Olive (616) 738-4898

Fax (616) 738-4888

Grand Haven (616) 846-8295

Grand Rapids (616) 662-3100

Website: www.miOttawa.org

July 9, 2010

To All Ottawa County Commissioners:

The Ottawa County Board of Commissioners will meet on **Tuesday, July 13, 2010 at 1:30 p.m.**, for the regular **July** meeting of the Board at the Ottawa County Fillmore Street Complex in West Olive, Michigan.

The Agenda is as follows:

1. Call to Order by the Chairperson
2. Invocation – Commissioner Holtvluwer
3. Pledge of Allegiance to the Flag
4. Roll Call
5. Presentation of Petitions and Communications
 - A. Unity Christian Girls Soccer Team
 - B. Hudsonville Girls Softball Team
 - C. Legislative Update, Jim Miller, GCSI
6. Public Comments and Communications from County Staff
7. Approval of Agenda
8. Actions and Reports
 - A. Consent Resolutions:

From the County Clerk

1. Board of Commissioners Meeting Minutes
Suggested Motion:

Joyce E. Kortman Dennis W. Swartout Jane M. Ruiter Matthew M. Hehl Roger G. Rycenga
Gordon D. Schrottenboer Robert W. Karsten James H. Holtvluwer Donald G. Disselkoe

To approve the Minutes of the June 22, 2010 Board of Commissioners Meeting and the June 22, 2010 Board of Commissioners Work Session.

2. Payroll
Suggested Motion:
To authorize the payroll of July 13, 2010 in the amount of \$_____.
3. Correspondence Log 405
Suggested Motion
To receive for information the Correspondence Log.

From the Finance and Administration Committee

4. Monthly Accounts Payable for June 14, 2010 through June 30, 2010
Suggested Motion:
To approve the general claims in the amount of \$3,490,745.40 as presented by the summary report for June 14, 2010 through June 30, 2010.

From Administration

5. Ottawa County Information Technology 2009 Annual Report
Suggested Motion:
To receive for information the Ottawa County Information Technology 2009 Annual Report.
6. Ottawa County Planning and Performance Improvement 2009 Annual Report
Suggested Motion:
To receive for information the Ottawa County Planning and Performance Improvement 2009 Annual Report.
7. Ottawa County 20th Circuit Court and Probate Court 2009 Annual Report
Suggested Motion:
To receive for information the Ottawa County 20th Circuit Court and Probate Court 2009 Annual Report.

B. Action Items:

From Administration

8. Ottawa County Board of Commissioners Health and Human Services Committee Chair Appointment
Suggested Motion:
To confirm the Board Chairperson's appointment of Commissioner Holtrop as Chair of the Health Human Services Committee.

C. Appointments:

From Human Resources

9. To approve the name(s) of (* indicates recommendation of the Interview Subcommittee [second posting]):

*Ken Rizzio

to fill a one (1) Member Vacancy representing the Ottawa County Economic Development Corporation on the Ottawa County Land Bank Authority Board beginning January 1, 2010, and ending December 31, 2012 (three year term).

*Leon Stille

*Glenn L. Nykamp

to fill two (2) Member Vacancies representing townships in the County of Ottawa on the Ottawa County Land Bank Authority Board, each term to begin January 1, 2010 and to serve as follows: one (1) member to serve a three (3) year term ending December 31, 2012; one (1) member to serve a two (2) year term ending December 31, 2011.

*David VanderHeide

To fill one (1) member vacancy representing cities/villages in the County of Ottawa on the Ottawa County Land Bank Authority Board beginning January 1, 2010, and ending December 31, 2010 (1 year term).

D. Discussion Items:

From Administration

10. Ottawa County Information Technology 2009 Annual Report
(Presented by: Dave Hulst, IT Director)
 11. Ottawa County Planning and Performance Improvement 2009 Annual Report
(Presented by: Mark Knudsen, Planning Director)
 12. Ottawa County 20th Circuit Court and Probate Court 2009 Annual Report
(Presented by: Kevin Bowling, Circuit Court Administrator)
9. Report of the County Administrator
 10. General Information, Comments, and Meetings Attended
 11. Public Comments
 12. Adjournment

COUNTY OF OTTAWA

STATE OF MICHIGAN

WHEREAS, on Saturday, June 19, 2010, the varsity girls soccer team from Unity Christian High School played at Pat Patterson Field in Kentwood for the Michigan High School Athletic Association State Championship in Division 3; and,

WHEREAS, for the sixth year in a row, the varsity girls soccer team from Unity Christian High School defeated the varsity girls soccer team from Williamston High School, 1-0, to win the Michigan High School Athletic Association State Championship in Division 3; and,

WHEREAS, winning the State Championship title game in Division 3 was the culmination of another successful season for the Unity Christian High School Crusaders, a program which, under the leadership of Coach Randy Heethuis, ended the season with an amazing 23-3-3 overall record;

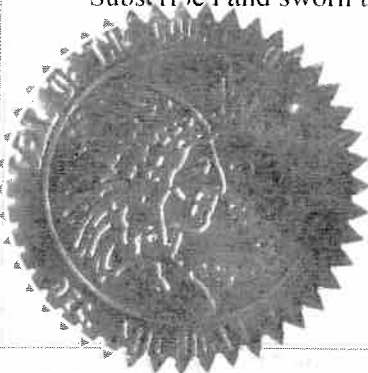
NOW THEREFORE BE IT RESOLVED that the Ottawa County Board of Commissioners congratulates the varsity girls soccer team of Unity Christian High School, Coach Randy Heethuis, the students, faculty and administration of Unity Christian High School, and all fans of the Unity Christian High School Crusaders on their march to the 2010 State Championship and another remarkable season.

July 13, 2010

James C. Holtrop, District 10
Ottawa County Board of Commissioners

Subscribed and sworn to me this 13th day of July, 2010.

Daniel C. Krueger, Ottawa County Clerk



COUNTY OF OTTAWA

STATE OF MICHIGAN

WHEREAS, on Saturday, June 19, 2010, the varsity girls softball team from Hudsonville High School played in Battle Creek for the Michigan High School Athletic Association State Championship in Division 1; and,

WHEREAS, for the second year in a row, the varsity girls softball team from Hudsonville High School won the Michigan High School Athletic Association State Championship in Division 1, defeating the varsity girls softball team from White Lake-Lakeland, 6-2; and,

WHEREAS, winning the State Championship title game in Division 1 was the culmination of another successful season for the Hudsonville High School Eagles, a program which, under the leadership of Coach Tom Vrugink, ended the season with an incredible 43-1 overall record;

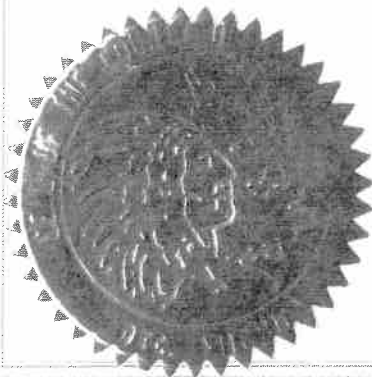
NOW THEREFORE BE IT RESOLVED that the Ottawa County Board of Commissioners congratulates the varsity girls softball team of Hudsonville High School, Coach Tom Vrugink, the students, faculty and administration of Hudsonville High School, and all fans of the Hudsonville High School Eagles on their march to the 2010 State Championship and another remarkable season.

July 13, 2010

James C. Holtrop, District 10
Ottawa County Board of Commissioners

Subscribed and sworn to me this 13th day of July, 2010.

Daniel C. Krueger, Ottawa County Clerk



**PROPOSED
PROCEEDINGS OF THE OTTAWA COUNTY
BOARD OF COMMISSIONERS
JUNE SESSION – SECOND DAY**

The Ottawa County Board of Commissioners met on Tuesday, June 22, 2010, at 1:30 p.m. and was called to order by the Chair.

Mr. Schrottenboer pronounced the invocation.

The Clerk led in the Pledge of Allegiance to the Flag.

Present at roll call: Mrs. Kortman, Messrs. Kuyers, Swartout, Mrs. Ruiter, Messrs. Hehl, Rycenga, Schrottenboer, Disselkoe, Karsten, Holtvluwer. (10)

Absent: Mr. Holtrop. (1)

Presentation of Petitions and Communications

A. Introduction of Betty Blasé, MSUE District Coordinator for Ottawa, Allegan, and Kent Counties – Dr. Adam Kantrovich introduced Betty Blasé, the new MSUE District Coordinator. A power point overview was presented on Redesigning MSU Extension.

B/C 10-144 Mrs. Ruiter moved to approve the agenda of today as presented. The motion passed as shown by the following votes: Yeas: Mrs. Kortman, Messrs. Kuyers, Swartout, Mrs. Ruiter, Messrs. Hehl, Rycenga, Schrottenboer, Disselkoe, Karsten, Holtvluwer. (10)

B/C 10-145 Mr. Swartout moved to approve the following Consent Resolutions:

1. To approve the Minutes of the June 8, 2010, Board of Commissioners Meeting.
2. To authorize the payroll of June 22, 2010, in the amount of \$519.50.
3. To approve the general claims in the amount of \$1,961,117.80 as presented by the summary report for June 1, 2010, through June 11, 2010.
4. To approve the appropriation changes greater than \$50,000 and those approved by the Administrator and Fiscal Services Director for \$50,000 or less which changed the total appropriation from the amended budget for the month of May 2010.

5. To receive for information the Annual “Balance in Land Sale Proceeds Account” Report.

The motion passed as shown by the following votes: Yeas: Messrs. Rycenga, Hehl, Karsten, Mrs. Ruiter, Mr. Schrottenboer, Mrs. Kortman, Messrs. Swartout, Holtvluwer, Disselkoe, Kuyers. (10)

- B/C 10-146 Mr. Swartout moved to approve in whole or in part and authorize the Board Chair and Clerk to sign the Resolution regarding the recommendations of the Ottawa County Officers’ Compensation Commission for 2011 and 2012.
- B/C 10-147 Mr. Swartout moved to table motion B/C 10-146 and forward to a Board Work Session. The motion passed as shown by the following votes: Yeas: Mrs. Kortman, Messrs. Kuyers, Swartout, Mrs. Ruiter, Messrs. Hehl, Rycenga, Schrottenboer, Disselkoe, Holtvluwer. (9)
- Nays: Mr. Karsten. (1)
- B/C 10-148 Mr. Swartout moved to approve the LEDA Vision Statement of Inclusion as follows: ***It is the vision of the undersigned that the people of the Lakeshore Region West Michigan will work together to foster mutual respect, understanding, and trust in order to achieve an environment where diversity is valued; positions of influence are shared; justice prevails; and economic, educational, and civic opportunities are available to all.*** The motion passed.
- B/C 10-149 Mr. Rycenga moved to approve and authorize the Board Chair and Clerk to sign the Resolution in support of Grand River Expedition 2010. The motion passed as shown by the following votes: Yeas: Messrs. Swartout, Holtvluwer, Mrs. Kortman, Messrs. Karsten, Disselkoe, Schrottenboer, Rycenga, Hehl, Mrs. Ruiter, Mr. Kuyers. (10)
- B/C 10-150 Mr. Rycenga moved to approve and authorize the Board Chair and Clerk to sign the Resolution accepting the terms of the grant agreement with the Michigan Department of Natural Resources & Environment for the Grand River Ravines Acquisition Project. The motion passed as shown by the following votes: Yeas: Mr. Holtvluwer, Mrs. Ruiter, Messrs. Rycenga, Disselkoe, Schrottenboer, Mrs. Kortman, Messrs. Karsten, Hehl, Swartout, Kuyers. (10)
- B/C 10-151 Mr. Rycenga moved to approve and authorize the Board Chair and Clerk to sign the lease agreement with the Secretary of the Army to lease 0.49 acres along the Holland channel required for implementation of the Holland Harbor Fishing Access Project at a one time administrative fee of

\$1,250. The motion passed as shown by the following votes: Yeas: Messrs. Rycenga, Karsten, Mrs. Ruiter, Mr. Schrottenboer, Mrs. Kortman, Messrs. Swartout, Holtvluwer, Disselkoen, Kuyers. (9)

Nays: Mr. Hehl. (1)

- B/C 10-152 Mr. Rycenga moved to receive bids for the Holland Harbor Fishing Access Project and accept the low bid from Wolverine Construction including Alternate A for a total contract amount of \$454,662.97 with funding from Great Lakes Fishery Trust and the Parks and Recreation budget. The motion passed as shown by the following votes: Yeas: Messrs. Holtvluwer, Swartout, Schrottenboer, Mrs. Kortman, Messrs. Disselkoen, Karsten, Mrs. Ruiter, Messrs. Rycenga, Hehl, Kuyers. (10)
- B/C 10-153 Mr. Rycenga moved to receive bids for the Upper Macatawa Natural Area Floodplain Restoration Project and accept the low bid from Desal Excavating in the amount of \$56,959 with funding from the USDA Natural Resources Conservation Service and the Parks and Recreation budget. The motion passed as shown by the following votes: Yeas: Messrs. Karsten, Disselkoen, Mrs. Kortman, Messrs. Holtvluwer, Schrottenboer, Mrs. Ruiter, Messrs. Swartout, Rycenga, Hehl, Kuyers. (10)
- B/C 10-154 Mr. Swartout moved to approve and authorize the Board Chair and Clerk to sign the Resolution to accept and approve the 2010 Final Order of the Ottawa County Tax Allocation Board allocating 4.440 mills to the County of Ottawa. The motion passed as shown by the following votes: Yeas: Messrs. Disselkoen, Karsten, Hehl, Mrs. Kortman, Mr. Swartout, Mrs. Ruiter, Messrs. Rycenga, Holtvluwer, Schrottenboer, Kuyers. (10)
- B/C 10-155 Mr. Swartout moved to receive for information the auditors' communication letter from Vredeveld Haefner LLC regarding their responsibility on the County's audit for the year ended December 31, 2009. The motion passed as shown by the following votes: Yeas: Mr. Schrottenboer, Mrs. Kortman, Messrs. Swartout, Holtvluwer, Mrs. Ruiter, Messrs. Disselkoen, Hehl, Karsten, Rycenga, Kuyers. (10)
- B/C 10-156 Mr. Swartout moved to receive for information the auditor's communication letter from Vredeveld Haefner LLC regarding their responsibility on the County's Drain Commission audit for the year ended December 31, 2009. The motion passed as shown by the following votes: Yeas: Mrs. Kortman, Messrs. Holtvluwer, Disselkoen, Mrs. Ruiter, Messrs. Karsten, Hehl, Rycenga, Swartout, Schrottenboer, Kuyers. (10)
- B/C 10-157 Mr. Swartout moved to receive for information the Ottawa County Drain Commissioner's Annual Financial Report for the year ended December

31, 2009. The motion passed as shown by the following votes: Yeas: Mrs. Ruiter, Mrs. Kortman, Messrs. Hehl, Karsten, Swartout, Holtvluwer, Rycenga, Disselkoen, Schrotenboer, Kuyers. (10)

B/C 10-158 Mr. Swartout moved to receive for information the Comprehensive Annual Financial Report (CAFR) of the County of Ottawa for the year ended December 31, 2009. The motion passed as shown by the following votes: Yeas: Messrs. Hehl, Rycenga, Schrotenboer, Disselkoen, Holtvluwer, Mrs. Kortman, Messrs. Swartout, Karsten, Mrs. Ruiter, Mr. Kuyers. (10)

B/C 10-159 Mr. Swartout moved to receive for information the County of Ottawa's Single Audit Report for the year ended December 31, 2009. The motion passed as shown by the following votes: Yeas: Messrs. Swartout, Holtvluwer, Mrs. Kortman, Messrs. Karsten, Disselkoen, Schrotenboer, Rycenga, Hehl, Mrs. Ruiter, Mr. Kuyers. (10)

B/C 10-160 Mr. Swartout moved to approve the implementation of Intensive Supervision increase fee in the Maximus Cost of Service Analysis Courts Report for Ottawa County dated May 2010, effective August 1, 2010. The motion passed as shown by the following votes: Yeas: Mr. Holtvluwer, Mrs. Ruiter, Messrs. Rycenga, Disselkoen, Schrotenboer, Mrs. Kortman, Messrs. Karsten, Hehl, Swartout, Kuyers. (10)

B/C 10-161 Mr. Swartout moved to approve the purchase of one (1) year of MERS Generic Service credit for \$12,066 (total cost to be paid by Chad G. Klaver).

Total Cost:	\$12,066
Employer Cost:	\$0
Employee Cost:	\$12,066

The motion passed as shown by the following votes: Yeas: Messrs. Holtvluwer, Swartout, Schrotenboer, Mrs. Kortman, Mr. Disselkoen, Mrs. Ruiter, Messrs. Rycenga, Hehl, Kuyers. (9)

Nays: Mr. Karsten. (1)

B/C 10-162 Mr. Swartout moved to approve and authorize the Board Chair and Clerk to sign the Resolution authorizing the County Road Commission to issue Act 342 Bonds in the amount of \$21,000,000 to finance the 2010 Sewage Disposal System Improvement Project. The motion passed as shown by the following votes: Yeas: Messrs. Karsten, Disselkoen, Mrs. Kortman, Messrs. Holtvluwer, Schrotenboer, Mrs. Ruiter, Messrs. Swartout, Rycenga, Hehl, Kuyers. (10)

B/C 10-163 Mr. Swartout moved to approve and authorize the Board Chair and Clerk to sign the Ottawa County Sewer System Indemnification Agreement between and among the County of Ottawa, Georgetown Charter Township, Jamestown Charter Township, and the City of Hudsonville. The motion passed as shown by the following votes: Yeas: Messrs. Disselkoen, Karsten, Hehl, Mrs. Kortman, Mr. Swartout, Mrs. Ruiter, Messrs. Rycenga, Holtvluwer, Schrotenboer, Kuyers. (10)

The Administrator's report was presented.

Several Commissioners commented on meetings attended and future meetings to be held.

Public Comments:

John Nash, Spring Lake, introduced himself and announced he is running for the 89th District State Representative seat.

B/C 10-164 Mr. Hehl moved to adjourn at 2:04 p.m. subject to the call of the Chair. The motion passed.

DANIEL C. KRUEGER, Clerk
Of the Board of Commissioners

PHILIP KUYERS, Chairman
Of the Board of Commissioners

**PROPOSED
PROCEEDINGS OF THE OTTAWA COUNTY
BOARD OF COMMISSIONERS
JUNE SESSION – WORK SESSION**

The Ottawa County Board of Commissioners met on Tuesday, June 22, 2010, at 2:15 p.m. and was called to order by the Chair.

Present at roll call: Mrs. Kortman, Messrs. Kuyers, Swartout, Mrs. Ruiter, Messrs. Hehl, Rycenga, Disselkoen, Karsten, Holtvluwer. (8)

Absent: Messrs. Schrotenboer and Holtrop. (2)

Work Session Items:

A. Spring Lake Township Infrastructure Program Fund Application –

Mr. Schrotenboer arrived at 2:17 p.m.

Gordon Gallagher, Spring Lake Township Manager, presented a brief overview of the water system and sanitary sewer system construction project proposed for Spring Lake Township. The township is proposing an upgrade to nine existing sanitary sewer pump stations as well as an upgraded wastewater collection system. The total cost of the project is \$2,400,000; \$600,000 from local contribution, \$1,200,000 USEDA Grant, and \$600,000 proposed revolving loan funds from the County to be repaid over five-years.

The Administrator outlined staff recommendations and recommended the project. The Board was in consensus to move the application to the Finance and Administration Committee.

B/C 10-165 Mr. Hehl moved to adjourn at 2:31 p.m. subject to the call of the Chair. The motion passed.

DANIEL C. KRUEGER, Clerk
Of the Board of Commissioners

PHILIP KUYERS, Chairman
Of the Board of Commissioners

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: County Clerk

Submitted By: Bob Spaman

Agenda Item: Payroll

SUGGESTED MOTION:

To authorize the payroll of July 13, 2010 in the amount of \$_____.

SUMMARY OF REQUEST:

To pay the current payroll of the members of the Ottawa County Board of Commissioners. Pursuant to MCL 46.11, the Board of Commissioners is authorized to provide for and manage the ongoing business affairs of the County.

FINANCIAL INFORMATION:

Total Cost: _____ County Cost: _____ Included in Budget: Yes No

If not included in budget, recommended funding source: _____

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated Non-Mandated New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: #1-4

Objective: _____

ADMINISTRATION RECOMMENDATION: Recommended Not Recommended

County Administrator: **Alan G. Vanderberg**

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, o=County of Ottawa, ou=Administrator's Office, email=avanderberg@miottawa.org
Reason: I am approving this document
Date: 2010.06.16 08:25:22 -0400

Committee/Governing/Advisory Board Approval Date: _____

Action Request



Committee: Board of Commissioners
Meeting Date: 7/13/2010
Requesting Department: County Clerk
Submitted By: Keith Van Beek
Agenda Item: Correspondence Log 405

SUGGESTED MOTION:

To receive for information the Correspondence Log.

SUMMARY OF REQUEST:

FINANCIAL INFORMATION:

Total Cost: \$0.00 | County Cost: \$0.00 | Included in Budget: Yes | No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated | Non-Mandated | New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal:

Objective:

ADMINISTRATION RECOMMENDATION: Recommended | Not Recommended

County Administrator: **Alan G. Vanderberg**

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, o=County of Ottawa, ou=Administrator's Office, email=avanderberg@mottawa.org
Reason: I am approving this document
Date: 2010.06.25 09:13:45 -0400

Committee/Governing/Advisory Board Approval Date:

DATE	CORRESPONDENT	CONTENT	REFERRED TO
05-28-10	Kim Borgman, Coopersville City	Public Notice	Administrator, Hehl
06-09-10	Captain Charles Bush, State Police	Ltr: Outstanding Lein Invoice for PA Office	Administrator & Commissioners
06-09-10	Port Sheldon Twp Board	Resolution Opposing Combining the offices of OC Clerk & Register of Deeds	Administrator & Commissioners
06-09-10	The Albright Family	Thank you for the floral arrangement sent for their mother.	Administrator & Commissioners
06-09-10	Carolyn Boersma, Spring Lake Twp	Public Hearing Notice	Administrator, Ruiter
06-10-10	Michael Dalman, Holland Twp Clerk	Public Hearing Notices	Administrator, Kuyers, Karsten, Schrottenboer
06-11-10	John Conroy, Conroy Law	Proof of Service Claim of Lien	Administrator & Commissioners
06-15-10	Lenawee Co Bd of Commissioners	Resolution opposing the proposal to move \$2.6 Million from the Sheriff's Secondary Road Patrol fund to the MSP budget to fund trooper & radios	Administrator & Commissioners
06-24-10	Van Buren Co Bd of Commissioners	Resolutions: Opposing HB 6154 & Amend SB 1072	Administrator & Commissioners *
06-25-10	Lake Co. Bd of Commissioners	Resolution: Opposition to HB 6154	Administrator & Commissioners *

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: Fiscal Services

Submitted By: Bob Spaman

Agenda Item: Monthly Accounts Payable for June 14, 2010 through June 30, 2010

SUGGESTED MOTION:

To approve the general claims in the amount of \$3,490,745.40 as presented by the summary report for June 14, 2010 through June 30, 2010.

SUMMARY OF REQUEST:

Approve vendor payments in accordance with the Ottawa County Purchasing Policy.

FINANCIAL INFORMATION:

Total Cost: \$3,490,745.40 | County Cost: \$3,490,745.40 | Included in Budget: Yes | No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated | Non-Mandated | New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: # 1

Objective: #1-6

ADMINISTRATION RECOMMENDATION:

Recommended

Not Recommended

County Administrator:

Alan G. Vanderberg

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, o=County of Ottawa, ou=Administrator's Office, email=avanderberg@mottawa.org
Reason: I am approving this document
Date: 2010.07.06 16:20:43 -0400

Committee/Governing/Advisory Board Approval Date:



County of Ottawa

Fiscal Services Department

Robert Spaman
Director

12220 Fillmore Street, Room 331, West Olive, Michigan 49460

West Olive (616) 738-4849

Fax (616) 738-4098

Grand Haven (616) 846-8295

Grand Rapids (616) 662-3100

e-mail: rspaman@miottawa.org

To: Board of Commissioners

From: Robert Spaman, Fiscal Services Director

Subject: Accounts Payable Listing – June 14, 2010 to June 30, 2010

Date: July 6, 2010

I have reviewed the Accounts Payable Listing for June 14 through June 30, 2010. The following information will give you the detail of some of the purchases made in specific funds during this period:

Fund 6641 – Equipment Pool Fund

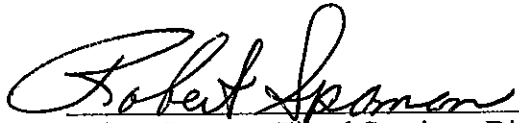
Equipment Lease – IT Department	\$3,156.54
---------------------------------	------------

If you have any additional questions, please feel free to contact me.

Total Checks/Automated Clearing House (ACH) 06/14/2010 through 06/30/2010

I hereby certify that to the best of my knowledge the List of Audit Claims, a summary of which is attached, constitutes all claims received and audited for payment. The List of Claims shows the name of claimant, amount of claim, check number, ACH number, check date and ACH date. The net amount of checks/ACH written during the period was \$3,482,940.92. The amount of claims to be approved totals \$3,490,745.40.

*Adjustments are voided checks or ACH.


Robert Spaman, Fiscal Services, Director

7/5/10
Date

We hereby certify that the Board of Commissioners has approved the claims on this 13th day of July, 2010.

Philip Kuyers, Chairperson
Board of Commissioners

Daniel Krueger, Clerk

ACCOUNTS PAYABLE CHECKS/ACH 06/14/2010 THROUGH 06/30/2010

FUND NUMBER	FUND NAME	CLAIMS TO BE APPROVED	ADJUSTMENTS*	NET CHECK/ACH TOTALS
1010	GENERAL FUND	572,150.30	0.00	572,150.30
1500	CEMETERY TRUST	0.00	0.00	0.00
2081	PARKS & RECREATION	65,240.50	0.00	65,240.50
2082	PARK 12	0.00	0.00	0.00
2160	FRIEND OF COURT	5,062.37	0.00	5,062.37
2170	9/30 JUDICIAL GRANTS	8,947.07	0.00	8,947.07
2210	HEALTH	88,274.21	0.00	88,274.21
2220	MENTAL HEALTH	703,514.97	0.00	703,514.97
2271	SOLID WASTE CLEAN-UP	29,867.68	0.00	29,867.68
2272	LANDFILL TIPPING FEES	2,175.61	0.00	2,175.61
2320	TRANSPORTATION SYSTEM	0.00	0.00	0.00
2420	PLANNING COMMISSION	0.00	0.00	0.00
2444	INFRASTRUCTURE FUND	0.00	0.00	0.00
2450	PUBLIC IMPROVEMENT	0.00	0.00	0.00
2550	HOMESTEAD PROPERTY TAX	0.00	0.00	0.00
2560	REGISTER OF DEEDS AUTOMATION FUND	3,037.29	0.00	3,037.29
2590	LIPPERT GRANT	0.00	0.00	0.00
2601	PROSECUTING ATTORNEY GRANTS	0.00	0.00	0.00
2602	WEMET	214,926.24	0.00	214,926.24
2603	WEED AND SEED	0.00	0.00	0.00
2605	COPS-AHEAD-GEORGETOWN	0.00	0.00	0.00
2606	COPS-FAST-GEORGETOWN	0.00	0.00	0.00
2608	COPS-FAST-ALLENDALE	0.00	0.00	0.00
2609	SHERIFF GRANT PROGRAMS	0.00	0.00	0.00
2610	COPS-UNIVERSAL	6,988.39	0.00	6,988.39
2640	EMT HOLLAND-PARK	0.00	0.00	0.00

ACCOUNTS PAYABLE CHECKS/ACH 06/14/2010 THROUGH 06/30/2010

2650	EMT GEORGETOWN TOWNSHIP	0.00	0.00	0.00
2661	SHERIFF ROAD PATROL	477.67	0.00	477.67
2690	LAW LIBRARY	3,859.87	0.00	3,859.87
2740	WIA-ADMIN. COST POOL	1,526.55	0.00	1,526.55
2741	WIA-YOUTH	1,795.47	0.00	1,795.47
2742	WIA-ADULT	1,547.01	0.00	1,547.01
2743	WIA-6/30 GRANT PROGRAMS	44,863.49	0.00	44,863.49
2744	WIA-12/31 GRANT PROGRAMS	3,113.08	0.00	3,113.08
2747	WIA-WORK FIRST YOUTH	0.00	0.00	0.00
2748	WIA-9/30 GRANT PROGRAMS	281,999.57	0.00	281,999.57
2749	WIA-3/31 GRANT PROGRAMS	0.00	0.00	0.00
2750	GRANT PROGRAMS-PASS THRU	97,797.58	0.00	97,797.58
2800	EMERGENCY FEEDING	3,817.00	0.00	3,817.00
2810	FEMA	0.00	0.00	0.00
2850	COMMUNITY CORRECTIONS PROG. GRAN	6,582.42	0.00	6,582.42
2870	COMMUNITY ACTION AGENCY (CAA)	24,538.43	0.00	24,538.43
2890	WEATHERIZATION	44,421.02	0.00	44,421.02
2900	DEPT OF HUMAN SERVICES	0.00	0.00	0.00
2901	DEPT OF HUMAN SERVICES	3,015.11	0.00	3,015.11
2920	CHILD CARE - PROBATE	163,451.82	0.00	163,451.82
2921	CHILD CARE - SOCIAL SERVICES	0.00	0.00	0.00
2930	SOLDIER & SAILORS RELIEF	926.25	0.00	926.25
2940	VETERANS TRUST	0.00	0.00	0.00
2941	VETERANS TRUST	0.00	0.00	0.00
5160	DELINQUENT TAXES	5,057.28	0.00	5,057.28
6360	INFORMATION TECHNOLOGY	35,444.79	0.00	35,444.79
6410	WATER & SEWER REVOLVING	0.00	0.00	0.00

ACCOUNTS PAYABLE CHECKS/ACH 06/14/2010 THROUGH 06/30/2010

6450	DUPLICATING	26.65	0.00	26.65
6550	TELECOMMUNICATIONS	7,209.64	0.00	7,209.64
6641	EQUIPMENT POOL	3,156.54	0.00	3,156.54
6770	PROTECTED SELF-FUNDED INSURANCE	6,980.63	0.00	6,980.63
6771	PROTECTED SELF-FUNDED HEALTH INS.	81,623.37	0.00	81,623.37
6772	PROTECTED SELF-FUNDED UNEMPL INS.	0.00	0.00	0.00
6775	LONG-TERM DISABILITY INSURANCE	13,048.56	0.00	13,048.56
6776	PROTECTED SELF-FUNDED DENTAL INS.	0.00	0.00	0.00
6777	PROTECTED SELF-FUNDED VISION	0.00	0.00	0.00
6782	PROTECTED SELF-FUNDED INS PROG M.H	0.00	0.00	0.00
7010	AGENCY	790,832.11	(7,804.48)	783,027.63
7040	IMPREST PAYROLL	163,448.86	0.00	163,448.86
7210	LIBRARY PENAL FINE	0.00	0.00	0.00
7300	EMPLOYEE SICK PAY BANK	0.00	0.00	0.00
		<u>\$3,490,745.40</u>	<u>(\$7,804.48)</u>	<u>\$3,482,940.92</u>

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: Information Technology

Submitted By: Dave Hulst

Agenda Item: Ottawa County Information Technology 2009 Annual Report

SUGGESTED MOTION:

To receive for information the Ottawa County Information Technology 2009 Annual Report.

SUMMARY OF REQUEST:

In accordance with 2010 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

FINANCIAL INFORMATION:

Total Cost: \$0.00 | County Cost: \$0.00 | Included in Budget: Yes | No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated | Non-Mandated | New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: #2

Objective: #4

ADMINISTRATION RECOMMENDATION:

Recommended

Not Recommended

County Administrator:

Alan G. Vanderberg

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, o=County of Ottawa, ou=Administrator's Office, email=avanderberg@miottawa.org
Reason: I am approving this document
Date: 2010.07.07 12:03:34 -0400

Committee/Governing/Advisory Board Approval Date:



County of Ottawa
Information Technology Department
Annual Report
June 2009 – May 2010

Table of Contents

Executive Summary.....	1
Who We Are: Organization.....	3
2010 Personnel Costs.....	4
User Services.....	5
Applications & Data.....	7
Technology & Infrastructure.....	9
Geographic Information Systems.....	10
Why We Exist: Mission and Goals.....	11
What We Do: Goals and Metrics	
Goal 1: Maintain County IT Infrastructure (Hardware and Software).....	12
Goal 2: Provide Excellent Customer Service/Satisfaction... ..	13
Goal 3: Improve the level of technical knowledge of County employees in County technologies.....	14
Goal 4: Improve quality and cost-efficiency of work processes through innovation.....	14
IT Accomplishments and Goals Supported.....	15
Appendices:	
Network Diagrams and Servers.....	A
Telecommunications.....	B
Project Statistics.....	C
Anti-SPAM Statistics.....	D
Computer Equipment Summary.....	E
Enterprise Content Management.....	F
GIS Statistics and Metrics	G
Web Site Statistics.....	H
Training.....	I
IT Department Metrics.....	J
Process Improvement Quick Wins.....	K
Financial Information.....	L

Executive Summary

The past year saw a number of changes in County technology and it was a very busy year for the Information Technology (IT) Department. In addition to a new system for the Register of Deeds office, the County accelerated its planned move to new versions of BS&A software. This involved acquiring and installing new servers and upgrading or replacing computers. Funding for these initiatives was provided from the Register of Deeds Technology Fund and the Treasurer's Delinquent Tax Fund. Not only did this require changes to the technology infrastructure, but also programming to integrate these new applications with the County's Financial and Geographic Information Systems. In 2009, four of the seven BS&A applications were replaced: Assessing (Equalization), Tax (Treasurer), Drains Assessing (Drains), and Drains Ledger (Drains). In 2010, the County plans to install new versions of the Delinquent Tax (Treasurer) and Animal Licensing (Treasurer) applications. The challenge of installing a wide range of applications is one of cooperation. Such an effort requires a high level of collaboration between departments, agencies and vendors.

In 2009, the County's technology efforts were recognized by being designated as a top 10 winner in the Digital Counties Survey sponsored by Center for Digital Government. Ottawa County was ranked 8th in the 250,000 – 500,000 population category. This is a move up from the County's previous 10th place ranking in the 150,000 – 250,000 population category. The County web site has continued to aggressively expand its online services. In March, the County surpassed the \$1 million mark in online revenue since the initiation of online payments in December 2005. Eight new public online applications have been added to the web site since June 2009. Six additional applications or services have been added to the web site to support departments, external agencies and local government units. A summary of the online services and applications developed is contained in **Appendix H**.

Telecommunications was another area of change in 2009. Upon completion of the construction of a new cell tower at Fillmore Street, two tenants were added increasing cell leasing revenue by \$38,000 annually. This improved coverage for cell phone and wireless users in the West Olive area and facilitated expansion of the County-wide wireless network. Initial steps were taken to identify needed improvements to the County's phone system. The County's phone infrastructure was installed in the late 1990's. Since then only necessary repairs and individual equipment replacement has occurred. Upgrade options were reviewed and a budget estimate was identified to upgrade the existing system, consolidate where possible, and add capabilities. Steps are underway to select a vendor and upgrade aging phone equipment in 2010.

As the County added new servers and replaced or retired aging servers, IT has continued to consolidate through virtualized servers and storage area networks provided a cost effective and manageable expansion. Out of the 52 servers listed in **Appendix A**, nineteen are running on five physical servers. The four web servers designated for replacement in 2010 were moved to new virtual environments with a shared cost of physical servers. By comparison, the shared cost of a virtual server is significantly less than the \$27,000 cost of dedicated servers. Virtualization has resulted in reduced power consumption of the County Computer room by 20%.

Major technology efforts and accomplishments during the past year include the following:

1. New Register of Deeds Land Management System.
2. Replaced four BS&A Applications: Assessing, Tax, Drains Assessing, and Drains Ledger.
3. Completed the move to the new Courthouse: Equipment, Phone and Data networks.

Executive Summary

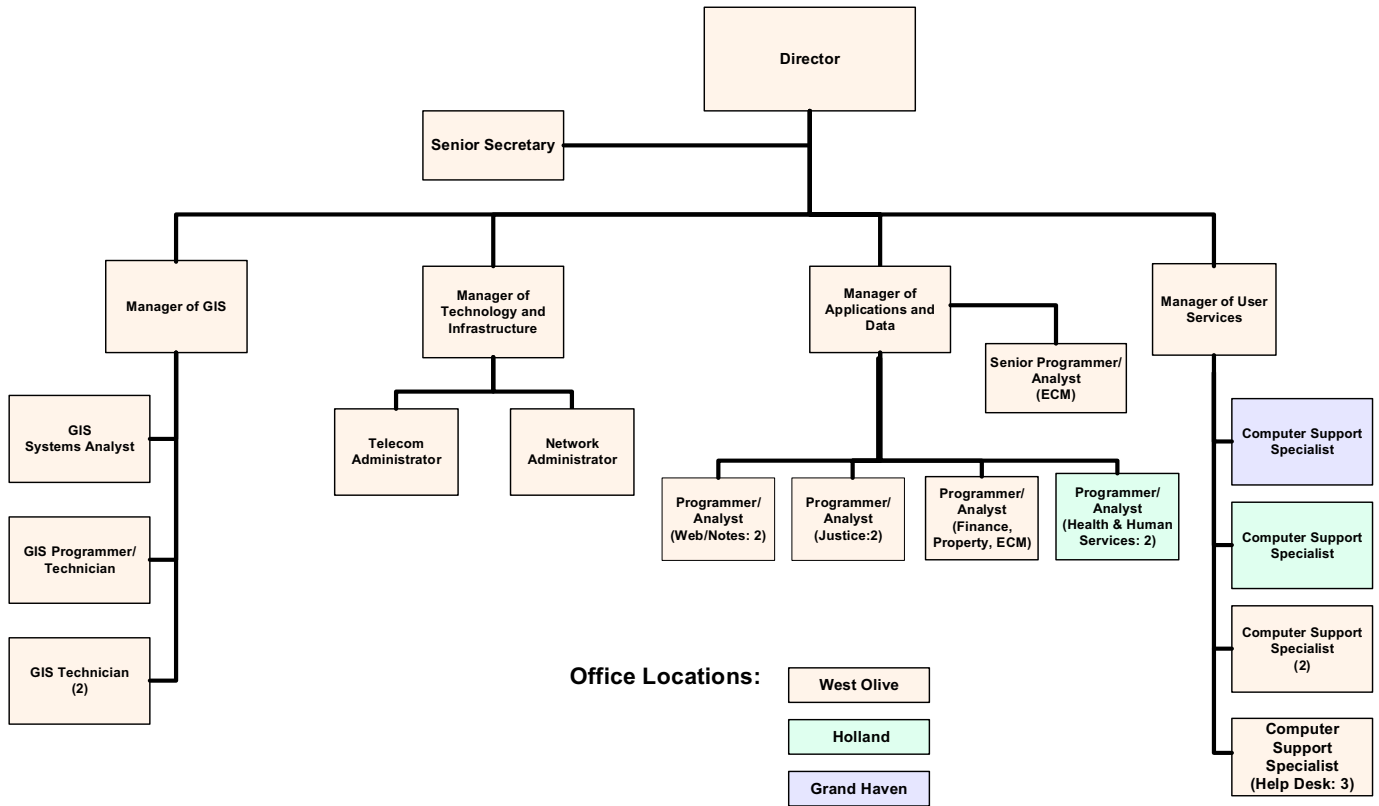
4. Completed new Courthouse technology: integration with Public Displays, Courtroom Technology, wireless, and Public Address System.
5. Added six new online services to the County Web site.
6. Hosted the first local government online service.
7. Created a Public version of the Sheriff's GIS Incident Tracking application.
8. Replaced the Forms Printing System on the AS400.
9. Retired 374 devices and installed 395 new computer devices.
10. Resolved 13,033 Help Desk Tickets. An average of 1,086 tickets per month.
11. Completed 728 Project Requests. An average of 61 projects per month.

The final moves of departments from Grand Haven to West Olive, and the move to the new Courthouse was a significant effort. The entire IT staff participated in some way with the Courthouse move. This project involved not only moving existing equipment but replacing equipment, installing new technology, and coordinating with a number of vendors.

Who We are: Organization

IT Organizational Chart

Effective September 1, 2008



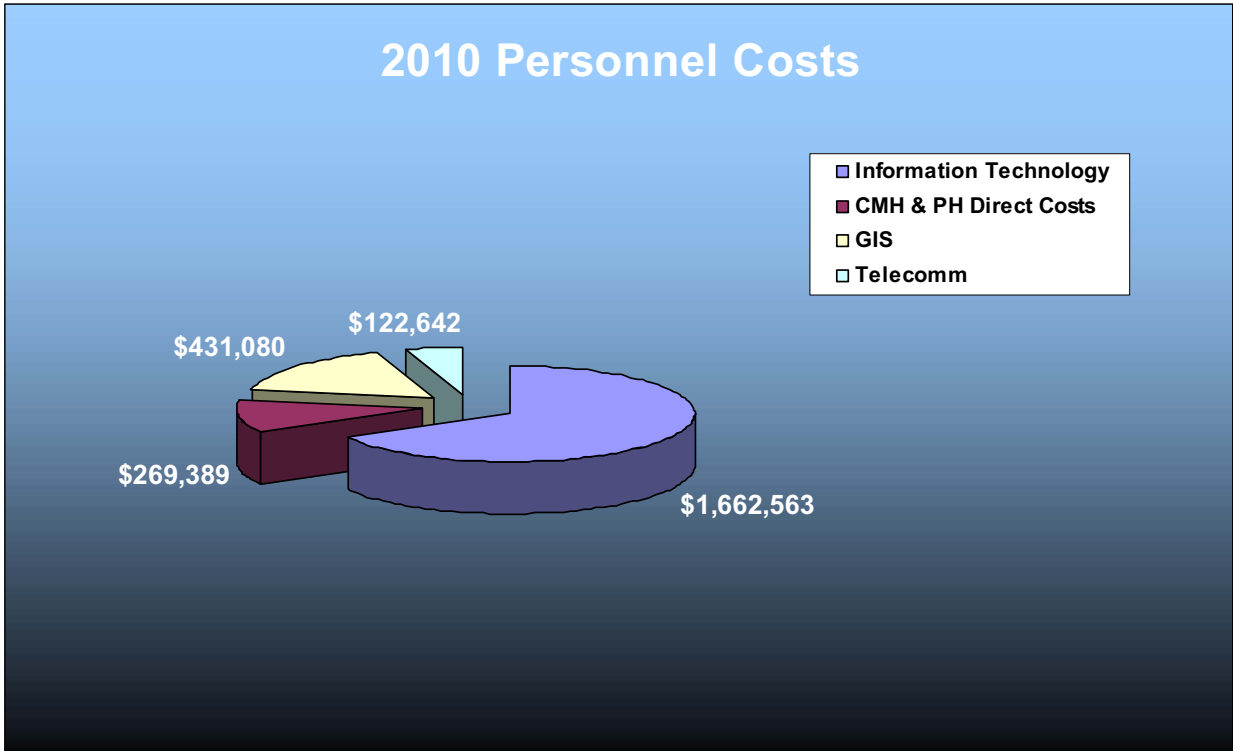
Staff

<u>Title</u>	<u>Pay Grade</u>	<u>FTE's</u>
Director	10	1.0
Managers	08	4.0
Senior Secretary	09 (Group T)	1.0
Network Administrator	07A	1.0
Telecomm Administrator	07A	1.0
Senior Programmer/Analyst	07A	1.0
Programmer/Analyst	06A	7.0
GIS Systems Analyst	06A	1.0
GIS Programmer/Technician	04A	1.0
GIS Technician	03	2.0
Computer Support Specialist	03	7.0
Total		27.0

<u>Name</u>	<u>Position</u>	<u>Years With the County</u>
David Hulst	IT Director	17
Rachael Harper	Senior Secretary	12

The names and experience of the remaining Department Staff are listed with their teams

Who We are: Organization



Who We are: Organization User Services Team

The primary goal of the User Services team is to ensure that County employees have dependable computer and phone equipment, responsive support and the knowledge to use their technology. Reaching this goal encompasses many different aspects. The User Services team rotates through roles at the Help Desk and PC Support in order to support the various offices throughout the County. Some of the responsibilities of the User Services team include: logging calls to the Help Desk, computer operations, hardware and software installation, troubleshooting and computer training services.

