

IONIA COUNTY BOARD OF COMMISSIONERS
Committee-of-the-Whole

September 18, 2018 - 3:00 p.m.
Conference Room – Central Dispatch Building

AGENDA

- I. Call to Order**
- II. Pledge of Allegiance**
- III. Invocation**
- IV. Approval of Agenda**
 - A. Consideration of additional items
- V. Public Comment**
 - (3 minute time limit per speaker – please state name/organization)
- VI. Unfinished Business**
 - A.
- VII. New Business**
 - A. Dale Parus, Ionia Community Library Director – Update on Library project
 - B. 2019 Budget Discussions
 - 1. Road Commission
 - 2. Ionia County Economic Alliance
 - C. Departmental Reports
 - 1. Central Dispatch
 - 2. Information Technology
 - D.
- VIII. Reports of Officers, Board and Standing Committees**
 - A. Chairperson
 - B. Commissioners
 - C. County Administrator
- IX. Reports of Special or Ad Hoc Committees**
- X. Closed Session**
 - A. Consider written legal opinion by County's Civil Attorney pursuant to MCL 15.268(h)
- XI. Adjournment**

2020 VISION PRESENTATION



Ionia

Community Library

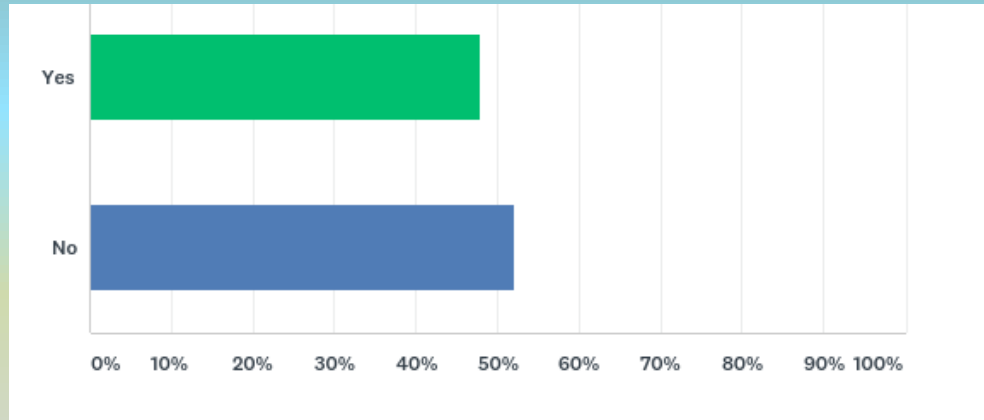
Enriching Your Life

September 2018

➤ Question 5

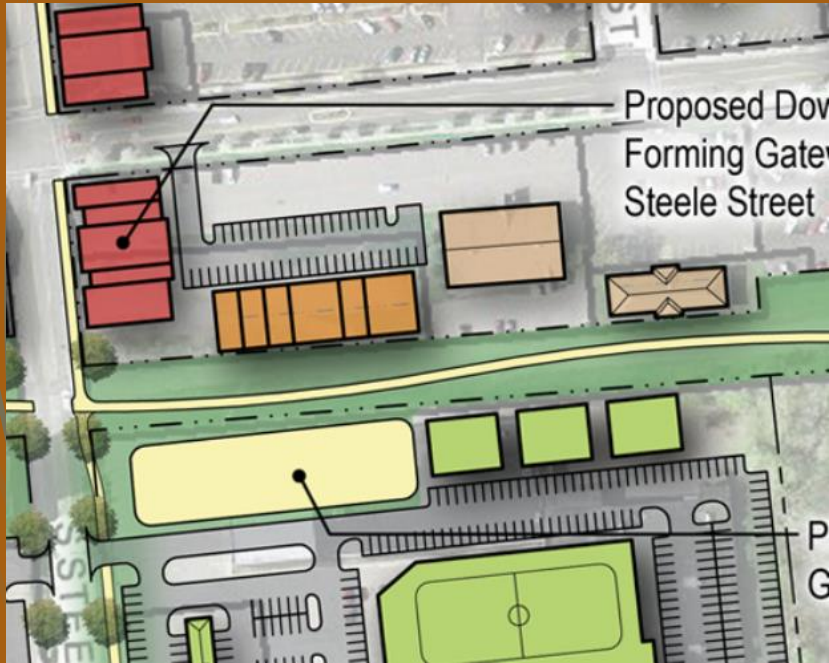
2018 LIBRARY BUILDING SURVEY

Do you believe that you and your family are getting the value you should (or the type of modern library service that you expect) from the Ionia Community Library as it currently operates from the Hall-Fowler home?



