

Administrative Services



Pictured (left to right) Front Row: City Clerk Dave Bleau, Director of Administrative Services Susan Bohor, and IT Director Dan Frederickson. Back Row: Deputy Clerk Kris Hazeres, Payroll Clerk Phyllis Johnson, Human Resources Assistant Tina Tregembo, IT Specialist Jen LePage, and IT Specialist Todd Carruth.



ADMINISTRATIVE SERVICES DEPARTMENT

2010-11 Annual Report

Department Overview

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the Administrative Services Department (formerly the individual departments of Human Resources, Information Technology and Clerk's Office) for the 2010-2011 fiscal year. The individual Human Resources, Information Technology and City Clerk Departments were combined in August of 2010 into the Administrative Services Department with Susan Bohor appointed as the Department Head. The purpose of the reorganization was to improve efficiency and accountability by realigning departments along lines of functionality and thereby reducing the number of staff reporting directly to the City Manager.

In addition to assimilating three previously autonomous departments into one, the Department has worked this past year towards providing support to the City Manager's office, City departments and citizens by ensuring that staff has the information, technology and human resources necessary to provide the best possible service to both employees and the public. Many of the projects started in the department during FY 10/11 are ongoing, such as succession planning, Early Retiree Reinsurance Program (ERRP) reimbursements, electronic records management and digitization, and a new strategy for delivering IT services.

The Information Technology division experienced significant changes during the fiscal year that challenged staff and changed priorities of internal operations. Key among them was the loss of a full-time position which occurred with the retirement of the former IT Director. Another contributing factor was the continued use of aging technology including servers, data storage and desktops that required inordinate use of IT resources. While the delivery of core services remained within the IT division during the fiscal year, a strategic shift in the location of certain services will occur during the next fiscal year. Software applications, data storage, server virtualization and messaging are good candidates for the hosted environment and will be migrated to reduce dependency on aging server platforms.

In addition, the Clerk's Office participated in a joint effort with Northern Michigan University's (NMU) Archivist in digitizing and preserving the City's historical records, improving the election process with the use of E-Poll Books and has also completed the re-codification and updating of the Marquette City Code. An ongoing objective of the Office is the continued digitization of City records and the development of an electronic records management policy and procedure.

Department Accomplishments/Statistics/Remarkable Events

Human Resources Accomplishments

- Supported City's workforce needs in recruiting, hiring, on-boarding, promoting and processing employment actions for all City employees; implemented the use of validated testing where appropriate for bargaining unit positions. Began advertising available positions on the City's Facebook page in addition to traditional advertising sources.
- Administered five Collective Bargaining Agreements: three AFSCME Local #1852 units (DPW, City Hall and Supervisory), Marquette Professional Police Association and Firefighters Association Local #643. All grievances were resolved or dismissed without resorting to arbitration.
- Researched and recommended changes to the Part-time/Temporary Wage Classification Plan and the Management Wage Classification Plan based on cost-of-living and market comparability data. Aligned City classification of exempt jobs with the Fair Labor Standards Act.
- Provided assistance to the Brownfield Development Authority Board in the recruitment and hiring of an Executive Director (non-City position).
- Developed and distributed new policies on Suspension of City Business for Emergencies, Foreign Travel and City Electronic Communication Devices. Amended the health plan documents to comply with HIPPA/HITECH requirements, and amended the Health Reimbursement Arrangement (HRA) plan document to include administrative fee deductions
- Attended NMU's "Coffee with the Community" to promote internships and community service opportunities at the City. Worked collaboratively with NMU's Political Science and Public Administration Departments to develop a Municipal Fellowship Program. The application and selection process were developed during the last fiscal year. Placement of the first Fellow will be during the 2011/2012 fiscal year with an anticipated cost sharing of \$4,000/year by NMU.
- With assistance from the Apprenticeship Committee, applied for and received MRAP funding from the State for two apprentices. The City received \$4,000 in reimbursement for wages and another \$1,742 reimbursement for training. The process to certify the City as an approved apprenticeship site for veteran's benefits was begun during the fiscal year and will carry over to the next fiscal year.
- Worked with Public Works, Water/Wastewater Treatment and Community Services to develop staffing and succession strategy for these departments. This is an on-going project that was begun during the fiscal year and will continue into the next year with other departments.

- As a result of the Health Care Reform Act, implemented a special enrollment window in November to extend family health benefits to dependents aged 19-25 years. Converted retirees and public housing employees who had Family Continuation (FC) Riders to Dependent Coverage (DC) to comply with the new Act. Held informational workshops with employees to explain the changes and distributed new plan materials explaining the new coverage, the City’s “grandfathered status” and the new preventative coverage.
- Submitted an application for the Early Retiree Reinsurance Program (ERRP) that was approved. Negotiated an agreement for Blue Cross Blue Shield to reduce the fee to provide claims data directly to Health and Human Services for reimbursement. The City anticipates receiving reimbursement for any claims in excess of \$15,000 made after 6/1/10 during the fiscal year 2011/2012.
- Assisted the City Manager and City Attorney in negotiating the cancellation of the Charter Communications I-Net Agreement, saving the City over \$40,000 over the next eight years.