Help Desk: On average, the Help Desk receives 900 calls per month for problems and requests. Approximately 50% of those calls are resolved during the initial call. The remaining calls are escalated to the PC Support person working that week at the customer site or to another group within IT.

Desktop Support: Beyond the daily responsibilities of working on problem tickets and troubleshooting computer problems, the User Services team also works on project requests, such as installing new equipment purchased during the budget year, installing new applications and moving computer equipment. In 2009, User Services completed all of the new building moves with the completion of the new Grand Haven Courthouse.

Training: During the past year, the User Services team taught 45 different sessions of computer classes to a total of 223 employees (**Appendix I**). During the spring of 2010, our training classes got a big makeover. New training manuals were rolled out in the majority of the classes for instruction and more hands-on practice. The new manuals make excellent reference guides after the class is completed as well. In addition, quick reference guides are also handed out in class.

The new manuals are much more comprehensive than the former IT training manuals. Most applications have three levels: Foundation, Intermediate and Advanced. Each level has its own manual with approximately 6-8 hours of material in each. The applications included are: Word, Excel, PowerPoint, Access and Publisher.

Due to the large amount of information that the classes contain, the format of many of the classes were changed to multiple day sessions. For example, the Excel Introduction class consists of (3) two hour sessions one week apart. This new format allows more of the expanded curriculum to be taught and allows the student to practice what they learn in the first session and then come back to the second session with questions. We anticipate this new format will improve both employee skill levels and retention. We have received great feedback on these changes to our training program.

Five members of the User Services team achieved professional milestones this past year. Neung Chau, Pamela Wheeler, Beth Schipper, MaryAnn Quellos and Douglas Flamboe all obtained their Support Center Analyst certification through the Help Desk Institute (HDI). Merey Podehl and Chris Bartaway received this certification last year, so now all User Services team members are certified through HDI. In 2009, Tina McConnell, the Manager of User Services was elected to serve as the Treasurer of the West Michigan Chapter of the Help Desk Institute.

Who We are: Organization

The User Services Team

Name	Position	Years with the County
Tina McConnell	Manager of User Services	4
Chris Bartaway	PC Support Specialist	15
Neung Chau	PC Support Specialist	11
Douglas Flamboe	PC Support Specialist	11
Merey Podehl	PC Support Specialist	16
Mary Ann Quellos	PC Support Specialist	10
Beth Schipper	PC Support Specialist	5
Pam Wheeler	PC Support Specialist	14

Who We are: Organization Applications & Data Team

The Applications and Data team worked on 609 projects (completing 348 projects) and invested a total of 5,157 hours in the delivery of customer requested application enhancements. A total of 1,887 help desk tickets were responded to by the applications and data team members accounting for an additional 1,661 hours of support service to our customers.

This year saw the continued improvement in ECM workflows in District Court, Juvenile Services and the Prosecutor's Office. The largest was the implementation of the Criminal workflow in Holland District Court. Many of the BS&A applications were upgraded to their .NET versions of the vendor's products this year. Lotus Notes applications focused on departmental management of forms, calendars, employee training, and more were introduced or improved in 2010.

The Financial Systems introduced the secured banking practice called "positive pay" in 2010 for both payroll and accounts payable system generated checks. Accounts Payable vendors can now receive invoice reimbursement via ACH direct deposit instead of a physical check. IT worked with Webtecs to provide our Accounts Receivable customers with the ability to pay their outstanding balances on-line. Mental Health continued their push toward electronic medical record retention with the conversion of many paper based records in favor of their electronic AVATAR managed alternative. Public Health continues to improve data collection, storage, and reporting using Insight products. Coupled with Michigan's state wide medical document management system called EZ Link, the Children Special Health Care System (CSHCS) implemented a paperless process using Insight's EMR (Electronic Medical Records) feature.

The project created to modernize the existing Justice System was given the name of MICA this year. IT continues it's partnership with Solid Design Software Solutions to design, develop and implement a browser based replacement of the current integrated Justice System. The MICA project is a multi-year project that will ultimately involve nearly every department in the County. Our first year of the project's Phase II Implementation has seen "quick wins" in many departments achieved by virtue of bringing customers together to understand and document existing procedures. The applications and data team has been tasked with many MICA specific demands in 2009 and will be for several years to come.

MICA Quick Wins Completed (Appendix K):

- Payroll Hours Entry Standardization Across All Departments
- Paperless Transfer (OnBase Workflow) of Subpoenas between Prosecuting Attorney and Sheriff's Department
- Paperless Transfer (OnBase & Lotus Notes Workflow) of Mental Health Pickup Orders between Probate Court and the Sheriff's Department
- MC-219 Commitment Order Generation Standardization Across All Departments
- Expedited Neglect and Abuse Notices Distribution to All Parties in Court
- Universal Complaint Number (TCN) Translation Tool

Who We are: Organization

The Applications and Data Team

Name	Position	Years with the County	Primary Area of Expertise	Secondary Area of Expertise
Gregory Westra	Manager of Applications and Data	22		
Evelyn Keyes	Programmer/Analyst	17	Justice	Administrative
Terry Archambault	Programmer/Analyst	14	Justice (Lead)	Forms Management
Harold Harper	Programmer/Analyst	12	Lotus Notes (Lead)	.NET
Christina Kinsley	Programmer/Analyst	10	Mental Health	Public Health
Dale Downing	Programmer/Analyst	4	Financial	Imaging
John Meyers	Programmer/Analyst	4	Public Health	Mental Health
Tony Benjamin	Programmer/Analyst	4	.NET	Lotus Notes
Sylvain Stym-Popper	Senior Programmer/Analyst	4	Imaging (Lead)	Lotus Notes

In addition to the MICA efforts, additional enhancements have been ongoing in the existing Justice System. Namely the elimination of manual check writing in favor of computer generated Jail Trust Account and Court Bond checks. New and improved Concealed Weapons Permit Cards are being generated by the Clerk's Office using a third party application integrated with the Justice System.

Who We are: Organization Technology & Infrastructure Team

The Technology & Infrastructure team installs and maintains Servers, and Voice and Data Networks. They maintain critical platforms that impact the operations of all County Departments. They work with the Applications and Data Team to configure the servers supporting Departmental and Enterprise applications to meet performance requirements.

Servers: A major initiative over the past year involved configuring the new Courthouse Building in Grand Haven as a “warm site” for disaster recovery purposes. There is sufficient computer and data storage capacity to operate all the County’s critical applications at that location. This was made possible by implementing a new Storage Area Network (SAN) and by continued development of the County’s virtual server environment. “Virtual” servers share the resources of one physical server. The demand for servers has grown rapidly over the past few years. **Appendix A** shows the number of servers and virtualized servers. Cost savings are realized as a result of reduced hardware investment, future replacement costs, demand on utilities (power and air conditioning), and by using software tools to manage the environment. Server virtualization and storage consolidation enhances the County’s IT maintenance and contingency capability, as processes and data can be easily shifted to other resources in the event of hardware failure.

Voice Network: Activities related to the new Ottawa County Courthouse were completed, including voice and data cabling, installation of a zonal paging system, and relocation and reconfiguration of the phone/voice mail systems. A study of the County’s phone and voice mail systems was completed and a recommendation is being pursued to upgrade our existing infrastructure. A new emergency paging system was installed in Hudsonville District Court/Human Services building.

Data Network: The speed of our main internet connection was more than tripled by eliminating a telephone company provided T-1 line and moving the Internet Service Provider’s (ISP) point of presence to our Fillmore building location over our private fiber. The Courthouse building project required the data network to be moved, reconfigured and installed. A private wireless network was also installed at that location. Life cycle replacement of networking equipment was continued with the goal of making the entire network backbone run at Gigabit speeds.

Audio-Visual Equipment Support: This has traditionally been provided by the Telecommunications Administrator as an additional responsibility. The IT Department has expanded its support for this technology as a result of the new building construction. User Services staff has been cross trained to provide basic troubleshooting and set up support.

The Technology and Infrastructure Team

Name	Position	Years with the County
Mark Krouse	Manager of Technology & Infrastructure	21
Steve Namenye	Telecommunications Administrator	17
Richard Steketee	Network Administrator	11

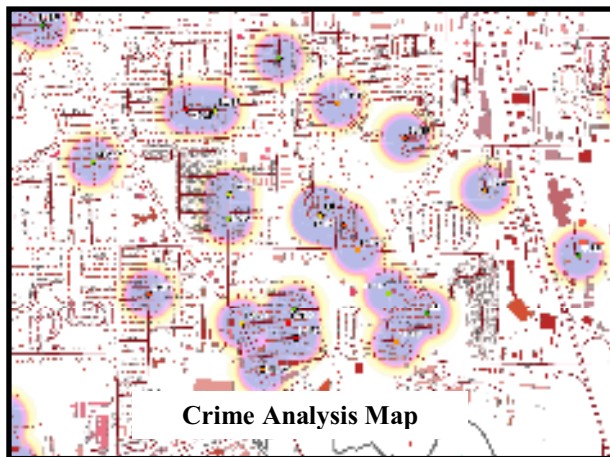
* Voice Network Includes: Telephone systems and service, Voicemail systems, structure cabling, wide area network infrastructure, cell phones, and pagers.

Who We are: Organization

Geographic Information Systems Team

The GIS team manages the County’s location-based data, develops and maintains the applications and infrastructure used to access this data, and provides the services and support necessary to realize the benefits of this data. The County GIS is comprised of over 500 unique layers of geographic information. This includes, but is not limited to, base data such as aerial photos, terrain and elevation features, hydrology features, and environmental features; the County’s property ownership lines; the County’s road network; essential public safety information; drains, utilities and infrastructure information; government boundaries and service areas; planning and zoning information; public health information; and recreational features.

The data, applications, and services provided by the GIS team are an essential part of the business functions of numerous County Departments, external agencies (i.e. the Ottawa County Road Commission and Ottawa County Central Dispatch), Local Units, the private sector, and the general public. Use of the County GIS system continues to expand, as evidenced by the addition of a new local unit partner (Tallmadge Township) and by the number of unique visits to the GIS website (**Appendix G**). Other major accomplishments in 2009-2010 include the completion of training and integration program for an online Incident Mapping application for the Sheriff’s Office, the release of an online Incident Mapping Application for public viewing, initiation of a pilot integration program for the Drain Commissioner’s Office, initiation of multiple collaborations with local units to catalog address numbers for all buildings in the County, and initiation of multiple collaborations with local fire departments on a series of road atlas books. Because of the unique requirements of the GIS Team, a separate set of metrics has been created to evaluate the performance of this function (**Appendix G**).



This team is led by Aaron Boos. Aaron has been with the County for seven years. Prior to coming to Ottawa County, Aaron worked in the GIS Department in Lucas County, Ohio for four years. Aaron has significantly expanded the participation in GIS by Local Government Units and expanded the use of GIS through the development of new products. He has a strong knowledge of customer needs and GIS technology. Aaron was elected as a member of the IMAGIN Board in May 2010 and serves on the Emerging Technologies Subcommittee.

Name	Position	Years with County
Richard Francisco	Systems Analyst	6
Patrick Lowman	GIS Programmer	3
Robert Royce	GIS Technician	9
Aaron Bodbyl-Mast	GIS Technician	7

Why We Exist: Mission and Goals

Goals

1. Maintaining the Infrastructure
 - a. Protection of Information and Systems
 - b. Data Hosting and Networks
 - c. Voice Communications
2. Customer Service
 - a. Satisfaction
 - b. Response Time
 - c. Resolution Time
 - d. IT Best Practices
3. Increase Employee Knowledge
 - a. Technology
 - b. Capabilities
 - c. Procedures
 - d. Policies
4. Delivery of Solutions
 - a. Process Design
 - b. IT Services
 - c. IT Organization

"I know the price of success: dedication, hard work, and an unremitting devotion to the things you want to see happen."

Frank Lloyd Wright

Monitoring and evaluating the department's performance is a continuous process. The use of Performance Metrics is a standard practice in Ottawa County. During the past year, the IT Department has worked with Fiscal Services and the Planning & Performance Improvement departments to develop metrics that fit with the County's standard format. The result has been a change to four basic goals identified on the right. A summary of the metrics reported as part of the 2011 budgeting process is contained in **Appendix J**.

Consistency requires that standardized procedures be delivered so the service level is met regardless of the individual assigned to the task. Because demands for support address a wide range of technologies, our process involves developing and testing procedures, followed by documentation and training. Failure to perform consistently then requires a review of procedures, additional training or both.

Annual performance reviews include department, team and individual goal setting. Although we evaluate performance continually, a written semi-annual review is provided to staff members to provide a more formal update of their progress toward annual goals.

IT MISSION

In partnership with our customers, the Ottawa County Information Technology Department provides cost-effective solutions and technical leadership to accomplish organizational and departmental goals, and enables delivery of excellent service that will positively impact those served by the County.

"Obstacles are those things you see when you take your eyes off the goal."

Hannah More

What We Do: Goals and Metrics

Goal 1: Maintain County IT Infrastructure (hardware and software)

Purpose. To ensure that County systems are available when needed. **Infrastructure** is the set of interconnected structural elements (*servers, networks, end user computing equipment, phone system*) that provide the framework supporting an entire organization. Infrastructure includes the policies and procedures for using and supporting the County's technology. Infrastructure is often hidden and unnoticed unless a disruption occurs. Since the infrastructure has an organization-wide impact, the IT department invests a significant amount of resources in this area. Security and contingency planning are a component of infrastructure services. Continuous review of systems, threats and countermeasures are necessary to protect the County's systems and information. Contingency plans are tested annually to evaluate their feasibility and practicality. Plans are updated as needed based on infrastructure changes and test results. Metrics for this Goal are identified in summary in **Appendix J**.

What We Do: Goals and Metrics

Goal 2: Provide excellent customer service/satisfaction

Purpose. To provide service based on IT industry best practices, prevent disruption to operations and satisfy the customer by delivering a solution that meets or exceeds their needs. Satisfaction surveys for IT Support are contained in **Appendix J**.

Metric. Achieve 95% performance level on Industry Best Practice Service Level Agreements

Priority Level:	Description	Level 1 Escalation Guideline:	Level 2/3 Response Time:	Communication Frequency to the Customer:	Resolution Time Goal: (Due Date)
1 Critical	Business critical, affects many users	5 minutes	15 minutes	Hourly	2 Hours
2 High	Limited scope, no workaround	5 minutes	30 minutes	4 Hours	8 Hours
3 Medium	1 user, workaround available	15 minutes	2 hours	12 Hours	24 Business Hours
4 Standard	Non-urgent requests	15 minutes	4 hours	24 Hours	48 Business Hours
5 Password	1 user, password reset or unlock	15 minutes	NA	NA	15 Minutes

Tickets Received 06/01/2009 - 05/31/2010

SLA Report by SLA Response Time

SLA	Achieved		Breached						Neither*		Pending**		Total
			Total		Resolved		Unresolved						
	Tickets	Percent	Tickets	Percent	Tickets	Percent	Tickets	Percent	Tickets	Percent	Tickets	Percent	
<u>Critical</u>	<u>6</u>	85.71%	<u>1</u>	14.29%	<u>1</u>	14.29%	0	0.00%	0	0.00%	0	0.00%	<u>7</u>
<u>High</u>	<u>22</u>	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	<u>22</u>
<u>Medium</u>	<u>1405</u>	99.50%	<u>7</u>	0.50%	<u>7</u>	0.50%	0	0.00%	0	0.00%	0	0.00%	<u>1412</u>
<u>Standard</u>	<u>11775</u>	99.89%	<u>13</u>	0.11%	<u>13</u>	0.11%	0	0.00%	0	0.00%	0	0.00%	<u>11788</u>

* These Tickets have neither achieved nor breached their service targets, as they haven't yet reached their due date/time.

*** Tickets with an empty value for the *SLA Response Time* field and not in the pending status were ignored when generating this report.

SLA Report by SLA Due Date

SLA	Achieved		Breached						Neither*		Pending**		Total
			Total		Resolved		Unresolved						
	Tickets	Percent	Tickets	Percent	Tickets	Percent	Tickets	Percent	Tickets	Percent	Tickets	Percent	
<u>Critical</u>	<u>6</u>	85.71%	<u>1</u>	14.29%	<u>1</u>	14.29%	0	0.00%	0	0.00%	0	0.00%	<u>7</u>
<u>High</u>	<u>20</u>	90.91%	<u>2</u>	9.09%	<u>2</u>	9.09%	0	0.00%	0	0.00%	0	0.00%	<u>22</u>
<u>Medium</u>	<u>1379</u>	97.66%	<u>33</u>	2.34%	<u>33</u>	2.34%	0	0.00%	0	0.00%	0	0.00%	<u>1412</u>
<u>Standard</u>	<u>11249</u>	95.43%	<u>539</u>	4.57%	<u>536</u>	4.55%	<u>3</u>	0.03%	0	0.00%	0	0.00%	<u>11788</u>

* These Tickets have neither achieved nor breached their service targets, as they haven't yet reached their due date/time.

*** Tickets with an empty value for the *SLA Due Date* field and not in the pending status were ignored when generating this report.

What We Do: Goals and Metrics

Goal 3: Improve the level of technical knowledge of County employees in County technologies

Purpose. To increase the effectiveness of County employees through training, information and awareness. The effectiveness of training is ultimately determined by improved performance of employees. Inputs for this measure include the number of employees completing training, their evaluation of the training and their ability to apply that training. (**Appendix I, Appendix J**). In the area of policies, our goal is 100% compliance. Violations of policy result in improper use of technology resources, reduced productivity and/or disciplinary action.

Goal 4: Improve quality and cost-efficiency of work processes through innovation

Purpose. To design, develop and deliver technology that will provide solutions that optimize County operations. Collaboration between IT and the affected department(s) is necessary to achieve innovation. Process change is the basis for innovation. For change to occur, understanding, acceptance and ownership must occur at all levels of the affected department(s). Leaders must commit to pursuing change with the certainty that obstacles will occur that may threaten to disrupt the effort, or change the final outcome. Risk and uncertainty are directly related to the scope and degree of change. Management tools are essential elements of dealing with risk. The tools applied include financial management, governance structure and project management. The following pages list a number of innovative projects that support this goal.

Appendix J identifies a few key initiatives. During the past year, IT has worked with a number of departments on process reviews: Drain Commissioner's Office (GIS Project), District and Circuit Courts and the Sheriff's Department (Justice System Project). Both of these efforts focused on process design as a basis for automation.

Appendix K provides a summary of short term benefits realized as part of the Justice System review. Based on the nature of the environment with a number of different systems supporting the various needs of departments and under the management of departments and outside agencies, this project has been named MICA for "Many Integrated Computer Applications." The MICA project's goal is to provide a common portal to integrate the diverse and dislocated nature of systems used by the justice departments, and improve the communications between systems and departments and expand the collaboration between internal and external users of the justice system.

What We Do: Goals and Metrics
IT Accomplishments and Goals Supported

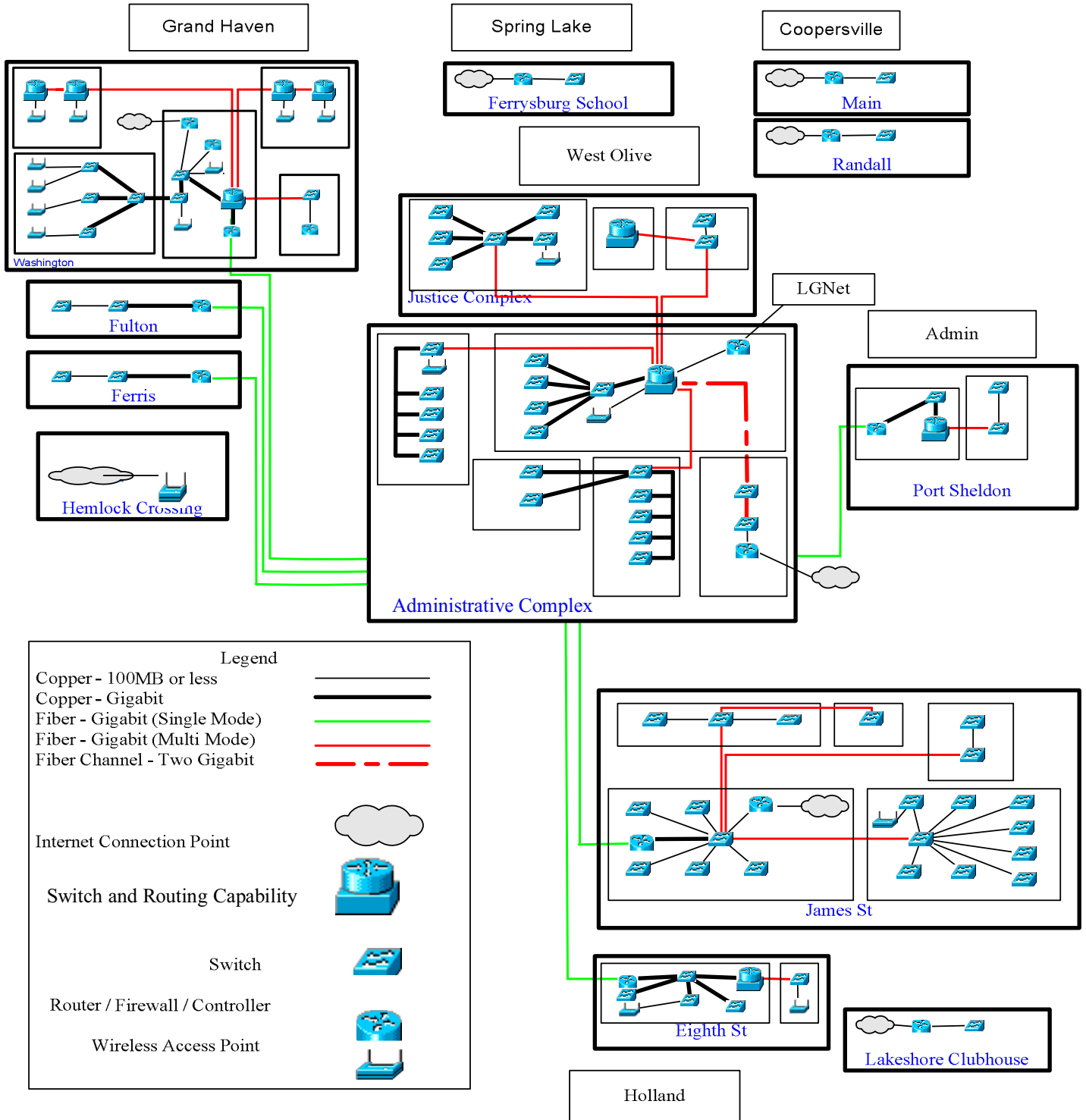
	Accomplishment	IT Goal(s)	Board Goal(s)																																	
1.	Improve the general satisfaction of County Employees with IT (Appendix J)	1	2,4																																	
2.	Modified The Front Page of Lotus Notes to support posting of County Administrator's Digest for employees, consolidated Policies access.	2	2																																	
3.	Resolved nearly 13,000 problem calls with 95.6% meeting or exceeding Service Level Agreement due date.	2	4																																	
4.	Managed Equipment Replacement (Appendix E)	1,2	1,4																																	
5.	Expanded the Virtual Machine (VMWare) Environment (Appendix A)	1,2,4	1,4																																	
6.	Participated in a Network Security test with the State of Michigan funded through a Homeland Security Grant. (Second Test with State)	1	4																																	
7.	Set up OC Health Department to exchange electronic transactions with Priority Health through Electronic Data Interchange.	4	4																																	
8.	Completed disaster recovery tests with GH County Building as backup site.	1	4																																	
9.	Consolidate policy lookup location in Lotus Notes Front Page.	2	2																																	
10.	Supported process improvement through refinement of ECM Workflows and implementation of Criminal Workflow process in Holland District Court.	4	4																																	
11.	Implemented electronic forms in Avatar to replace paper form handling in the clinical area: Progress Notes.	1,2,4	4																																	
12.	Worked with Treasurer and Fiscal Services to implement Positive Pay	4	4																																	
13.	Process review and improvement during Justice System requirements gathering (Appendix K).	4	4																																	
14.	Created building address catalogue as well as a series of road atlas books in GIS that support Fire Department information needs.	2,4	3,4																																	
15.	Added two tenants to the new Fillmore Street Cell tower increasing revenue by approximately \$38,000/year.	2,4	1,4																																	
16.	Grand Haven Courthouse Technology: Recording, Video, Public Displays Communications System, Wireless, Public Address System.	1,2,4	4																																	
17.	Made changes in Computer Training Classes by expanding introductory and intermediate classes to multiple sessions of two hour blocks and adding classes on Enterprise Content Management, and special topics on desktop applications.	3	2																																	
18.	Conducted 45 Computer training sessions with 223 attendees and hosted 57 additional training sessions in the IT Training Room (Appendix I).	1,2,3	2,4																																	
19.	Converted AFP Forms to ACOM EzDocs/400 eliminating specialized AFP printers, saving approximately \$40,000 in printer replacement costs over 5 years.	2,4	1,4																																	
20.	New Web Site On-line Services: (Appendix H) <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">1.</td> <td style="width: 85%;">Delinquent Tax Payments</td> <td style="width: 10%;">Oct-09</td> </tr> <tr> <td>2.</td> <td>District Court Hearing Schedule</td> <td>Oct-09</td> </tr> <tr> <td>3.</td> <td>SL Twp Online Payment Pilot</td> <td>Oct-09</td> </tr> <tr> <td>4.</td> <td>Police Dept Incident Reporting Interface</td> <td>Nov-09</td> </tr> <tr> <td>5.</td> <td>Court Record Search (District)</td> <td>Dec-09</td> </tr> <tr> <td>6.</td> <td>Online Payments of County Invoices</td> <td>Dec-09</td> </tr> <tr> <td>7.</td> <td>District Court Civil Case Batch Download</td> <td>Mar-10</td> </tr> <tr> <td>8.</td> <td>MI Works Event Registration</td> <td>Apr-10</td> </tr> <tr> <td>9.</td> <td>Committee/Board/Intern Service Application</td> <td>May-10</td> </tr> <tr> <td>10.</td> <td>Marriage License Application</td> <td>May-10</td> </tr> <tr> <td>11.</td> <td>Learning Management System - Sheriff</td> <td>Jul-10</td> </tr> </table>	1.	Delinquent Tax Payments	Oct-09	2.	District Court Hearing Schedule	Oct-09	3.	SL Twp Online Payment Pilot	Oct-09	4.	Police Dept Incident Reporting Interface	Nov-09	5.	Court Record Search (District)	Dec-09	6.	Online Payments of County Invoices	Dec-09	7.	District Court Civil Case Batch Download	Mar-10	8.	MI Works Event Registration	Apr-10	9.	Committee/Board/Intern Service Application	May-10	10.	Marriage License Application	May-10	11.	Learning Management System - Sheriff	Jul-10	4	2
1.	Delinquent Tax Payments	Oct-09																																		
2.	District Court Hearing Schedule	Oct-09																																		
3.	SL Twp Online Payment Pilot	Oct-09																																		
4.	Police Dept Incident Reporting Interface	Nov-09																																		
5.	Court Record Search (District)	Dec-09																																		
6.	Online Payments of County Invoices	Dec-09																																		
7.	District Court Civil Case Batch Download	Mar-10																																		
8.	MI Works Event Registration	Apr-10																																		
9.	Committee/Board/Intern Service Application	May-10																																		
10.	Marriage License Application	May-10																																		
11.	Learning Management System - Sheriff	Jul-10																																		

What We Do: Goals and Metrics

	Accomplishment	IT Goal(s)	Board Goal(s)
21.	Increased Annual Revenue received through web online services from \$130,429 as of May 31, 2009 to \$247,559 as of May 31, 2010 or 89.8%.	2,4	1,4
22.	Increased annual technology revenue received through web online services from \$16,368 as of May 31, 2009 to \$21,046 as of May 31, 2010 or 28.6%.	4	1
23.	Expanded use of Lotus Notes to automate manual processes <ul style="list-style-type: none"> • Leave Request Calendar for Probate Court and Juvenile Services. • Leave Request Calendar for Register of Deeds. 	2,4	4
24.	Development of GIS Drain Layers and Workflows	4	4
25.	Refined computer supply inventory system reducing discrepancies to <1%	2,4	1,4
26.	Replaced manual check writing with computer generated Jail Trust Account and Court Bond checks improving accuracy.	4	1,4
27.	Integrated the new and improved Concealed Weapons Permit application in the Clerk's office with the Justice System.	2,4	4
28.	Create Check Management/Reconciliation Application Integrated with the Justice System for the District Court	4	4
29.	Updated the County Technology Plan and presented it to the Board of Commissioners – Plan approved January 2010.	3	4
30.	Created a Public version of the Incident Mapping Application.	4	4
31.	GIS developed an application in partnership with Holland Township to link design documents to Parcels.	4	2,4
32.	Third straight year with increased GIS web traffic with an average of about 9,000 hits per month	2	4
33.	Increased Total GIS Revenue by 2.4% from 2008 to 2009 (Appendix G)	2,4	1

Ottawa County LAN/WAN Network Diagram Summary Diagram

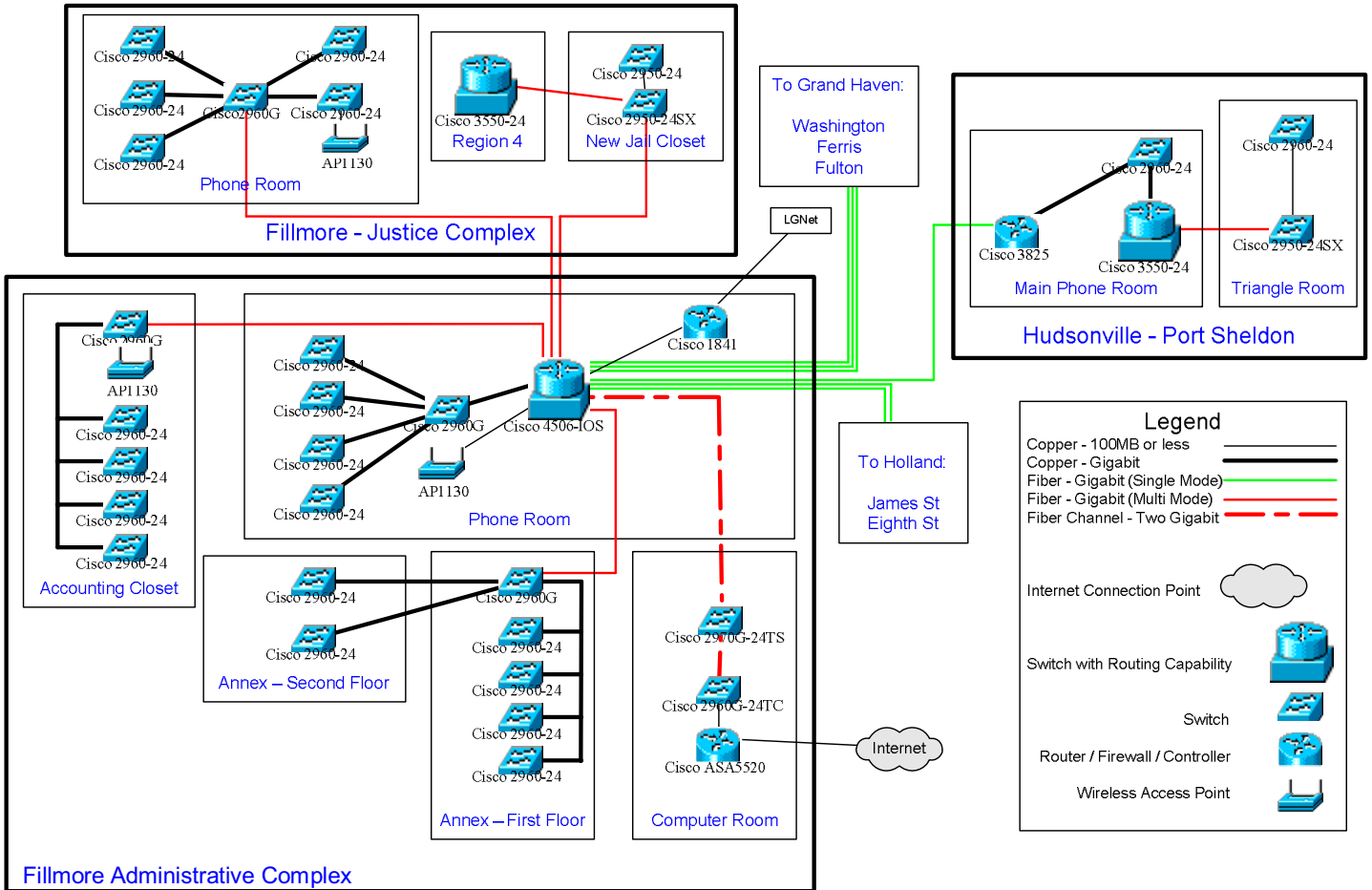
05/31/2010



Appendix A: Network Diagrams and Servers

Ottawa County LAN/WAN Network Diagram Fillmore / Hudsonville

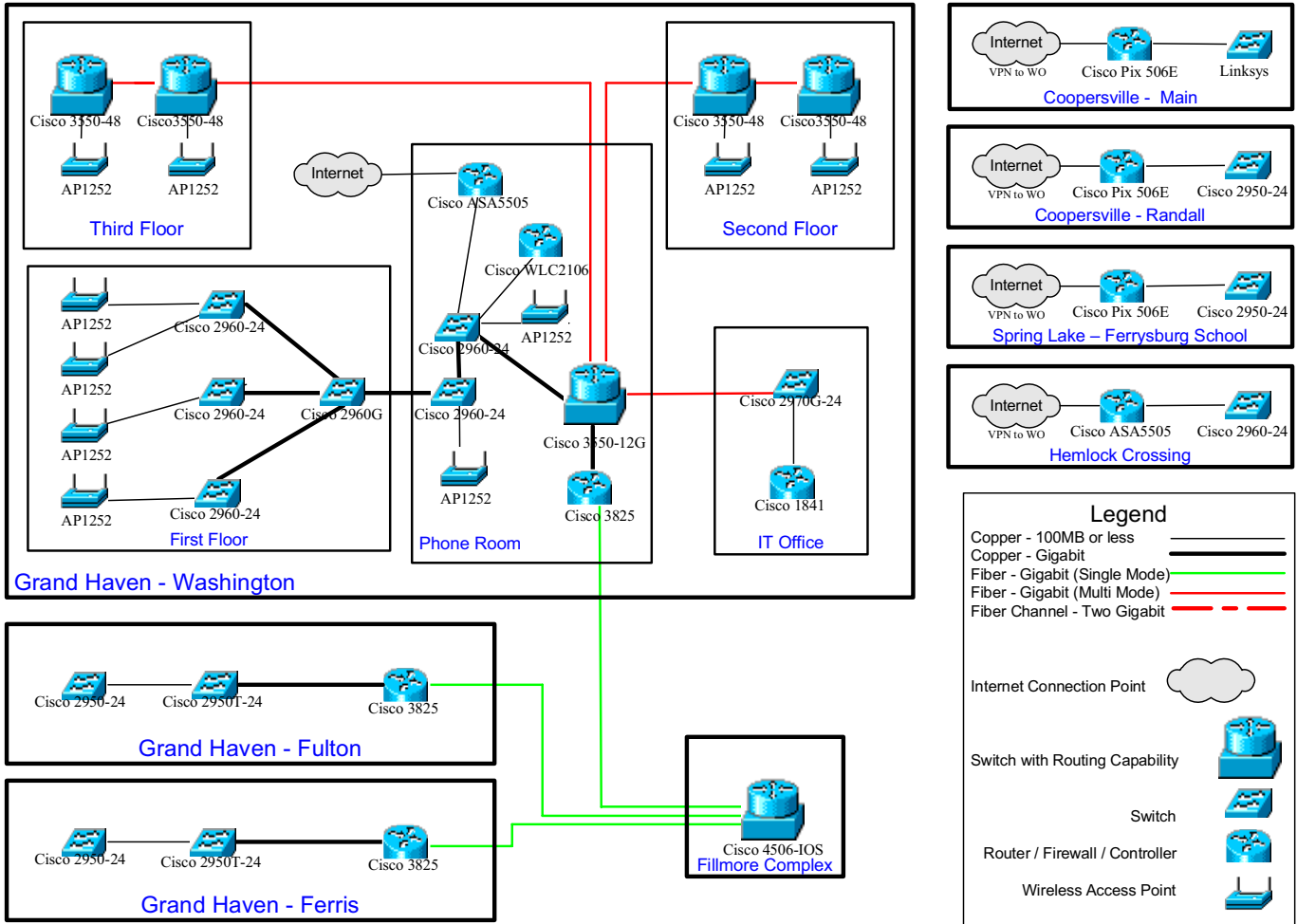
05/31/10



Appendix A: Network Diagrams and Servers

Ottawa County LAN/WAN Network Diagram Grand Haven/Coopersville (and connection to Fillmore Headend)

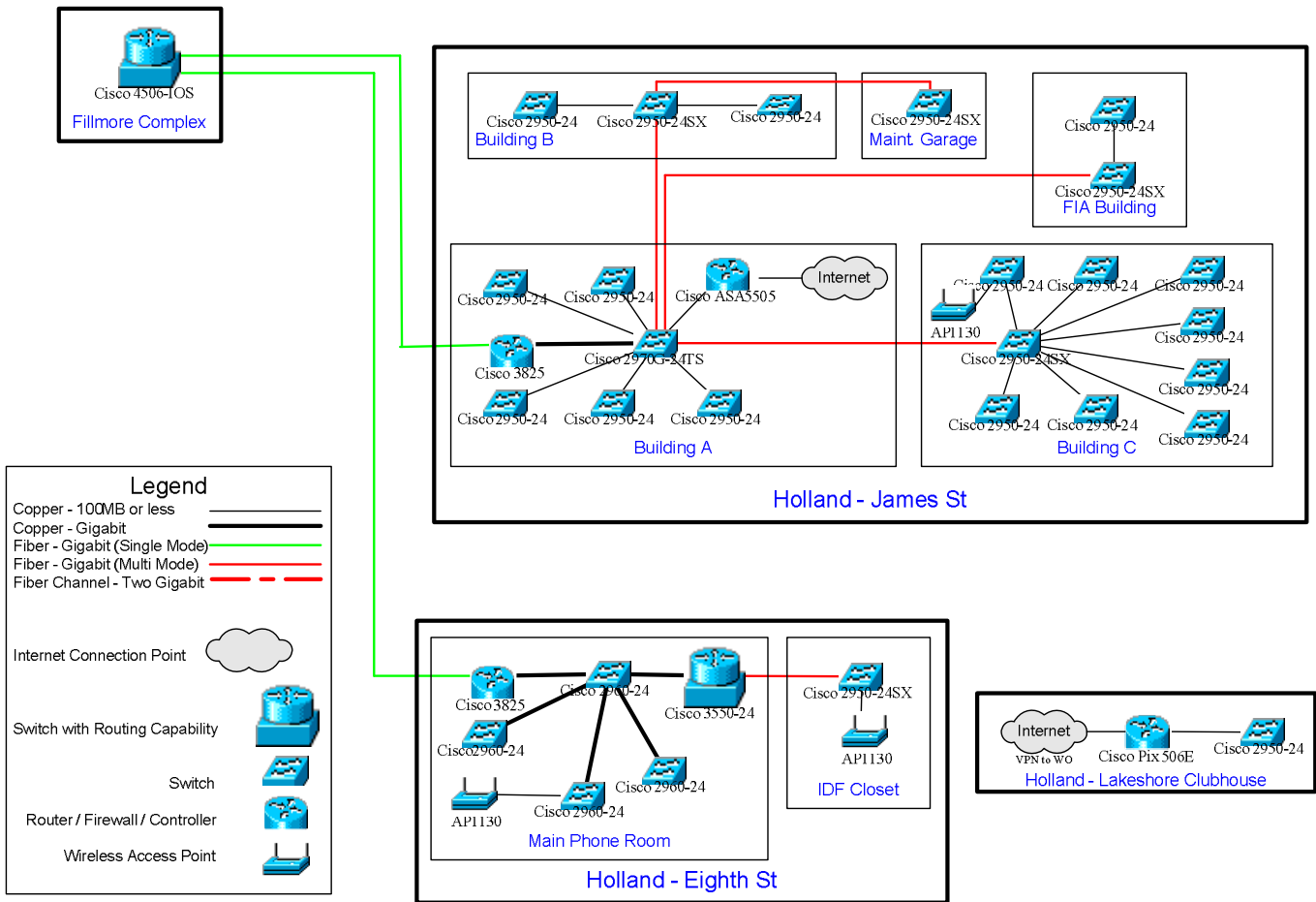
05/31/2010



Appendix A: Network Diagrams and Servers

Ottawa County LAN/WAN Network Diagram Holland (and connection to Fillmore Headend)

05/31/10



Appendix A: Network Diagrams and Servers

Year	2006	2007	2008	2009	2010
Physical Servers	28	28	34	50	53
	Prod	Prod	Prod	Prod	Prod
	Dev	Dev	Dev	Dev	Dev
	Dom	Dom	Dom	Dom	Dom
				GH Console	GH Console
	DomB	DomB	DomB	DomB	DomB
	EqFile	Moved to File			
	GISApp	GISApp	GISApp	GISGraph	GISGraph
	GISDB	GISDB	GISDB	GISGraph2	GISGraph2
	GISWeb	GISWeb	GISWeb	GISWeb	GISWeb
	GISFTP	GISFTP	GISFTP		
	Sword	Sword	Sword	Sword	Sword
	PAAM	PAAM	PAAM	PAAM	PAAM
	Dictn	Dictn	Dictn	Dictn	Dictn
	CMH Avatar	CMH Avatar	CMH Avatar	CMH Avatar	CMH Avatar
	BS&A	BS&A	BS&A	BS&A Pervasive	BS&A Pervasive
				BS&A .NET	BS&A .NET
	CISCO	CISCO	CISCO	CISCO	CISCO
	WebApp	WebApp	WebApp	WebApp	WebApp
	WebDB	WebDB	WebDB	WebDB	WebDB
	WebDev	WebDev	WebDev	WebDev	WebDev
	Web	Web	Web	Web	Web
	AD1	AD1	AD1	AD1	AD1
	AD2	AD2	AD2	AD2	AD2
	File	File	File	File	File
	EOC	EOC	EOC	EOC	EOC
	BES	BES	BES	BES	BES
	OnBaseDR	OnBaseDR	OnBaseDR	OnBaseDR	OnBaseDR
	OnBaseDB	OnBaseDB	OnBaseDB	OnBaseDB	OnBaseDB
	OnBaseFile	OnBaseFile	OnBaseFile	OnBaseFile	OnBaseFile
	WinDev	WinDev			
		Contingency	Contingency	Contingency	Contingency
			Footprints	Footprints	Footprints
			Footprints/SQL	Footprints/SQL	Footprints/SQL
			Virtual Center	Virtual Center	Virtual Center
			Virtual 1	Virtual 1	Virtual 1
			Virtual 2	Virtual 2	Virtual 2
			Virtual 3		
			Virtual 4	Virtual 4	Virtual 4
			Virtual 5	Virtual 5	Virtual 5
				Virtual 6	Virtual 6
				Backup Server 1	Backup Server 1
				Backup Server 2	Backup Server 2
				InSight	InSight
				Dev. Web	Dev. Web
				Dev. SQL	Dev. SQL
				Test Web	Test Web
				Test SQL	Test SQL
				AVIDApp	AVIDApp
				AVIDDB	AVIDDB
				AVIDIDR	AVIDIDR
	Mugshot	Mugshot	Mugshot	Mugshot	Mugshot
				DW Plus	DW Plus
		FTP/CS	FTP/CS	FTP/CS	FTP/CS
				OnBase Web	OnBase Web
					vRanger
					vRanger File
					vReplicator

Yellow Indicates that it is Virtualized.