- Nearly 52% of respondents told us “No.” (most industry sector satisfaction ratings are in the 70-80% “Yes” range)

➤ W. ADAMS/STEELE ST. "GATEWAY" CONCEPT



➤ Proposed 19,200 Sq. Ft. New Build Next to Rail Trail

➡ PROPOSAL DETAILS

Question for the Nov. 6 general election ballot

Working Budget: \$6.5 Million

Size: 19,200 Sq. Ft. (Appx. State avg. of districts serving communities of similar population size)

Who Votes: City of Ionia Easton Twp. Ionia Public School District residents (except Lyons or Portland Twp. residents) and the Ionia Twp. side of N. Levalley District

Cost: \$125,000 home [dist. avg.; with a \$62,500 taxable value] is \$81.25/yr.

Ask: 1.3 mills to construct and operate. Duration: Twenty (20) years

Preserving the Integrity of the Hall-Fowler Home



- **The goal:** The city and various community stakeholder groups insure that the home will remain publicly accessible in its future use.
- **Reuse Concept:** Interest in repurposing Hall-Fowler as a museum/genealogy research library. This is an appropriate reuse that would be eligible for seed money, funding from foundations and grants for operations.
- **Time exists to form the best plan:** If the voters support a new library building for the community, expect operations from the Hall-Fowler Home to continue at least 2 more years.

A 2020 Vision for Service

The Strategic Planning Committee's (Modified)
Recommendation

*The primary goal of the organization is to advocate for a **NEW LOCATION** ... that will provide the community with the **21st century library services that residents deserve.***

2020 Vision Starts Now

Election Day, Tuesday, Nov. 6, 2018

➡ Key Dates:

Community Forums:

Sept. 17, 5:30 pm @ Isabelle Phoenix Gallery; Sept. 18, 3 pm @ Ionia County Commissioners (Apple Tree Dr.); October 2, 7 pm Easton Twp. Hall

All information available at www.ioniacommunitylibrary.org

Questions: daleparus.icl@gmail.com or call (616) 527-3680

➡ W. ADAMS ST. “GATEWAY” CONCEPT



➡ STEELE ST. "GATEWAY" CONCEPT



You deserve
MORE
from us



Ionia

Community Library

Enriching Your Life

June 22, 2018

County Board of Commissioners
County Courthouse
Ionia, Michigan 48846

RE: County Appropriation Request for the Road Commission

Dear Commissioners:

We wish to thank the County Board for their previous support of the Road Commission and the county's road and bridge needs.

We would like to request your consideration of the following budget requests for 2019:

1. \$50,000 annual contribution toward a County Primary bridge fund in order to cover half of the local share requirements when we apply for Federal/State Local Bridge Program funding for bridge replacements, rehabilitations or preventive maintenance projects or to cover half of the cost of preventive maintenance if Federal/State Local Bridge Program funds are unavailable. The actual funds would not be spent until the project was approved for construction or actually constructed.
2. \$100,000 contribution toward county primary road rehabilitation.

We would be happy to meet with you personally to discuss our work plans and accomplishments and to answer any questions you may have. We hope that we can count on your continued support to improve our county road system for all residents.

Sincerely,

Dorothy G. Pohl for
Board of Ionia County Road Commissioners

CHAIR
Susan Hatto
Montcalm Community College

VICE-CHAIR
Jason Eppler
City of Ionia

TREASURER
Sue Dahms
Union Bank

Mark Bender
Village of Lake Odessa

S. Tutt Gorman
City of Portland

Beth Jungel
Independent Bank

Cathy Hoppough
Coldwell Banker Weir Manuel

Jason Mellema
Ionia County
Intermediate Schools

Mathew Macauley
Bellamy Creek
Correctional Facility

Bruce Brown
City of Belding

Chris Thelen
Consumer Energy

Don Johnson
ADAC

Randy Zenk
Village of Pewamo

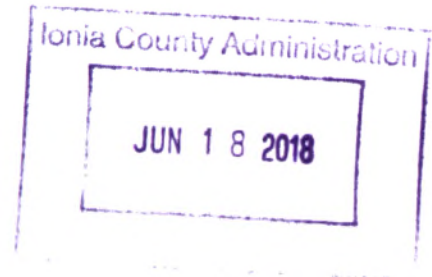
Stephanie Fox
Ionia County
Administrator
Ex-Officio with Voting Rights