Division Statistics*

Human Resources

	<u>Full-Time</u>	<u>Part-Time</u>	<u>Temporary**</u>
Number of Employees***	175	17	63
New Hires	12	9	193
Terminations	8	9	209
Internships	N/A	N/A	4
Promotions/Postings	21	N/A	N/A

*Excludes Pubic Housing and Peter White Public Library personnel

**Includes election workers who are now classified as temporary employees

*** Average number of employees over the 12 month period

Labor Relations*

<u>Grievances Filed</u>	<u>Grievances Resolved</u>	<u>Grievances Pending</u>	<u>Arbitrations</u>
7	6	1	0

*Excludes Pubic Housing and Peter White Public Library personnel

Administered five collective bargaining agreements covering 96 AFSCME, 35 Marquette Professional Police Association and 24 Marquette Firefighters Association members.

Information Technology Accomplishments

- Began streaming video of Channel 21 and City Commission meetings from the City’s web site under a beta test site agreement with Leightronics. The agreement provides the City with a \$5,000 streaming video box free of charge in exchange for City testing and consultation services.

- Initiated a project to install fiber at Fire Hall #1 for connection on the fiber ring. Switch configuration and testing will be completed during the next fiscal year.
- Installed fiber at Pine Ridge and Peter White Public Library in a continuing partnership with Northern Michigan University.
- Provided technical support for deployment and reporting of the current meter at Picnic Rocks. Data results are being posted on the City's web site and reformatted for the National Weather Service at scheduled intervals.
- Purchased network switch for the Peter White Public Library where existing WAN communications are inadequate for VoIP telephones. Final testing and deployment will be completed during the next fiscal year.
- Implemented cash receipts interface between cash receipts and Gems applications that eliminated redundant data entry.
- Changed cell phone service to another provider that required no fixed contract term.
- Evaluated telephone and data circuits across the enterprise for redundancy and disconnected several lines resulting in savings of \$5,800 per year.
- Created web page to display warning flags that are posted at City beaches and trained Fire Department personnel to update the page as appropriate.
- Posted minutes for all City committees and advisory boards in addition to City Commission minutes on the web site. Fourteen new archive pages were created to support agendas and minutes of the 27 active commissions and committees.
- Implemented an official City Facebook page and populated with newsworthy announcements and events from the Newsflash area of the website.
- Provided technical support for the initial testing and configuration of laptops and printers for elections as well as election-day support for poll workers.
- Assisted Community Services with creating an .HTM version of the monthly newsletter for compliance with W3C standards.
- A new page was created on the web site containing information and links from volunteer and non-profit agencies. From the home page, the link is called Community Network under Online Services.
- Selected an alternative hosted auction site for conducting online auctions of City assets and surplus. The previous site charged a 7.5% commission to the City for assets sold while the alternative site charges the commission to the bidder.

- Released RFP to replace desktops and laptops. The RFP calls for a lease program with a three-year duration.
- Released RFP to replace the multi-functional printer/copiers fleet to include color print capability at all locations. The new agreement will save the City \$10,000 per year for the next four years.
- Deployed WiMax at seasonal facilities as a proof of concept to replace WAN service. No downtime occurred at the three facilities where WiMax was installed.
- Trained the IS Specialist to operate channel 21 equipment so that the City may take over broadcasting City meetings from Charter Communications next fiscal year. Charter began charging for this formerly free service in January of 2011.
- Continued work to enhance disaster recovery planning for City systems involving mission-critical systems, servers and backup requirements. The project encompasses protection of information assets, security processes, and disaster recovery planning.
- Implemented a city-wide IT newsletter for employees about cyber security. The periodic publication focuses on protecting City information through education, detection and prevention.

Division Statistics

<i>System Availability</i>			
	<u>Incidents</u>	<u>Hours Down</u>	<u>Available (%)</u>
Network	16	59.75	99.331%
Software Applications	6	10.25	99.466%
Web Site	1	8.00	99.910%
Telephones	1	0.25	99.997%
Internet/Charter	7	27.50	99.692%
Mail	10	7.25	99.919%
MQT TV21	<u>0</u>	<u>0.00</u>	100.000%
TOTAL	41	113.00	

<i>Help Desk Calls</i>	
Open Calls Beginning of Year	46
Calls Opened During Year	1,372
Open Calls End of Year	27

<i>Web Site</i>						
	<u>Total Visits</u>	<u>Average Per Day</u>	<u>Unique Visitors</u>	<u>Average Per Day</u>	<u>Total Page Views</u>	<u>Average Per Day</u>
Home Page	183,134	502	102,044	280	513,165	1,406
Mobile Devices	7,390	20				
No. of Countries	132					