AD1 & AD2: County Primary and Backup Active Directory Servers.

Appendix A: Network Diagrams and Servers

AVIDApp, AVIDDB, AVIDIDR: Hosts ROD System. Servers operational April 15, 2009.

Backup Server 1/2: Server managing backups for other servers. Backup to tape.

BES: Blackberry Enterprise Server.

BS&A Pervasive: Runs legacy Property related Applications for Treasurer, Equalization and Drains.

BS&A .NET: Runs new Property related applications for BS&A for Treasurer, Drains & Equalization.

CISCO: Network Management Server.

CMH Avatar: Community Mental Health Avatar System.

Contingency: AS400 Production Contingency Server, includes backup Domino functions.

Dev. Web/SQL & Test Web/SQL: Development and test for Web and SQL applications

Dictn: Sheriff Dictation System.

Dom & DomB: AS400 Domino Server and Backup supports E-mail and Lotus Notes Applications

EOC: Fileserver for Emergency Operations Center.

File: County Fileserver.

Footprints/Footprints SQL: Help Desk System – Problem Tickets, Project Requests.

FTP/CS: County FTP Server, also data sync between the County Justice System and Courtstream.

GH Console: Operations console for Contingency AS/400 in Grand Haven.

GISGraph/GISGraph2/GISWeb: GIS Application, Database, Web and FTP Servers.

InSight: New Public Health System operational April 13, 2009

Mugshot/DW Plus: Host for Sheriff and Juvenile Mugshot photos.

OnBaseDR/OnBaseDB/OnBaseFile: Imaging Disaster Recovery, Database and File Servers.

OnBase Web: Portal for external agency submissions to OnBase.

PAAM: Prosecuting Attorney Adult Case Tracking System.

Prod & Dev: Production and Development AS400 Servers.

Sword: Health Department Food Inspection System.

WebApp/WebDB/WebDev/Web: Web Application, Database, Development and Web Servers.

WinDev: Windows Development System.

Virtual Center: Virtual x: Physical Hosts for virtual environments..

vRanger / vRanger File: Disk based backup for virtual servers

vReplicator: Virtual server data replication between West Olive and Grand Haven.

Additional older physical servers are in storage in Grand Haven for potential use in a disaster recovery scenario.

Appendix B: Telecommunications

The County telecommunications system consists of Nortel Meridian 1 telephone equipment, Octel Voicemail Systems, private fiber optic wide-area network (WAN) and a variety of leased circuits and services. The Information Technology Department combines these resources to meet the goal of providing a system that provides efficient, effective and user friendly voice communications, both within the County's network and without to the County's citizens.

The County's five main sites are:

Grand Haven Courthouse	414 Washington St.	Grand Haven, MI
Fillmore Complex	12110-12220 Fillmore St.	West Olive, MI
James St. Campus	12251-12265 James St	Holland, MI
Holland District Court	85 W. Eighth St.	Holland, MI
Hudsonville Human Services/District Court	3100 Port Sheldon St.	Hudsonville, MI

These sites are connected to the "outside world" by ISDN Prime circuits through AT&T. Each Prime circuit provides 23 voice channels or the equivalent of 23 phone lines. The Primes were selected to reduce the cost of the trunks that would otherwise be required and the channels can function as either incoming or outgoing lines depending on the traffic load at the time.

The above locations, along with the Human Services Building at 1111 Fulton Ave. and the Public Health Clinic at 16920 Ferris St., Grand Haven, are connected to each other by the Fiber Optic Wide Area Network (WAN). This allows the County to take advantage of least-cost routing and four-digit dialing of extensions between sites to minimize phone company usage (call) and local toll charges.

The County's Fiber Optic WAN also carries the Video Arraignment system. The system provides digital video and audio over the fiber in a closed IP network between Courts and Jail locations. The County owns the audio-visual premise equipment (cameras, monitors, etc.) that interfaces with the Video Arraignment system. This system was implemented to save man hours, equipment, and related operational costs that would otherwise have to be spent transporting inmates to and from Court appearances.

The following County locations have access to broadband video arraignment:

Grand Haven Courthouse	414 Washington St.	Grand Haven, MI
Holland District Court	85 W. Eighth St.	Holland, MI
Hudsonville District Court	3100 Port Sheldon St.	Hudsonville, MI
County Jail	12130 Fillmore St.	West Olive, MI

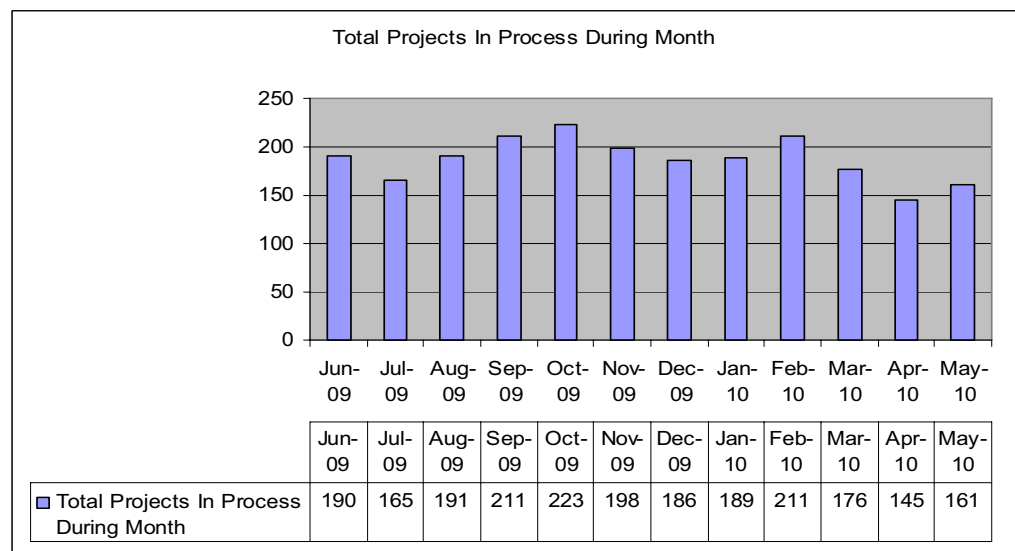
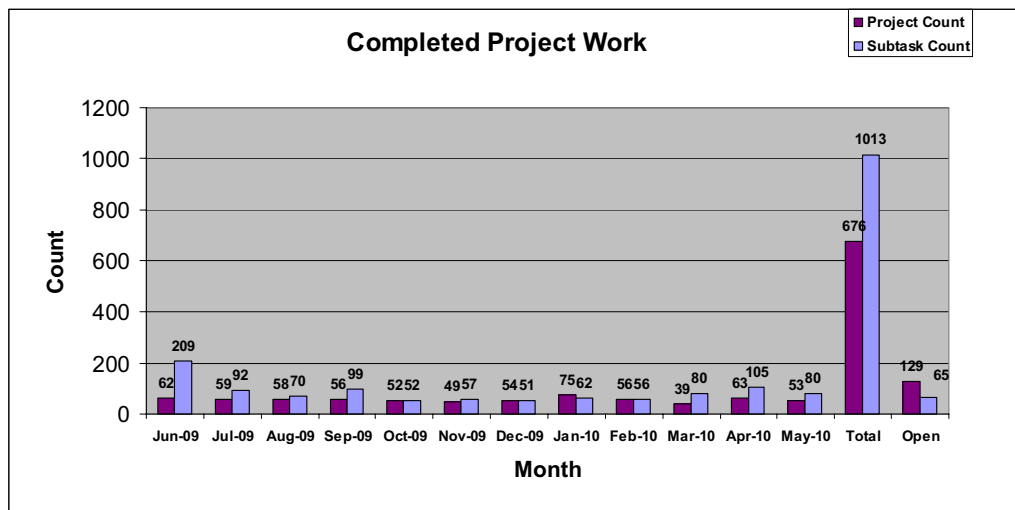
The City of Holland police department is also connected so that they can provide inmates for arraignment without transporting prisoners outside their holding area.

Appendix C: Project Statistics

Month	Projects Completed During Month	Projects in Process During Month	Average Age Completed Projects (Days)
Jun-09	62	190	12.25
Jul-09	59	165	15.11
Aug-09	58	191	33.66
Sep-09	56	211	21.45
Oct-09	52	223	23.56
Nov-09	49	198	20.73
Dec-09	54	186	23.38
Jan-10	75	189	19.11
Feb-10	56	211	16.03
Mar-10	39	176	14.62
Apr-10	63	145	17.56
May-10	53	161	19.22

Open Projects

Projects Open as of June 1, 2010	Subtasks Open as of June 1, 2010	Hours Reported on Open Projects	Average Age (Days)
129	65	1,427.25	61.31



Appendix C: Project Statistics

Open Projects as of June 16, 2010

Project Number: Title	Date Submitted	Status
PR9019: Hydro Features Dataset maintenance and conversion.	1/24/2008	In Process
PR9190: Develop Backup Administration Plan for Footprints	5/5/2008	Assigned
PR9367: Create and address single complex multi owner buildings/properties	8/29/2008	In Process
PR9371: Maintain Metadata for GIS Data Dictionary	9/2/2008	In Process
PR9458: Giving non employees access to the Online Project Request System	10/24/2008	Scheduled
PR9492 New World Systems Financial System Reported Outstanding Problems in PTF 7.0.7	11/12/2008	Scheduled
PR9520: Modify the Name Merge Process (Include check for fingerprints & create notification process)	12/1/2008	Scheduled
PR9634: Purchase & Install Numara Asset Manager	1/20/2009	Assigned
PR9638: create maps and data for Crockery Township	1/21/2009	Wait Customer
PR9650: MICA Phase II Implementation	1/27/2009	Scheduled
PR9740: GIS Strategic Business Plan	3/20/2009	Scheduled
PR9802: Set up and Test QI and Encounter Reporting to CHAMPS	4/16/2009	In Process
PR9879: Complete Drain Infrastructure editing re: Holland Township	6/8/2009	In Process
PR9883: Print maps for Coopersville and surrounding townships	6/10/2009	In Process
PR9888: Convert Drain Easement from Liber/Page	6/11/2009	In Process
PR9915: Implement Insight Modules & New Features (Post Phase 1)	6/22/2009	Scheduled
PR9985: Create Inmate Transport Calendar Application	7/22/2009	Wait Customer
PR9997: Requirements Gathering Phase of the AVID (Fidlar) Escrow Account Management Integration with New World Systems	7/29/2009	Wait Vendor
PR10006: Mapping for Grand River Kayak Trail	8/4/2009	In Process
PR10055: Modification to Monthly Activity for Victims Rights Report (JYH0PFR)	8/31/2009	In Process
PR10056: Develop GIS Mapping Applications using MS Silverlight	8/31/2009	In Process
PR10065: Create Drain District for Herry Drain	9/8/2009	Wait Customer
PR10066: Create Drain District for Beeline Drain	9/8/2009	Wait Customer
PR10068: Create Drain District for Bethke Drain	9/9/2009	Wait Customer
PR10069: Create Drain District for Stearns Drain	9/9/2009	Wait Customer
PR10070: Create Drain District for Worley Drain	9/9/2009	Wait Customer
PR10080: Convert the Prosecutor's department calendar and PA court calendar to web	9/15/2009	Scheduled
PR10103: Create Drain District for Smith Drain	9/25/2009	Wait Customer
PR10119: Determine process for Local Unit large document scanning & retrieval	10/8/2009	In Process
PR10134: Work with Kandu Industries re: electronic claims submission	10/15/2009	Wait Customer
PR10135: Create and complete Drain Maintenance Request Workflow process	10/15/2009	In Process
PR10145: Revise Hydrology layers for Port Sheldon Township	10/22/2009	In Process
PR10175: Insight Profiles Replication Issues/Inconsistencies	11/4/2009	Wait Customer
PR10179: Set-up direct CHAMPS billing for Hearing and Vision screening.	11/9/2009	Assigned
PR10182: Enhance Sheriff Dept scheduler to add a Supervisor to fill shifts as needed	11/10/2009	Scheduled
PR10187: 2010 Plat Book Update	11/12/2009	In Process
PR10188: Revisions needed to CSHCS Notes within Insight	11/12/2009	Wait Vendor
PR10194: Holland Township Imaging Project via GIS data	11/13/2009	Wait Customer
PR10226: Building Footprints Maintenance layer in SDE	12/10/2009	In Process
PR10247: Evaluate and Configure PCs for ROD	12/17/2009	Assigned
PR10257: Perform activities related to Phases 2/3 of the Phone/Voicemail Upgrade.	12/21/2009	Wait Vendor
PR10268: Complete Hydrology editing for assigned area	12/29/2009	In Process
PR10276: Create report which will link Zip codes with appropriate county	1/4/2010	Scheduled
PR10286: Convert Discharge Summary to Electronic Form	1/7/2010	Scheduled
PR10287: 2010 Netsmart Technologies Support Tickets (Avatar)	1/7/2010	Scheduled
PR10294: Evaluate Improving Data Communication of JPIS Reports to the State	1/8/2010	Scheduled

Appendix C: Project Statistics

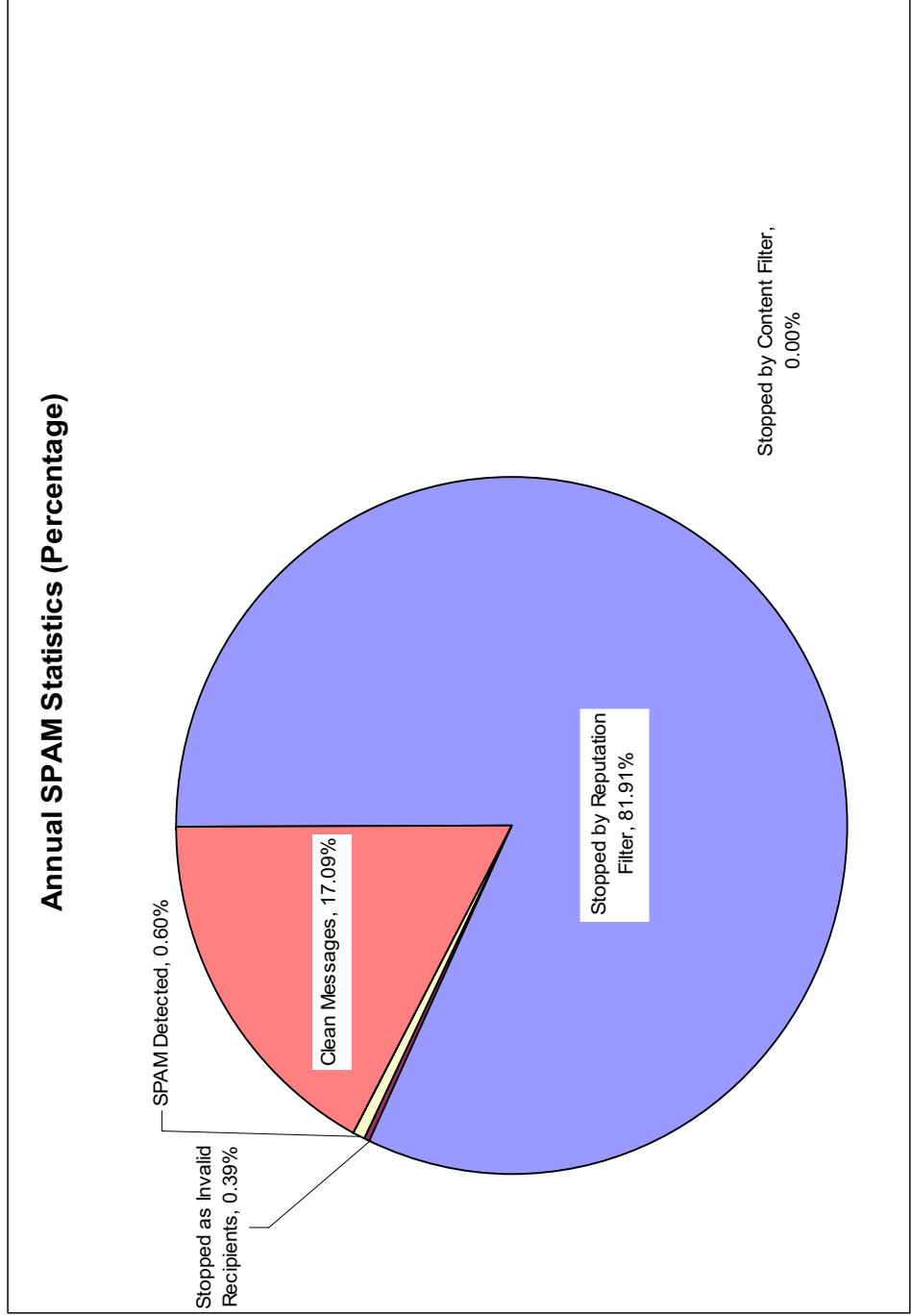
Project Number: Title	Date Submitted	Status
PR10303: Convert Nursing Assessment-MI (MS Word Form) to AVATAR CWS	1/12/2010	Scheduled
PR10312: Remove and reload SCID I software on several CMH laptops	1/15/2010	Wait Customer
PR10315: Develop mapbook and road map for GH Twp Fire Department	1/18/2010	In Process
PR10326: Purchase & Install 2010 Equipment for IT	1/20/2010	Assigned
PR10327: Purchase & Install 2010 Equipment for Human Resources	1/20/2010	Assigned
PR10345: 2010 ECM System Support Issue Tracking (ImageSoft & Hyland)	2/2/2010	Assigned
PR10351: Implementation of AVATAR "Point of Service" Document Management Module (Imaging)	2/3/2010	Wait Customer
PR10356: Purchase and install approved equipment for Juvenile Services	2/4/2010	Assigned
PR10364: Process QI and Encounter data	2/5/2010	Scheduled
PR10380: Update County Computers with New Local Admin Password	2/11/2010	Assigned
PR10383: Update drain district for the Pipple drain	2/12/2010	Wait Customer
PR10384: Hydro editing for Chester Township	2/12/2010	In Process
PR10385: Hydro updates for Wright Townhsip	2/12/2010	In Process
PR10512: Purchase & Install 2010 Equipment for Planning	2/12/2010	Assigned
PR10387: Purchase & Install 2010 Equipment for Probate Court	2/12/2010	Assigned
PR10415: Purchase & Install 2010 Equipment for Prosecuting Attorney	2/12/2010	Assigned
PR10390: OnBase workflow (large) discovery process Phase II Capture & track defense attorney requests	2/15/2010	Assigned
PR10393: Purchase & Install 2010 Equipment for Sheriff	2/15/2010	Assigned
PR10391: Explore OnBase PA Doc Retention	2/16/2010	In Process
PR10394: Develop Court Order for Fingerprints workflow	2/16/2010	Assigned
PR10397: Implementation of CARF "Standards Manager" Application for Mental Health QI Unit	2/17/2010	Wait Customer
PR10405: GIS Polygon Buffer Layer for Drain Infrastructure - Georgetown Township Pilot	2/22/2010	In Process
PR10432: Purchase & Install 2010 Equipment for Jail	2/23/2010	Assigned
PR10433: Purchase & Install 2010 Equipment for Emergency Services	2/23/2010	Assigned
PR10411: Purchase & install 2010 Equipment for Adult Probation	2/23/2010	Assigned
PR10412: Update Blendon Township Footprints	2/24/2010	In Process
PR10414: Develop maps for Spring Lake Township Fire Department	2/24/2010	In Process
PR10416: Purchase & Install 2010 Equipment for Clerk	2/24/2010	Assigned
PR10429: Implement Functionality for Supervising Non-professional Staff by Consumer and Date	3/3/2010	In Process
PR10434: Purchase and install 2010 CMH Equipment	3/4/2010	Assigned
PR10436: CHAMPS Send 837 Billing File From InSight and Receive 835 Remittance File	3/5/2010	Wait Vendor
PR10440: Develop InfoScriber Notes form to replace Medication Review form on AVATAR	3/9/2010	Wait Customer
PR10443: Public Health - Digital Radiological Equipment and Software Installation (including Networking Three Laptops) in the Miles of Smiles Van	3/10/2010	Wait Vendor
PR10457: Employee Training Application Enhancements	3/17/2010	Scheduled
PR10459: Investigate Automatic Appointment Call Reminders	3/19/2010	Wait Customer
PR10460: MICA (Quick Win) Browser Based Fast Track Booking Form Delivery To Jail	3/19/2010	In Process
PR10475: Create Environmental Health's Time and Effort Area within InSight	3/31/2010	Wait Customer
PR10476: Purchase and Install 2010 Equipment for Community Corrections/DC Probation	4/1/2010	Assigned
PR10483: Holland BPW Partnership Contract	4/8/2010	Wait Customer
PR10496: Provide Shared Drive for Corrections Officers and Jail Medical Staff	4/19/2010	Assigned
PR10497: Develop better control/manage Administrator/Regedit rights	4/19/2010	Assigned
PR10509: Purchase & Install Equipment per CY10-0038	4/29/2010	Assigned
PR10518: Purchase & Install 2010 Equipment for Commissioners	5/6/2010	Assigned
PR10522: Purchase and Install Replacement OnBase Scanners for 2010	5/7/2010	Assigned
PR10532: Evaluate cell phone plans	5/13/2010	In Process
PR10531: Purchase & Install 2010 Equipment for Circuit Court	5/13/2010	Assigned

Appendix C: Project Statistics

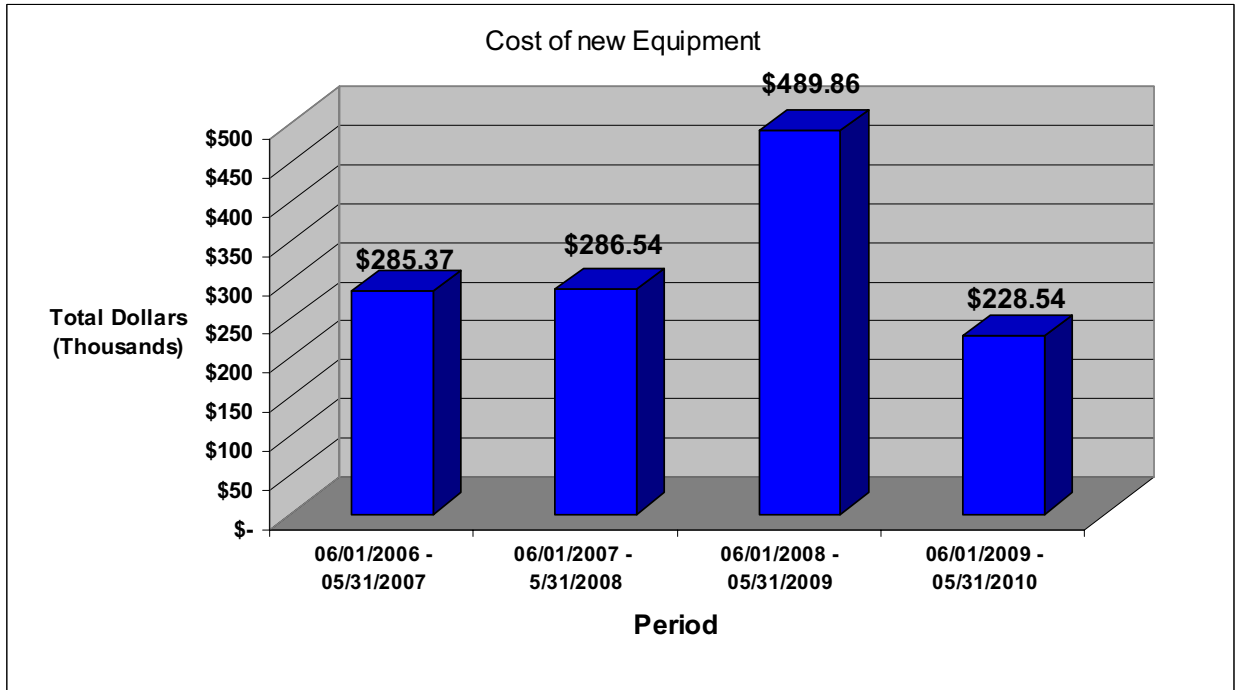
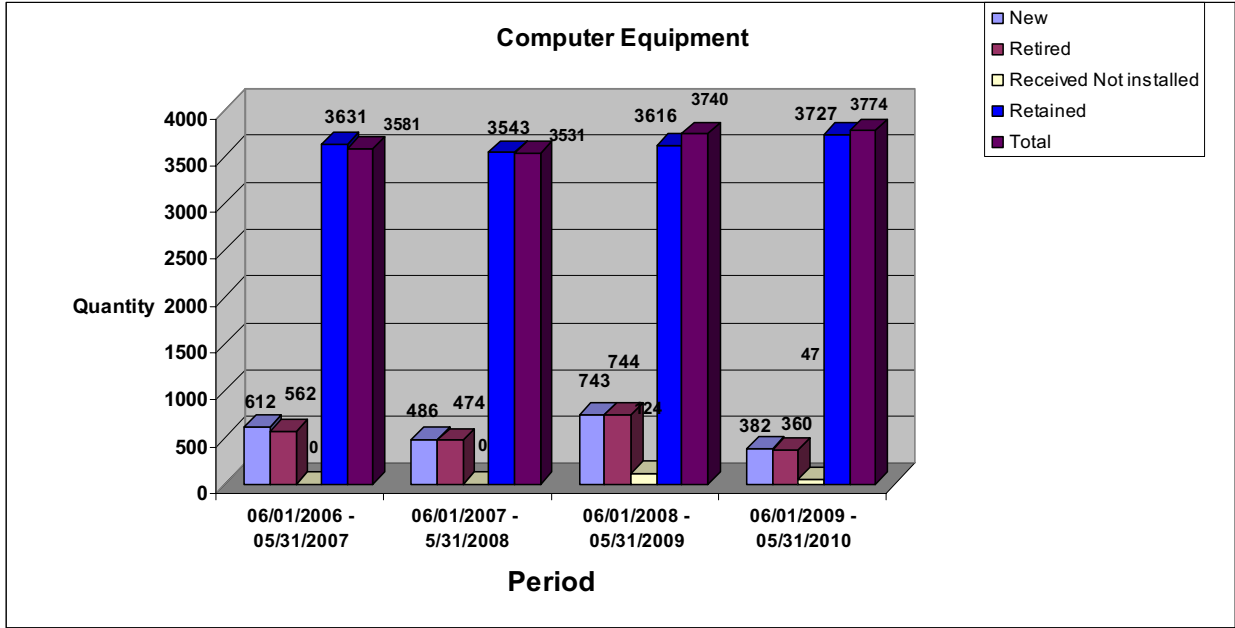
Project Number: Title	Date Submitted	Status
PR10533: Connect GHDPS with electronic warrant submission via OnBase	5/14/2010	Assigned
PR10536: Purchase and install equipment per CY10-0049	5/17/2010	Assigned
PR10537: Move AV Distance Learning equipment in Juvenile Detention	5/17/2010	Wait Vendor
PR10538: Add data cable in Juvenile Detention to patch OAISD to their network	5/17/2010	Wait Vendor
PR10541: Develop report from PM and MSO to identify outliers.	5/19/2010	In Process
PR10548: IGNITE 2010 Enhancement to Add Jail Inmate Data to database	5/20/2010	Wait Vendor
PR10549: Update Wage & Classification Study Job Analysis Questionnaire	5/20/2010	Scheduled
PR10552: MIHP Program management changes	5/21/2010	Assigned
PR10555: Evaluate work required on the addition of staff electronic signatures to VR letters	5/21/2010	In Process
PR10557: OnBase Workflow Routing Request	5/21/2010	Assigned
PR10562: Purchase & Install 2010 Equipment for District Court	5/24/2010	Assigned
PR10563: Investigate submission of files to Data Exchange Gateway (DEG)	5/24/2010	In Process
PR10568: Provide OnBase disconnected scanning and retrieval services for Park Township	5/26/2010	In Process
PR10569: Implement automatic 20% late fee in Circuit Court after 56 days.	5/26/2010	Wait Customer
PR10574: Create MIHP Medicaid Report in InSight	5/28/2010	Wait Customer

Appendix D: Anti-SPAM Statistics

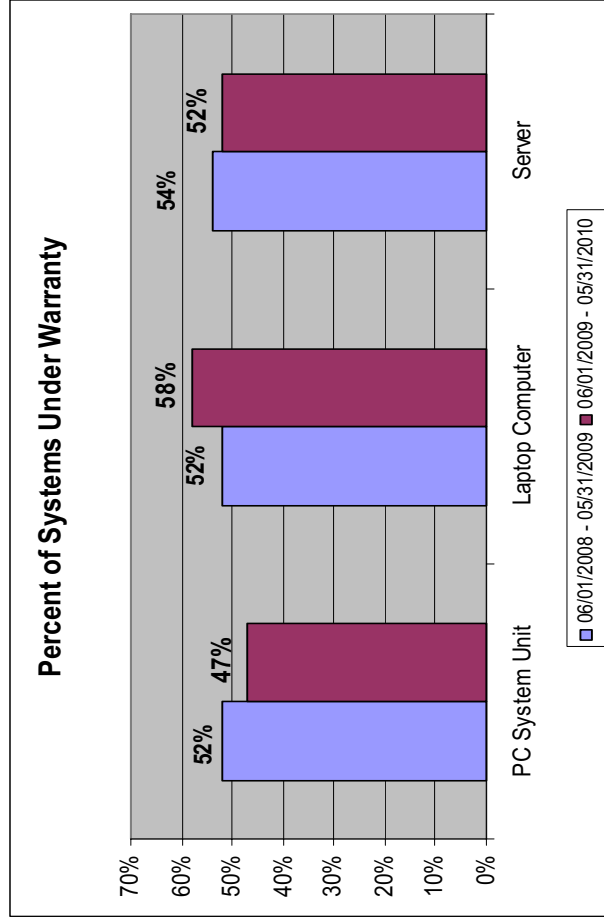
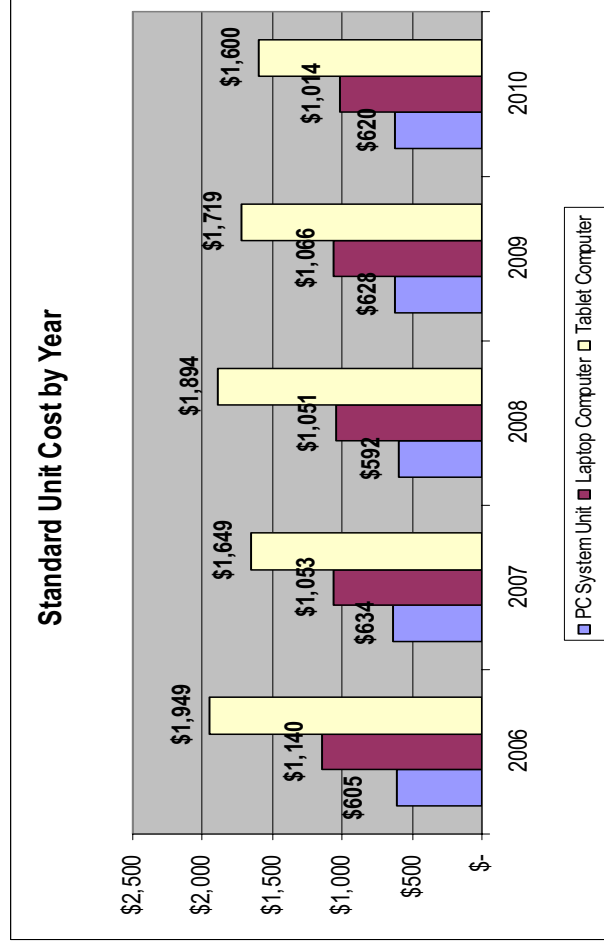
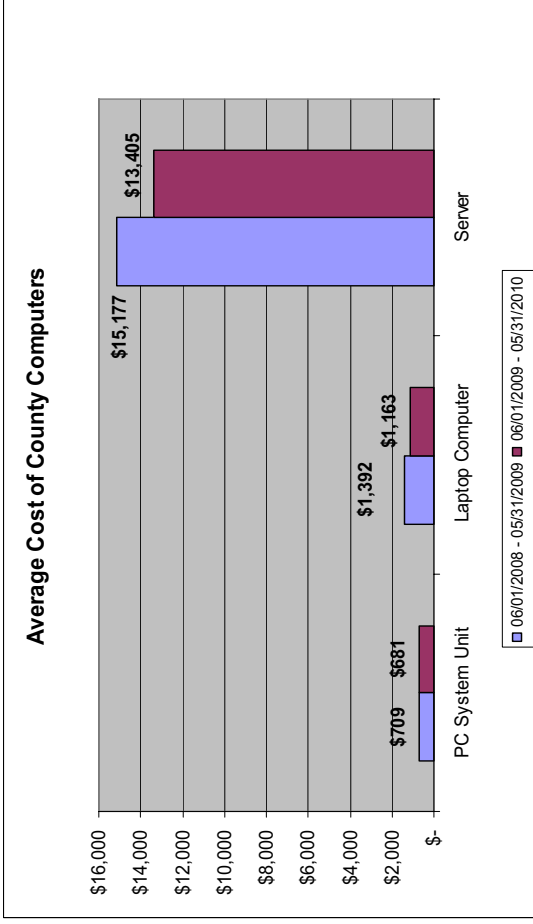
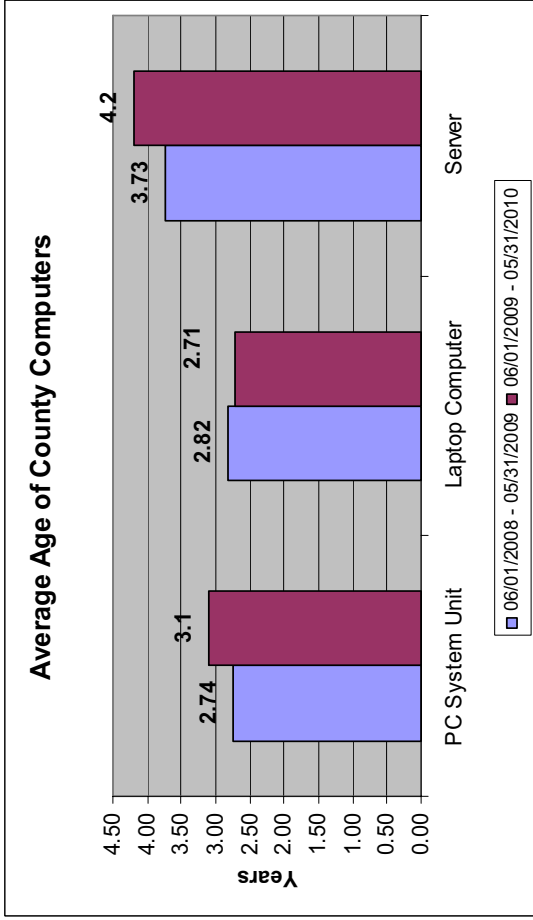
Filtering Statistics (Percentage of Incoming E-mail)													
Description	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Annual
Stopped by Reputation Filter	89.78%	89.88%	86.46%	82.15%	83.84%	77.13%	64.77%	62.11%	75.35%	79.76%	80.28%	80.48%	81.91%
Stopped as Invalid Recipients	0.18%	0.18%	0.25%	0.23%	0.26%	0.39%	0.53%	0.62%	0.53%	0.87%	0.42%	0.67%	0.39%
SPAM Detected	0.22%	0.24%	0.36%	0.44%	0.38%	0.63%	0.92%	1.18%	0.85%	0.73%	1.11%	1.07%	0.60%
Virus Detected	0.00%	0.01%	0.00%	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.01%	0.01%
Stopped by Content Filter	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%
Clean Messages	9.82%	9.70%	12.93%	17.17%	15.51%	21.85%	33.78%	36.10%	23.27%	18.60%	18.19%	17.77%	17.09%



Appendix E: Computer Equipment Summary



Appendix E: Computer Equipment Summary



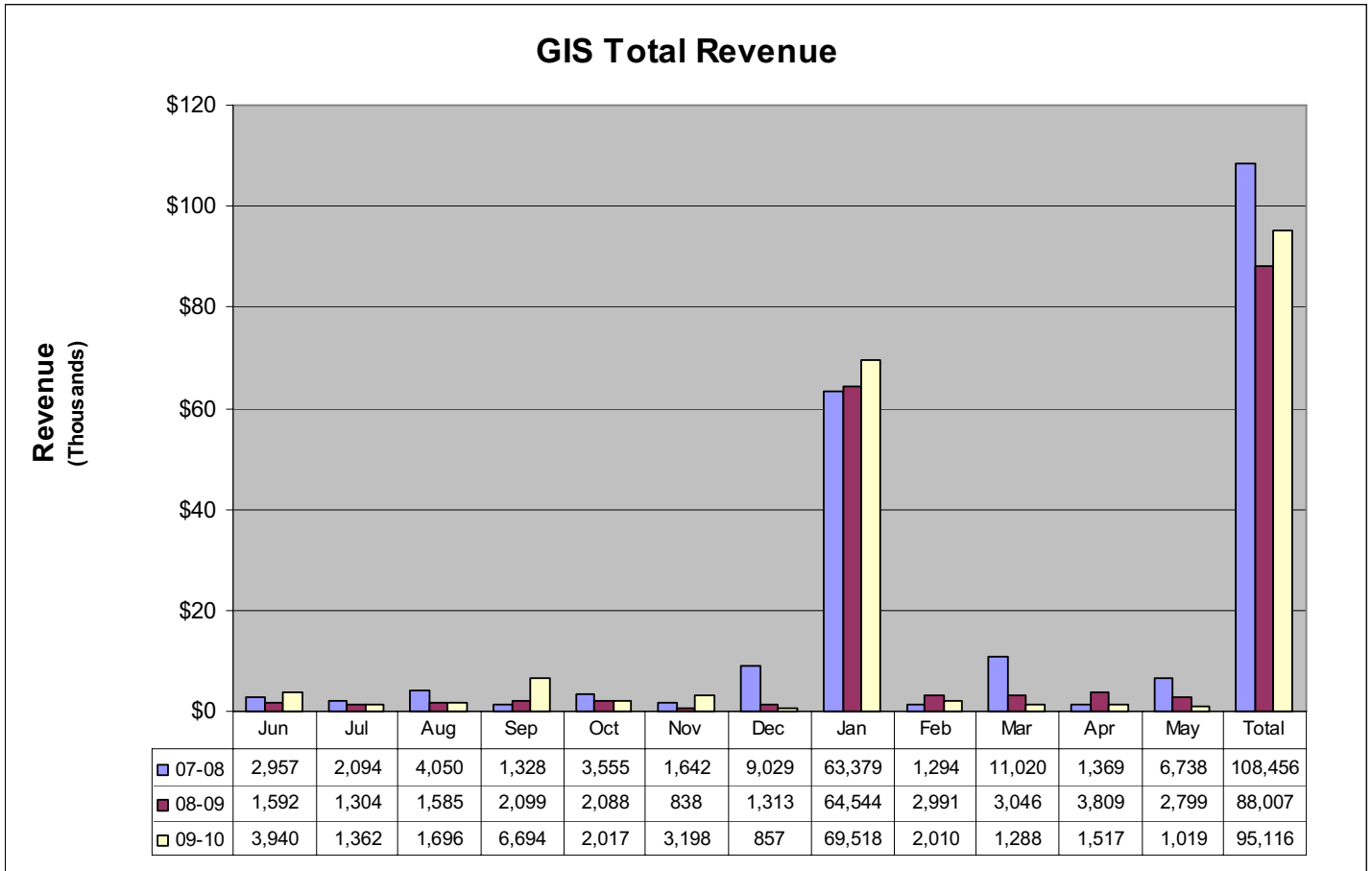
Appendix F: Enterprise Content Management

The Planning and Performance Improvement Department completed the Justice Enterprise Content Management System study which was presented to the Board in February 2010. The study indicates a number of efficiencies but also notes that return on investment is impacted by State Court rules requiring the retention of paper files, hand written signatures for certain documents, and manually applied seals on official documents. County officials have worked with local State legislators to enact legislation to address some of these issues. The amount of stored content continues to grow, and adjustments have been made to improve workflows. In 2009, the first external law enforcement agency (Holland Police Department) was given the ability to submit documents through the OnBase Web Server into the County Prosecutor's workflow. Expansion has been limited to areas where existing capabilities can be used and leveraged without additional financial investment.