David Hodges
Ionia County Commissioner
Ex-Officio with Voting Rights

Twayne Howard
The Right Place
Ex-Officio with Voting Rights

June 11, 2018

Stephanie Fox
Ionia County
100 W. Main Street
Ionia, MI 48846



Dear Stephanie:

On behalf of the entire ICEA board, we would like to thank you again for your financial investment in support of our countywide economic development and job creation strategies. Your investment has had a direct impact on our ability to secure jobs and generate wealth for Ionia.

As you review your budget for the upcoming fiscal year, ICEA is respectfully requesting a grant of \$30,000. This will allow us to continue the work that has been so beneficial to Ionia County and expand our efforts as well.

Total Pledge: \$30,000

Please make checks payable to Ionia County Economic Alliance.

Mail to:
Ionia County Economic Alliance
c/o: The Right Place
125 Ottawa Avenue NW
Suite 450
Grand Rapids, MI 49503

Best Regards,

A handwritten signature in purple ink that reads "Susan Hatto". The signature is written in a cursive, flowing style.

Susan Hatto
Chair
Ionia County Economic Alliance



ICEA
Ionia County Economic Alliance

EMBARGOED UNTIL: May 30, 2018, at 2 p.m. ET

MEDIA CONTACT: Tim Mroz, (616) 881.1038, mrozt@rightplace.org

Ionia County Economic Alliance and The Right Place assist automotive supply chain manufacturer expansion

Ventra Ionia to expand its facility and operations in Ionia, Michigan

GRAND RAPIDS, MICH (5/30/18): Today [The Right Place, Inc.](#) and the [Ionia County Economic Alliance](#) (ICEA), in collaboration with the Michigan Economic Development Corporation (MEDC) and the City of Ionia, announced that Ventra Ionia, located at 14 N. Beardsley Ionia, MI 48846, plans to expand in Ionia.

The company intends to purchase an existing 48,900 square feet facility at 1790 East Blue Water Hwy, Ionia MI 48846, adjacent to its existing facility in Ionia, Michigan. The resulting expansion will create 109 new jobs and spur a capital investment of up to \$4,850,000.

This purchase will allow the company to move an existing portion of the business to the newly purchased building, freeing up much needed space in the main facility for a new Ford Ranger bumper program. The new program is likely to include assembly, paint, and/or chrome finishing.

"Today's news wouldn't be possible if not for the commitment and talent of our workforce in Ionia, a workforce that has been directly responsible for years of success and now an extremely promising future for our Ventra operation," said Bill Beistline, Vice President of Procurement at Flex-N-Gate.

"We are also grateful to The Right Place, The Ionia County Economic Alliance and the Michigan Economic Development Corporation, because it takes a special kind of partnership to create jobs and make expansion plans of this magnitude a reality. Our company is proud to operate 12 plants and two Development Centers in Michigan, all of them thriving, and there is no question the best days for our Ventra operation in Ionia are just ahead."

Headquartered in Urbana, Illinois, Flex-N-Gate, the parent company of the Applicant, employs more than 26,000 people at 62 manufacturing facilities and multiple product development and engineering facilities throughout the United States, Canada, Mexico, Argentina, Brazil, China, Germany, France and Spain.

The Right Place and West Michigan competed against several other states, including existing locations in Illinois and Indiana for the project. The Right Place worked with the company in collaboration with the MEDC to ensure the expansion project happened in West Michigan. The Right Place also connected Ventra to workforce development resources at West Michigan Works! to assist with talent recruitment and training.

"Ventra and the Ionia business community continue to be a vibrant contributor to West Michigan's economic growth," said Therese Thill, Vice President, Business Development, and project lead. "We are proud to support another growing business that will create jobs right here in West Michigan."