Online Auction

	<u>Number</u>	<u>Amount</u>
Assets Sold For Year	18	\$18,264
Assets Sold Since Inception:	193	\$127,750

City Clerk's Accomplishments

- The Clerk's office issued 49 business licenses (down four from the previous year). Business license sales generated \$5,623 as compared to \$5,203 in the previous fiscal year.
- This was the second complete fiscal year of the County Treasurer's new program for issuing dog licenses in the County. Last year the new procedure reduced sales at the City Clerk's Office significantly; however, the County continues to have a significant increase in their overall revenue due to dog licenses being available at five of the six area vet clinics. The new program continues to be very well received by the public.
- This past season, 215 Off Leash Area (OLA) permits were sold which is down somewhat from the previous year; however, revenues increased slightly because of an increased cost for the pass. OLA permit sales generated \$2,766 for the fiscal year.
- The Clerk's office conducted two elections (August primary and the November general election). In the same period the Canvassing Board held two meetings and certified the results of both elections, and the City Elections Board met five times: twice to confirm elections workers and twice to conduct mandatory public accuracy tests of the City's election equipment; and one time to certify City candidates for the City Commission and Board of Light and Power.
- At the August 3rd primary, total ballots cast were 2,055, with 293 ballots cast by absentee voters (nearly 15%). At the November general election held on November 2, 2010, a total of 5,673 ballots were cast (1,198 absentee voter ballots were issued constituting 21% of the total votes cast).
- The City Clerk's office applied for and was awarded a grant that paid for seven laptop computers and related accessories that placed E-Poll Books in each of our seven precincts. Subsequently, the Clerk and Deputy Clerk attended training sessions conducted by the Secretary of State Office. After an intensive training effort was completed with the assistance of the Deputy City Clerk, the new electronic equipment was successfully used for the first time for the August 2010 primary election.

- With support from the City's Information Technology department, two mass training sessions on the E-Poll Books were held for our election workers prior to the primary election. We were also able to set up a lab for personal training sessions as needed. Information Technology also provided support for both elections on Election Day.
- High heat and humidity hampered the August primary. Four tabulators failed and we were able to replace two of them with borrowed units from the County Clerk and the Sands Township Clerk. We were then left with two precincts without operating tabulators at the end of the day, which meant ballots in these precincts were held and counted after the close of the polls with tabulators from other precincts once their results were reported and secured.
- With the new technology we have been able to load voter information, by precinct, from our QVF system which has enabled us to eliminate the long process of printing our voter lists for the precincts (usually about a case of paper per election). The new technology has also allowed us to automatically upload voter history information from the laptops to the QVF system.
- Until this year, military and overseas voters could only vote with an AV ballot in the traditional manner, and their ballots rarely came back in time to be counted. Under Federal Government guidelines, a military/overseas voter can now receive a ballot electronically. In the 2010 primary and general elections we received several MOVE Act applications to vote, and all but one of the ballots was able to be counted.
- The recodification project was completed during this fiscal year. The Clerk's Office held a series of meetings with Department Heads and Middle Managers for a final review of the draft of a new Code. Work sessions were held with the City Commission on March 2 and March 9, 2011 to review the Code for amendments, updates, and deletions. The City Commission then scheduled a public hearing to consider adopting the new City Code at their regular meeting of April 11, 2011. Following the public hearing the new City Code was adopted by a unanimous vote of the Commission and it became effective on May 10, 2011.
- A grant project with NMU and the County is currently underway that will preserve the City's oldest records in the depository at NMU and those same records are in the process of being digitized, and will be available to the public on a website hosted by NMU by the Spring of 2012.
- In cooperation with NMU and the County of Marquette, a joint grant application has been submitted to the NHPRC for the preservation of "born digital" records. We will not learn the outcome of that submittal until November of this year.

- The City Clerk's office compiled a list of City elected officials and City Managers. This is now a historic record of the City that extends back nearly to the City's origin when the first election was held in 1871.
- During the past fiscal year the Clerk's office has provided support to the Senior Services Task Force, the Waterfront Safety Task Force, the Brownfield Authority and the Downtown Development Authority (DDA) and also served as a member of the City Communication Committee.
- The City Clerk completed a three-year institute established by the International Institute of Municipal Clerk's and he earned the Certified Municipal Clerk's (CMC) designation.

Division Statistics

City Clerk

Commission Meetings Attended	33
Off Leash Area (OLA) Permits Sold	215
OLA Sales	\$2,766
Business Licenses Issued	49
Business License Sales	\$5,623
FOIA Requests	9

Elections

Total Active Registered Voters	12,873
New Registered Voters	1,342
Deleted Voter Registrations	1,377
Number of Elections Held	2
Number of Votes Cast-Primary	2,055
Number of Votes Cast-General Election	5,673
Average Number of Precinct Workers	53
Number of Precincts	7
QVF Transactions	3,616