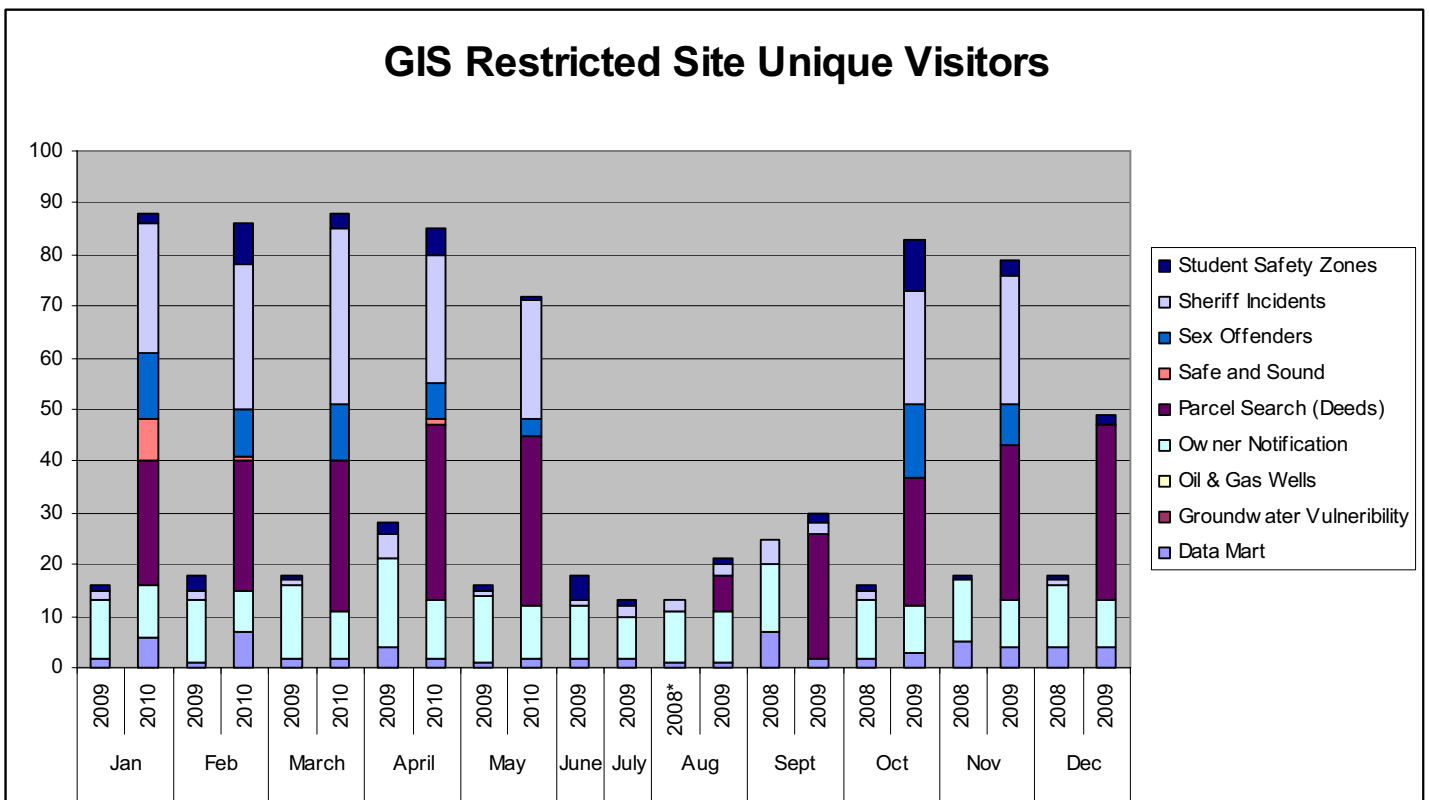
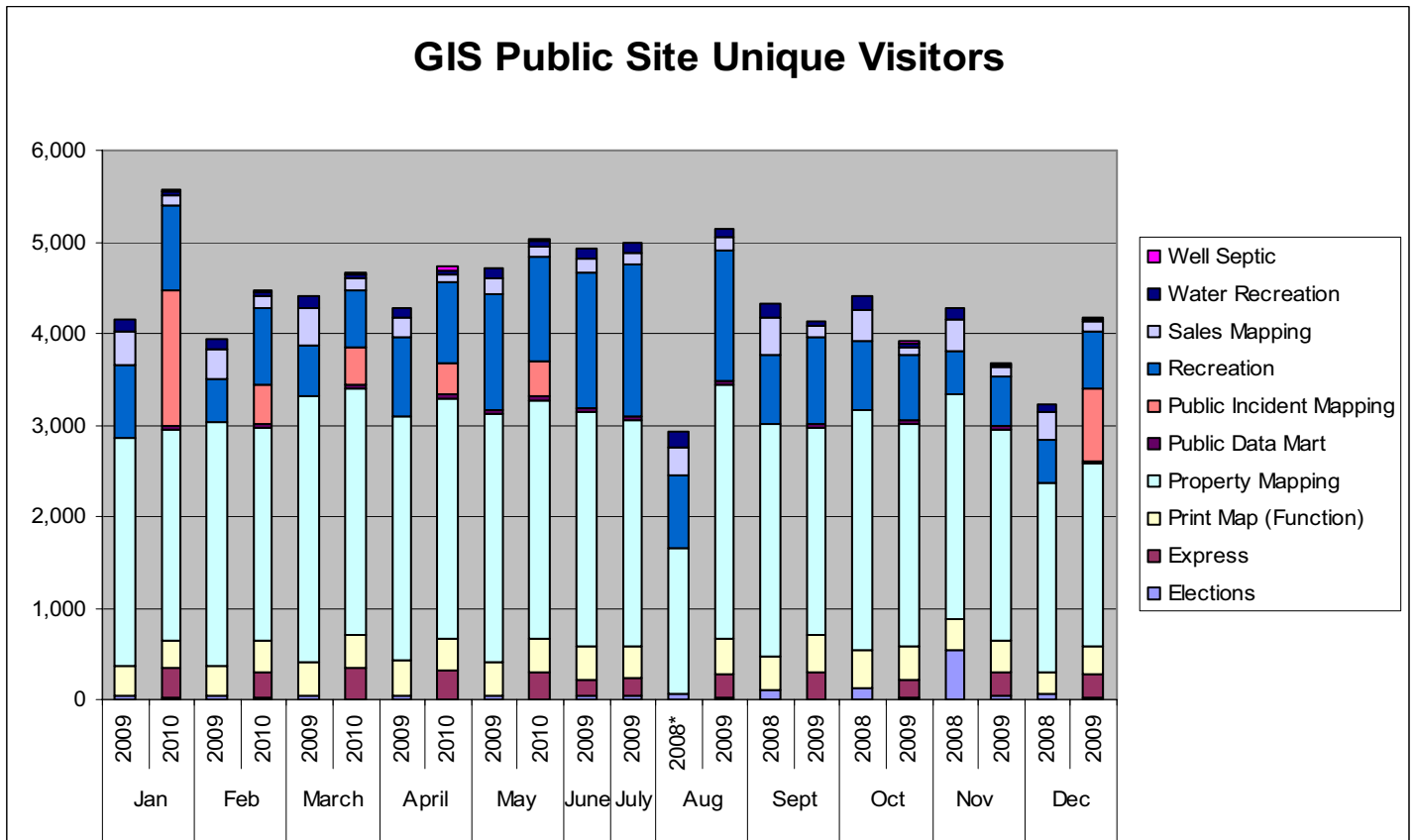
Life to Date Totals	Page Count	Document Count	Scanned Pages	Scanned Documents
Circuit Court Records	2,174,091	727,108	1,478,951	441,119
Friend of The Court	995,318	318,178	587,694	190,663
District Court	2,855,890	1,917,650	1,350,020	773,673
Probate Court	430,947	217,773	204,971	95,919
Sheriff	1,860,787	432,970	1,413,440	273,710
Clerk - Vital Records	429,206	369,930	132,737	73,629
District Court Probation	113,299	84,390	113,299	84,390
Prosecuting Attorney	726,138	222,576	726,138	222,576
Family Division of 20th Circuit Court	176,422	48,283	176,422	48,283
Community Mental Health	3,793,605	38,422	922,730	11,808
Register of Deeds	397,774	280,072	0	0
Human Resources	8,334	3,376	8,334	3,376
Imaging Totals	13,961,811	4,660,728	7,114,736	2,219,146

Annual Total (June 1, 2009 - May 31, 2010)	Scanned Pages	Scanned Documents
Circuit Court Records	326,278	94,262
Friend of The Court	251,445	70,632
District Court	405,185	201,570
Probate Court	62,334	25,974
Sheriff	485,187	92,492
Clerk - Vital Records	102,199	45,075
District Court Probation	52,112	39,225
Prosecuting Attorney	175,650	55,250
Family Division of 20th Circuit Court	96,469	25,909
Community Mental Health	533,081	6,550
Register of Deeds	5,295	4,110
Human Resources		
Imaging	2,495,235	661,049

Appendix G: GIS Statistics and Metrics



Appendix G: GIS Statistics and Metrics



Appendix G: GIS Statistics and Metrics

TARGET POPULATION	<ul style="list-style-type: none"> • GIS Partner and Non-Partner Agencies • Citizens • County Departments 					
PRIMARY GOALS & OBJECTIVES	<p>Goal 1: Maintain County GIS Infrastructure (hardware and software) to improve decision making capabilities of customers</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1) Ensure GIS network availability 2) Ensure data is accurate <p>Goal 2: Provide excellent customer service/satisfaction</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1) Provide thorough and satisfactory services 2) Provide interaction with customers that is courteous, respectful, and friendly 3) Provide timely responses to service requests <p>Goal 3: Provide education and training to County local unit partners</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1) Train GIS users about GIS programs 2) Educate all users regarding GIS related policies 3) Increase awareness of new technologies <p>Goal 4: Improve quality and cost-efficiency of work processes through innovation</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1) Develop and implement new processes to improve GIS Department efficiencies and contain cost 2) Implement technology improvements and data sets that increase customer efficiencies and contain cost 3) Maximize revenue by increasing cost-effective GIS web services and ensuring a fair pricing schedule for services 4) Establish partnership with agencies and non-participating local units of government who purchase GIS services 5) Review GIS staffing needs to ensure staffing ratios meet work-loads 					
ACTIONS/ PROGRAM COMPONENTS	<p>Goal 1: Five Year Technology Plan</p> <p>Goal 2: Customer Service Plan and Customer Surveys</p> <p>Goal 3: Training and Education Program</p> <p>Goal 4: Management Plan</p>					
SELF-REPORTED AND OUTPUT MEASURES	ANNUAL MEASURES	TARGET	2008 Actual	2009 Actual	2010 Estimated	2011 Projected
	Goal 1-1: % of time GIS servers are not available to users	0%	0.92%	0.19%	0.2%	<1%
	Goal 1-2: % error in sample areas of GIS data	<1%	.50	.49	<1%	<1%
	Goal 2-1: % of customers satisfied with GIS services	95%	100%	98.5%	95%	95%
	Goal 2-2: % of customers stating that interaction with GIS staff was courteous, respectful, and friendly	95%	100%	98.5%	95%	95%
	Goal 2-3: % of service requests responded to within 48 business hours	98%	100%	100%	98%	98%
	Goal 3-1: % of users who report that training improved their ability to perform their job effectively	100%	NA	NA	100%	100%
	Goal 3-2: % of users who have a thorough understanding of GIS policies	80%	NA	NA	80%	NA
	Goal 3-3: % of employees aware of GIS technology capabilities	75%	NA	NA	80%	80%
	Goal 4-1: # of new processes implemented that result in a positive return-on-investment, increased efficiency, and/or improved customer service	6	8	7	8	6
	ANNUAL MEASURES	TARGET	2008 Actual	2009 Actual	2010 Estimated	2011 Projected
	Goal 4-2: % increase in total number of available datasets	5%	4%	6%	3%	3%
	Goal 4-4: % increase in partnering agencies/local units	5%	11%	0%	5%	5%
	Goal 4-5: GIS FTEs per GIS user	n/a	NA	1:50	<1:40	<1:40
OUTCOME MEASURES	Goal 4: GIS cost per GIS user	n/a	\$2,348.62	\$1,937.73	\$2012.33	<\$2,800.00
	Goal 4-3: % increase in revenue from GIS data and services	4%	2.2%	2.3%	2.5%	2.7%

Appendix G: GIS Statistics and Metrics

Definitions

Goal 1-1: % of time GIS Servers are available to users

Recorded tickets indicate GIS servers were down a total of 20 (0.92%) hours for 2008 and 4.3 (0.19%) in 2009
Based on previous unplanned server outages combined with planned server outages 2010 estimate is 5 hours.

Goal 1-2: % error in sample areas of GIS data.

12 issues have been reported in 2010 as of (06/24/2010) out of a total of 15,578 features

Goal 2-1: % of customers satisfied with GIS services.

This measure is collected through a random survey process automatically run from the Help Desk Footprints application. Every three years, a County-wide survey is conducted to collect additional data.

Goal 2-2: % of customers stating that interaction with GIS staff was courteous, respectful and friendly.

This measure is collected through a random survey process automatically run from the Help Desk Footprints application. Every three years, a County-wide survey is conducted to collect additional data

Goal 2-3: % of service request responded to within 48 business hours.

Using Project tracking software Footprints I was able to calculate ticket start time to ticket close time for each year.

Goal 3-1: % of users who reported that training improved their ability to perform their job effectively.

This measure is collected every three years through the IT County-wide survey. Results from the 2010 survey will be added to the 2012 budget.

Goal 3-2: % of users who have a thorough understanding of GIS Policies

Three year survey question scheduled for fall 2010.

Goal 3-3: % of employees aware of GIS technology capabilities

Three year survey question scheduled for fall 2010

Goal 4-1: # of new processes implemented that result in a positive return on investment, increased efficiency, and/or improved customer service

Calculations based off of Project and ticket tracking software: 8 in 2008, 7 in 2009, and 8 (estimated) in 2010.

Goal 4-2: % increase in total number of available datasets

Increase based on Ticket and Project tracking software Footprints. Count of projects and or tickets that required additional layer(s).
Main Layers added: Storm Drain, Utility Drain related layers (catch basins, discharge points, buffered utilities), Redistricting of Election boundaries, and Added Zip and Zoning Layers

Goal 4-3: % increase in revenue from GIS data and services

Calculated based on total revenue reported in AS400 financial revenue calculation for years end 2008 and 2009

Goal 4-4: % increase in partnering agencies/local units

Increase of one partnering Local Unit and or Agency is about 5% of current total partners.

Goal 4-5: GIS FTEs per GIS user

Number was generated using internal (Ottawa County) GIS users (106); # of external users calculated based on "Ticket Type" in Footprints. Local Unit (98), Agency and Company (47) fields were selected to determine # of external agencies supported by Ottawa County GIS.

Total Users: $251 \text{ GIS Users} / 5 \text{ GIS Staff} = 50.2$

Goal 4: GIS cost per GIS user

Total GIS Expenses for 2008: \$589,506.00* (*aerial photography flight 2008) / 251 users = \$2,348.62 per user.

Total GIS Expenses for 2009: \$486,371.00 / 251 = \$1,937.73 per user

Estimated Expenses for 2010: \$505,095.00 / 251 = \$2,012.33 per user

Appendix H: Web Site Statistics

	2007 - 2008				2008 - 2009				2009 - 2010			
	Page Views	Total Hits	Visits	Doc Downs	Page Views	Total Hits	Visits	Doc Downs	Page Views	Total Hits	Visits	Doc Downs
Jun	169,433	946,603	103,597	52,451	219,012	1,219,553	96,326	54,691	208,619	1,361,121	86,529	83,264
Jul	184,492	1,087,950	119,536	62,434	224,313	1,331,375	93,795	58,460	192,426	1,278,164	84,938	67,479
Aug	182,844	1,107,375	102,093	55,535	223,230	1,333,808	86,511	61,113	221,980	1,474,073	93,159	62,872
Sep	155,827	906,951	78,909	38,903	202,084	1,195,302	80,191	54,545	217,690	1,514,240	92,812	62,274
Oct	177,882	991,373	83,802	47,572	215,313	1,275,504	88,395	62,816	219,576	1,497,865	96,321	61,442
Nov	189,952	964,821	79,175	42,158	216,954	1,321,274	86,284	72,339	253,974	1,817,629	106,841	64,779
Dec	164,262	878,089	76,086	44,099	190,214	1,144,079	75,237	81,234	212,933	1,438,763	81,908	69,223
Jan	201,470	1,205,943	96,025	49,669	216,089	1,471,269	81,539	56,714	250,357	1,941,639	115,882	78,893
Feb	181,545	1,047,832	83,581	40,590	253,677	1,700,450	112,313	71,484	244,327	2,064,730	117,001	70,191
Mar	188,093	1,177,742	96,772	43,015	293,661	1,901,034	125,845	100,301	289,070	2,394,752	132,568	92,098
Apr	206,046	1,169,334	108,531	58,731	240,722	1,587,311	106,414	74,134	268,686	2,247,006	124,246	83,685
May	224,575	1,246,381	112,099	62,555	246,198	1,797,726	109,456	79,136	288,682	2,338,048	130,429	97,900
TOTAL	2,226,421	12,730,394	1,140,206	597,712	2,741,467	17,278,685	1,142,306	826,967	2,868,320	21,368,030	1,262,634	894,100
% Increase over year prior	58.0%	53.8%	83.3%	55.7%	23.1%	35.7%	0.2%	38.4%	4.6%	23.7%	10.5%	8.1%
	1.579	1.537	1.832	1.556	1.231	1.357	1.001	1.383	1.046	1.236	1.105	1.081

Appendix H: Web Site Statistics

Web Site Development Pipeline						
Benefit Category						
Online Service	Launch Date	Staff Productivity	Citizen Efficiency	E-Commerce Revenue To Date	Description of Service	
New Website Introduction	Oct-05	X	X		Database and tool to capture property splits.	
Property Split System	Oct-05	X			Standardized maps of County Offices.	
Interactive Directions to County Offices	Oct-05	X	X		Search parcel information; assessed & taxable values, property descriptions.	
Property Info System - General Search	Oct-05	X	X		Software to manage ecommerce transactions and reporting.	
Payment Engine	Nov-05				Software to manage monthly accounts for ecommerce transactions.	
Monthly Account Software	Nov-05				Search parcel information for tax history, delinquent tax, payoff amounts.	
Property Info System - Tax Search	Dec-05	X	X	\$53,240	Search for accident reports, purchase, print.	
Accident Reports	Jan-06	X	X	\$29,533	Owner information based on dog tag number search.	
Dog License Lookup	Feb-06	X	X		Submit request to Sheriff's Office for home property surveillance.	
Home Security Check Request	Feb-06	X	X		Submit application for County prescription program. Discontinued.	
Prescription Drug Plan	Mar-06	X		\$437	Beach closing information due to unsatisfactory water testing.	
Beach Monitoring	Mar-06	X	X		Collect public comment on topics of public concern.	
Public Comment Polling	Mar-06		X		Purchase of last recorded property conveyance.	
Property Info System - Deeds	Apr-06	X	X	\$5,267	Posting and controlled access to sensitive emergency management information.	
Emergency Mgmt Secure Area	Apr-06	X			Daily schedules for Probate & Circuit Courts.	
Circuit/Probate Courts Schedules	May-06	X	X		Ability to type information on a form and print.	
Convert PDFs to Fillable Forms	Jul-06		X		Search outstanding balances for juveniles and parents; make payment with credit card.	
Juvenile Court Payments	Sep-06	X	X	\$33,734	Search outstanding balances; make payment with credit card.	
Circuit Court Payments	Oct-06	X	X	\$111,240	Automatic posting of restaurant inspection reports.	
Restaurant Inspection Reports	Oct-06	X	X		Search of current County jail inmates; access to charges once arraigned.	
Inmate Lookup	Nov-06	X	X		Renew and purchase new dog licenses; online submittal of veterinarian documents.	
Dog License Renewal	Nov-06	X	X	\$49,689	Software to manage all park reservations.	
Park Reservation System Admin	Jan-07	X			Ability to make real-time park reservations online.	
Park Reservation System Public	Feb-07	X	X	\$74,469	Change over to new imaging system.	
Accident Reports Imaging Integration	Mar-07	X				
Website Graphic Redesign & Conversion	Jun-07					
District Court Payments	Sep-07	X	X	\$440,385	Search outstanding balances; make payment with credit card.	
Juvenile Services Court Schedule	Nov-07	X			Daily court schedule for Juvenile Services.	

Appendix H: Web Site Statistics

Perimeter Security Assessment Maintenance		X	Web Site Development Pipeline (continued)			
		Benefit Category				
Online Service	Launch Date	Staff Productivity	Citizen Efficiency	E-Commerce Revenue To Date	Description of Service	
Environmental Health Permits & Apps	Mar-08	X	X	\$42,613	Ability to create map in GIS and integrate with permitting application. Manage all workflow for EH Permits.	
Court Record Search (Circuit)	Apr-08	X	X	\$28,602	Search court records with access to Register of Action and final judgments.	
Online Payment Center	Jun-08	X	X	\$15,668	Provides ability to take credit cards at various County Offices.	
Juvenile Court Payments Admin HR Application & Workflow w/ Imaging	Sep-08	X			Reporting for Juvenile Court Payments.	
	Dec-08	X	X		Ability to submit employment application online. Workflow for hiring process.	
Weekly School Disease Reporting Calendar/Agenda/Minutes	Dec-08	X	X		Ability for all County-based schools and daycare facilities to submit weekly communicable disease report online.	
GIS MapStore	Feb-09	X	X		Interactive calendar of County events with associated agenda, minutes.	
Marriage & Death Record Order/Generology	Mar-09	X	X	\$330	Ability to request and pay for GIS data online.	
	Apr-09	X	X	\$3,758	Search Clerk's database of marriage and death records; purchase certified copies of records.	
Business Name Search	Apr-09	X	X	INC Above	Search Clerk's database of registered business names; purchase copy of business registration. Revenue included with Vitals.	
Delinquent Tax Payments	Oct-09	X	X	\$45,483	Search parcels and pay delinquent taxes online with credit card.	
District Court Hearing Schedule	Oct-09	X	X		Daily schedules for all District Court locations.	
SL Twp Online Payment Pilot	Oct-09		X		Pilot project to allow SL Township to accept online payments for Utility and Current Taxes. BS&A integration.	
Website Statistics by Department	Oct-09	X			Ability to set up website statistics on at the department level.	
Deeds Search	Nov-09		X	INC Above	Access to all recorded conveyance documents through Property application. Revenue included above.	
Payment Processing Middleware Installation	Nov-09					
Police Dept Incident Reporting Interface	Nov-09	X			Ability for local unit PDs to load accident reports to County's imaging system.	
Court Record Search (District)	Dec-09	X	X	INC Above	Search court records with access to Register of Action. Revenue included above.	
Online Payments of County Invoices	Dec-09		X	\$22,201	Search County's accounts receivable balances and pay online with credit card.	
District Court Civil Case Batch Download	Mar-10	X	X	NEW	Court records are batched and run at night. Customers can pay for and download 24/7.	
MI Works Event Registration	Apr-10	X	X		Workshop and event self-publishing. Clients can register for workshops and events online. Email or text reminders.	
Committee/Board/Intern Service Application	Jun-10	X			Self-publishing of vacancies; interested parties apply online. Workflow for review & interview process. Historical record keeping.	
Marriage License Application	Jun-10	X	X	NEW	Couples can apply for license online, thereby eliminating one of two trips to Clerk's Office.	

Appendix H: Web Site Statistics

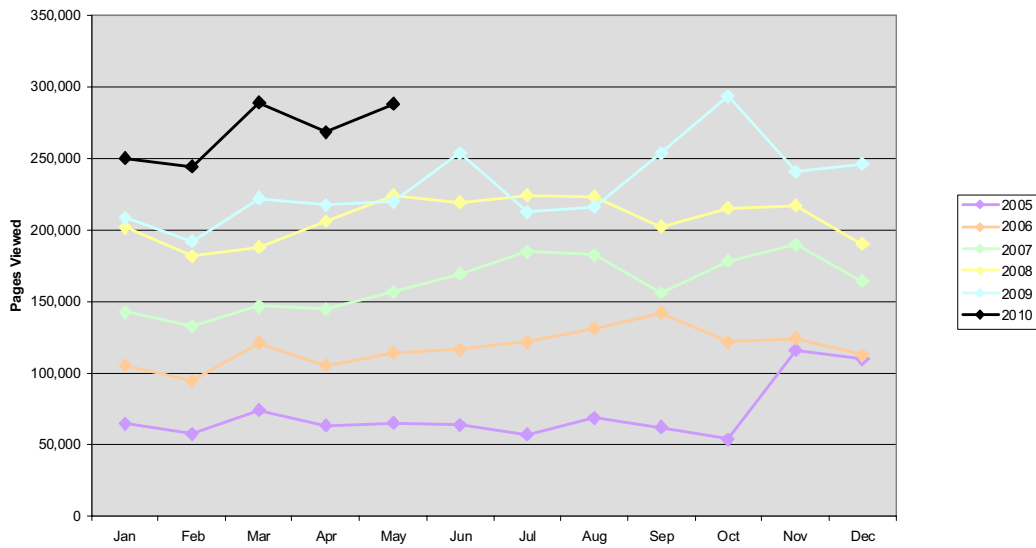
Learning Management System - Sheriff	Jul-10	X				Full schedule of training sessions; online registration, reminders and tracking of employee training history.
Delinquent Tax Conversion to .Net, BS&A						Future Development
Web Site Development Pipeline (continued)						
	Benefit Category					
Online Service	Launch Date	Staff Productivity	Citizen Efficiency	E-Commerce Revenue To Date		Description of Service
Drain Commissioner Permits		X	X	X		Future Development
MI Works Form Consolidation						Future Development
Probate Court Name Search						Future Development
Annual Park Permit						Future Development
Prosecutor's Schedule						Future Development
Food Service Licensing						Future Development
Court House Self-Help Center						Future Development
Parks Water Conditions Reporting						Future Development
FOIA Request						Future Development
Health Prescription Fulfillment						Future Development
Parks Snow Conditions Reporting						Future Development
				Net TOTAL	\$956,649	
Non-Ecommerce Project				Tech Fees	\$138,826	
Ecommerce Project				TOTAL	\$1,095,475	Revenue through May 2010
New Services				Website Pages	1,264	

Appendix H: Web Site Statistics

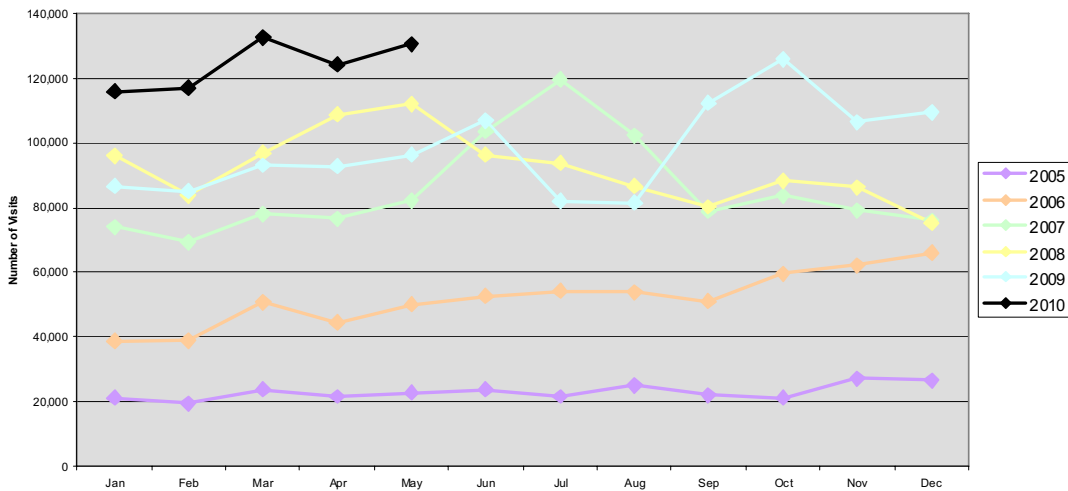
Financial Report

Revenue By Application	Total Revenue			Convenience Fee Revenue				
	May '10	2010 YTD	2009 YTD	% Change	May '10	2010 YTD	2009 YTD	% Change
Accident Reports	\$605	\$3,405	\$3,915	-13.0%	\$121	\$681	\$783	-13.0%
Circuit Court Payments	\$1,942	\$16,236	\$14,671	10.7%	\$92	\$685	\$569	20.3%
Court Record Lookup	\$1,734	\$9,332	\$5,164	80.7%	\$296	\$1,533	\$879	74.3%
Delinquent Tax Payments	\$5,725	\$28,027	\$0	NA	\$174	\$841	\$0	NA
District Court Payments	\$18,246	\$99,039	\$55,153	79.6%	\$833	\$4,352	\$2,610	66.7%
Invoice Payments	\$4,691	\$23,139	\$0	NA	\$184	\$949	\$0	NA
Juvenile Court Payments	\$2,082	\$7,125	\$4,938	44.3%	\$92	\$349	\$294	18.6%
Deeds	\$227	\$1,074	\$692	55.3%	\$53	\$253	\$162	56.3%
Dog License	\$528	\$12,852	\$9,612	33.7%	\$12	\$784	\$613	27.9%
EH Permits	\$2,411	\$10,162	\$6,463	57.2%	\$96	\$405	\$263	54.0%
GIS Data	\$0	\$0	\$159	NA	\$0	\$0	\$9	NA
Parks Reservations	\$2,554	\$15,465	\$13,198	17.2%	\$124	\$1,128	\$758	48.8%
Payment Center	\$635	\$6,268	\$1,857	237.6%	\$75	\$639	\$251	154.9%
Tax Search	\$1,853	\$10,254	\$10,123	1.3%	\$927	\$5,127	\$5,062	1.3%
Vital Records	\$481	\$2,206	\$436	406.5%	\$77	\$346	\$66	428.2%
Minimum Billing	\$20	\$96	\$91	6.1%	\$20	\$96	\$91	6.1%
Monthly Accounts	\$480	\$2,880	\$3,960	-27.3%	\$480	\$2,880	\$3,960	-27.3%
TOTAL	\$44,213	\$247,559	\$130,429	89.8%	\$3,655	\$21,046	\$16,368	28.6%

Appendix H: Web Site Statistics
Page Views – 26.5% increase over 2009 YTD



Visits – 36.7% Increase over 2009 YTD



<i>Document Downloads:</i>	<i>25.3% increase over 2009 YTD</i>
<i>Accident Reports:</i>	<i>43.5% Adoption Rate</i>
<i>Circuit Court Payments:</i>	<i>7.1% Adoption Rate</i>
<i>District Court Payments:</i>	<i>7.8% Adoption Rate</i>
<i>Dog License Purchase/Renewal:</i>	<i>16.8% Adoption Rate</i>
<i>Property Lookup (Tax Search):</i>	<i>90% Adoption Rate</i>
<i>Property Search (Deeds Document Purchases):</i>	<i>34.8% Adoption Rate</i>
<i>Park Reservations -2009 Season:</i>	<i>39% Adoption Rate</i>

Appendix I: Training

Name of Training	Description of Training	Number of Sessions	Number of Attendees
Microsoft Word Introduction	This course will teach you the beginning skills necessary to create documents in Microsoft Word. The topics covered include: getting familiar with Word, Word Help, creating documents, selecting text, formatting and editing text, cut/copy/paste, formatting paragraphs, using graphics, views, page setup, and printing. The course is broken into three sessions. Attendance at all three sessions is required.	2	6
Microsoft Word Intermediate	This course is a follow-up to Word Introduction. The topics covered in this course include: advanced saving options, advanced viewing options, customizing toolbars and menus, working with templates, creating numbered and bulleted lists, headers/footers, paragraph tools, using styles, and using time saving tools. Word Introduction or equivalent experience in Word is a pre-requisite for this course. This course is broken into three 2 hour sessions. Attendance at all three sessions is required.	3	7
Microsoft Word Mail Merge	Mail merges are designed to create large volume databases that are then used to create envelopes, post cards, labels, etc. This training will give you step-by-step instructions for building merge lists in Excel which are then used in Word. As with all IT Training, you will take a helpful step-by-step manual with you for reference.	6	13
Microsoft Word Forms	This course provides the basics on how to create a form using Microsoft Word. You will be creating a form by using the form options in Microsoft Word. In addition, the following items will be covered: toolbars, inserting a table, merging cells, form fields, text fields, drop down fields, check boxes, and how to save a form. Completion of Word Introduction and Word Intermediate or equivalent experience in Word are required prior to taking this course.	3	19
Microsoft Excel Introduction	This course will teach you the beginning skills necessary to create and format a spreadsheet in Microsoft Excel. The topics covered include: getting familiar with Excel, Excel Help, basics of file management in Excel, entering data, basic formulas, cut/copy/paste, formatting, and printing. The course is broken into three 2 hour sessions. Attendance at all three sessions is required.	3	17

Appendix I: Training

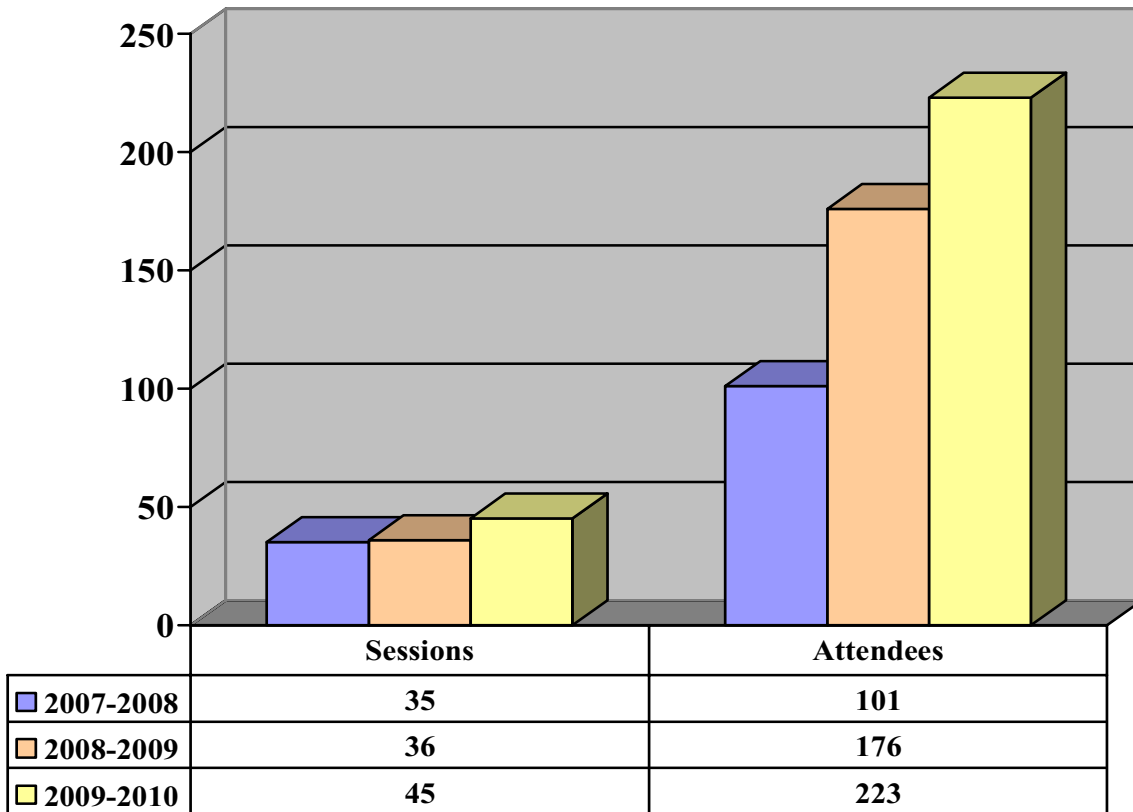
Name of Training	Description of Training	Number of Sessions	Number of Attendees
Microsoft Excel Intermediate	This course is a follow-up to Excel Introduction. The topics covered in this course include: using formulas in Excel, exploring Excel functions, working with ranges, managing lists, and integrating Excel with other programs, such as Word. Excel Introduction or equivalent experience in Excel is a pre-requisite for this class. The course is broken into three 2 hour sessions. Attendance at all three sessions is required.	4	19
Microsoft Excel Pivot Tables	This course will focus on how to analyze large amounts of data in Excel using Pivot tables. The data analyzed can be downloaded from databases such as Access, AS400, DB2, or SQL Server. Excel Introduction and Excel Intermediate or equivalent experience are prerequisites for this class.	4	21
Microsoft Excel Charts	Advanced training in all aspects of creating and manipulating charts in the spreadsheet environment are covered in this course. Learn to create, format, and modify charts. Excel Introduction training or equivalent experience is required before taking this class.	2	8
Lotus Notes Introduction (Covered in all Employee Orientation Sessions, plus as requested by Department Heads)	Lotus Notes Introduction covers the basics of E-mail, Calendars, and To Do Lists, with the main focus being E-mail functions. Included will be creating mail messages, formatting, spell checking, delivery options, replying, forwarding, attachments, and managing your E-mail account using folders. You will set up archiving and learn about the "Out of Office feature. Also included will be setting up your local address book, using Calendars and scheduling meetings and using the "To Do" function for organizing your work activities.	3	27
OnBase	Customized classes available for departments using OnBase. Topics can include any of the following: launching OnBase, the OnBase workspace, document retrieval strategies, advanced document retrieval, custom queries, folders, working with documents, revisions and renditions, notes and highlights, printing, E-mailing documents, advanced options, customizing your OnBase client, scan queries, OnBase workflow, workflow window, work folders, ad-hoc tasks, indexing documents, electronic signatures, document history, markups. Requests for this training are made to Human Resources by Department Heads.	5	43

Appendix I: Training

Name of Training	Description of Training	Number of Sessions	Number of Attendees
PowerPoint Introduction	This course will teach you the beginning skills necessary to create presentations in Microsoft PowerPoint. The topics covered include: getting familiar with PowerPoint, PowerPoint Help, creating, editing, and formatting slides, placeholders, formatting text, proofing tools, and printing your presentation. The course is broken into two 2 hour sessions. Attendance at both sessions is required.	2	10
PowerPoint Intermediate	This course is a follow-up to PowerPoint Introduction. The topics covered in this course include: working with tables in PowerPoint, charts/graphs, diagrams, implementing audio visual effects, animations, and executing your presentation. PowerPoint Introduction or equivalent experience with PowerPoint is a prerequisite for this class. The course is broken into two 3 hour sessions. Attendance at both sessions is required.	2	5
Publisher Introduction	This course will teach you the beginning skills necessary to create publications in Microsoft Publisher. The topics covered include: getting familiar with Publisher, Publisher Help, creating a publication from a template, working with color and background schemes, page layouts, working with rulers/guides, and headers/footers. The course is broken into three 2 hour sessions. Attendance at all three sessions is required.	5	25
GIS for Everyone	This is a session on all of the free mapping resources available to County users. The session will cover Ottawa County GIS Internet Applications and free software available to County users.	1	3
Total		45	223

Appendix I: Training

IT Training Annual Comparison



TRAINING TOTALS COMPARISON		
	Sessions	Attendees
2007-2008	35	101
2008-2009	36	176
2009-2010	45	223

In collaboration with Human Resources' training schedule, training sessions are no longer offered during the months of January, February, June, July, and August. The increase in training sessions and attendees for this fiscal year can be attributed partially to the specialized OnBase application being deployed and the need for employees to be trained in that software application.

Lotus Notes introduction training has become part of the Employee Orientation process, and is taught by IT Staff. The Orientation numbers are not included in the above numbers.

Appendix I: Training

Other Computer Training Room Use

The Ottawa County Computer Training room is available to all departments to use for specialized training. During the 2009 – 2010 reporting period, 196 hours of training were utilized for these special training sessions. The following is a list of such training sessions held in the Computer Training room. Attendance information is not available as that information is not reported back to the IT Department.

Department	Sessions	Hours of Usage
County Clerk	3	4.5
CMH	4	13.5
Emergency Services	5	20
Equalization	1	1.5
Facilities & Maintenance	1	5
Fiscal Services	1	3
Human Resources - Orientation	19	95
Human Resources - Other	6	12
IT – Other Than Classes	7	10.5
MSU Extension	2	12
Sheriff Dept	8	19
Total	57	196

Additional IT Outreach

In August 2009, Dave Hulst, the IT Director, participated in a panel presentation at the Michigan Association of Counties (MAC) Annual Summer Conference. The topic of the presentation was on-line services and the potential benefits of developing an on-line service capability. Representatives from Oakland and Jackson Counties also participated.

During March and April of this year, JoAnn Arcand (WebTecs), Dave Hulst and Aaron Boos (GIS Manager) participated in Local Unit Quadrant meetings. The topics addressed were the hosting of on-line payments for Spring Lake Township and the GIS application developed to support Holland Township's storage of subdivision design "As Built" documents linked to parcels. The GIS Team also had the opportunity to give GIS presentations to local college students: Robert Royce presented at GVSU Natural Resource Management Class (March 2010), GIS Staff hosted a GVSU class last fall (Introduction to GIS) Sun Wanxiao's class (October 2009), and Aaron Boos and Rich Francisco gave a presentation to GIS students at Calvin College (November 2009). Patrick Lowman along with Steve Kraai of the Sheriff's Department demonstrated the Sheriff Incident Mapping application at the IMAGIN (GIS) Conference (May 2010) . Aaron Boos and Aaron Bodbyl-Mast gave a presentation to the Ottawa County Genealogical society at the Holland District Library (February 2010).

John Meyers, the Public Health Programmer/Analyst, presented at the annual NetSmart Connections Conference. His presentations were a step-by-step tutorial on how to pull data from an Insight database using Excel Pivot Tables titled "Customer Excellence in Innovation" in which he described how Ottawa County uses Insight in creative ways to improve service. John also partnered with Mark Miller from the Michigan State Department of Health to discuss "Insight and State Collaboration for Better Information Exchange." He has been working with the Michigan Insight User Group and the State of Michigan to increase the efficiency and effectiveness of data reporting to and from the state.

Appendix J: IT Department Metrics

TARGET POPULATION	<ul style="list-style-type: none"> • Citizens • County Employees 					
PRIMARY GOALS & OBJECTIVES	<p>Goal 1: Maintain County IT Infrastructure (hardware and software)</p> <p style="padding-left: 20px;">Objectives:</p> <ol style="list-style-type: none"> 1) Provide a secure system 2) Ensure voice network availability 3) Ensure data network availability <p>Goal 2: Provide excellent customer service/satisfaction</p> <p style="padding-left: 20px;">Objectives:</p> <ol style="list-style-type: none"> 1) Provide thorough and satisfactory services 2) Provide interaction with customers that is courteous, respectful, and friendly 3) Provide timely responses to service requests <p>Goal 3: Improve the level of technical knowledge of County employees in County technologies</p> <p style="padding-left: 20px;">Objectives:</p> <ol style="list-style-type: none"> 1) Train all employees about software programs 2) Educate all employees regarding IT related policies 3) Increase awareness of new technologies <p>Goal 4: Improve quality and cost-efficiency of work processes through innovation</p> <p style="padding-left: 20px;">Objectives:</p> <ol style="list-style-type: none"> 1) Develop and implement new processes to contain cost, improve efficiencies, and increase customer service 2) Review IT staffing needs to ensure staffing ratios meet work-loads 					
ACTIONS/ PROGRAM COMPONENTS	<p>Goal 1: Five Year Technology Plan</p> <p>Goal 2: Customer Service Plan and Customer Surveys</p> <p>Goal 3: Training and Education Program</p> <p>Goal 4: Management Plan</p>					
SELF-REPORTED AND OUTPUT MEASURES	ANNUAL MEASURES	TARGET	2008 Actual	2009 Actual	2010 Estimated	2011 Projected
	Goal 1-1: % IT Staff time required to recover from security breaches (Virus, Spyware, Adware, Intrusions)	0%	3.9%	4.7%	5%	5%
	Goal 1-2: % of time of unplanned voice network outages	0%	0.18%	0.38%	<1%	<1%
	Goal 1-3: % of time of unplanned data network/Server outages	0%	0.14%	0.21%	<1%	<1%
	Goal 2-1: % of customers satisfied with IT Help Desk services	95%	96.9%	96.51%	95%	95%
	Goal 2-1: % of customers satisfied with IT Project Request services (Triennial survey)	80%	N/A	N/A	80%	N/A
	Goal 2-2: % of customers indicating interaction with IT was courteous, respectful, and friendly	95%	97.51%	97.79%	95%	95%
	Goal 2-3: % of IT services completed in a timely fashion as defined by industry standards	95%	96.09%	96.69%	95%	95%
	Goal 2-3: % of HelpDesk calls closed within 24 hours	80%	88%	89%	80%	80%
	Goal 3-1: % of employees who report that training improved their ability to perform their job effectively (Triennial survey)	80%	N/A	N/A	80%	N/A
	Goal 3-2: % of employees who thoroughly understanding IT policies (Triennial survey)	80%	N/A	N/A	80%	N/A
	Goal 3-3: % of employees aware of IT technology capabilities (Triennial survey)	80%	N/A	N/A	80%	N/A
	Goal 4-1: # of new processes implemented that result in a positive return on-investment (cost-savings or revenue increase)	2	2	2	2	2
	Goal 4-1: # of new processes implemented that result in improved efficiency (time savings)	4	4	4	4	4
	Goal 4-1: # of new processes implemented that result in improved customer satisfaction	1	1	1	1	1
	Goal 4-2: IT FTEs per County FTEs	N/A	1:50	1:48	<1:40	<1:40
	Goal 4-2: IT User Support FTEs per County FTEs	N/A	1:157	1:142	<1:150	<1:150
	Goal 4-2: IT User Support FTEs per IT computer device (i.e. computer, printer, laptop, scanner)	N/A	1:504	1:534	<1:500	<1:500
OUTCOME MEASURES	Goal 4-2: Cost of IT per County FTE	N/A	\$2,453	\$2,666	<\$3,000	<\$3,000
	Goal 4-2: Cost of Help Desk per number of calls processed	N/A	\$21.320	\$19.86	<\$18/Call	<\$18/Call

Appendix J: IT Department Metrics

Goal 4-1: # Processes implemented that result in a positive return-on-investment (Cost-savings or revenue increase).