The MEDC is supporting the new development with the approval of a \$600,000 Michigan Business Development Program performance-based grant.

West Michigan Manufacturing Sector

West Michigan is home to one of the nation's largest and most extensive manufacturing sectors. The region hosts industry leaders in metals, plastics, biopharmaceuticals, medical devices, production technology, automotive, office furniture and food processing.

Manufacturing currently accounts for 15 percent of all jobs in the region (135,000 jobs) and remains the heart of West Michigan's economy. From 2012-2017, manufacturing jobs in West Michigan's 13-county area grew by over 17 percent (source: EMSI – Economic Modeling Specialists International).

About Ventra Ionia

Ventra manufactures automotive front and rear bumpers and grille assemblies for original equipment manufacturers including Ford and General Motors. The company offers diverse manufacturing capabilities, including: stamping, welding, chrome plating, molding, assembly, and testing.

About The Right Place, Inc.

The Right Place, Inc., is a regional nonprofit economic development organization founded in 1985 and supported through investments from the private and public sector. Its mission is to promote economic growth in the areas of quality employment, productivity, and technology in West Michigan by developing jobs through leading business retention, expansion and attraction efforts. For more information, visit: www.rightplace.org.

About The Ionia County Economic Alliance

The mission of The Ionia County Economic Alliance is to strengthen Ionia County's economy through community marketing, local business expansion support and new business recruitment in pursuit of high quality job creation. For more information visit: www.rightplace.org/ionia.

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Ionia County Board of Commissioners
Committee-of-the-Whole
Central Dispatch Report – September 18, 2018

PFN 911 FIBER PROJECT:

Due to a significant amount of cleanup and correction to our county 911 Master Street Address Guide (MSAG) that is necessary for PFN to accurately route 911 calls our conversion has been pushed back. PFN has now scheduled the start of the conversion of the local exchange carriers (LEC) to begin the week of November 12th. PFN plans to have all carriers converted to the PFN network by the end of the year.

For this process, PFN will convert one carrier at a time. They plan on starting with the wireless providers and for each PFN will conduct several test calls from around the county to ensure the conversion has been completed. After converting all of the cellular carriers, they will move to the landline carriers ending with AT&T and Frontier.

Once the conversion has been completed and has been tested etc. we will disconnect our deliver of 9-1-1 from the existing copper wire/ 1960's vintage 911 selective call routers and our deliver of 9-1-1 calls will be entirely on the PFN fiber network. Until that time; we will continue to receive 9-1-1 calls via the copper wire system (and during the cutover process we will be processing 9-1-1 calls from both systems).

NEW SIDEWALK INSTALLATION:

We are changing our primary employee entrance to the rear door just off the dispatch floor. In doing so, we needed to add a sidewalk from this entrance to the rear parking lot. In addition, we also are installing a new sidewalk from the rear hallway that accesses our server room and current County Emergency Manager office and RACES area to the front parking lot. In the event an entity agrees to rent our current administrative side of the building; we will relocate our public entrance from the current entrance to this hallway entrance.

We received four (4) quotations from cement contractors from various locations throughout Ionia County: Platte Brothers – Muir / Choice Concrete – Clarksville / Accurate Concrete – Ionia / Scheidt – Jonas Builders Belding.

Platte Brothers was the low quotation for the two sidewalks at \$3,750. We received permission to schedule this construction (before inclement winter weather sets in so the cement can cure properly) from the County Administrator. At the September 18th meeting I can advise a tentative installation date indicated from Platte Brothers.

DISPATCHER HIRING PROCESS:

We have posted our open dispatcher position and are in the process of receiving application packets. As we enter late September and throughout October we are scheduling the various testing processes around our own in service trainings, meeting,

Ionia County Board of Commissioners
Committee-of-the-Whole
Central Dispatch Report – September 18, 2018

conferences, open house etc. Because of our schedules, the processes are being spread out over several weeks.

We have set the following schedule:

Application Closing: Friday, September 21, 2018 @ 5:00PM

Basic Knowledge Test: Wednesday, October 3rd (two sessions 9:30AM & 7:00PM)

Dispatch Specific Test: (depending upon the number of applicants: Wednesday October 24 / Friday, October 26 / Monday, October 29 with Tuesday October 30th as an alternate date if necessary.