2008:

- 1) Additional Web revenue generating applications resulted in new Convenience Revenue of \$2,643 and an overall increase in Convenience Revenue of \$13,172 (55.5% increase over 2007). New Total Revenue generated through the web was \$30,076 with an overall increase of \$223,693 (209.8% increase over 2007).
- 2) Organizational change for IT Department produced an annual estimated \$53,000 savings.

2009:

- 1) Additional Web revenue generating applications resulted in new Convenience revenue of \$908 and an overall increase in Convenience Revenue of \$2,405 (6.5% increase over 2008). New Total Revenue generated through the web was \$21,432 with an overall increase of \$43,196 (13% increase over 2008).
- 2) Replaced CreatePrint! Used by County Clerk, Fiscal Services and Human Resources with ACOM forms, and replaces AFP Printing on the AS400. This eliminated the need for CreatePrint! Licensing reducing the cost per user \$3,057 annual license cost and the extra cost for specialized printers \$500/Printer x 44 Printers = \$22,000 over five year replacement cycle).

Appendix J: IT Department Metrics

Goal 4-1: # of new processes implemented that result in improved efficiency (time savings)

2008:

- 1) Web site applications resulted in savings for staff in handling walk in customers. The Dog License renewal application had an 11.2% adoption rate. Continued increases in adoption rates for on-line services and document downloads reduced staff time needed to answer calls, copy documents, and answer questions. The on-line hiring application improved communications between HR and hiring departments and streamlined the processing producing a significant savings in administrative time.
- 2) Completed Enterprise Content Management (Imaging) implementation for the Justice Departments. Refer to Planning & Performance Improvement study for detail time savings.
- 3) Created Clinician's Workstation Progress Notes in Avatar system as part of the move to Electronic Medical Records. Reduces transcription effort, makes information accessible more quickly and with greater accuracy.
- 4) Juvenile Detention Absence Calendar streamlines the process for requesting, approving and tracking absence requests. Detention staff schedules over seven days and various shifts. The manual process was very time consuming. The electronic calendar produces accurate detail and summaries.

2009:

- 1) Web site applications resulted in savings of staff time through continued growth in adoption rates for on-line services.
- 2) Completed implementation of new Public Health InSight System, provided customized "Speed" forms, reporting, analysis and decision making tools with more direct and intuitive access.
- 3) Implemented an on-line equipment request system as part of the 2009 Current Year and 2010 Budget Year process eliminating the former paper process.
- 4) HR Training Request system allows request to be submitted, approved and tracked on-line.

Appendix J: IT Department Metrics

Goal 4-1: # of new processes implemented that result in improved customer satisfaction

2008: Completion of Phase II of Enterprise Content Management, replacement of all Legacy Content Management applications.

2009: Created an on-line Project Request process eliminating the need for paper requests.

Appendix J: IT Department Metrics

Definitions

Goal 1-1: % IT Staff time required to recover from security breaches (Virus, Spyware, Adware, Intrusions).

The ability to determine the impact of security breaches is best reflected by the time IT Staff spend performing the functions needed to mitigate attacks when they occur and restore service. The Footprints system will report the number of tickets involving security breaches. The time to restore and close the tickets would be used to determine the impact. This may involve scanning and cleaning infected systems, completely restoring systems, taking actions to prevent the spread of an attack to other systems on the network. These attacks may cause lost time for the computer user, or a degradation in performance, but the only accurate measure available is based on problems reported and handled through the Footprints system. Measures of end user lost time would be too subjective. Although the goal is 0%, it is unrealistic to expect such events will not occur. In 2008, there were 90 reported incidents and in 2009, 114 incidents. Since it is impossible to prevent such attacks, and these attacks are on the increase and beyond our control, a more useful goal is how quickly service can be restored with a minimum of effort.

Run "Annual Security Report Goal 1-1" from Footprints calculate (Total Time to Close Ticket)/(# Comp Spt Spec (7) x 40 hrs x 52 wks)

Goal 1-2: % of time of unplanned voice network outages.

The measure of outages to the phone system includes complete outages, site outages, and component outages (i.e. voicemail is out). The outages to be concerned with are the unplanned outages. The goal is to prevent unplanned outages to the extent possible through prudent system design and life cycle management. Secondly, when outages occur that are unplanned, the goal is to detect these outages quickly, escalate them through the Help Desk reporting system and restore computers/networks and servers to minimize disruption to County Services. This measure would be determined by the number of Critical and High Severity Tickets assigned to the Telecomm category and the time to restore service either by a full fix (ticket Closed) or a temporary work around (i.e. ticket not closed but service restored – parts may be on order for complete fix.)

Run "Annual Telecomm Outages Goal 1-2" from Footprints calculate (Total Time to Close Ticket/2080 Operational hours/year)

Goal 1-3: % of time of unplanned data network/server outages.

The measure of outages to the data network includes server outages that affect one of more departments. With the growth of departmental servers, the relative impact of outages vary. In the past the entire organization was dependent on one server so a single unplanned outage could affect the entire organization. This measure determines the total time involved in restoring service due to unplanned outages including the ability to access network servers (including department, enterprise and County Web Services). The purpose of this goal is to prevent to the extent possible such events through design and technology upgrades. Secondly, when outages occur that are unplanned, the goal is to detect these outages quickly, escalate them through the Help Desk reporting system and restore computers/networks and servers to minimize disruption to County Services. This measure would be determined by the number of Critical and High Severity Tickets that involves computer hardware, applications or networks and the time to restore service either by a full fix (ticket Closed) or a temporary work around (i.e. ticket not closed but service restored – parts or permanent solutions may require time to be received or developed for a complete fix.)

Run "Annual Server and Network Outages Goal 1-3" from Footprints calculate (Total Time to Close Ticket/2080 Operational hours/year)

Goal 2-1: % of customers satisfied with IT Help Desk services.

This measure is collected through a random survey process automatically run from the Help Desk Footprints application. Every three years, a County-wide survey is conducted to collect additional data.

Goal 2-1: % of customers satisfied with IT Project Request services

This measure is collected every three years through the IT County-wide survey.

Goal 2-2: % of customers indicating interaction with IT was courteous, respectful, and friendly

This measure is collected through a random survey process automatically run from the Help Desk Footprints application. Every three years, a County-wide survey is conducted to collect additional data.

Goal 2-3: % of IT services completed in a timely fashion as defined by industry standards.

This measure is collected through a random survey process automatically run from the Help Desk Footprints application. Every three years, a County-wide survey is conducted to collect additional data. The performance of 95% is based on IT Service Level Agreement standards. The Help Desk Footprints application generates SLA performance reports for Response Time and Due Date.

Appendix J: IT Department Metrics

Goal 2-3: % of Help Desk calls closed within 24 hours.

This measures the ability to respond quickly to reported problems based on the percentage of Help Desk tickets that can be resolved within 24 hours. The majority of these calls fall into the category of first call resolution. The data is collected from an export of tickets closed within an annual period to an excel spreadsheet. A column is added to determine if a ticket was closed in one working day converting minutes to hours, sort by hours ascending and count <24 Hrs/Total Ticket Count. The percentage of tickets that meet this criteria versus the total count of tickets is calculated based on this count.

Goal 3-1: % of employees who report that training improved their ability to perform their job effectively.

Measuring the effectiveness of training is really determined by the improved performance of employees by their supervisors after training. However, as an indicator, employees attending training are asked to complete a post training survey. The post-training surveys as well as the IT County-wide survey are used to determine the employees' perceptions that training has improved their performance.

Goal 3-2: % of employees who thoroughly understanding IT policies.

The primary purpose of this policy is to have employees apply policies, and prevent violations that result in improper use of technology resources, reduced productivity and/or disciplinary action. While violations occur and are reported and handled, it is not possible to confirm 100% compliance. The measure of understanding has not previously been determined but will be added to the IT County-wide survey.

Goal 3-3: % of employees aware of IT technology capabilities.

This measure is collected every three years through the IT County-wide survey. A list of technologies available are provided and employees indicate those they use. They are also asked to rate the value of technologies and services to them. This is really a measure of need and interest versus awareness.

Goal 4-1: # of new processes implemented that result in a positive return-on-investment (cost-savings or revenue increase).

Revenue increases can be reported as actual amounts. Cost Savings are estimates. Since IT processes affect the operations of other departments, we can provide an estimate of the cost savings, but actual savings would be difficult to report unless a department's budget or certain budget categories are reduced. The department(s) affected should report savings, and efficiencies gained. It is assumed that all projects have some value, however, this measure is based on identifying projects completed that produced actual revenue generating outcomes or clear cost reductions.

Goal 4-1: # of new processes implemented that result in improved efficiency (time savings).

This metric would be a listing of projects and estimated time saved. As with cost savings, these would be an estimate based on process change to eliminate and/or automate steps. It is assumed that all projects have some value, however, this measure is based on identifying projects completed that produced the greatest time savings and that are clearly identified as producing time savings.

Goal 4-1: # of new processes implemented that result in improved customer satisfaction.

The customer may be a department or the public. Customer satisfaction internally is measured through the random Help Desk survey and the IT County-wide survey. Public Customer satisfaction is more subjective unless data collected as part of the citizen survey is included. Customer satisfaction is increased through quality, accuracy and efficiency. Public feedback may not be available directly to IT but is reflected in the feedback to public serving departments.

Goal 4-2: IT FTEs per County FTEs.

The number of IT staff per County employee is based on a comparable industry standard. Keeping in mind that better technology may provide tools that reduce staff demands in one area and organizational needs vary. This measure is determined by the ratio of the entire IT Staff: Admin, GIS, Tech & Inf, and User Services divided by County FTE's with Part Time Staff counted as 75% of an FTE, and Temporary Staff Counted as 100% of an FTE.

Goal 4-2: IT User Support FTEs per County FTEs.

The number of direct support staff (i.e. Help Desk and on-site support) is directly related to the number of employees to be supported as well as the distribution of those employees. For sites without on-site support staff, response time must be reasonable to restore service in an acceptable period. Support staff capabilities can be enhanced with automation to reduce the need for support staff at all sites. This measure is determined by the ratio of the entire User Services staff (Manager and Computer Support Specialists) divided by County FTE's with Part Time Staff counted as 75% of a FTE, and Temporary Staff Counted as 100% of a FTE.

Goal 4-2: IT User Support FTEs per IT computer device (i.e. computer, printer, laptop, scanner).

Appendix J: IT Department Metrics

The number of direct support staff (i.e. Help Desk and on-site support) is directly related to the amount of equipment being supported. The number of support calls and installations increase with the total items in operation. Although a better measure of support are the number of items that require the most effort: PC's, Laptops, and Printers; the ratio is based on all computer and peripheral devices. It does not reflect phones, software applications, courtroom technology or audiovisual equipment.

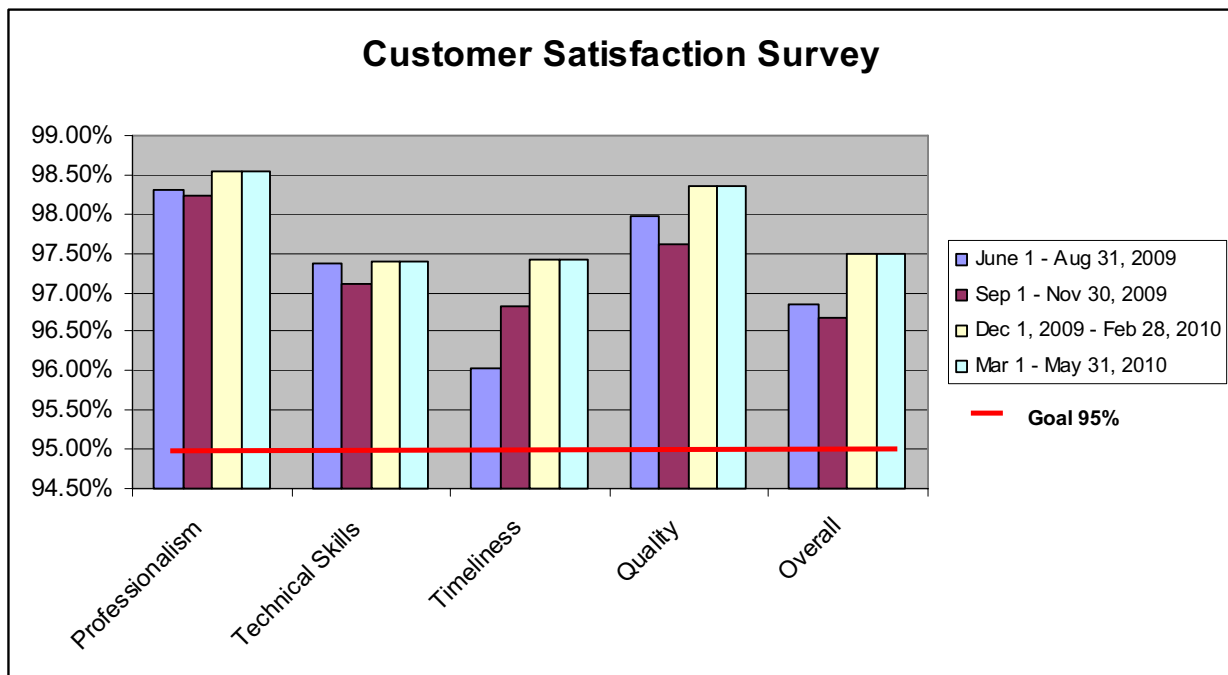
Goal 4-2: Cost of IT per County FTE.

This measure is the annual IT Budget divided by the number of County employees. Organizations also should consider the IT budget percentage of the County budget. As departments look to automation to streamline their processes and seek to invest in new capabilities, the demand on IT increases which can cause the cost of IT to increase even as the number of County FTE's decrease. (2008: 1,100 2009: 1,000)

Goal 4-2: Cost of Help Desk per number of calls processed.

The IT Department generally staffs the IT Help Desk with three employees. As the processes change and more support issues are reassigned to the Help Desk to record as tickets and as the single point of contact for support issues, the ticket count should increase meaning the cost of Help Desk per ticket will decrease and at some point should level off. From 2008, the cost has gone from \$22/ticket to <\$20/ticket. This measure is based on the cost of a Help Desk which includes 25% of the User Services Manager's cost and three times the average cost for a Computer Support Specialist divided by the number of calls per Help Desk staff.

The following chart shows the Customer Satisfaction ratings for the department from June 1, 2009 to May 31, 2010 for Service Calls. Surveys are generated automatically by the Help Desk software on a random basis. In addition, respondents can request a follow up call which is handled by the IT Director or the appropriate IT Manager.



Appendix K: Process Improvement Quick Wins

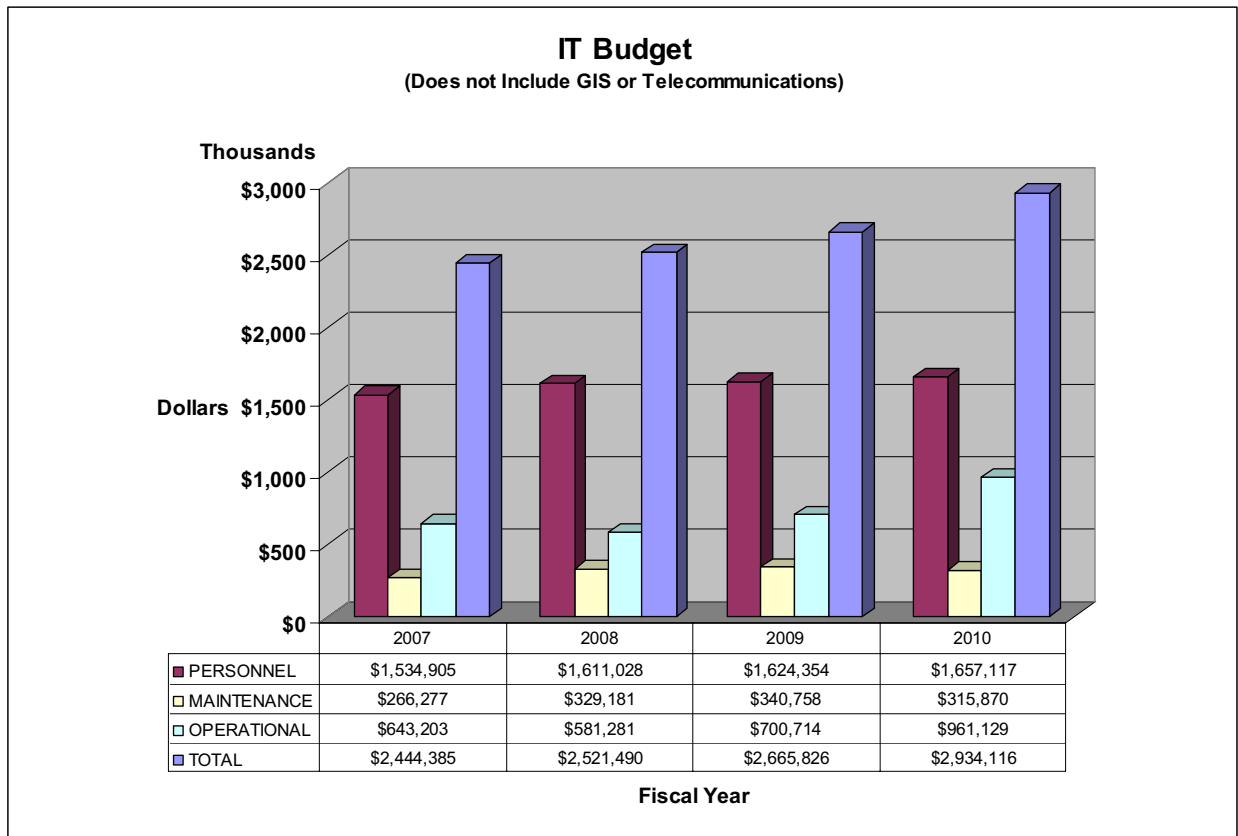
The purpose of this information is to list the process improvements that have occurred during the implementation phase of the Many Integrated Computer Applications (MICA) project. These changes resulted from having engaged the departments and outside agencies in requirements gathering. By bringing together and discussing the reasons “why” procedures exist today, the teams were empowered to question current processes in a nonthreatening, collaborative environment.

Process Improvement and Quick Win list				
	Issue	Solution	Date	Impact
1	Payroll Flex Time: Few departments were not correctly reporting flex time to Fiscal Services.	The issue was identified and communicated to all the participants of the Payroll requirements team.	June, 2009	Minor
2	Payroll Hours Entry Standardization: Each department has a unique way to collect and enter hours in the Green Bar sheets. This leads to non-standard ways to collect and report payroll hours. Departments do not communicate with each other to share information or processes.	During the requirements gathering phase a standard way to collect and report payroll hours was identified. This is leading to creation of software to allow users to report payroll hours.	June, 2009	Major
3	Seniority Date: In the Sheriff department bidding is done for cars based on Seniority Date. This date was maintained in a list and was not using the same terminology as Human Resources leading to difficulties in recreating this list.	A standard definition of Human Resources dates was created that is now being used by Sheriff department to maintain and create the Seniority Date list.	June, 2009	Minor
4	Subpoena Process: The Prosecutors generate paper subpoenas and fax/courier them to the Sheriff. Sheriff would further fax to the deputy to serve the subpoena.	PR9953: An On-Base workflow was developed that made issuing and transfer of Subpoenas electronic.	11/02/2009	Major
5	Mental Pickup Order: Probate Court faxes Mental Pickup Orders to the Jail. The Jail contacts the Road Patrol Lieutenant and then faxes the Order to the Road Patrol. They in-turn fax a copy to the deputy, who would give the copy to the medical/housing officer.	PR9650: Sub task project number 5123: An On-Base and Lotus Notes solution has been created to transfer Mental Pickup Orders electronically directly to the Sheriff front window eliminating the Jails role in this process.	03/01/2010	Major
6	MC 219 (Commit to Jail): Currently in the court rooms, two County Clerks, a court recorder, transport deputy and prosecutor take notes on the sentence passed by the Judge. The Judge only signs the court order prepared by the County Clerk	PR10237: An AS400 solution has been created to print MC 219 at the Jail whenever courts print an MC 219.	02/15/2010	Major

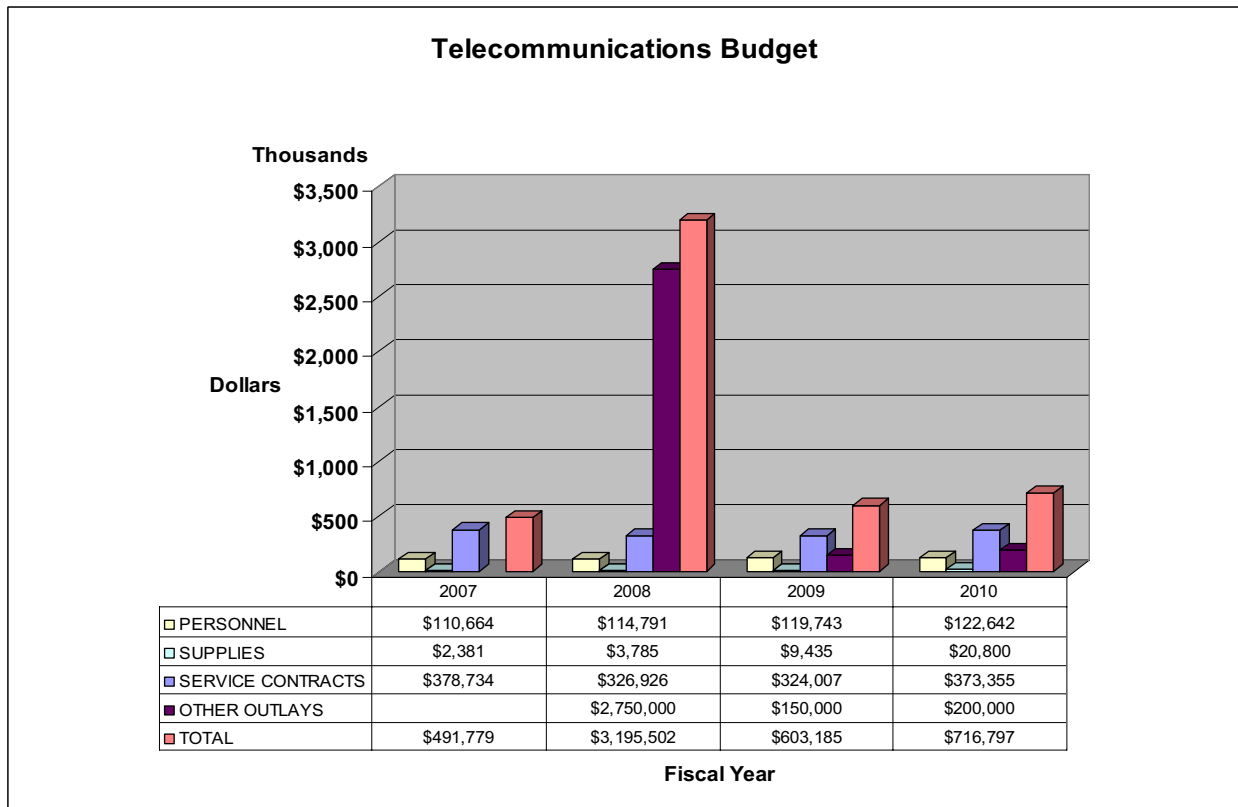
Appendix K: Process Improvement Quick Wins

Process Improvement and Quick Win list				
	Issue	Solution	Date	Impact
	or a court recorder.			
7	Notices in Neglect and Abuse: Once the petition is received all the dates of pretrial conference, final pretrial and trial are determined, but notices to appear and/or summonses are not served during or after the preliminary hearing or pretrial. This leads to attempts to serve via certified mail and/or to serve summons by the sheriff department, increasing cost to the court. Address discrepancies cause unsuccessful delivery and delay the start of hearings and adjournments.	A process has been implemented to issue notices whenever a party is in the court. This will reduce cost in services. Other process improvement recommendations are listed in Strategy Document for Neglect and Abuse Process, Document Version 1.2.	July, 2009	Major
8	Advice of Rights: The Jail faxed and then sent by courier the signed 'Advice of Right' to the courts. The courts had no use of the original and were purging the couriered copy.	A change in the process was implemented to only fax to the court.	June, 2009	Minor
9	Elimination of the District Court "Quick Release" MS Word document	Communicate all release sentencing information by issuance of an MC219 Commitment form.	05/24/2010	<ul style="list-style-type: none"> • Simplify Fiscal Services collection efforts. • Eliminate inmate physical file sharing between Fiscal and Jail
10	Complaint Number Converter	Creation of an Excel macro that accepts complaint numbers in any agency format and translates that agency format into the a standard TCN	05/01/2010	Uniform agency number format entry into Identix and other related systems

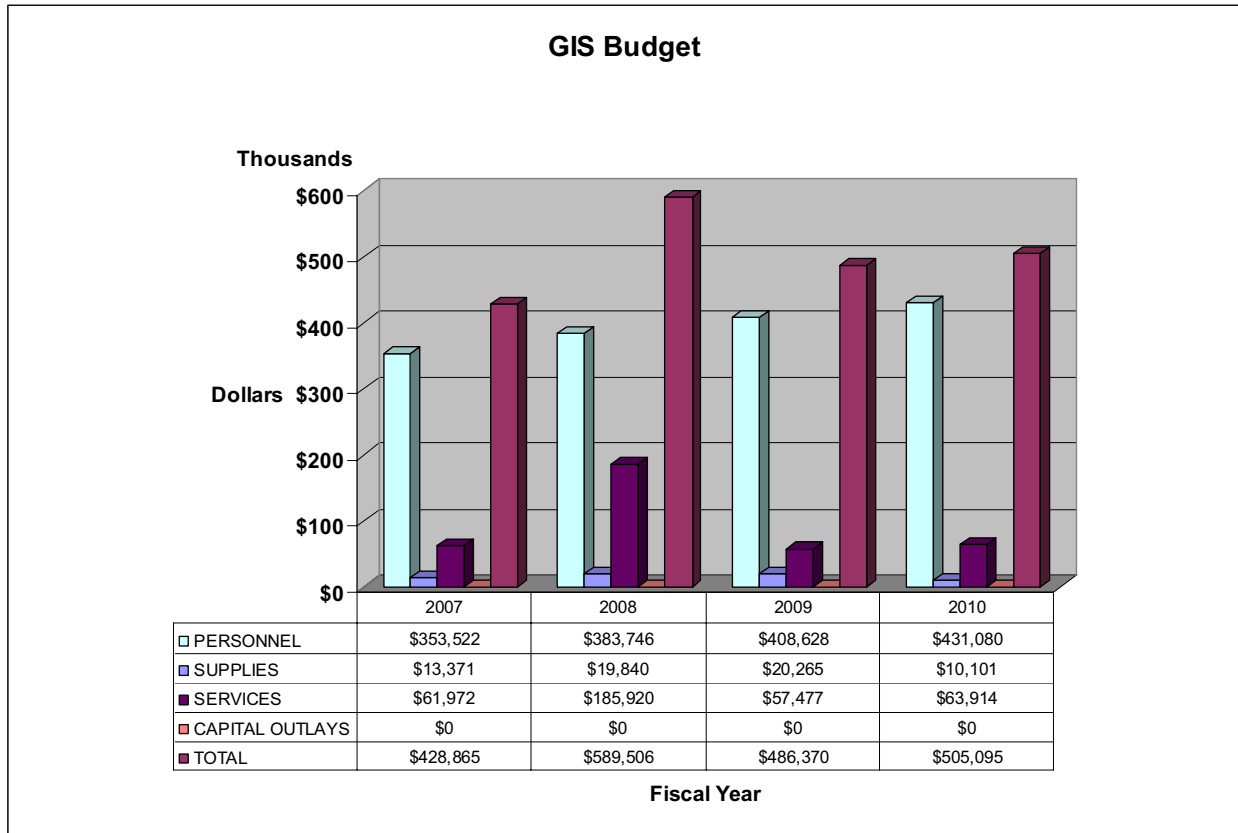
Appendix L: Financial Information



2010 values are based on planned budgets. Previous year figures are actual expenses. The 2008, 2009 & 2010 Telecomm Budget shows funds used to support new construction.



Appendix L: Financial Information





The activities and programs of this department
are brought to you by the members of the
Ottawa County Board of Commissioners

Donald G. Disselkoen, Chairman
Philip D. Kuyers, Vice-Chairman
Joyce E. Kortman
Dennis W. Swartout
Jane M. Ruiters
Matthew M. Hehl
Roger G. Rycenga
Gordon D. Schrottenboer
Robert Karsten
James C. Holtrop
James H. Holtvluwer

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: Planning and Performance Improvement

Submitted By: Mark Knudsen

Agenda Item: Ottawa County Planning and Performance Improvement 2009 Annual Report

SUGGESTED MOTION:

To receive for information the Ottawa County Planning and Performance Improvement 2009 Annual Report.

SUMMARY OF REQUEST:

In accordance with 2010 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

FINANCIAL INFORMATION:

Total Cost: \$0.00 | County Cost: \$0.00 | Included in Budget: Yes | No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated | Non-Mandated | New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: #2

Objective: #4

ADMINISTRATION RECOMMENDATION:

Recommended

Not Recommended

County Administrator: **Alan G. Vanderberg**

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, e=County of Ottawa, ou=Administrator's Office, email=avanderberg@miottawa.org
Reason: I am approving this document
Date: 2010.07.07 12:06:17 -0400

Committee/Governing/Advisory Board Approval Date:

PLANNING & PERFORMANCE IMPROVEMENT

ANNUAL REPORT 2009/2010

Economic Development



Strategic Planning & Program Evaluations



General Land Use Planning





The activities and programs of this department are brought to you by
the members of the Ottawa County Board of Commissioners.

2010 County Board of Commissioners

Philip D. Kuyers, Chairperson
James C. Holtrop, Vice-Chairperson
Donald G. Disselkoen
Matthew M. Hehl
Jim H. Holtvluwer
Robert W. Karsten
Joyce E. Kortman
Jane M. Ruiter
Roger G. Rycenga
Gordon D. Schrotenboer
Dennis W. Swartout

TABLE OF CONTENTS

I.	Executive Summary.....	1
II.	Department Overview.....	2
III.	Planning Commission Overview.....	2
IV.	Goals.....	3
V.	Accomplishments.....	4
VI.	Closing.....	21

Appendix

Planning and Performance Improvement Department Organizational Chart.....	A
Planning and Performance Improvement Department Strategic Outline.....	B
Ottawa County Planning Commission (2010).....	C1
Planning Commission Summary of Duties.....	C2
Restructured Planning and Performance Improvement Department.....	D
Agricultural Business Incubator Steering Committee.....	E
Brownfield Redevelopment Authority Board (2010).....	F
Ottawa County Economic Development Office (OCEDO).....	G
Ottawa County Agricultural Preservation Board (2010).....	H
Existing and Proposed Standardized Zoning District Maps.....	I1
Existing and Proposed Standardized Land Use District Maps.....	I2
Status of Standardized Mapping Adoption in Ottawa County.....	I3
Countywide Corridor Plan Map.....	J
Pioneer Resources and Georgetown Seniors Ridership Totals.....	K
Michigan Local Government Benchmarking Consortium Members.....	L
Grantmanship Assistance.....	M
Ottawa County Remonumentation Committee.....	N
Ottawa County Remonumentation Peer Group.....	O
Remonumentation Program Status.....	P

EXECUTIVE SUMMARY

The Planning and Performance Improvement Department continues to administer and initiate programs which increase economic development in the County and protect and improve quality of life. The Department's strategic planning and outcome-based evaluation efforts for County programs and services improve organizational performance and maximize the use of financial resources. The Department also continues to fulfill its statutory obligations as well as develop a proactive, credible, leadership role in the community.

The projects completed this past year indicate that the Department's goals are being achieved. These projects also reflect the extent of communication and collaboration (through joint projects and partnerships) that exists between the County, local units of government, and other organizations.

A few of the highlights from 2009/2010 are as follows:

- Restructured the Department by combining the Environmental and Transportation Planner positions into one, creating an **Economic Development Coordinator** position
- Identified qualified projects within the County to receive **\$20.6 million** in Recovery Zone Economic Development Bonds and **\$31 million** in Recovery Zone Facility Bonds
- Saved over **\$4.4 million** (cumulative) as a result of evaluation recommendations that modified, privatized, or discontinued ineffective County programs and services
- Verified the cost-effectiveness of over **\$15 million** (cumulative) in County programming and services
- Completed a comprehensive **Time Study and Materials Analysis** of the Electronic Content Management (ECM) System. This Study is being utilized to justify the need for legislative changes that would result in an additional \$12.9 million in County savings over the next 25 years
- Completed **Program Evaluations** of the Cognitive Behavioral Therapy Program (CBT) and Inmate Case Management and Treatment Program
- Finalized a comprehensive **Strategic Plan** for the Communities Helping Ottawa Obtain a Safe Environment Program (CHOOSE)
- Assisted in developing outcome measures of success for County Departments as part of the County's **Performance-Based Budgeting System**
- Issued a Request-for-Proposal (RFP) to conduct a **Comprehensive Water Resources Assessment**
- Obtained State Approval of the County's **Purchase of Development Rights (PDR) Program**
- Published an Ottawa County **Environmental Data Book**

In addition, the Planning and Performance Improvement Department staff has been involved in several other administrative-support duties that include project research, data collection, and data dissemination. Staff members have also participated in several planning and economic development initiatives such as the exploration of an Agricultural Business Incubator and the reestablishment of a Tree Legacy Committee. The Planning and Performance Improvement Department also worked with several other agencies and departments in 2009/2010 to obtain and/or process over **\$3.5 million** in grant awards and nearly **\$4.8 million** in state and federal allocations.

Overall, 2009/2010 was a productive year for the Planning and Performance Improvement Department, and it is our expectation that 2010/2011 will produce similar results.

DEPARTMENT OVERVIEW

The Planning and Performance Improvement Department is comprised of 6.5 permanent positions (**Attachment A**). The Department is responsible for initiating programs to increase economic development and protecting and improving quality of life in Ottawa County, as well as for conducting outcome-based evaluations of County programs and services to improve organizational performance and maximize the use of financial resources. In addition, the Department provides statistical data that is used by County departments and local agencies to justify requests for grant funding and performs reviews of grant applications and award requirements to protect the County from any permanent financial obligations. The Planning and Performance Improvement Department also provides oversight to the County Remonumentation Plan for public survey corners. Each Department goal is listed in the next section of this report, with further detail provided in the Planning and Performance Improvement Department Strategic Outline (**Attachment B**).

PLANNING COMMISSION OVERVIEW

A County Planning Commission (**Attachment C1**) was created pursuant to MCL 125.101 et seq. (Act 282 of 1945 as amended) through an ordinance passed by the Ottawa County Board of Commissioners on August 8, 1989. The ordinance authorizes the Planning Commission to establish Rules and Bylaws to govern its operations. In addition to the ordinance, the County Board approved a list of duties for the Planning Commission that is outlined in a document titled "Summary of Duties" (**Attachment C2**).

County Planning Commissions are directed by state statute to establish county development plans that promote the health, safety, morals, order, convenience, prosperity, and general welfare of county residents. Further, County Planning Commissions are given the authority to conduct studies, investigations, and surveys related to the economic, social, environmental, and physical development of the County.

The Board of Commissioners, as authorized by the previously mentioned statute, has also designated the County Planning Commission as a Metropolitan County Planning Commission. This designation permits the Planning Commission to encourage intergovernmental coordination on all related state and local planning activities and to serve as a liaison to local, regional, and state planning organizations.

The Planning Commission is also responsible for fulfilling the requirements of three additional statutory mandates: the first is to review applications by farmers to include or remove their Ottawa County farmland from the State of Michigan's PA 116 Program (Act 451 of 1994) - Farmland and Open Space Preservation Act, as amended); the second is to review township zoning amendments (Act 110 of 2006 - Michigan Zoning Enabling Act); and the third is to review and provide a statement as to whether township or municipal master plans are consistent with the County Plan and any adjoining city, village, township, or regional master plans (Act 33 of 2008 - Michigan Planning Enabling Act).

GOALS

GOAL ONE: Increase economic development in Ottawa County.

GOAL TWO: Protect and improve quality of life in Ottawa County.

GOAL THREE: Improve organizational performance and maximize the use of financial resources.

GOAL FOUR: Oversee the County Remonumentation Plan for public land survey corners pursuant to Act 345 of 1990.

ACCOMPLISHMENTS

GOAL ONE: Increase economic development in Ottawa County.

Accomplishment One: Reorganization of the Planning and Performance Improvement Department

The Planning and Performance Improvement Department has combined the Environmental and Transportation Planner positions into one, creating an Economic Development Coordinator position. The Economic Development Coordinator will administer the County's Brownfield Redevelopment Authority (BRA) and the Land Bank Authority (LBA). This position will also develop and complete economic development initiatives such as the Revolving Loan Fund and an Agricultural Business Incubator.

Environmental, transportation, and land use planning projects have been prioritized and will be managed by the remaining Land Use Planner. The restructuring of the Department is illustrated in **Attachment D**. As a result of this restructuring the Planning and Performance Improvement Department has had to scale back or take a reduced role in certain projects. For instance, a representative from the Department is no longer able to attend meetings of the Friends of the North Bank Trail; however, technical assistance is still provided as time allows. Additionally, the Excellence Through Training Program has been scaled back, but still includes the Basic Planning Commission and Zoning Board of Appeals Trainings.

Accomplishment Two: Allocation of Federal Recovery Zone Bond Funding

In August 2009, Ottawa County was notified that it would be receiving \$20,697,000 in Recovery Zone Economic Development Bond (RZEDB) funding for public works projects and \$31,045,000 in Recovery Zone Facility Bond (RZFB) funding for certain private sector initiatives. These funds were distributed to the County through the American Recovery and Reinvestment Act (ARRA).

The Planning and Performance Improvement Department identified qualified projects in the County to receive the RZEDB and RZFB allocations. The projects selected to receive bond funds are as follows:

- **Recovery Zone Economic Development Bonds:** Ottawa was the first county in Michigan to allocate a Recovery Zone Bond allotment. An RZEDB award of \$5.6 million was allocated to the City of Grand Haven in August 2009 for their Washington Avenue Improvement Project.



The Planning and Performance Improvement Department recommended a second RZEDB allocation of \$6.4 million to the City of Coopersville for upgrades to their wastewater treatment system, as well as for public infrastructure improvements to accommodate growth in the community. These bonds were allocated in April 2010.

A Park Township drain project (\$6.2 million) and a Request Foods infrastructure project (\$2.5 million) are currently being considered for the County's remaining RZEDB allotment.

- **Recovery Zone Facility Bonds:** In October 2009, the Planning and Performance Improvement Department developed an Application Form and Selection Criteria for the County's RZFB allotment. A Scoring System was also developed to ensure that each RZFB applicant received an unbiased assessment of their project. Four applications were received for RZFB: the Alden Place Project in Spring Lake Village; Beechtree Commons in Grand Haven; Continental Dairy Products in Coopersville; and the Hilton Garden Inn & Conference Center in Grand Haven.

Based on the recommendation of an RZFB Allocation Report that was completed by the Planning and Performance Improvement Department in February 2010, Ottawa County allocated the entire RZFB allotment to the Michigan Strategic Fund for the Continental Dairy Products project. The

project includes construction, renovation, and equipment purchases to convert the vacant Delphi facility located in the City of Coopersville into a milk processing plant. The plant will be capable of processing four million pounds of milk daily into longer shelf life products such as butter, cream, condensed milk and milk powder. The project will create 70 permanent, full-time jobs over the next two years at a total cost of \$90.5 million.

Accomplishment Three: Renaissance Zones

The Planning and Performance Improvement Department worked in conjunction with Request Foods and Holland Charter Township to successfully process an Agricultural Processing Renaissance Zone designation to accommodate a proposed plant expansion. This designation, which the Board of Commissioners approved, will result in a \$40.6 million investment in the new facility and the creation of 250 new jobs.

Additionally, the Department has also been working on another project involving a Renaissance Zone designation that would potentially result in 800 to 1,000 new jobs.

Accomplishment Four: Revolving Loan Fund

Another economic development tool being researched by the Planning and Performance Improvement Department is a Revolving Loan Fund (RLF) Program. The RLF is designed to assist businesses by providing direct loans which, along with low-cost interest, are paid back directly to the revolving fund. Loan funds can typically be used for any legitimate business purpose, including the purchase of land and buildings, machinery and equipment, furniture and fixtures, or leasehold improvements. Working capital loans would also be available for the purchase of inventory, the financing of receivables, or other business operating needs.

Accomplishment Five: Miscellaneous Collaboration

Several meetings were scheduled during 2009/2010 with federal and state agencies to determine the best approach to obtain Stimulus funding and other grants for economic development projects in Ottawa County. These meetings also included chambers of commerce, Lakeshore Advantage, Ottawa County Economic Development Office, and West Michigan Regional Planning Commission. In addition, the Planning and Performance Improvement Department coordinated a tour of the former Delphi Plant in Coopersville and the Bio Economy Institute in Holland for representatives of the Economic Development Administration (EDA) in Chicago. This provided an opportunity for community representatives to pitch their projects to EDA officials to secure grant funding for infrastructure needs. Finally, the Department participated in the Lakeshore Advantage Biz Blitz. This program involves contacting and surveying preselected businesses in the Holland-Zeeland area to better understand their challenges and local economic conditions.

Accomplishment Six: Agricultural Technology Business Incubator

The implementation of an Agricultural Technology Business Incubator in Ottawa County is currently being executed by the Planning and Performance Improvement Department. A business incubator is designed to nurture entrepreneurs and their businesses during the critical formative years. This mentoring process will increase job opportunities and set the stage for future growth, job creation, tax-base expansion, and revitalization of the area.

The Agricultural Incubator concept has garnered substantial support in Ottawa County in large part due to the incubator's focus on establishing



businesses that are connected to agriculture. Agriculture is a core industry in Ottawa County and one of the most sustainable of all business sectors. Further, the agri-business sector has the potential to become a high-growth market especially in areas associated with new high-tech processes. The Incubator will utilize the knowledge and expertise of local farmers, food processors, and other agricultural leaders in the region to create start-up businesses that are focused on value-added agricultural products and markets.

The three areas of agricultural operations that would be targeted by the County’s Agricultural Business Incubator would include, but not be limited to, the following:

- Sustainability:** Renewable energy, waste management, nutrient management systems, green fertilizer, green pest management, etc.
- Technology & Productivity:** Implement equipment, food processing equipment, agricultural management software, veterinary equipment, etc.
- Innovation:** Precision agriculture, advanced agricultural operations, new uses for agricultural products, etc.

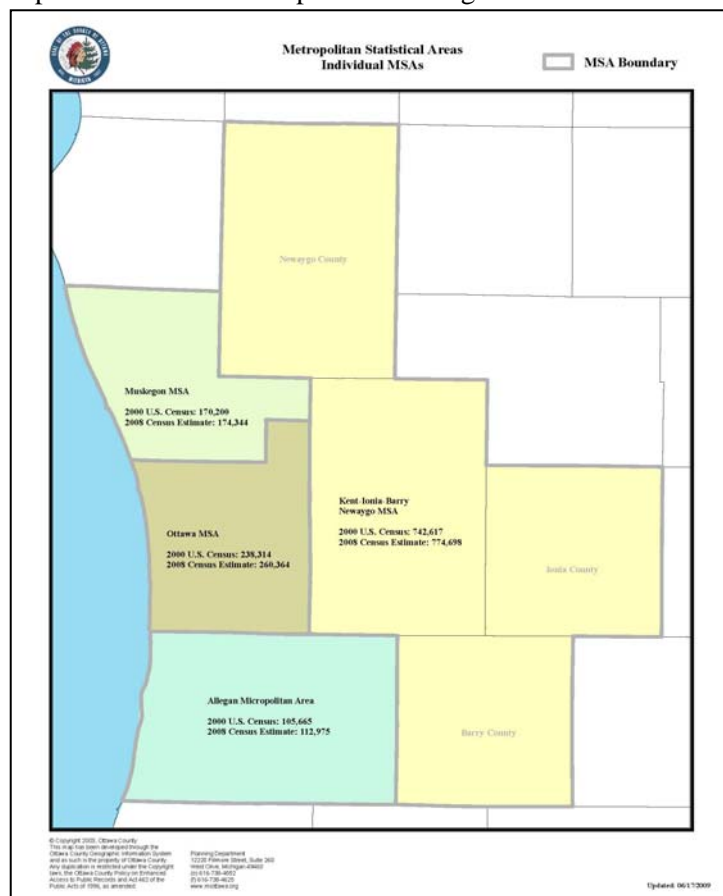
The Planning and Performance Improvement Department is exploring the options of having a feasibility study conducted that will verify whether or not the incubator concept can sustain itself in the region. If the concept proves feasible, a virtual Incubator will be launched to provide incubation services without a physical structure. A move to a physical Agricultural Business Incubator structure would be considered if the virtual Incubator is a success.

The Agricultural Business Incubator Steering Committee members are provided in **Attachment E**.

Accomplishment Seven: Metropolitan Statistical Area Assessment

The Planning and Performance Improvement Department continues to pursue a dialog with the Office of Management and Budget (OMB) to modify its standards for defining metropolitan statistical areas (MSAs). The OMB’s present standards divide the region into three smaller MSAs - each of which fall below the minimum population thresholds that many large relocating businesses consider favorable to a region. Ottawa County became its own single county MSA (Holland-Grand Haven) after the 2000 Census. It was 317 individuals short from reaching the OMB’s 25% commuter-threshold which would have allowed it to be included with the larger Grand Rapids MSA. The OMB’s standards have created a serious misconception regarding the economic size of this region.

In May 2009, the County Planning Commission approved a Resolution which supports having Ottawa County join the Kent County (i.e. Grand Rapids) region in order to achieve an MSA that has a population of more than 1,000,000. This Resolution was forwarded to the OMB.



The Planning and Performance Improvement Department has since communicated with the OMB's Statistical Policy Division on multiple occasions requesting feedback as to whether the OMB will modify its standards before release of the 2010 Census. The Department also forwarded an April 2009 letter from the State's Demographer (Ken Darga) which stated, "*Under previous standards...the [Grand Rapids-Holland] metropolitan area would have included a different set of counties that better reflected the economic relationships and shared identities within this region...Although the standards that were used for designating outlying counties after the 1990 Census do leave room for improvement, they would be much better than the simplistic standard currently in use.*"

At this time, the OMB has not indicated whether its standards for defining MSAs will be revised.

Accomplishment Eight: Brownfield Redevelopment Authority

A Brownfield Redevelopment Authority (BRA) was created in June 2008 by the Ottawa County Board of Commissioners to assist with the clean-up of contaminated properties in Port Sheldon and Olive Townships. In June 2009, the BRA was amended to promote the redevelopment of environmentally distressed, blighted, or functionally obsolete properties in communities throughout the County that do not



have their own BRA. The BRA, which has a nine member board (**Attachment F**), is an important economic development tool that permits municipalities to use tax-increment financing to capture the taxes from the improved portions of a redeveloped property for demolition, site preparation, and environmental clean-up.

In October 2009, the Planning and Performance Improvement

Department submitted a grant application to the Environmental Protection Agency's (EPA) Brownfield Program to obtain funding to compile an inventory of the contaminated sites in Ottawa County. This application for funding was denied by the EPA in April 2010. However, the Department did receive feedback from the EPA to assist with strengthening the grant application for future funding requests. Several of the EPA's suggestions are being incorporated into a second grant application that will be submitted by the County in October 2010.

Accomplishment Nine: Ottawa County Economic Development Office

The Planning and Performance Improvement Department continues to provide administrative oversight for the Ottawa County Economic Development Office (OCEDO) contract. A summary of the OCEDO's major work activities for the second half of 2009 are provided in **Attachment G**.

GOAL TWO: Protect and improve quality of life in Ottawa County.

Accomplishment One: Comprehensive Water Resource Assessment

In May 2010, the Ottawa County Planning Commission issued a Request-for-Proposal (RFP) to hire a consultant for the purpose of conducting a Comprehensive Water Resources Study. The Study will address the many challenging issues associated with groundwater quality and quantity as well as elevated water table levels in Ottawa County.



Flooded property at the corner of Port Sheldon and 144th due to higher-than-normal water table levels (June 10, 2008)

The Study is designed to provide decision-making tools that will, at a minimum, accomplish the following objectives:

- Minimize the impact of development on an aquifer's ability to sustain current and future water withdrawal demands, as well as any adverse effects on water table levels and surface water levels
- Minimize the impact of development water withdrawals on domestic well quality (e.g. brine and nitrates)
- Minimize the potential infiltration of wastewater contaminants (e.g. nitrates, phosphates, pharmaceuticals, industrial/household chemicals) in areas relying on septic systems and domestic wells
- Minimize the potential hydrologic impacts of impervious surfaces that may be associated with new development such as reductions in groundwater recharge, reductions in surface water quality, and rapid surges in surface water levels
- Prevent the negative effects of elevated water table levels on new development (e.g. basements, foundations, and footings)

In June 2010, a Selection Committee, comprised of members of the Ottawa County Planning Commission and the Planning and Performance Improvement Department, was appointed to review and score the 11 proposals received in response to the RFP. It is anticipated that a consultant will be hired by August 2010.

Accomplishment Two: Purchase of Development Rights Program

In April 2008, the Ottawa County Board of Commissioners passed an ordinance that established a countywide Purchase of Development Rights (PDR) Program. The State of Michigan Farmland Preservation Office officially approved the Ottawa County PDR Program on January 20, 2010. The primary purpose of the Program is to increase the capability of farmers and local units of government in Ottawa County to access state and federal funding for farmland preservation. The PDR Program allows local farmers to sell the development rights of qualified farmland while still maintaining ownership of the land.

The Ottawa County Agricultural Preservation Board (**Attachment H**) was established to administer the PDR Program. The members of this Board are passionate about agricultural preservation and are working proactively to ensure this is achieved in Ottawa County. To assist with their agricultural preservation efforts, the Board established a Funding Committee and a Public Relations Committee in March 2010.

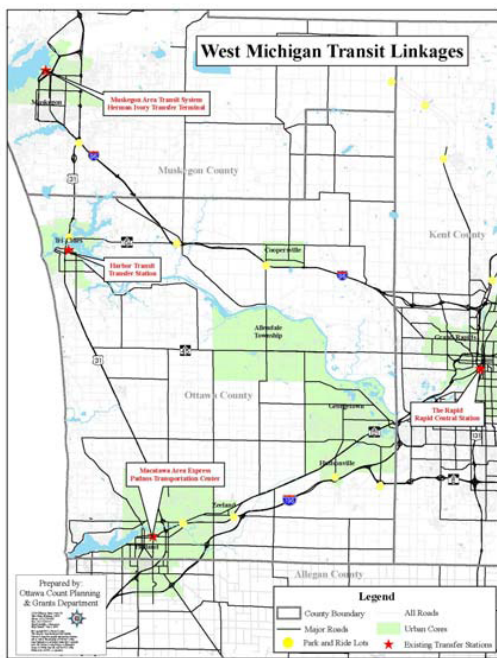
On March 9, 2010 the Agricultural Preservation Board accepted the first private donations to the PDR Program (\$2,000). Throughout the next year, the Agricultural Preservation Board is expected to create an informational brochure that will be used to promote the program. They will also continue to research additional funding mechanisms for the program.



Agricultural Preservation Board accepts private donations (March 9, 2010)

Accomplishment Three: West Michigan Transit Linkages Study

The Planning and Performance Improvement Department continues to work closely with transportation consultant, Nelson/Nygaard, to complete the West Michigan Transit Linkages Study. The purpose of the Study is to identify new routes for regional public transit services and determine the feasibility of implementing and operating these routes.



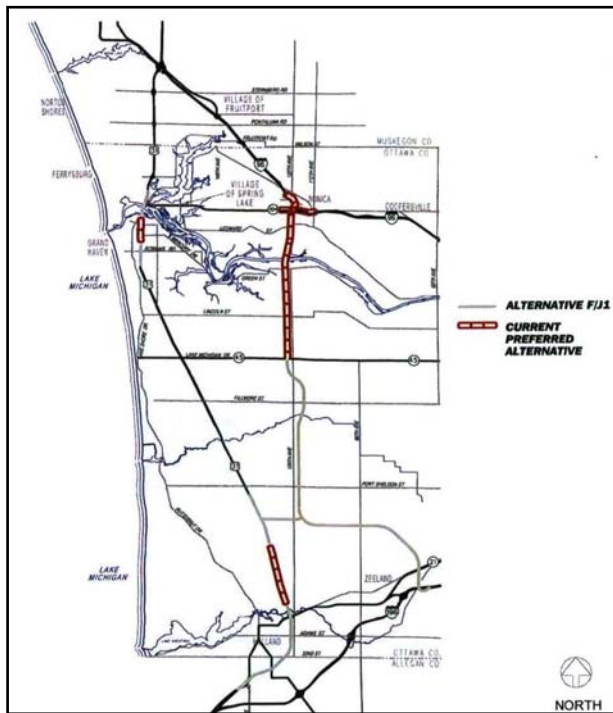
The Needs Assessment phase was completed in July 2009 and provides a review of the existing transit services, Census data, and other relevant commuter data. The final phase of the Study, a Feasibility Analysis, is expected to be completed in the fall of 2010 and will determine the feasibility of implementing and operating new regional transportation routes.

The Study was originally scheduled to be completed in October 2009; however, the methodology used to complete the feasibility analysis required multiple revisions to ensure that the final results would be reliable and accurate. A new project manager was appointed by Nelson/Nygaard in April 2010. This manager anticipates completion of the study by at least September 2010, but no later than December 31, 2010.

Accomplishment Four: M-231 Bypass Project

During 2010, several milestones were reached on the M-231 Bypass Project. In February 2010, the Environmental Impact Statement (EIS) for the Project received final approval from the Federal Highway Administration. This was followed by the signing of the Record of Decision (ROD) in April 2010, which paves the way for full design engineering and right-of-way acquisition to begin on the Project.

Due to funding constraints, the initial construction of the Bypass will be limited to the bridge over the Grand River near 120th Avenue. Michigan Department of Transportation (MDOT) officials have indicated that pre-construction activities (i.e. brush clearing, ground leveling), and possibly even initial phases of construction on the bridge may begin in 2010. The approximate cost to construct the bridge



will be \$35 million.

In order to accommodate current and future transportation needs in the most cost-effective manner, it is the goal of the Board of Commissioners to ensure that the bridge is constructed so as to allow for future bridge expansion to four lanes including a non-motorized path crossing. The cost to construct a non-motorized crossing could range from \$5 to \$15 million depending on the type of structure that would be needed. MDOT has indicated that the non-motorized crossing will need to be funded through grants and other local sources.

The Ottawa County Board of Commissioners and the Planning and Performance Improvement Department are working with federal and state legislators, MDOT officials, and other agencies to ensure that every effort is made to obtain funding for the Project.

Accomplishment Five: Countywide Wireless Broadband Network Initiative

More than ninety-five percent of the County's population has access to a high-speed, fully-mobile wireless broadband network. The deployment of this network is the result of an innovative public-private partnership that did not require the expenditure of any public tax dollars. Since 2008, Sprint has invested nearly \$1,000,000 to expand its existing broadband network to underserved areas in the County.

In August 2009, the County submitted an application to the National Telecommunications Information Association (NTIA) to obtain stimulus funding to construct three new communications towers in the remaining underserved areas of the County. In early 2010, the County was informed by the NTIA that its application for stimulus funding was denied. Only two broadband projects in Michigan received a grant award. Merit Network Inc. was awarded \$33.3 million to build a 955 mile fiber-optic network across thirty two counties, and Michigan State University was awarded \$895,482 to extend broadband service to eighty existing library computer centers.

Mobile Broadband at home or away.

Ottawa County and Sprint have partnered to connect Ottawa County residents easier than ever.

Ottawa County residents get an additional **20% off** a connection device or other related equipment when they sign up for a Sprint Mobile Broadband Plan! Plus **pay no activation fee!**

Simply plug in a Sprint connection card and go. Connect to the Web from anywhere: home, office, vacation... wherever! No more slow connections or paying for Web access when you are away from home.

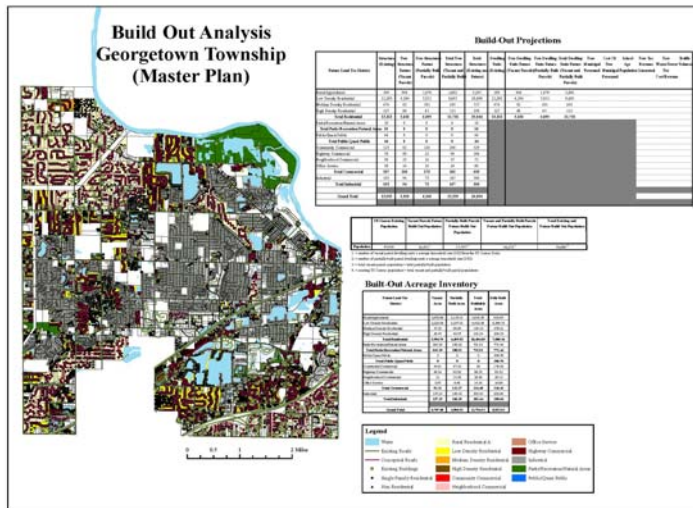
Visit your local Sprint Store for details.

Sprint Stores:	HOLLAND 2600 W. 13th St. or Hwy 31 3100 West Shore Dr. Holland, MI 616-738-4207	MUSKOGEE Alameda Street Station 5100 Henry St. Muskegon, MI 231-768-8479	ADENTWOOD 2000 Street and E. Beeline Adentwood, MI 616-840-4207	CELEBRATION VILLAGE 2107 E. Beeline Ave. NE Grand Rapids, MI 616-381-1765	GRANDVILLE 2100 Grandville St. Rosemarie Hall 4303 Grandville SW Grandville, MI 616-334-0200	ALPINE Spartan Center 4244 Alpine Ave. NW Grand Rapids, MI 616-847-2700	STONE HILLS Stone Hill Sun. 12pm-8pm Burgundy Sales 616-509-8100
-----------------------	--	---	--	---	--	--	---

The Department submitted a second application to the NTIA for stimulus funding in March 2010. Approximately \$2.6 billion in funding is available for this second round of applications. Funds are scheduled to be awarded by September 30, 2010.

Accomplishment Six: Countywide Build-Out Analysis

The Planning and Performance Improvement Department is continuing to develop a Countywide Build-Out Analysis utilizing a Geographic Information System (GIS).



Build-Out Analysis Map of Georgetown Township

A build-out analysis is used to calculate the maximum number of structures that could be constructed on the vacant and partially built acres of a community given the current zoning ordinance, master plan and environmental constraints. From these calculations future population projections are computed. Next, the impact of future development and population growth is extrapolated for several factors. These factors include infrastructure capacity, demand and cost for public services, new tax revenue, and traffic volumes.

In August 2009, a build-out analysis was completed for Georgetown Township. This analysis was subsequently utilized by the Township during their Master Plan process. A build-out analysis has been initiated for the City of Coopersville with completion scheduled for August 2010.

Accomplishment Seven: Standardized Land Use District Titles and Colors for Master Plan and Zoning Maps

The Ottawa County Planning and Performance Improvement Department continues to work with local units of government throughout the County to encourage and facilitate the adoption of Standard Land Use District Titles and Colors for master plan and zoning maps (**Attachments I1 and I2**). During 2009/2010, the Standardized Colors and Titles were adopted by Polkton, Wright and Olive Townships. The current adoption status for each community is included in **Attachment I3**.

Standardization will allow for easy viewing of commercial, retail, and industrial properties across the County on a single map, reducing the time and effort staff and consultants spend analyzing local zoning ordinances and master plans. It will also give citizens a better understanding of the location and type of land use districts in their community and in surrounding communities. Standardization does not change density, use, or any other local zoning ordinance and comprehensive land use plan requirements that have been adopted by local units of government.

Accomplishment Eight: Countywide Corridor Plan

During 2009, the Planning and Performance Improvement Department completed a model corridor overlay district ordinance for the M-104 corridor in conjunction with Spring Lake and Crockery Townships. The model ordinance contains standards for building setbacks, access management (driveway spacing, service drives, etc.), landscaping, signage, and natural feature preservation. The ordinance is designed to maintain the safety, efficiency, and aesthetics of the corridor and to preserve it for future expansion and improvements, if needed. The completion of the model is



M-104 Corridor Open House

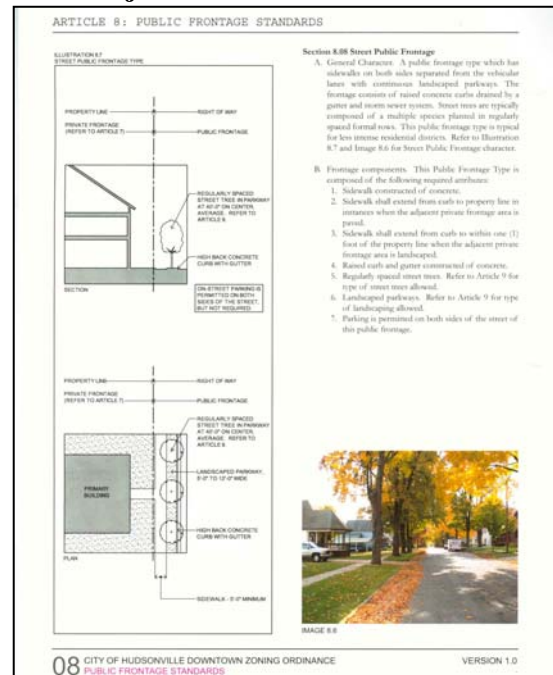
part of an on-going effort to implement the Countywide Corridor Plan (**Attachment J**).

During the development of the model, several meetings were held with stakeholders to obtain their input and ensure that their concerns were addressed. After revisions were made and the model was complete, Spring Lake and Crockery Townships began the process of incorporating the concepts into their zoning ordinances. Both Townships have adopted the recommended principles of the model.

Accomplishment Nine: Urban Smart Growth Demonstration Project

Nederveld Inc. is finalizing a draft version of a completely rewritten Zoning Ordinance for the City of Hudsonville as part of the County's Urban Smart Growth Demonstration Project. Several unique and highly-innovative planning documents have already been prepared for the City as part of this Project including an award-winning Architectural Design Elements Portfolio (ADEP) and Downtown Master Plan.

The new Zoning Ordinance will be comprised of multiple innovative and creative elements which are not common to planning documents used by other communities including: site disposition standards; public open space standards; and environmental and sustainability standards. It is anticipated that the innovative techniques and planning principles developed and implemented in the City as part of this Project will serve as a model for other urban communities striving to enhance the vibrancy, livability, and aesthetic character of their respective communities.



Accomplishment Ten: Public Transportation Assistance Specialized Services Grant

The Planning and Performance Improvement Department continues to act as the pass-through agency for the Specialized Services Grant Program. This grant program supplies operating assistance for transportation services that are provided primarily to elderly and disabled persons.



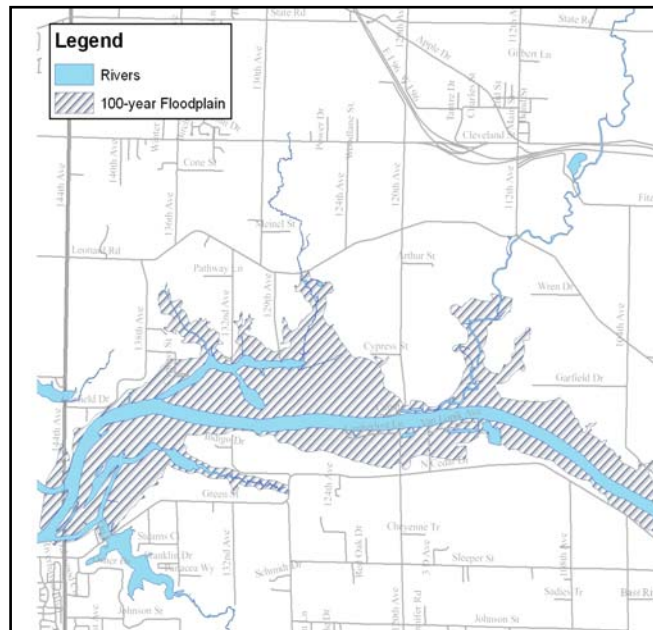
As the pass-through agency, the Planning and Performance Improvement Department submits the annual grant application, prepares subcontracts, reports ridership information to the Michigan Department of Transportation (MDOT) on a quarterly basis, and processes payments to the grant recipients, Georgetown Seniors and Pioneer Resources. In addition, the Department participates in the Specialized Services Coordination Committee which monitors the performance and services provided by the grant recipients. The total grant amount

awarded for Fiscal Year 2010 is \$157,569. Georgetown Seniors and Pioneer Resources received \$48,113 and \$109,456, respectively. Ridership totals are outlined in **Attachment K**.

Accomplishment Eleven: FEMA Flood Insurance Rate Maps

The Planning and Performance Improvement Department continues to work with the Flood Insurance Rate Maps (FIRMs) project consultants in order to provide updates to local units of government regarding the status of the project and other critical deadlines. The updated FIRMs will include a revised 100-year floodplain (see map at right) based on recent studies and field observations. This work is being done as part of the Federal Emergency Management Agency's (FEMA) National Flood Insurance Program (NFIP) Map Modernization Initiative.

On August 13, 2009, the Planning and Performance Improvement Department and officials from the Michigan Department of Environmental Quality (DEQ) held a training session for local units of government to explain the regulatory requirements of the NFIP and the map adoption process.



The updated FIRMs are scheduled for distribution to each local unit in July 2010. Once the FIRMs are distributed, there is a 90 day window for appeals. If there are no appeals, the revised FIRMs will be published in October 2010.

Accomplishment Twelve: Integrated Road Salt Management Plan

The Integrated Road Salt Management Plan (IRSMP) includes the monitoring of four primary variables in order to determine if the Ottawa County Road Commission's initiatives to reduce road-salt usage are having a positive impact on blueberry production. These variables are: groundwater (sodium and chloride levels); blueberry twigs (dieback and bud mortality); root-zone water (sodium and chloride levels); and irrigation ponds (sodium and chloride levels).



Well closure (May 2009)

Test wells have been used to monitor sodium and chloride levels in the groundwater over a period of several years. During that time, the water levels in certain test wells completely dried up and in other locations water levels increased significantly. This variation in water levels made it impossible to draw reliable conclusions from the available data. As a result, the Planning and Performance Improvement Department capped all of the test wells in 2009.

Michigan State University Extension (MSUE) is continuing to monitor twig dieback, bud mortality, root-zone water samples and irrigation pond samples. The data collected thus far indicates varying degrees of salt reduction along secondary roads. However, MSUE staff indicates that results are still inconclusive and anticipates being able to extrapolate conclusions from the data by 2013.

Accomplishment Thirteen: Wind Energy Standards and Project Assessments

Communities throughout the State and Country continue to contact the Planning and Performance Improvement Department requesting permission to use the Model Wind Energy Ordinance language in their own community zoning plans. The Department also continues to provide research, mapping, and technical assistance, as well as facilitation services to communities that are grappling with wind energy projects/issues. Additionally, the Department has been actively involved in wind energy initiatives that are being spear-headed by local universities, utility companies, and private wind farm developers.

Accomplishment Fourteen: Tree Legacy Committee

The Tree Legacy Committee is being reestablished in light of concerns from citizens regarding tree trimming along scenic roads in the County such as Lakeshore Drive and Stanton Street. During the next year, the Planning and Performance Improvement Department will work with the Tree Legacy Committee in order to finalize the Ottawa Tree Planting and Replanting Guidebook. The Committee may also create a Tree Preservation Model Ordinance to ensure that the aesthetic beauty of County roads with existing tree canopies is maintained.



Stanton Street (September 7, 2004)



Stanton Street (June 14, 2010)

Accomplishment Fifteen: On-Staff Planner and Zoning Administrator Meetings

As a result of the restructuring of the Planning and Performance Improvement Department, it was not possible to offer an On-Staff Planner and Zoning Administrators Meeting during the past year. However, the Department has received positive feedback for organizing these countywide planning meetings and plans to continue hosting at least one meeting per year. The next meeting is planned for fall 2010.

Accomplishment Sixteen: On-Staff Planner and Zoning Administrator E-mail Inquiry Service

The Planning and Performance Improvement Department continues to coordinate the On-Staff Planner and Zoning Administrators E-mail Inquiry Service. Some of the e-mail service topics that were proposed for discussion during the past year include landscaping regulations, hunting/firearm regulations, wind turbine setbacks, tree removal requirements, architectural standards for home additions, and holiday yard decoration regulations.

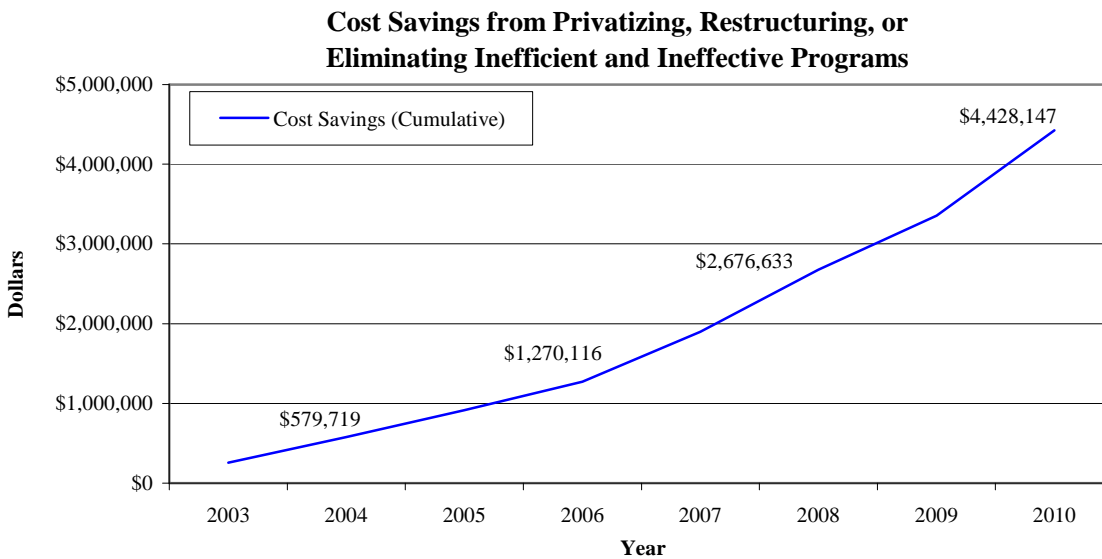
GOAL THREE: Improve organizational performance and maximize the use of financial resources.

Accomplishment One: Performance Improvement

Ottawa County remains at the forefront among counties in Michigan, and nationally, in verifying the cost-effectiveness of its programs and services. This is largely attributed to the strategic planning and outcome-based evaluation efforts of the Planning and Performance Improvement Department.

Over the past few years, the Department has gained a strong reputation for completing high-quality, creditable evaluations. County staff and department heads have also begun to embrace the outcome-based evaluation process in an effort to strengthen the effectiveness of their respective programs and services.

Since 2003, evaluations completed by the Department have saved over **\$4.4 million** as a result of recommendations that modified, privatized, or discontinued ineffective programs and services. Moreover, and to the credit of County employees as a whole, over **\$15 million** in programming and services has been verified as cost-effective through the evaluation process.



A summary of the strategic planning and program evaluation efforts that have occurred over the last year is as follows:

Strategic Planning

The following strategic plans were completed and/or initiated in 2009/2010:

- **Communities Helping Ottawa Obtain a Safe Environment Program:** In 2009, the Planning and Performance Improvement Department completed a Preliminary Evaluation of the Communities Helping Ottawa Obtain a Safe Environment (CHOOSE) program. As part of the evaluation, it was recommended that the CHOOSE program be restructured to concentrate services in the southwest-quadrant of Ottawa County. Following this evaluation, a Strategic Plan was developed for the restructured CHOOSE Program by the Planning and Performance Improvement Department, in cooperation with Public Health officials. The Plan consists of a Strategic Outline as well as a Performance Analysis that defines the target measures of success for each action component and baseline/benchmark measures that will be used to assess program performance and effectiveness. An administrative evaluation of the restructured program is scheduled to commence in July 2010.
- **Inmate Case Management and Treatment Program:** In January 2010, County Administration allocated PA 2 dollars to conduct assessments of unsentenced inmates

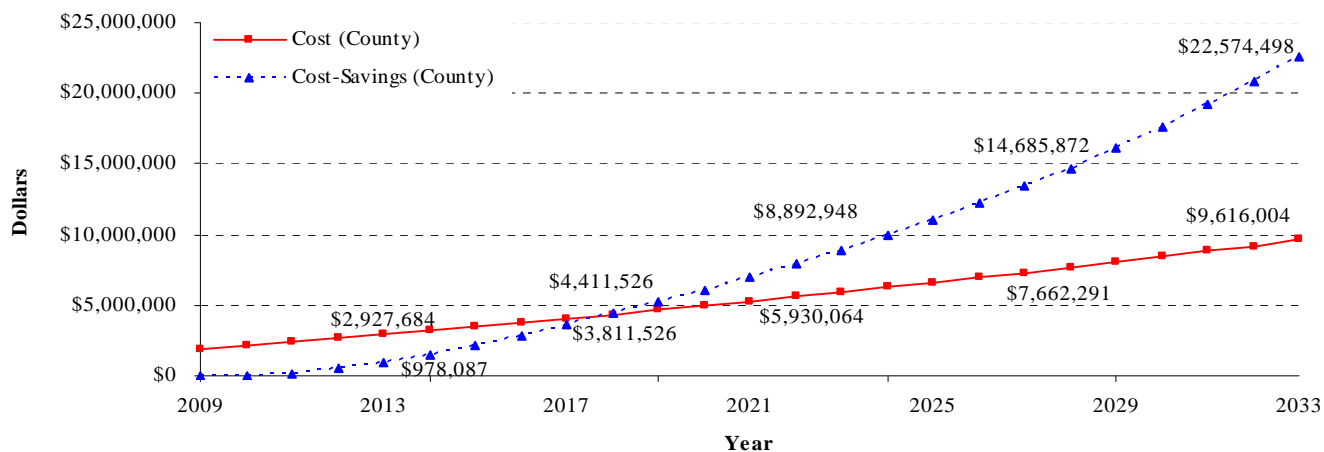
with substance abuse issues. These assessments were an additional component of the Inmate Case Management and Treatment (ICMT) Program. The ICMT Program started in 2008 to provide case management and treatment services to jail inmates who are not eligible to receive CMH treatment but show signs of mental illness. In response to the restructuring of the ICMT Program, a revised Strategic Plan was developed by the Planning and Performance Improvement Department in conjunction with the Sheriff's Office and the Probation and Community Corrections Department. An interim administrative evaluation of the restructured program is scheduled to commence in September 2010.

Administrative and Outcome-Based Evaluations

The following program evaluations were completed and/or initiated in 2009/2010:

- Sobriety/Drug Treatment Court Programs:** A comprehensive evaluation commenced in April 2010 to verify whether the County Sobriety/Drug Treatment Courts are achieving the agreed-upon outcomes. For this evaluation, the Planning and Performance Improvement Department will measure the recidivism rates of program graduates against matched-pair comparison group offenders who did not participate in the programs. A cost-effectiveness analysis will also be conducted to compare the cost and effects of the programs to standard probation. This evaluation is expected to be published in the fall of 2010.
- Electronic Content Management System Evaluation:** In February 2010, the Planning and Performance Improvement Department completed a comprehensive study that quantifies the actual efficiencies that have been gained from implementing the Electronic Content Management (ECM) System in eleven County departments. The evaluation process required collecting time data over a four-year period to verify labor and material efficiencies from the automated technology system. This is the first, full-scale Evaluation that verifies, through time analysis, the actual time and material savings from using an ECM system to process court documents as well as the resulting cost-savings. The analysis is being used to reduce staffing through attrition. The results are also being used to justify the need for legislative changes at the state level that would encourage greater utilization of technology, thereby further reducing labor and material cost. The County will achieve a return on its investment and realize a cost-savings of \$12.9 million over 25 years from the ECM system if the legislative amendments are enacted (see graph below).

ECM System Cost-Savings to County if Legislation is Amended to Permit Paperless Workflow



- Cognitive Behavioral Therapy Program:** This evaluation assesses whether the Cognitive Behavioral Therapy (CBT) Program is administered efficiently and whether

beneficial, cost-effective outcomes are being achieved. This is accomplished by analyzing administrative and operational program components as well as completion rates, recidivism rates, and cost. This evaluation revealed that as a result of continuing to contract with Catholic Charities to administer the CBT Program, the County saved nearly \$53,000 during Fiscal Year 2008. Based on the efficient administration of the program and the overall cost-effectiveness, it was recommended that the contract with Catholic Charities be extended for an additional two years.

- Inmate Case Management and Treatment Program:** This interim administrative evaluation assesses whether the Inmate Case Management and Treatment (ICMT) Program is administered efficiently. The administrative functions that were measured involved the ICMT Case Manager's ability to maintain high program enrollment levels, adherence to the program's target population criteria, and administration of the primary components of the program. Also included in this evaluation is an overview of program completion rates, treatment plan completion rates, jail diversions, and program cost. An outcome-based evaluation of the ICMT Program is slated for completion in 2011.

Accomplishment Two: Performance-Based Budgeting

The Planning and Performance Improvement Department continues to assist Fiscal Services in ensuring that each County department has outcome measures to accurately depict the performance and cost-effectiveness of their respective programs and services. These measures are used in the County's Performance-Based Budgeting system and ultimately play an important role in budget decisions related to departmental personnel requests, technology initiatives, and program funding.

As part of this process, the Planning and Performance Improvement Department works closely with departments to develop Strategic Outlines that clearly define their outcome measures of success. The creation of these Outlines is not a quick or simple process. The initial draft of a department's Outline typically requires a minimum of four to five meetings with department directors. It is also anticipated that each Outline will require revisions over a three year period. This intensive and lengthy process is necessary to ensure the County Board is receiving data that accurately reflects departmental performance and cost-effectiveness, especially if department budgets are dependent on outcome-based success.

As of June 2010, revised Strategic Outlines have been created for eleven (22%) of the County's fifty departmental budgets. The remaining Outlines are expected to be completed by April 2011 – which is the point at which Fiscal Services will be releasing their 2012 performance-based budget document.

Fund: (1010) General Fund		Department (7211) Planning/Performance Improvement	
Function Statement			
The Planning and Performance Improvement Department initiates programs to increase economic development and to protect and improve quality-of-life in Ottawa County. The Department also conducts outcome-based evaluations of County programs and services to improve organizational performance and maximize the use of financial resources. The Department also provides statistical data that is used by County departments and local agencies to justify requests for grant funding, and performs reviews of grant applications and award requirements to protect the County from any permanent financial obligations.			
Mission Statement			
Provide services to increase economic development, maintain and improve quality of life, improve organizational performance, and maximize the use of financial resources			
TARGET POPULATION	<ul style="list-style-type: none"> • County Board and Administration • Elected Offices and County Departments • Local Leaders, Agencies, and Citizens • Community Planners 		
	Goal 1: Increase economic development in Ottawa County Objectives: <ol style="list-style-type: none"> 1) Increase investment in local businesses 2) Increase the number of new businesses relocating to Ottawa County 3) Promote collaboration among the County's economic development agencies in order to maximize existing resources, obtain additional resources, and minimize duplication of resources 4) Foster the development and expansion of businesses that produce services and products associated with the agribusiness sector of our economy 5) Utilize the County's Brownfield Redevelopment Authority to attract and retain businesses 		
PRELIMINARY GOALS & OBJECTIVES	Goal 2: Protect and improve quality-of-life in Ottawa County Objectives: <ol style="list-style-type: none"> 1) Develop decision-making tools that can be utilized by local county officials to mitigate/reduce the impacts of development on aquifers and surface waters, as well as to ensure that future development is not negatively impacted by elevated water table levels 2) Maintain a Purchase of Development Rights Program that allow local units of government and farmers to access funding for farmland preservation 3) Determine the feasibility of creating/expanding a regional public transit network 4) Advocate for construction of the US-21 bypass 		
	Goal 3: Improve organizational performance and maximize the use of financial resources Objectives: <ol style="list-style-type: none"> 1) Evaluate County programs and services, and provide recommendations for continuation, consolidation, expansion, privatization, or discontinuation 2) Establish performance-based budgeting measures for County departments 3) Provide statistical data to bolster county and community grant applications 4) Protect the County from any ongoing financial obligations that may result from accepting state/federal grants 		
ACTION/PRIORITY COMMITMENTS	Goal 4: Provide excellent customer service/satisfaction Objectives: <ol style="list-style-type: none"> 1) Provide thorough and satisfactory services 2) Provide interactions with customers that is courteous, respectful, and friendly 3) Provide timely responses to service requests 4) Improve quality and cost-efficiency of work processes through innovation 		
	Goal 5: Improve quality and cost-efficiency of work processes through innovation Objectives: <ol style="list-style-type: none"> 1) Develop and implement new processes to contain cost, improve efficiency, and increase customer service 2) Assess department staffing ratios 		
Goal 1: Recovery Zone Bonds, Coordinated Economic Development Plan, Agribusiness Business Incubator, Brownfield Redevelopment Authority, Investor Attraction Plan, Metropolitan Statistical Area Designation, Revolving Loan Fund Goal 2: Comprehensive Water Resources Study, Purchase of Development Rights, West Michigan Transit Linkages Study, US-21 Goal 3: Strategic Planning, Administrative and Outcome-based Evaluations, Performance-Based Budgeting, Statistical Research, Data Books, Grants Administration Goal 4: Customer First Program Goal 5: Strategic Performance and Innovation Plan			
© Copyright 2010 Provided for the Official Use of the County of Ottawa by Ottawa County Planning and Performance Improvement Department			

Accomplishment Three: Michigan Local Government Benchmarking Consortium

The Planning and Performance Improvement Department is the County's primary point of contact for the



Michigan Local Government Benchmarking Consortium (MLGBC). The MLGBC aims to bring cities, villages, townships, and counties from all over the state together to produce meaningful and relevant performance measures for the purpose of benchmarking. The ability to benchmark against other communities is useful to identifying opportunities for performance improvement and increased cost-effectiveness. A list of MLGBC members is provided in **Attachment L**.

As a member of the Consortium, Ottawa County is requested to complete a comprehensive survey each year. The survey

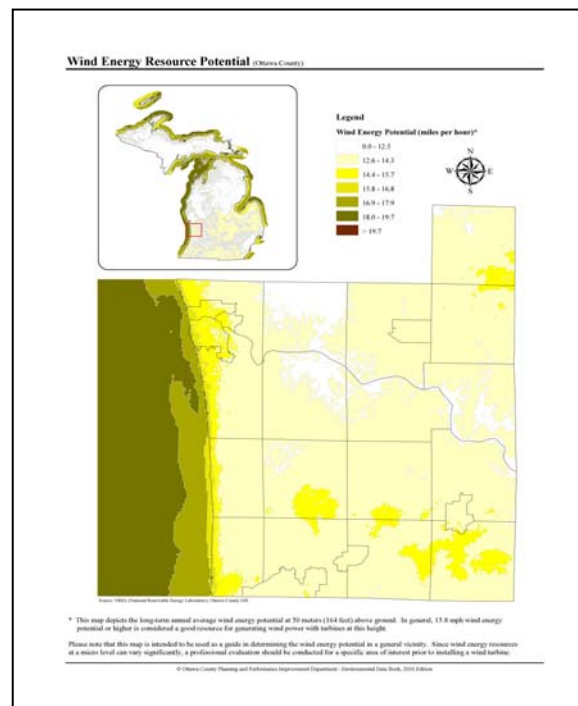
covers a variety of services that include, but are not limited to: law enforcement, parks and recreation, information technology, equalization, and road maintenance. The Planning and Performance Improvement Department is responsible for the collection and compilation of the County's survey data. For Fiscal Year 2009, survey data was compiled from eight County departments. The survey results for all MLGBC members will be released later this year.

Accomplishment Four: Data Book

In April 2010, the Planning and Performance Improvement Department published an Ottawa County Environmental Data Book. This Data Book is comprised of seven detailed, highly-graphic chapters that are filled with data tables, charts and graphs, photographs, and GIS-based maps. These data may be used for a variety of purposes such as preparing applications to secure grant funding, promoting quality of life in Ottawa County, or marketing opportunities for economic development.

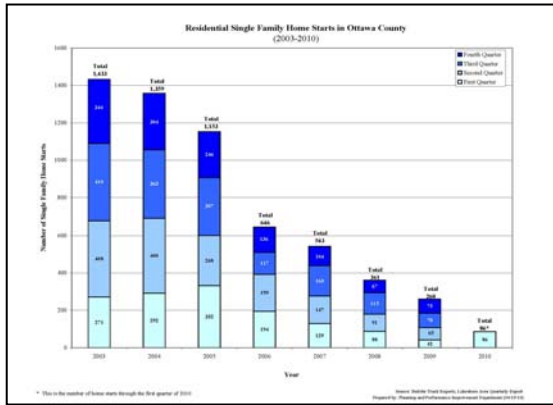
The entire document is available for download through the Department's website. To make it easier for users to view and download the document, each data topic is available in its own individual .pdf file. Countywide GIS data maps are also available that contain interactive hyperlinks whereby users may access individual map files for each local unit of government by clicking on the countywide map.

The Environmental Data Book is the third in a series of topical data books published by the Planning and Performance Improvement Department. A Demographic Data Book and Health Data Book were previously completed and may also be accessed through the County's website.



Accomplishment Five: Countywide Trends in Construction Activity

Local media, officials, and economic development agencies frequently request information from the Planning and Performance Improvement Department regarding construction activity throughout the County. Until recently, the Department was only able to provide limited data due to the fact that published residential construction reports merely track the number of permits issued - not construction completed. In addition, commercial construction reports are often costly to obtain.



In order to obtain accurate, comprehensive construction data for the County, the Planning and Performance Improvement Department contacted each local unit of government to request their assistance in providing residential and commercial construction data on a quarterly basis. Receipt of these data will allow for ongoing analysis of countywide trends in construction activity that will be readily available to media, local officials, and economic development agencies. As of the first quarter 2010, eighteen (75%) of the County's twenty-four local units of government have agreed to provide the requested data.

Accomplishment Six: Requests for Research and Facilitation Assistance

The Planning and Performance Improvement Department strives to provide customers with quality statistical research and technical report compilation assistance. During 2009/2010, a total of 64 requests for assistance were received and fulfilled. The following are some examples of the requests:

- Presentation Regarding the Benefits of Electronic Content Management (ECM) Systems:** The Planning and Performance Improvement Department is currently preparing a presentation to promote the benefits of ECM technology to state legislators and court officials. This presentation is intended to encourage legislative amendments that will permit a completely paperless workflow in Michigan courts. The findings of the Department's 2010 Evaluation of the County's ECM system serve as the primary justification for the proposed statutory changes.
- Major Initiatives Compilation:** The Planning and Performance Improvement Department compiled the summaries of major initiatives that commenced and/or were completed by the County Board of Commissioners in 2009 to enhance County residents' quality of life and increase the effectiveness of County government. The summaries were used in the Letter of Transmittal for the Comprehensive Annual Financial Report for the Fiscal Year ending on December 31, 2009.
- Demographic and Economic Data Compilation:** The Planning and Performance Improvement Department continues to compile a variety of demographic and economic data for use by County departments, local units of government and community agencies for planning, grant applications, and presentations. These data include, but are not limited to, population estimates and projections, unemployment rates, and residential home starts.
- Human Resources Wage and Classification Study:** The Planning and Performance Improvement Department assisted the Human Resources Department with a Wage and Classification Study by graphically representing the wages of several County positions in relation to comparable counties utilizing scatter plot graphs. The graphs depict the minimum and maximum wage of a position for each comparable county, as well as the average and median position wage for all comparable counties in relation to Ottawa County's wage parameters for a position.
- Fred Meijer Kenowa Trail Mailing:** The Planning and Performance Improvement Department assisted Jamestown Township with creating a mailing list for nearly 100 residents along the proposed Fred Meijer Kenowa trail. This mailing was created using GIS in order for the Township to distribute a letter to each resident updating them on plans for the new pathway project.

Accomplishment Seven: Grant and Allocation Administration

The administration and oversight of grant-making efforts and allocated funds from State and Federal agencies is performed by the Ottawa County Planning and Performance Improvement Department. The Department reviews grant applications to ensure that programs are consistent with the goals of the requesting agency/department and the County Board; that evaluation components are in place; and to

protect the County against any unintended consequences of accepting the requested funding (i.e. hidden costs to the County). The Department is also able to provide statistical data that may be useful in grant writing as well as assistance with submitting applications online.

In 2009, the Department's grantsmanship activities included administering, procuring, and/or processing more than **\$3.5 million** in grant funding for the County. The Department also administered and processed nearly **\$4.8 million** in direct funding allocations from State and Federal agencies (**Attachment M**).

Accomplishment Eight: Supervised Visitation and Safe Exchanges Grant Program

The Planning and Performance Improvement Department continues to provide administrative assistance to the Ottawa County Supervised Visitation Grant Program Advisory Committee. The Supervised Visitation Program provides a safe environment for supervised visitation and exchanges of children between parents in situations involving domestic violence or abuse.

The Department provides assistance by submitting progress reports, attending County Advisory Committee meetings, attending grant sponsored trainings and providing a single point of contact between the U.S. Department of Justice and the County Advisory Committee.

Accomplishment Nine: Legislative Analysis

Thus far, during the 2009/10 legislative session, a total of 92 bills were identified as having a potential impact on Ottawa County. Forty-two of these bills were determined to have a direct impact on Ottawa County operations (i.e. Budgetary Authority, Administrative Authority, Court Issues, Revenue Sharing). A full reporting of lobbyist performance measures will be provided at the end of the legislative session (December 31, 2010).

GOAL FOUR: Oversee the County Remonumentation Plan for public land survey corners pursuant to Act 345 of 1990.

Accomplishment One: Administration of the Land Survey Remonumentation Program

The Planning and Performance Improvement Department provides administrative oversight for the Survey and Remonumentation Grant Program, the Remonumentation Committee (**Attachment N**), and the Remonumentation Peer Group (**Attachment O**). As of December 2005, the Remonumentation Program Peer Group members had finished the monumentation of all physical Public Land Survey (PLS) corners in Ottawa County.



The Setting of Coordinates phase (i.e. establishing GPS coordinates for each corner) was initiated in 2007. A pilot program was completed in Georgetown and Port Sheldon Townships that year. In 2008, eight more Townships were completed: Allendale, Holland, Jamestown, Park, Polkton, Olive, Robinson, and Zeeland (**Attachment P**). The setting of coordinates phase was scheduled to be completed during the 2009 grant year; however, a work stoppage order was issued mid-year due to the State's inability to ensure a timely repayment of county funds that had been invested to expedite the Program .

In order to ensure the program is completed in a timely manner and to ensure the County is repaid for funds invested, the Planning and Performance Improvement Department has been working with the County lobbyist and state legislators to amend the State Remonumentation Act. The proposed legislative changes would require reimbursement of expedited funds within 20 years.

CLOSING

Ottawa County offers an exceptional quality of life. The County has nearly thirty miles of shoreline along one of the largest bodies of fresh water in the world, an educated, pioneering, and motivated workforce, strong family values, and vibrant and culturally-rich communities. In 2010, Ottawa County was also ranked as the safest and healthiest metropolitan area in the nation and the top area in the nation for meeting the basic needs of residents and for providing some of the best schools and educational opportunities in Michigan. Residents of the City of Holland were also ranked as the second ‘happiest’ in the nation. In addition, the County has one of the lowest millage rates among all counties in the State.

Over the last year, the Planning and Performance Improvement Department completed and initiated multiple programs to help maintain and enhance the County’s reputation as a great place to live and to do business. The Department also continued its strategic planning and outcome-based evaluation efforts in order to maximize the County’s use of financial resources. This has been well-received by local officials and taxpayers who learn of the County’s commitment to verify that programs and services are cost-effective and achieve outcome-based results. To date, the Department has saved more than \$4.4 million in public tax dollars as a result of recommendations that modified, privatized, or discontinued ineffective County programs and services. Moreover, \$15 million in County programming and services has been verified as being cost-effective through the evaluation process.

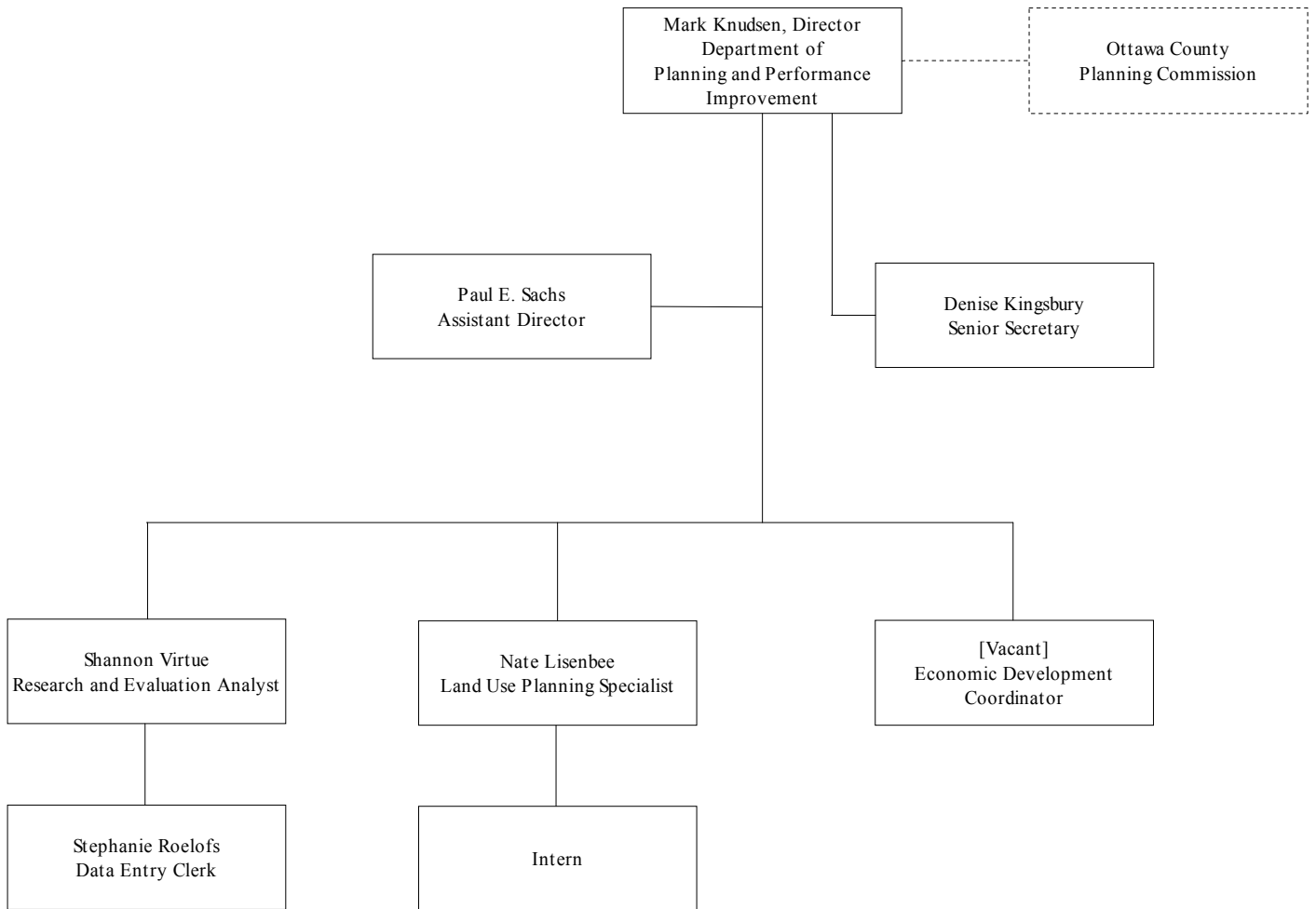
The success of these projects is the result of the talent and hard work of Department staff. As in past years, staff continued to juggle various assignments simultaneously while maintaining a disciplined regiment to complete high-quality and beneficial projects. In light of recent reductions in staffing-levels, staff has remained diligent and persevering. To that point, it is only fitting to recognize their outstanding contributions to the County.



Back Row (left to right): Mark Knudsen, Paul Sachs, Nate Lisenbee
Front Row (left to right): Stephanie Roelofs, Denise Kingsbury, Shannon Virtue

Attachments

ATTACHMENT A - Departmental Organizational Chart



ATTACHMENT B - Departmental Strategic Outline

Function Statement

The Planning and Performance Improvement Department initiates programs to increase economic development and to protect and improve quality of life in Ottawa County. The Department also conducts outcome-based evaluations of County programs and services to improve organizational performance and maximize the use of financial resources. The Department also provides statistical data that is used by County departments and local agencies to justify requests for grant funding, and performs reviews of grant applications and award requirements to protect the County from any permanent financial obligations.

Mission Statement

Provide services to increase economic development, maintain and improve quality of life, improve organizational performance, and maximize the use of financial resources

TARGET POPULATION	<ul style="list-style-type: none"> • County Board and Administration • Elected Offices and County Departments • Local Leaders, Agencies, and Citizens • Community Planners
PRIMARY GOALS & OBJECTIVES	<p>Goal 1: Increase economic development in Ottawa County Objectives:</p> <ol style="list-style-type: none"> 1) Increase investment in local businesses 2) Increase the number of new businesses relocating to Ottawa County 3) Promote collaboration among the County's economic development agencies in order to maximize existing resources, obtain additional resources, and minimize duplication of resources 4) Foster the development and expansion of businesses that produce services and products associated with the agribusiness sector of our economy 5) Utilize the County's Brownfield Redevelopment Authority to attract and retain businesses <p>Goal 2: Protect and improve quality of life in Ottawa County Objectives:</p> <ol style="list-style-type: none"> 1) Develop decision-making tools that can be utilized by local/county officials to mitigate/reduce the impacts of development on aquifers and surface waters, as well as to ensure that future development is not negatively impacted by elevated water table levels 2) Maintain a Purchase of Development Rights Program that allow local units of government and farmers to access funding for farmland preservation 3) Determine the feasibility of creating/expanding a regional public transit network 4) Advocate for construction of the US-231 bypass <p>Goal 3: Improve organizational performance and maximize the use of financial resources Objectives:</p> <ol style="list-style-type: none"> 1) Evaluate County programs and services, and provide recommendations for continuation, consolidation, expansion, privatization, or discontinuation 2) Establish performance-based budgeting measures for County departments 3) Provide statistical data to bolster county and community grant applications 4) Protect the County from any ongoing financial obligations that may result from accepting state/federal grants <p>Goal 4: Provide excellent customer service/satisfaction Objectives:</p> <ol style="list-style-type: none"> 1) Provide thorough and satisfactory services 2) Provide interaction with customers that is courteous, respectful, and friendly 3) Provide timely responses to service requests <p>Goal 5: Improve quality and cost-efficiency of work processes through innovation Objectives:</p> <ol style="list-style-type: none"> 1) Develop and implement new processes to contain cost, improve efficiencies, and increase customer service 2) Assess department staffing ratios
ACTIONS/ PROGRAM COMPONENTS	<p>Goal 1: Recovery Zone Bonds, Coordinated Economic Development Plan, Agricultural Business Incubator, Brownfield Redevelopment Authority, Investor Attraction Plan, Metropolitan Statistical Area Designation, Revolving Loan Fund</p> <p>Goal 2: Comprehensive Water Resources Study, Purchase of Development Rights, West Michigan Transit Linkages Study, US-231</p> <p>Goal 3: Strategic Planning, Administrative and Outcome-based Evaluations, Performance-Based Budgeting, Statistical Research, Data Books, Grants Administration</p> <p>Goal 4: Customer First Program</p> <p>Goal 5: Strategic Performance and Innovation Plan</p>

ATTACHMENT B - Departmental Strategic Outline

	Annual Measures	Target	2008 Actual	2009 Actual	2010 Estimated	2011 Projected	
SELF-REPORTED AND OUTPUT MEASURES	Goal 1-1: Value of RZFB dollars distributed	-	n/a	n/a	\$31.1 million	n/a	
	Goal 1-1: Revolving Loan Fund remains available to local units	-	n/a	Yes	Yes	Yes	
	Goal 1-2: % of local units adopting standardized mapping colors and terminologies in their master plans (adoption of the standards is dependant on when the community will be updating their master plan)	> 90%	42%	58%	71%	92%	
	Goal 1-2: % of local units adopting standardized mapping colors and terminologies in their zoning ordinances (adoption of the standards is dependant on when the community will be updating their ordinance)	> 90%	12%	21%	42%	58%	
	Goal 1-3: Complete a coordinated economic development plan	-	n/a	n/a	n/a	Completed	
	Goal 1-4: Complete an agricultural technology business incubator feasibility study	-	n/a	n/a	Completed	n/a	
	Goal 1-5: Obtain grant funding to conduct a countywide brownfield site inventory	-	n/a	n/a	n/a	Obtained	
	Goal 2-1: Complete comprehensive water resources study	-	n/a	n/a	n/a	Completed	
	Goal 2-2: County PDR program remains available to local units	-	n/a	Yes	Yes	Yes	
	Goal 2-3: Complete West-Michigan transit linkages study	-	n/a	n/a	Completed	n/a	
	Goal 2-4: Complete Phase I of U-231 Bypass construction	-	n/a	n/a	n/a	Completed	
	Goal 3-1: # of strategic plans completed for programs and initiatives targeted for evaluation	2	2	2	2	2	
	Goal 3-1: # of administrative evaluations completed	2	1	1	2	2	
	Goal 3-1: # of outcome-based evaluations completed	2	0	1	2	2	
	Goal 3-2: % of departmental performance-based budgets reviewed to ensure outcome measures are included	100%	n/a	28%	75%	100%	
	Goal 3-3: # of requests fulfilled for data/research assistance	> 30	34	32	50	60	
	Goal 3-3: # of specialized/technical reports completed (e.g. Human Services Survey, Mental Health Diversion Report, RZFB, Benchmarking Consortium Report)	2	2	2	3	3	
	Goal 3-3: # of data books updated and/or completed	1	0	1	1	1	
	Goal 3-4: % of grants that result in an unintentional ongoing financial obligation to the County	0%	0%	0%	0%	0%	
	Goal 3-4: Value of grant awards processed	>\$1 million	\$4.5 million	\$8.2 million	\$8 million	\$8 million	
	Goal 4-1: % of customers satisfied with Department services	100%	100%	100%	100%	100%	
	Goal 4-2: % of customers indicating interaction with department staff was courteous, respectful, and friendly	100%	100%	100%	100%	100%	
	Goal 4-3: % of customers satisfied with staff response time	100%	100%	100%	100%	100%	
	Goal 5-1: # of new processes implemented that result in a positive return-on-investment, increased efficiency, and/or improved customer satisfaction	2	1	1	2	2	
	Goal 5-2: Department FTEs per capita (<i>benchmarked</i>)	-	1:30,693	1:34,927	1:40,301	1:40,301	
	OUTCOME MEASURES	Goal 3: Cost-savings resulting from implemented recommendations for program improvement, modification, or discontinuation	≥\$150,000	\$674,320	\$573,131	\$862,022	\$650,963
		Goal 3: Verified cost-effective programming	≥\$150,000	\$5,636,562	\$5,654,598	\$6,057,358	\$6,191,171
Goal 5: Cost of Department per capita (<i>benchmarked</i>)		-	\$2.30	\$2.51	\$2.43	\$2.40	

ATTACHMENT C1 - Ottawa County Planning Commission (2010)

<u>Name/Address</u>	<u>Representing</u>	<u>Term</u>	<u>Expires</u>
Matthew Hehl (Amy) 14468 88 th Avenue Coopersville, MI 49404 837-6761 (H) mhehl@miottawa.org	Commissioner	3 years	1/1/11
Jim Holtvluwer (Rachel) 8092 Weatherwax Drive Jenison, MI 49428 457-6133 (H) 723-2760 (Cell) jholtvluwer@miottawa.org	Commissioner	3 years	1/1/11
Adam Kantrovich (Jennifer) 15367 Hofma Drive Grand Haven, MI 49417 994-4570 (W) 638-7671 (Cell) akantrov@msu.edu	Public School Board or Administrative Employee of a School District	3 years	1/1/11
Jim Miedema 2984 16 th Avenue Hudsonville, MI 49426 896-8562 (H) 896-8376 (W) 896-7271 (F) jmiedema@twp.jamestown.mi.us	Financial/Sociological/ Academic	3 years	1/1/11
Bill Miller 17829 40th Avenue Conklin, MI 49403 899-2678 (H&O) 899-2104 (F) 262-5168 (Cell) rafd53@aol.com	Agriculture	3 years	1/1/11
Roman Wilson 13512 Hidden Creek Drive Grand Haven, MI 49417 935-9875 (H) 844-5050 (W) romanw@lakeshoreenvironmental.com	Environmental	3 years	1/1/11
Jeffrey P. Wincel 14563 Woodpine Drive Holland, MI 49424 399-9585 (H) 393-4911 (W) 403-0028 (C) Jeff_Wincel@LSCConsultingGroup.com	Business/Industrial/ Tourism	3 years	1/1/11

ATTACHMENT C2 - Planning Commission Summary Of Duties

Primary duty is to create, revise, and maintain an Ottawa County development plan to promote, plan and coordinate the County's economic, social and physical growth, and environmental impact.

Make studies, investigations, and surveys relative to economic, social and physical development and their environmental impact on the County.

Formulate plans and make recommendations for the most effective economic, social and physical development of the County and its environmental impact on the County.

Cooperate with all departments of State and Federal governments and public agencies concerned with programs directed toward the economic, social and physical development of the County, and environmental impact on the County and seek maximum coordination of County programs with these agencies.

Perform any and all functions necessary or desirable to secure the financial aid or cooperation of the federal government in carrying out the functions of the planning commission.

Consult with representatives of adjacent counties with respect to their planning so that conflicts in overall county plans may be avoided.

Review proposed land transactions by County board, department or agency for consistency with the County Development Plan and report to and advise the County Board of Commissioners regarding the proposal.

Consult and advise public officials and public agencies, private organizations and agencies and citizens within the County to develop adequate support and understanding of the objectives of the County Plan.

Serve as the coordinating agency for all planning committees and commissions within the County.

Serve as the metropolitan county planning commission with the following specific duties:

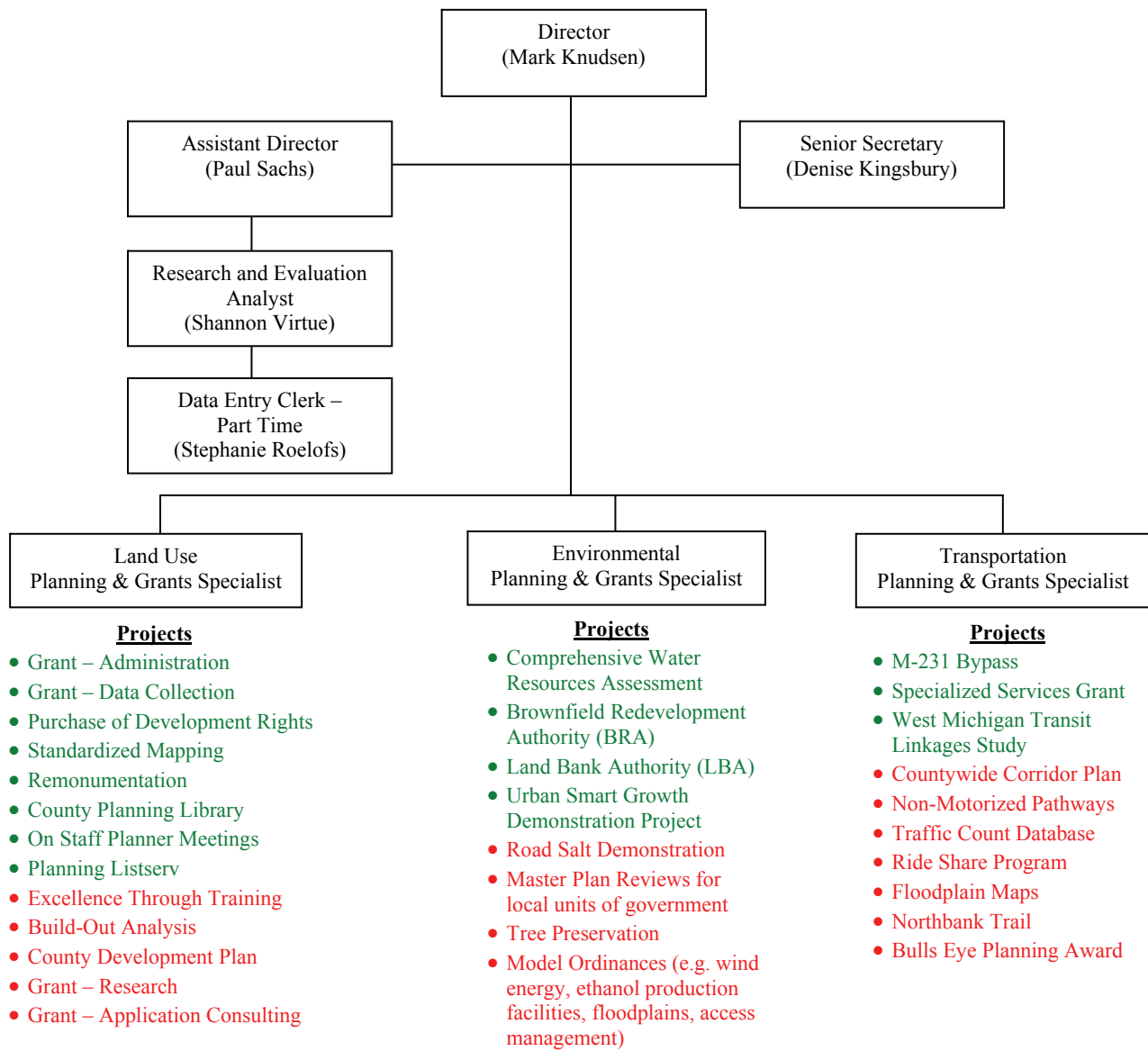
Preparation of general physical plans with respect to pattern and intensity of land use, the provision of public facilities and environmental impact together with long-range physical plans for such development.

Programming of capital improvements based on relative urgency together with definitive financial plans.

Coordination of all related plans and the departments of subdivisions of the government concerned.

Intergovernmental coordination of all related activities among the state and local governmental agencies concerned.

ATTACHMENT D - Restructured Planning and Performance Improvement Department



ATTACHMENT E - Agricultural Business Incubator Steering Committee

Dr. Adam Kantrovich, Director
Ottawa County Michigan State University Extension

Cliff Meeuwsen, President
Zeeland Farm Services

Harley Sietsema, President
Sietsema Farms

Ken Rizzio, Director
Ottawa County Economic Development Office

Kojo Quartey, Dean
School of Business Davenport University

Mark Knudsen, Director
Ottawa County Planning and Performance Improvement Department

Matt Hehl, Ottawa County Commissioner

Jim Miedema, Supervisor
Jamestown Township

Steve Patrick, City Manager
City of Coopersville

Undetermined Representative
Muskegon Community College

ATTACHMENT F - Brownfield Redevelopment Authority Board (2010)

Director

Term Ending Date

Mr. Edward Mayo

949 Meadow Lark Court
Holland, Michigan 49424
E-mail: ed.mayo@wmich.edu
Home Phone: (616) 392-7360
Cell Phone: (616) 405-0257

Reappointed February 1, 2009
Term Ends January 31, 2015

Mr. Philip Kuyers – Vice Chair

Ottawa County Commissioner, District 2
10090 120th Avenue
West Olive, Michigan 49460
E-mail: PKuyers@miottawa.org
Home Phone: (616) 875-8978
Cell Phone: (616) 218-2534

Term Ends January 31, 2015

Mr. Roger Rycenga - Chair

Ottawa County Commissioner, District 6
10170 76th Avenue
Allendale, Michigan 49401
E-mail: RRycenga@miottawa.org
Home Phone: (616) 895-4932

Term Ends January 31, 2015

Mr. James A. Kieft

16468 Briar Court
Spring Lake, Michigan 49456
E-mail: nancykieft@sbcglobal.net
Home Phone: (616) 846-6902
Work Phone: (616) 892-4100

Term Ends January 31, 2011

Mr. William L. Raymond

Director, Michigan Works!/Community Action Agency
12251 James Street, Suite 300
Holland, Michigan 49424
E-mail: BRaymond@miottawa.org
Home Phone: (616) 396-1514
Work Phone: (616) 393-5601
Fax: (616) 393-5612

Term Ends January 31, 2014

ATTACHMENT F - Brownfield Redevelopment Authority Board (2010)

Director

Term Ending Date

Mr. Ken Rizzio

Director, Ottawa County Economic Development Office
6676 Lake Michigan Drive
P.O. Box 539
Allendale, Michigan 49401
E-mail: krizzio@altelco.net
Work Phone: (616) 892-4120
Fax: (616) 895-6670

Reappointed February 14, 2008
Term Ends January 31, 2014

Mr. Alan G. Vanderberg,

County Administrator, County of Ottawa
12220 Fillmore Street, Room 310
West Olive, MI 49460
E-mail: AVanderberg@miottawa.org
Work Phone: (616) 738-4068
Fax: (616) 738-4888

Reappointed February 14, 2008
Term Ends January 31, 2014

Mr. Bradley J. Slagh - Secretary

Treasurer, County of Ottawa
12220 Fillmore Street, Room 155
E-mail: BSlagh@miottawa.org
Home Phone: (616) 994-4505
Fax: (616) 994-4509

Appointed February 14, 2008
Term Ends January 31, 2014

Ms. Laurie Larsen

14400 160th Avenue
Grand Haven, Michigan 49417
E-mail: byuview2@chartermi.net
Home Phone: (616) 842-2901
Cell Phone: (616) 430-0394
Work Phone: (231) 727-6522
Fax: (231) 727-6548

Term Ends January 31, 2014

Ottawa County Economic Development Office, Inc.

6676 LAKE MICHIGAN DRIVE • P.O. BOX 539 • ALLENDALE, MICHIGAN 49401 • PHONE 616 892-4120 • FAX 616 895-6670

DATE: January 28, 2010

TO: OCEDO Board of Directors
Ottawa County Board of Commissioners
Financial Contributors

FROM: Kenneth J. Rizzio, Executive Director



RE: **Work Activities for the 2nd half of 2009**

For your information, this memo provides a summary of the major work activities that I completed between July 1st and December 31st of 2009. Please feel free to make copies of this memo for your Board/Council/Commission members. If you have any questions or would like additional information (on most of these items), please call me at 892-4120 or e-mail to: krizzio@altelco.net Thank you.

I. Industrial Retention, Expansion & Attraction Activities:

Industrial retention visits were made to 10 manufacturing firms in Ottawa County. Most of these visits were made jointly with Bill Kratz, Business Development Manager for the MEDC. The firms visited were located in the City of Hudsonville; and the Townships of Allendale, Holland, Jamestown, Olive, Polkton, Tallmadge and Wright.

Continued to assist with the location of Continental Dairy Products, Inc./CS Facilities, LLC's proposed new \$ 100 million milk processing plant on the former Delphi property in the City of Coopersville. Wrote several sections of the City's application for a \$ 6.4 million USDA loan to help finance needed improvements to the municipal wastewater treatment system. Prepared an application for a \$ 2.4 million CDBG infrastructure grant also for the utility upgrade. Prepared an application for a \$ 960,000 MDOT Economic Development Fund Category-A Grant for the re-construction of a portion of Randall Street. Prepared a Supplement to Fiscal Statement Form for the Company's P.A. 198 Tax Abatement Application. Currently, assisting the Company apply for the \$ 31 million in available Recovery Zone Facility Bond allocation from Ottawa County. This dairy project will create 70 direct new jobs over the next two years; 150 construction jobs at peak construction; and an estimated 447 indirect new (spin-off) jobs in other economic sectors.

Participated in the application process for a High-Tech MEGA Tax Credit for CRI of Allendale. This defense contractor is proposing an investment of \$ 3 million and the creation of approximately 50 new jobs in Allendale and the City of Walker.

ATTACHMENT G - Ottawa County Economic Development Office

Wrote the Environmental Review Record, a Notice of Intent and a CDBG-R (ARRA) Infrastructure Grant Application in the amount of \$ 890,000 for Phase II on-site wastewater pretreatment system upgrades to support an internal expansion (machinery & equipment acquisition) at Quincy Street, Inc. This food processor in Holland Township will create 18 new jobs in the next 24-months.

Prepared a revised Notice of Intent for a \$ 500,000 CDBG Implementation Grant for Saturn Electronics & Engineering, Inc., a manufacturer of solenoids located in the City of Coopersville. The original CDBG grant offer at the end of 2008 was not accepted by the Company because of the rapidly downward trending automotive production volumes. Proposed now is a \$ 14.5 million internal expansion project with the creation of 26 new jobs over the next two years. A revised CDBG grant application will be prepared.

Continued to administer the following two CDBG grant funded projects for Holland Township (with the preparation of progress reports & payment requests): the Wastewater Pre-treatment System & Road Improvements/Boar's Head Provisions Expansion Project AND the Wastewater Pre-treatment/Request Foods, Inc. Expansion Project.

Prepared, edited and/or helped process P.A. 198 industrial facilities tax abatement applications for the following 5 manufacturing firms:

<u>Manufacturers</u>	<u>Communities</u>	<u>Investments</u>	<u>Jobs</u>	
			<u>Existing</u>	<u>New</u>
Sara Lee Foods*	Olive Twp	\$ 7,222,731	850	30
Ottawa Development*/** (Michigan Wood Fibers)	Blendon Twp	175,000	0	6
Dutch Treat Salads	Zeeland Twp	337,215	8	6
Zeeland Farm Services	Zeeland Twp	1,184,000	180	2
Laser Dynamics	Allendale Twp	<u>2,552,000</u>	<u>47</u>	<u>4</u>
TOTALS		\$ 11,470,946	1,085	48

* Plant Rehabilitation District

** Denied by the State Tax Commission (OD was ruled a non-manufacturer)

Assisted H.S. Die & Engineering, Inc./H.S. Technologies, Inc. in Tallmadge Township and Aggressive Tool & Die, Inc. in the City of Coopersville prepare applications for the designation of their sites as Tool & Die Recovery Renaissance Zones. The MEDC approved both applications.

Assisted at least six prospects searching for industrial sites in the Townships of Allendale, Georgetown and Holland; and in the Cities of Coopersville, Hudsonville and Zeeland. One of the prospects was Port City Racing, who has purchased the former Amstore

Building in the City of Coopersville. Port City Racing provides engineering, new product development and the custom fabrication of components for the automotive racing industry. The Company has approximately 40 employees.

Prepared a Notice of Intent for a \$ 500,000 CDBG Economic Development Infrastructure Grant for another industrial prospect considering a \$ 44.2 million manufacturing plant expansion project to be located either in SW Ottawa County or out-of-state (at a site near its Corporate Headquarters). The proposed expansion project would create 20 new jobs over two years. The Environmental Review process was also started- the first wetlands public notice was prepared. The MEDC's incentives package was not accepted; the project went out-of-state.

II. Small Business Counseling Activities:

OCEDO is a satellite office of Region 7 of the Michigan Small Business & Technology Development Center Program at Grand Valley State University. Over the last six months, at least 48 short-term clients located throughout Ottawa County were assisted with information on how to start a business; where to obtain financing; what are the required licenses & permits; how to write a business plan; and what local, State and federal business assistance programs are available to assist them. OCEDO also assisted 16 long-term clients with one-on-one counseling. Those clients were located in the Cities of Coopersville, Holland and Hudsonville; and the Townships of Allendale, Blendon, Georgetown, Holland, Tallmadge, Wright and Zeeland.

III. Other Activities:

Participated in meetings of the Kent-Ottawa-Muskegon Foreign Trade Zone (KOM-FTZ) Authority Board (currently serving as Chairman); Hudsonville Economic Development Committee, Allendale Area Chamber of Commerce (Board of Directors & Building Enhancement Grant Program Committee) and the Hudsonville Parks Board. A Michigan Natural Resources Trust Fund Grant application will be written for the proposed construction of an Interpretive Center in the Hudsonville Nature Center.

Provided input into several proposed projects of the Ottawa County Department of Planning & Performance Improvement, including the Agricultural Technology Incubator, Economic Development Software, Revolving Loan Program and Recovery Zone Facility Bond Allocation. Also promoted Ottawa County's Energy Audit Grants Program to nine manufacturers located in the following Townships: Holland, Jamestown, Olive, Spring Lake, Tallmadge and Zeeland; and the Cities of Hudsonville and Zeeland.

Began discussions with Muskegon County officials on establishing a Regional Wastewater Treatment Initiative which will include Muskegon County, northern Ottawa County and northwestern Kent County.

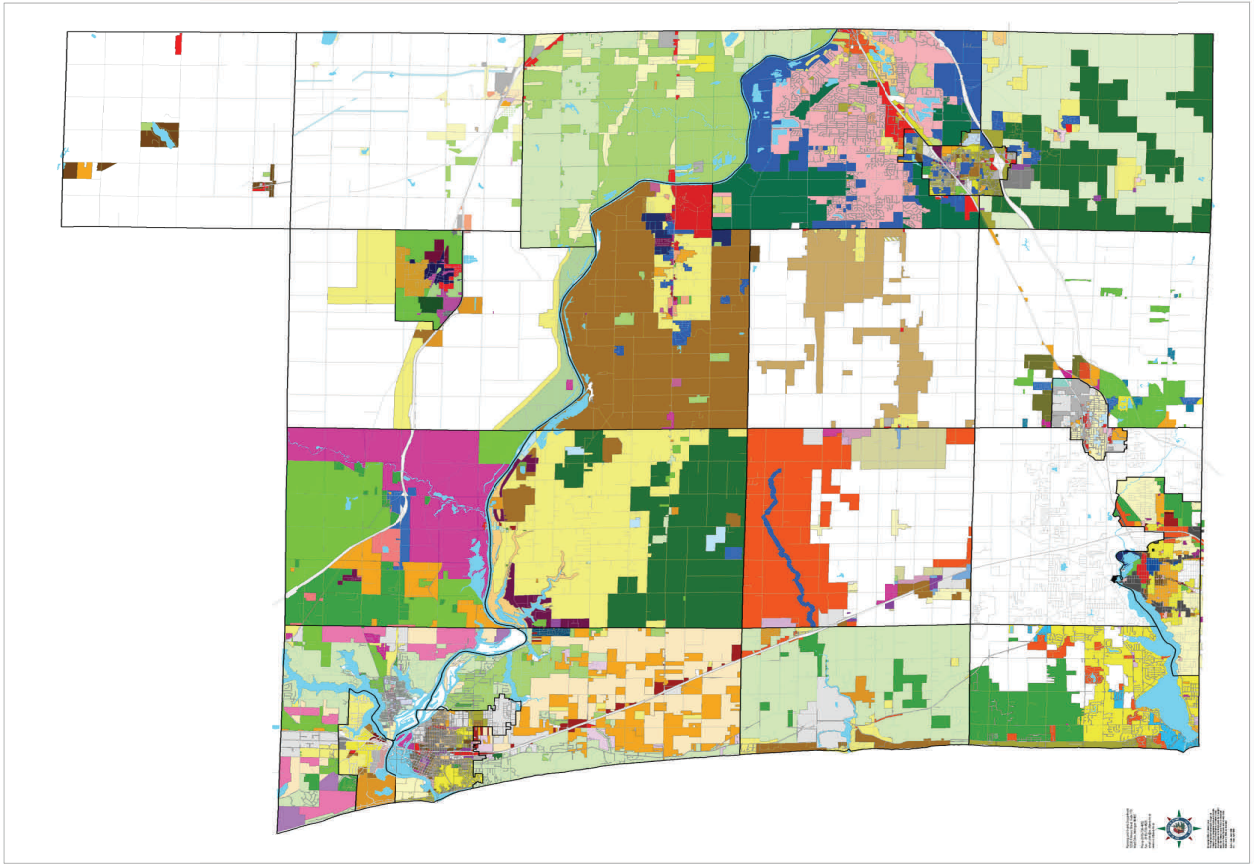
1/28/2010

ATTACHMENT H - Ottawa County Agricultural Preservation Board (2010)

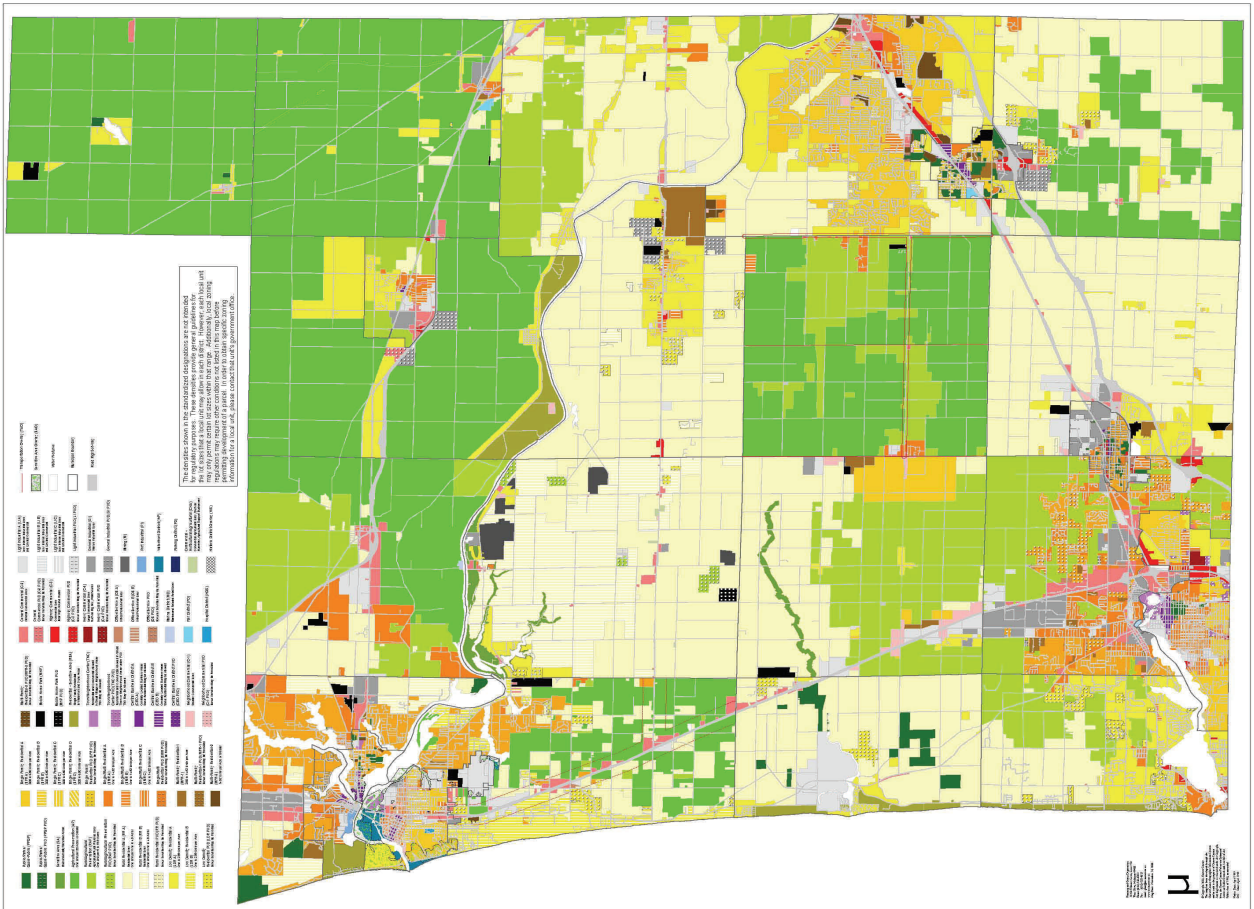
<u><i>Name/Address</i></u>	<u><i>Representing</i></u>	<u><i>Term</i></u>	<u><i>Expires</i></u>
Michael Bronkema	Agriculture	3 years	12/31/12
Greg DeJong	Real Estate/Development	3 years	12/31/12
Anne Engvall	Township Government	2 years	12/31/11
Matthew Hehl (vice-chair)	Board of Commissioners	1 years	12/31/10
Luke Meerman	Agriculture	2 years	12/31/11
Clifford Meeuwsen (chair)	Agriculture	1 years	12/31/10
Bill Miller	Local Conservation	1 years	12/31/10

ATTACHMENT I1 - Existing and Proposed Standardized Zoning District Maps

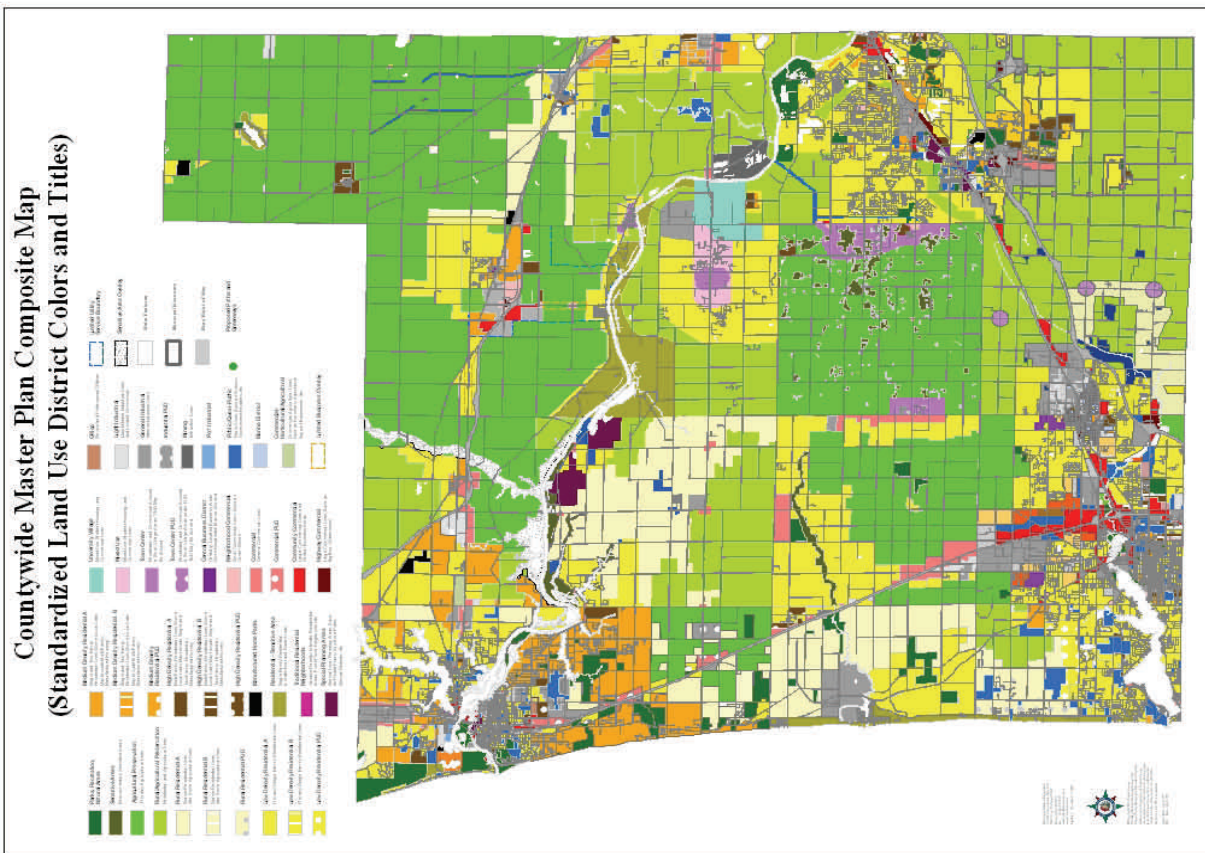
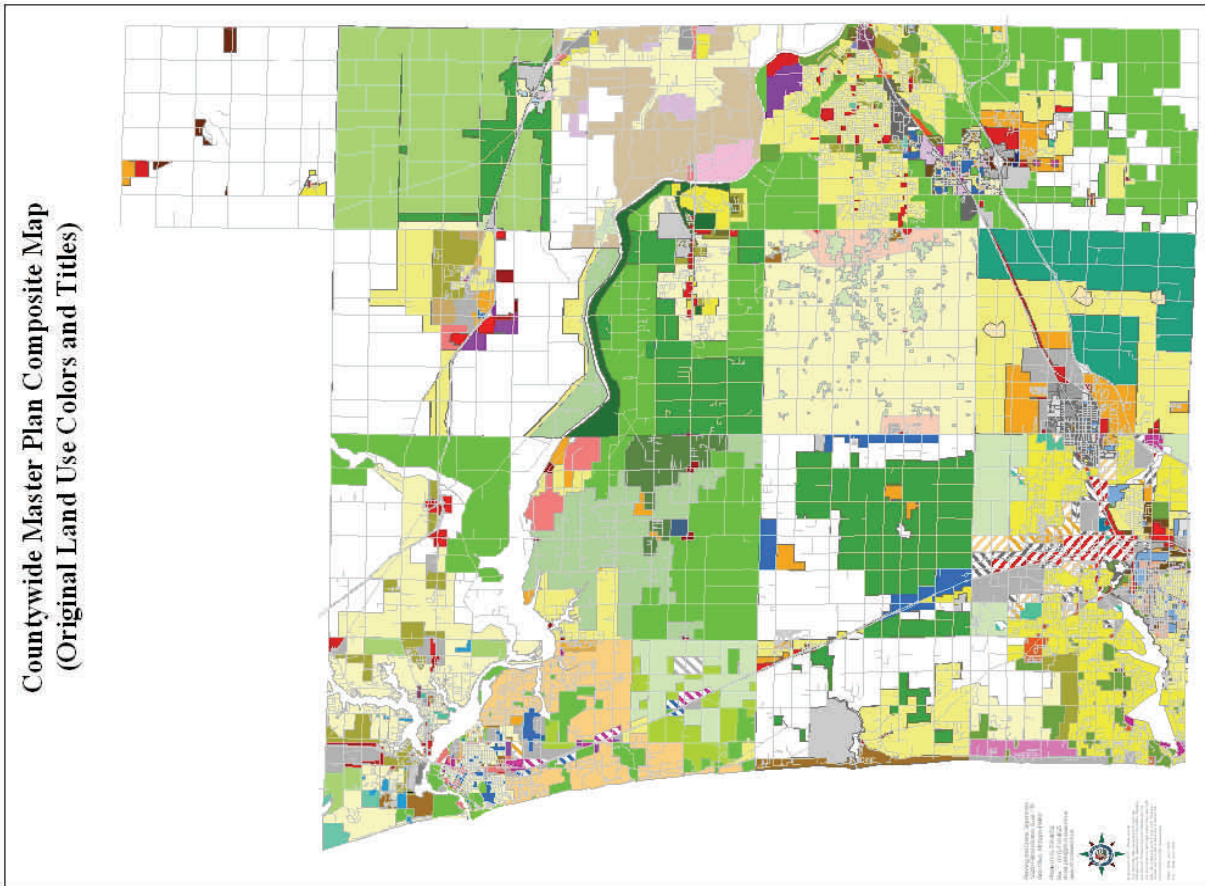
Local Unit of Government Existing Zoning District Colors



Countywide Zoning Map with Standardized Colors



ATTACHMENT I2 - Existing and Proposed Standardized Land Use District Maps



ATTACHMENT I3 - Status of Standardized Mapping Adoption in Ottawa County

Local Unit	Master Plan		Zoning Ordinance	
	District Colors	District Titles	District Colors	District Titles
Allendale				
Blendon	✓	✓	✓	✓
Chester	X	X	X	X
Coopersville				
Crockery	✓	✓	✓	✓
Ferrysburg	✓	✓	✓	✓
Georgetown	✓	✓		
Grand Haven Township	✓	✓	✓	✓
Grand Haven City	✓	✓	✓	✓
Holland City				
Holland Township	✓	✓	✓	✓
Hudsonville	✓	✓	✓	✓
Jamestown	✓	✓	✓	✓
Olive	✓	✓	✓	✓
Park	✓	✓	✓	✓
Polkton	✓	✓	✓	✓
Port Sheldon	✓	✓	✓	✓
Robinson	X	X	X	X
Spring Lake Village	✓	✓	✓	✓
Spring Lake Township	✓	✓	✓	✓
Tallmadge	✓	✓	✓	✓
Wright	✓	✓	✓	✓
Zeeland Township	✓	✓	✓	✓
Zeeland City	✓	✓	✓	✓

Legend

✓ = Representatives of the local unit of government have indicated that they intend to adopt the Standard Titles and/or Colors as updates are made

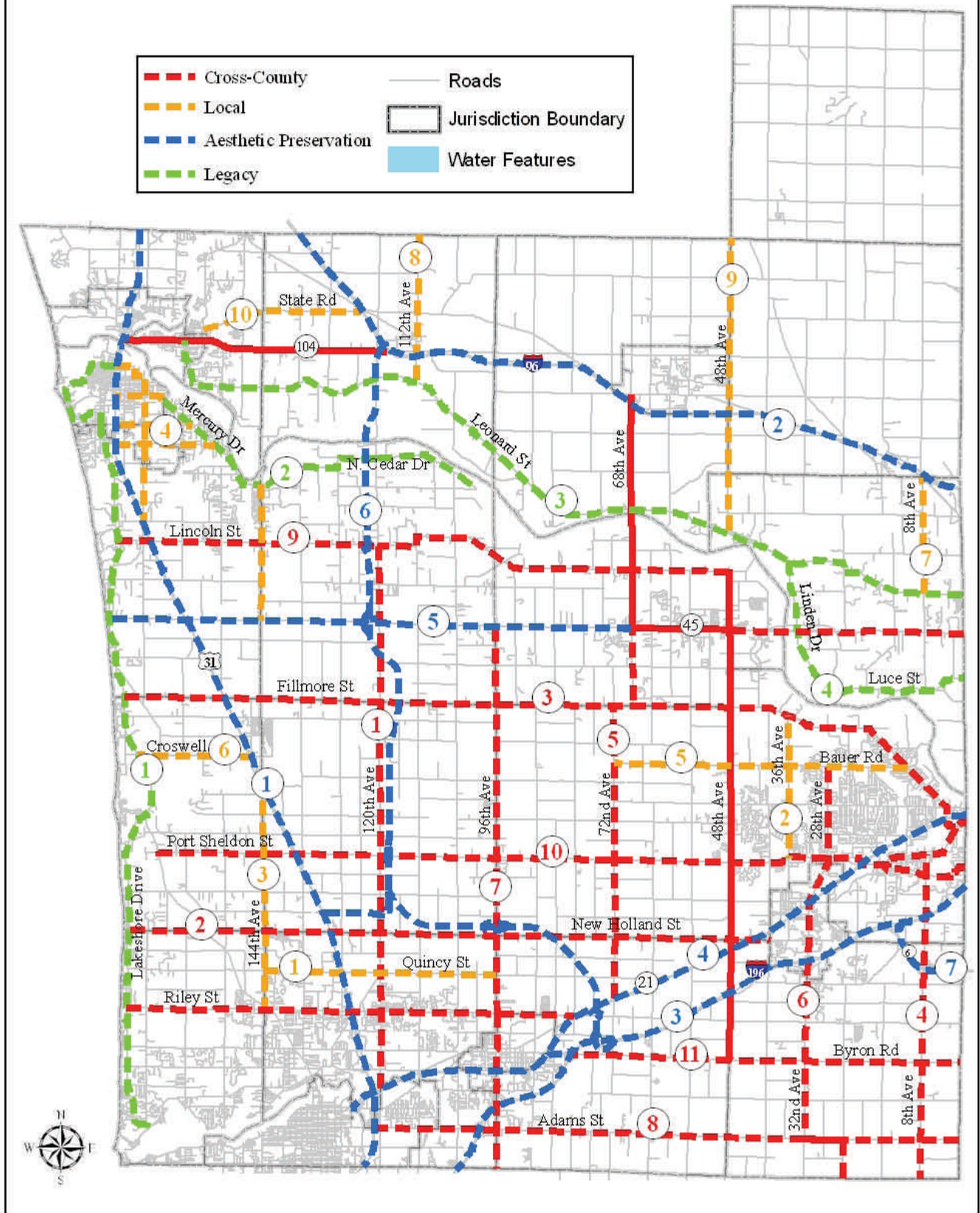
✓ = Standardized Titles and/or Colors have been adopted

Blank = Local Unit of Government has not yet been contacted.

X = Local Unit of Government does not intend to adopt at this time

ATTACHMENT J - Countywide Corridor Plan Map

Ottawa County Countywide Corridor Plan



ATTACHMENT K - Pioneer Resources and Georgetown Seniors Ridership Totals

TABLE 1

Georgetown Seniors Rides Provided	Actual FY 2001	Actual FY 2002	Actual FY 2003	Actual FY 2004	Actual FY 2005	Actual FY 2006	Actual FY 2007	Actual FY 2008	Actual FY 2009	Projected FY 2010
Rides Provided	13,648	14,620	14,965	13,294	15,488	19,539	15,684	18,549	16,246	16,000

TABLE 2

Pioneer Resources*	Actual FY 2006	Actual FY 2007**	Actual FY 2008	Actual FY 2009	Projected FY 2010
Rides Provided	102,489	43,507	38,417	45,510	43,507

* In fiscal year 2006, Pioneer Resources became a sub-recipient of the Specialized Services Grant.
 ** Beginning in FY 2007, Pioneer Resources received additional grant funding that was not passed-through Ottawa County. This new grant funding was utilized to transport Specialized Service-eligible passengers. This table only includes the rides provided from the grant funding that is passed-through Ottawa County.

ATTACHMENT L - Michigan Local Government Benchmarking Consortium Members

County Members

Bay County
Branch County
Calhoun County
Ottawa County
Saginaw County

Township Members

Delhi Charter Township
Delta Charter Township
DeWitt Charter Township
Holland Charter Township
Meridian Township

City Members

City of Albion
City of Auburn Hills
City of Battle Creek
City of Birmingham
City of Buchanan
City of Cadillac
City of Eastpointe
City of Ferndale
City of Holland
City of Lansing
City of Lathrup Village
City of Madison Heights
City of Manistee
City of Marshall
City of Orchard Lake
City of Otsego
City of Plainwell
City of Pleasant Ridge
City of Rochester Hills
City of Saginaw
City of Saline
City of Springfield
City of Sturgis
City of Warren
City of Wyoming
City of Zeeland

Village Members

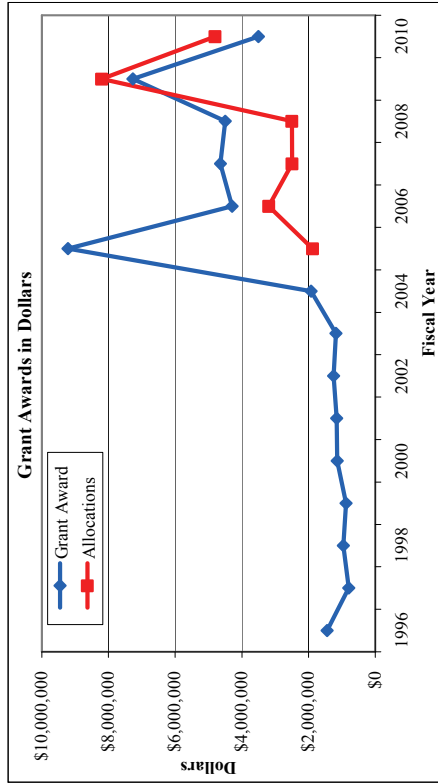
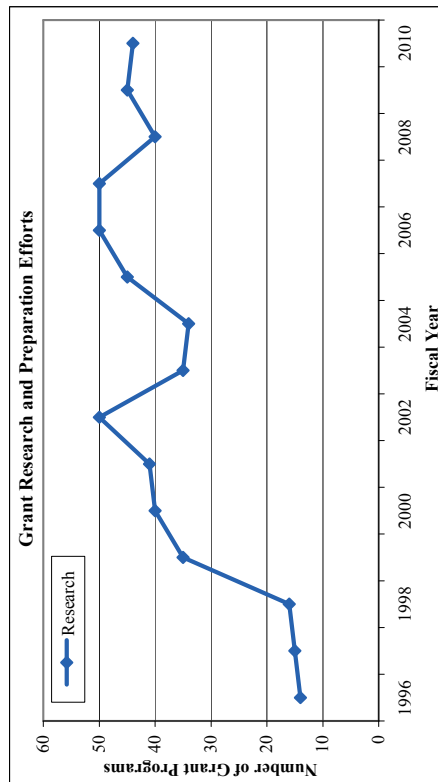
Village of Quincy

Michigan Road Commission Members

Muskegon County Road Commission
Road Commission for Oakland County
Van Buren Road Commission

ATTACHMENT M - Grantmanship Assistance

Grantsmanship Efforts	Actual FY 1996	Actual FY 1997	Actual FY 1998	Actual FY 1999	Actual FY 2000	Actual FY 2001	Actual FY 2002	Actual FY 2003	Actual FY 2004	Actual FY 2005	Actual FY 2006	Actual FY 2007	Actual FY 2008	Actual FY 2009	Actual FY 2010
Research	14	15	16	35	40	41	50	35	34	45	50	50	40	45	44
Grant Award	\$1,439,223	\$794,662	\$958,498	\$872,014	\$1,139,402	\$1,152,752	\$1,250,000	\$1,179,356	\$1,930,229	\$9,211,725	\$4,292,839	\$4,643,290	\$4,500,000	\$7,269,000	\$3,500,000
Allocations	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$1,880,923	\$3,189,215	\$2,493,747	\$2,500,000	\$8,202,000	\$4,800,000



ATTACHMENT N - Remonumentation Committee

<u>Representing County Commissioners</u>	<u>Expires</u>	<u>Representing Road Commission</u>	<u>Expires</u>
Commissioner James Holtvluwer 8092 Weatherwax Drive Jenison, MI 49428 616-457-6133 (h) 616-723-2760 (c)	1/11	Brett Laughlin, P.E. Ottawa County Road Commission PO Box 739 Grand Haven, MI 49417 616-842-5400 (o)	1/12
<u>Register of Deeds</u> Gary Scholten 414 Washington Street Grand Haven, MI 49417 616-846-8240		<u>Representing Surveyors (3)</u> Randall Feenstra, P.S. 0-1210 Eighth Avenue Grand Rapids, MI 49544 616-457-7050 (o) 616-837-9178 (h)	1/12
<u>Representing Supervisors/Assessors (2)</u> D. Dale Mohr, Supervisor Georgetown Township P.O. Box 769 Jenison, MI 49429 616-457-2340 (h) 616-837-6876 (w)	1/11	Rodney Unema, P.S. 4548 Bauer Road Hudsonville, MI 49426 616-531-3660 (o)	1/11
Ryan Cotton, Manager Spring Lake Village 102 W. Savidge Street Spring Lake, MI 4945 616-842-1393 Ext. 2	1/12	Donald Schiele, P.S. 15306 State Road Spring Lake, MI 49456 616-847-0928 (h) 616-846-2549 (w)	1/11
<u>Representing Real Estate Attorneys</u> Randall S. Schipper 321 Settlers Road Holland, MI 49423 616-392-1821 (o)	1/11	<u>County Representative</u> Randall Feenstra, P.S. 0-1210 Eighth Avenue Grand Rapids, 49544 616-457-7050 (o) 616-837-9178 (h)	1/11
<u>Representing Realtors</u> R. Dale Sall 2339 Bridlewood Drive Hudsonville, MI 49426 Dalesall@remax.net 616-896-9250 (h) 616-669-0990 Ext. 25 (w) 616-896-9286 (f)	1/12		

ATTACHMENT O - Remonumentation Peer Group

Donald Schiele, P.S.

16471 136th Avenue
Nunica, MI 49448
P- (616) 846-2549
H- (616) 847-0928
F- (616) 846-2549

Exxel Engineering

Attn: Rod Unema
5252 Clyde Park, SW
Grand Rapids, MI 49509
runema@exxelengineering.com
P- (616) 531-3660
F- (616) 531-2121

Feenstra & Associates

Attn: Randy Feenstra
7482 Main Street
Jenison, MI 49428
randy@feenstrainc.com
P- (616) 457-7050
F- (616) 457-8680

Holland Engineering

Attn: Steve Lampen
418 E. 8th Street
Holland, MI 49423
slampen@hollandengineering.com
dlansky@hollandengineering.com
P- (616) 392-5938
F- (616) 392-2116

Latitude Engineering & Surveying

9 E. Main Street
Zeeland, MI 49464
mbailey@latitude-inc.com
P- (616) 748-9551
F- (616) 748-9557

Nederveld Associates

Attn: Matt Nederveld
P.O. Box 10
Hudsonville, MI 49426
mnederveld@nedervled.com
P- (616) 669-5190
C- (616) 437-5031
F- (616) 669-6699

Pathfinder Engineering

Attn: Jack Bueche
795 Clyde Court SW
Byron Center, MI 49315
P- (616) 878-3885
F- (616) 878-4559

Tru-Line Surveying

Attn: Maurice Rosema
P.O. Box 708
Jenison, MI 49429
truline@altelco.net
P- (616) 457-1711
C- (616) 813-9874
F- (616) 457-8740

Williams & Works

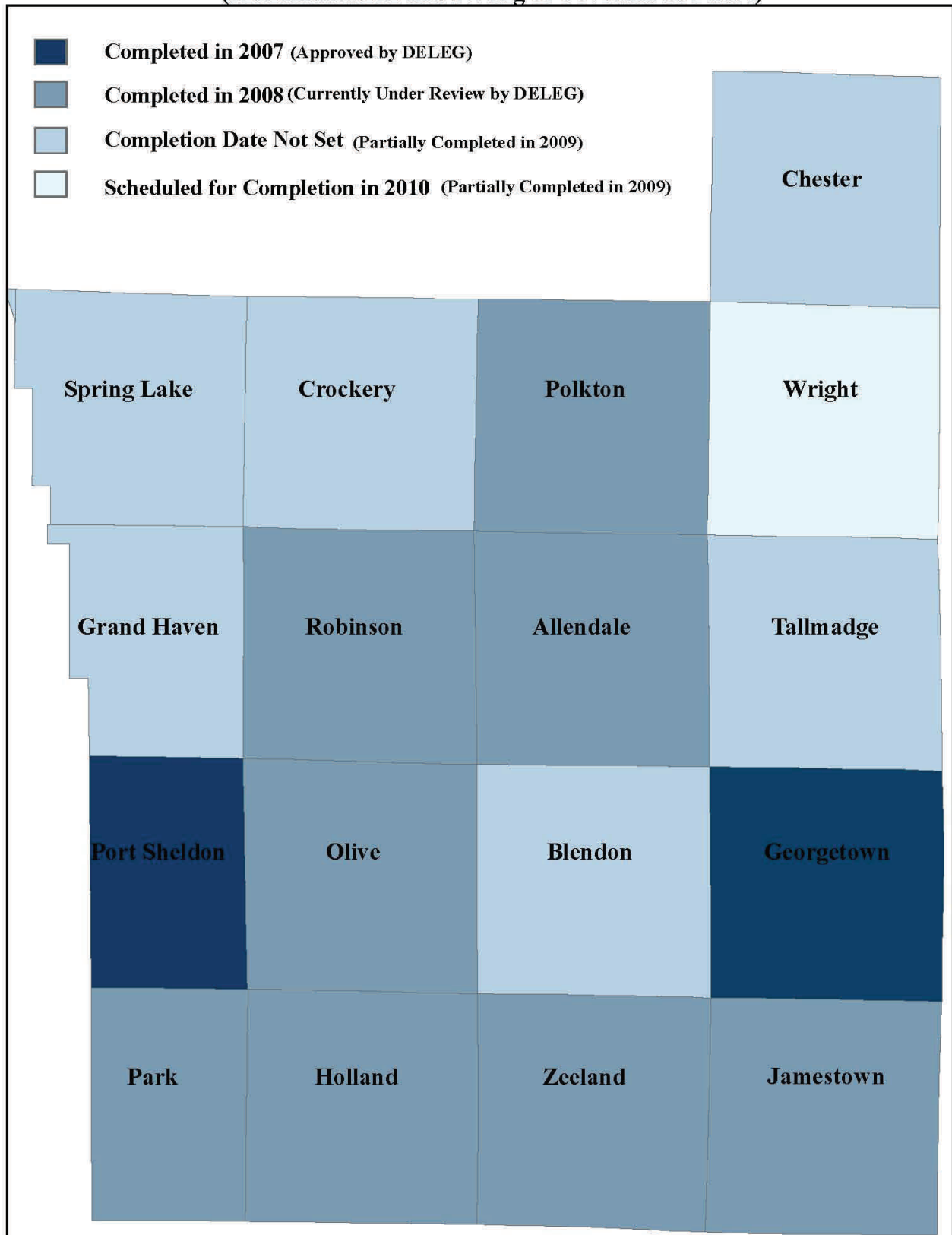
Attn: Jim Leitch
549 Ottawa Ave. NW
Grand Rapids, MI 49503
leitch@williams-works.com
P- (616) 224-1500
C- (616) 293-9182
F- (616) 224-1501

Ottawa County Representative

Randy Feenstra
7482 Main Street
Jenison, MI 49428
randy@feenstrainc.com
P- (616) 457-7050
F- (616) 457-8680

ATTACHMENT P - Remonumentation Program Status

Ottawa County Remonumentation Program Status (Monumentation and Setting of Coordinates Phase)





Planning and Performance Improvement Department
12220 Fillmore Street, Suite 260
West Olive, Michigan 49460
(616) 738.4852
plan@miottawa.org

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: 20th Circuit Court and Probate Court

Submitted By: Keith Van Beek

Agenda Item: Ottawa County 20th Circuit Court and Probate Court 2009 Annual Report

SUGGESTED MOTION:

To receive for information the Ottawa County 20th Circuit Court and Probate Court 2009 Annual Report.

SUMMARY OF REQUEST:

In accordance with 2010 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

FINANCIAL INFORMATION:

Total Cost: \$0.00 | County Cost: \$0.00 | Included in Budget: Yes | No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated | Non-Mandated | New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: #2

Objective: #4

ADMINISTRATION RECOMMENDATION:

Recommended

Not Recommended

County Administrator:

Alan G. Vanderberg

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, o=County of Ottawa, ou=Administrator's Office, email=avanderberg@miottawa.org
Reason: I am approving this document
Date: 2010.07.07 12:08:59 -0400

Committee/Governing/Advisory Board Approval Date:

The Ottawa County 20th Circuit Court and Probate Court 2009 Annual Report is not available at this time, hard copies will be provided at the Board of Commissioners Meeting and in the online packet as soon as it becomes available.

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: Administrator's Office

Submitted By: Al Vanderberg

Agenda Item: Ottawa County Board of Commissioners Health and Human Services Committee Chair Appointment

SUGGESTED MOTION:

To confirm the Board Chairperson's appointment of Commissioner Holtrop as Chair of the Health Human Services Committee.

SUMMARY OF REQUEST:

Commissioner Joyce Kortman had decided to vacate her position as Chair of the Health and Human Services Standing Committee. Chair Kuyers has named Commissioner Jim Holtrop, currently Vice-Chair of the Health and Human Services Committee as Chair.

FINANCIAL INFORMATION:

Total Cost: \$0.00 | County Cost: \$0.00 | Included in Budget: Yes | No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated | Non-Mandated | New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: #1-4

Objective:

ADMINISTRATION RECOMMENDATION: Recommended | Not Recommended

County Administrator: **Alan G. Vanderberg**

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, o=US, ou=County of Ottawa, ou=Administrator's Office, email=avanderberg@miottawa.org
Reason: I am approving this document
Date: 2010.07.07 11:59:59 -0400

Committee/Governing/Advisory Board Approval Date:

Action Request



Committee: Board of Commissioners

Meeting Date: 7/13/2010

Requesting Department: Board of Commissioners

Submitted By: Keith Van Beek

Agenda Item: Board Appointments

SUGGESTED MOTION:

To approve the name(s) of (* indicates recommendation of the Interview Subcommittee [second posting]):

*Ken Rizzio

to fill a one (1) Member Vacancy representing the Ottawa County Economic Development Corporation on the Ottawa County Land Bank Authority Board beginning January 1, 2010, and ending December 31, 2012 (three year term).

*Leon Stille

*Glenn L. Nykamp

to fill two (2) Member Vacancies representing townships in the County of Ottawa on the Ottawa County Land Bank Authority Board, each term to begin January 1, 2010 and to serve as follows: one (1) member to serve a three (3) year term ending December 31, 2012; one (1) member to serve a two (2) year term ending December 31, 2011.

*David VanderHeide

To fill one (1) member vacancy representing cities/villages in the County of Ottawa on the Ottawa County Land Bank Authority Board beginning January 1, 2010, and ending December 31, 2010 (1 year term).

SUMMARY OF REQUEST: The Board of Commissioners makes appointments to the various Boards and Commissions of the County per Administrative Policy – Appointments to Boards and Commissions.

FINANCIAL INFORMATION:

Total Cost: \$0.00

County Cost: \$0.00

Included in Budget:

Yes

No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated

Non-Mandated

New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: #2

Objective: #5

ADMINISTRATION RECOMMENDATION:

Recommended

Not Recommended

County Administrator:

Alan G. Vanderberg

Digitally signed by Alan G. Vanderberg
DN: cn=Alan G. Vanderberg, c=US, ou=County of Ottawa, ou=Administrator's Office, email=avanderberg@miottawa.org
Reason: I am approving this document
Date: 2010.07.06 15:05:00 -0400

Committee/Governing/Advisory Board Approval Date:

Human Resources Committee Meeting 7/12/2010

EXHIBIT "A"
APPLICATION FOR POSITION ON A BOARD,
COMMISSION, OR ADVISORY BODY APPOINTED
BY THE OTTAWA COUNTY BOARD OF COMMISSIONERS

Date: 5/21/2010

Position Applied For: LAND BANK BOARD

Names: Ken Rizzio

Address: 3380 N. 160 TH. AVENUE
HOLLAND, MI. 49424

Contact Information - Home Telephone: 399-9795

Work Telephone: 892-4120

E-mail Address: krizzio@attelco.net

Fax Number: 895-6670

Educational and Employment Background:

MA - WESTERN MICHIGAN UNIVERSITY + BA - NORTHERN MICHIGAN UNIVERSITY
EXECUTIVE DIRECTOR - OTTAWA COUNTY ECONOMIC DEVELOPMENT
OFFICE SINCE JULY 1991

Length of Residency in Ottawa County: 33 YEARS

Does the County of Ottawa or any other unit of government employ any members of your immediate family? NO

If so, describe:

What is your past experience in serving on governmental boards, or the boards of civic and other similar organizations?

I currently serve for Ottawa County on the
KANT-OTTAU-Muskogee Foreign Trade Zone Board, Economic
Development Corporation, and Brownfield
Redevelopment Authority

The Ottawa County Appointment Policy sets a minimum expectation of 75% attendance for all members of boards and commissions appointed by the Ottawa County Board of Commissioners. If appointed, will you be able to comply with the terms of the Policy with regard to attendance? A copy of that Policy is attached.

If not, why not? YES

Why do you want to be considered for this appointment?

The Land Bank can be utilized as
an Economic Development Tool.

Do you desire to have your name kept on file up to one year in the office of the County Clerk and be sent applications for future appointment openings? Yes No

If yes, please check the Boards, Commissions or Advisory Bodies you are interested in:

Community Action Agency _____ Parks & Recreation Commission _____
Mental Health Board _____ Others: _____
Workforce Development _____

Return To: Ottawa County Clerk's Office
12220 Fillmore Street, Room 130
P.O. Box 296
West Olive, MI 49460
(616) 994-4533 or (616) 846-8107

THANK YOU FOR YOUR INTEREST IN OTTAWA COUNTY GOVERNMENT!

EXHIBIT "A"
APPLICATION FOR POSITION ON A BOARD,
COMMISSION, OR ADVISORY BODY APPOINTED
BY THE OTTAWA COUNTY BOARD OF COMMISSIONERS

Date: June 18, 2010

Position Applied For: Member of the Landbank Fast Track Board

Names: LEON STILLE

Address: PO Box 511
(13355 Leonard St)
Spring Lake, MI 49456

Contact Information - Home Telephone: 616-842-2273
Work Telephone: 616-837-6868
E-mail Address: Stillcon@AOL.com
Fax Number: 616-842-2180

Educational and Employment Background:

BS - Michigan State University
4 years - Teacher - Spring Lake Schools
27 years - IBM Corp - marketing
10 years - State of Michigan - Legislator

Length of Residency in Ottawa County: 70 years

Does the County of Ottawa or any other unit of government employ any members of your immediate family?

No

If so, describe:

FILED

JUN 21 2010

DANIEL C. KRUEGER
OTTAWA COUNTY CLERK

What is your past experience in serving on governmental boards, or the boards of civic and other similar organizations?

10 years Planning Commission - City of Ferrysburg
17 years City Council - 10 as Mayor - City of Ferrysburg
6 years - Township Supervisor - Crocker Township

The Ottawa County Appointment Policy sets a minimum expectation of 75% attendance for all members of boards and commissions appointed by the Ottawa County Board of Commissioners. If appointed, will you be able to comply with the terms of the Policy with regard to attendance? A copy of that Policy is attached.

Yes

If not, why not?

Why do you want to be considered for this appointment?

I have had a keen interest in this legislative topic and assisted with the development of the County's Sinal project. It seems natural to continue to work on the topic.

Do you desire to have your name kept on file up to one year in the office of the County Clerk and be sent applications for future appointment openings?

Yes

No

If yes, please check the Boards, Commissions or Advisory Bodies you are interested in:

Community Action Agency _____

Parks & Recreation Commission ✓

Mental Health Board _____

Others: Planning Comm ✓

Workforce Development _____

Return To: Ottawa County Clerk's Office
12220 Fillmore Street, Room 130
P.O. Box 296
West Olive, MI 49460
(616) 994-4533 or (616) 846-8107

THANK YOU FOR YOUR INTEREST IN OTTAWA COUNTY GOVERNMENT!

Administrative Policy – Appointments to Boards and Commissions

I. POLICY

1. **Policy:** The Ottawa County Board of Commissioners will carefully review all applications for positions on boards and commissions, the membership of which is appointed by the Board. To the maximum extent possible, the membership of all boards and commissions for the upcoming year shall be determined prior to December 31 of each year.

II. PRINCIPLES

1. **Statutory References:** The Board of Commissioners has constitutional and statutory responsibility for making appointments to a variety of boards and commissions. The Board of Commissioners may establish such rules and regulations regarding the business concerns of the County as the Board considers necessary and proper. See MCL 46.11(m); Act 156 of the Public Acts of 1851, as amended.
2. **County Legislative or Historical References:** The original Board policy on this subject matter was adopted on June 8, 1999.
3. **Operational Guidelines – General:**
 - 3.a. **Notice and Application Process:** By August 30 of each year, the County Clerk shall compile a list of all appointments expiring in the next calendar year (i.e., January 1 through December 31). All upcoming positions and vacancies shall then be posted and advertised by the County Clerk prior to September 30 of each year. The notice shall state that applications to fill the positions may be picked up at the County Clerk's Office. The notice shall also provide general information (if known) regarding the normal meeting times of the Board or Commission in order that prospective appointees may assess their ability to serve. All applications shall be returned to the County Clerk prior to October 31 of each year.
 - 3.b. **Committee Review and Board Action:** The Board of Commissioners may establish a special committee to review the applications, may review the applications as a committee-of-the-whole, or may assign the task of reviewing the applications to the Board Committee having jurisdiction over the subject matter. The Board of Commissioners and/or any Board Committee assigned a review function may interview any applicant for appointment to a County position. The names of all applicants and Committee recommendations, if any, shall be submitted to the Board of Commissioners, which shall make all appointments for the upcoming year prior to December 31.

- 3.c. **Attendance**: Subsequent to selection, all appointees are expected to maintain at least a seventy-five (75%) attendance record at meetings, and to not miss more than three (3) consecutive meetings without acceptable reasons. An appointee may be removed by the Board of Commissioners for failure to meet this expectation.
- 3.d. **Residency**: It is the general expectation of the Ottawa County Board of Commissioners that, unless otherwise provided for by law, all appointees will be legal residents and full-time residents-in-fact of the County of Ottawa. On an annual basis, appointees are expected to be physically present as residents-in-fact within Ottawa County not less than nine and a half (9 1/2) months per year.
- 3.e. **Variations in Application Policy**: The timeliness and procedural requirements set forth in this policy may be varied by the Ottawa County Board of Commissioners to fill unexpected vacancies, to fill new positions created by law or by the Board of Commissioners, or to assure that appointments are made on a timely basis.
4. **Fees**: Not applicable.
5. **Operational Guidelines – Additional**: None appropriate.
6. **Exceptions**: None appropriate, except as may be required by law.
7. **Implementation Authority**: Upon adoption of this Policy, the Board of Commissioners authorizes the County Administrator to establish any procedures that may be necessary for implementation.
8. **Period Review**: The County Administrator will review this Policy at least once every two years, and will make recommendations for changes to the Planning & Policy Committee.

Board of Commissioners Resolution Number: _____

Name and Revisions Number: _____

Date of Last Review: _____

Related Policies: _____

Approval as to Form: _____

EXHIBIT "A"
APPLICATION FOR POSITION ON A BOARD,
COMMISSION, OR ADVISORY BODY APPOINTED
BY THE OTTAWA COUNTY BOARD OF COMMISSIONERS

Date: June 17

Position Applied For: Ottawa County Land Bank Authority Board

Names: Glenn L. Nykamp

Address: 6582 Byron Rd.
Zeeland, Mi. 49464

Contact Information - Home Telephone: (616) 688-5442

Work Telephone: (616) 772-6701 - Ext 109

E-mail Address: glenn.nykamp@zeelandtwp.org

Fax Number: (616) 772-1857

Educational and Employment Background:

High School Grad.

35 years with Consumers Energy

6 years retired

Length of Residency in Ottawa County: 69 yrs

Does the County of Ottawa or any other unit of government employ any members of your immediate family? No.

If so, describe:

FILED

JUN 21 2010

DANIEL G. KRUEGER
OTTAWA COUNTY CLERK

What is your past experience in serving on governmental boards, or the boards of civic and other similar organizations?

26 years on Zeeland Charter Township Board
3 years as Supervisor / 23 years as Trustee

The Ottawa County Appointment Policy sets a minimum expectation of 75% attendance for all members of boards and commissions appointed by the Ottawa County Board of Commissioners. If appointed, will you be able to comply with the terms of the Policy with regard to attendance? A copy of that Policy is attached.

If not, why not?

Yes

Why do you want to be considered for this appointment?

I was a member of the Land Bank Work Group
I was recommended by the Ottawa County
Chapter of the MTA

Do you desire to have your name kept on file up to one year in the office of the County Clerk and be sent applications for future appointment openings? Yes No

If yes, please check the Boards, Commissions or Advisory Bodies you are interested in:

Community Action Agency _____ Parks & Recreation Commission _____
Mental Health Board _____ Others: _____
Workforce Development _____

Return To: Ottawa County Clerk's Office
12220 Fillmore Street, Room 130
P.O. Box 296
West Olive, MI 49460
(616) 994-4533 or (616) 846-8107

THANK YOU FOR YOUR INTEREST IN OTTAWA COUNTY GOVERNMENT!

FILED

JUN 7 2010

DANIEL C. KRUEGER
OTTAWA COUNTY CLERK

EXHIBIT "A"
APPLICATION FOR POSITION ON A BOARD,
COMMISSION, OR ADVISORY BODY APPOINTED
BY THE OTTAWA COUNTY BOARD OF COMMISSIONERS

Date: 6/7/2010

Position Applied For: OTTAWA COUNTY LAND BANK BOARD

Names: DAVID VANDER HEIDE

Address: 326 COUNTRY CLUB ROAD

HOLLAND MI 49423-7447

Contact Information - Home Telephone: 616-392-9485

Work Telephone: 616-355-1350

E-mail Address: d.vanderheide@cityofholland.com

Fax Number: 616-546-7052

Educational and Employment Background:

See Attached Resume - Qualifications of Appraiser

Length of Residency in Ottawa County: 40 years

Does the County of Ottawa or any other unit of government employ any members of your immediate family?

If so, describe:

I am currently the City Assessor for the City of Holland

What is your past experience in serving on governmental boards, or the boards of civic and other similar organizations?

ONLY religious organizations - Deacon, Elder

The Ottawa County Appointment Policy sets a minimum expectation of 75% attendance for all members of boards and commissions appointed by the Ottawa County Board of Commissioners. If appointed, will you be able to comply with the terms of the Policy with regard to attendance? A copy of that Policy is attached.

If not, why not?

Why do you want to be considered for this appointment?

It is closely related to my work as an appraiser, assessor and my present position

Do you desire to have your name kept on file up to one year in the office of the County Clerk and be sent applications for future appointment openings? Yes No

If yes, please check the Boards, Commissions or Advisory Bodies you are interested in:

Community Action Agency	_____	Parks & Recreation Commission	_____
Mental Health Board	_____	Others: <u>LAND BANK</u>	<u>X</u>
Workforce Development	_____		

Return To: Ottawa County Clerk's Office
12220 Fillmore Street, Room 130
P.O. Box 296
West Olive, MI 49460
(616) 994-4533 or (616) 846-8107

THANK YOU FOR YOUR INTEREST IN OTTAWA COUNTY GOVERNMENT!

Qualifications of Appraiser

David VanderHeide

EDUCATION: Bachelor of Arts; Business Administration; Hope College; Holland, Michigan
(The above includes twenty-one semester hours of accounting.)

CONTINUING EDUCATION:

University of Michigan Extension Program of Real Estate

- Course 1 Residential Property Appraisal
- Course 2 Appraisal of Income Producing Property

Grand Rapids Junior College

- Course Bu 259 Assessment Administration 2
- Course Bu 260 Assessment Administration 3

International Association of Assessing Officers

- Course 1 Fundamentals of Real Property Appraisals
- Course 2 Income Approach to Valuation
- Course 302 Mass Appraisal of Income Producing Property
- Course 201 Appraisal of Land
- Course 202 Advanced Income Approach
- Course 3 Narrative Report Writing
- Course 4 Assessment Administration

Davenport College

- Course CIS 151 Micro Applied Spreadsheet
- Course CIS 152 Advanced Spreadsheet
- Course CIS 153 Micro Applied Database
- Course CIS 204 Micro Applied Programming
- Course ADS 141 Micro Word Processing I
- Course ADS 142 Micro Word Processing II

PROFESSIONAL MEMBERSHIPS:

- International Association of Assessing Officers
- Michigan Assessors Association

David VanderHeide
Page 2

PROFESSIONAL DESIGNATIONS:

Michigan State Assessors Board Level IV Certification
Certificate Number R-4215; Received September 2007

State Tax Commission "Personal Property Examiner"
Certification #386; Received February 1984

Board of Real Estate Appraisers; Certified Appraiser
License; #1201002752; Received June 1992

OCCUPATIONAL BACKGROUND:

- City Assessor** City of Holland, Assessor's Office
270 River Ave; Holland, Michigan
(2007 to the Present)

- Acting City Assessor** City of Holland, Assessor's Office
(2003 to 2007)

- Appraiser:** Smeenge and Associates
Real Estate Appraisal
2165 Woodlark Drive
Holland, Michigan 49424
Contractual Assignments (1992-2003)

- Appraiser Analyst:** City of Holland, Assessor's Office
(July 1, 1984 to Sept. 2003)

- Appraiser II:** City of Holland , Assessor's Office
(September 29. 1978 to June 30, 1984)

- Abstractor:** The Title Office
321 Settlers Road; Holland, Michigan
(July 1976 to September 1978)

- Bookkeeper:** Hamilton Community Schools
136th Avenue; Hamilton, Michigan
(August 1975 to July 1976)

VanderHeide, David

From: Vagle, Tim
Sent: Monday, June 07, 2010 8:12 AM
To: VanderHeide, David
Cc: Wolff, Soren
Subject: Land Bank Board

I spoke with Brad Slagh last week about the Land Bank Board. He said that he was not sure if anyone had applied – he had a call into the department that screens all board applicants, etc, but wasn't sure what the status was.

He said that the application forms were on the county's website and that a recommendation from the Council would certainly be a good thing.

Dave, could you check with the county to see if the position has been filled and status of additional applicants? If still open, let us know and we can get a recommendation from Council for the board position at the June 16 meeting.

Tim Vagle

Director of Finance
City of Holland
270 S. River Avenue
Holland, MI 49423
(616) 355-1377