The date for an oral board interview for the top four to six candidates is tentatively scheduled for Friday, November 9th.

Should this schedule hold true, we expect to make a conditional offer of employment to the top candidate early the week of November 12th. The above schedule is subject to the actual number of applicants we process and could be moved up if we need only a day or two for the dispatch specific testing (dependent upon the number of applications we receive).

5TH ANNUAL 9-1-1 OPEN HOUSE:

We are holding our 5th open house on Thursday, September 27th – basically all day. From 8:00AM to 11:00AM Heartland's Institute will bring their classes to the open house. We also anticipate a few elementary classes will visit during this time.

Shortly after noon Heartland returns with the remainder of their classes. At 1:00PM we begin the general public tours until 3:00PM. The final general public session runs from 5:00PM to 7:00PM.

As in previous years, the open house is to showcase to our citizens our 9-1-1 operation. In addition, we also showcase other first responder groups, departments and equipment from around Ionia County. We will once again have AeroMed on display (times are being finalized). In addition there will be static and equipment displays from the Ionia County Sheriff Department, Ionia Department of Public Safety, Michigan State Police, Life and Portland ambulance, Belding Fire Department, Home Works Tri-County Electric, Ionia County Road Commission to name a few. New this year will be a Safety Trailer (Smoke House) on display from the Lowell Area Fire Department. WION will again broadcast live from our center. Other fire departments and first responder groups are being scheduled as we speak.

I will have flyers for you so you can help get the word out.

i3 Business Solutions
June 14 – Sept 10, 2018 Quarterly Report
Ionia County Committee of the Whole
Sept 18, 2018

IT Management Strategy Improvements

New Hire – Bret Holbrook - Full time placement - 8x5

In an effort to provide better service, communication, and triage/handoff of support issues, i3 has hired and placed Bret Holbrook to be staffed full time at Ionia County for IT support. Bret will continue to be supplemented by other/current i3 support staff and specialty contractors as is appropriate. We believe this will provide improved communications and continuity of service.

New Initiative - Departmental Update Meetings

Starting this month, we will be conducting monthly update meetings/calls with each department to review any currently open projects, provide updates, and discuss future or anticipated needs for planning. These meeting notes will be stored in a centrally accessible place to review and for historical reference.

Departmental Updates

The following is a summary (non-inclusive) of technology projects per department, and general county-wide projects. These technology projects are funded by the IT Project Services and IT Director Services agreements.

These projects consume time and resources beyond the helpdesk staff placement allocation which is meant to support daily support operations.

- Administration
 - PC for Kim Clark
 - Licensing/setup for email archiving
- Health Department
 - 2 laptops
- Public Defenders Office
 - Planning and setup/walkthrough of office
 - Phones, networking equipment, etc.
 - New computers (laptops, monitors, etc.)

- County Clerk
 - Election tabulator assistance, troubleshooting

- Courts
 - BS&A accounting server replacement
 - Performed migration over July 4 holiday to minimize interruption
 - Final building/location settling - network and equipment moves
 - Courtroom remodel assistance with equipment, connections
 - New computer for WIC lab
 - AS/400 – JIS assistance with migration, reconfiguration
 - Overall lower cost of ownership, maintenance

- Sheriff's Office
 - Laptops (patrol cars) re-deploy and standardization (all units)
 - Provides improved security and management, allows for improved functionality, access to more network systems and data from one device, in the car or in the office.

- Central Dispatch
 - Assisting vendor (Tritech/PFN) with phone system implementation
 - Temporary fiber link
 - Networking configuration
 - Ethernet Wiring

- Countywide Projects and Improvements
 - Training and orientation for new employee Bret
 - County phone system support transition, identifying needs, new vendor, Scott leaving, maintenance and support
 - Security Report Review and Improvements (details attached)
 - Update security level (software version upgrade) on network switches
 - UPS Battery system monitoring - power outage protection and equipment monitoring
 - Email/Spam filter tuning and reconfiguration
 - AS/400 Backups reconfiguration after failed hardware
 - Added software system to backup configurations of network switches
 - Update GPS Gate (vehicle tracking) software to latest version resolve emergency issue

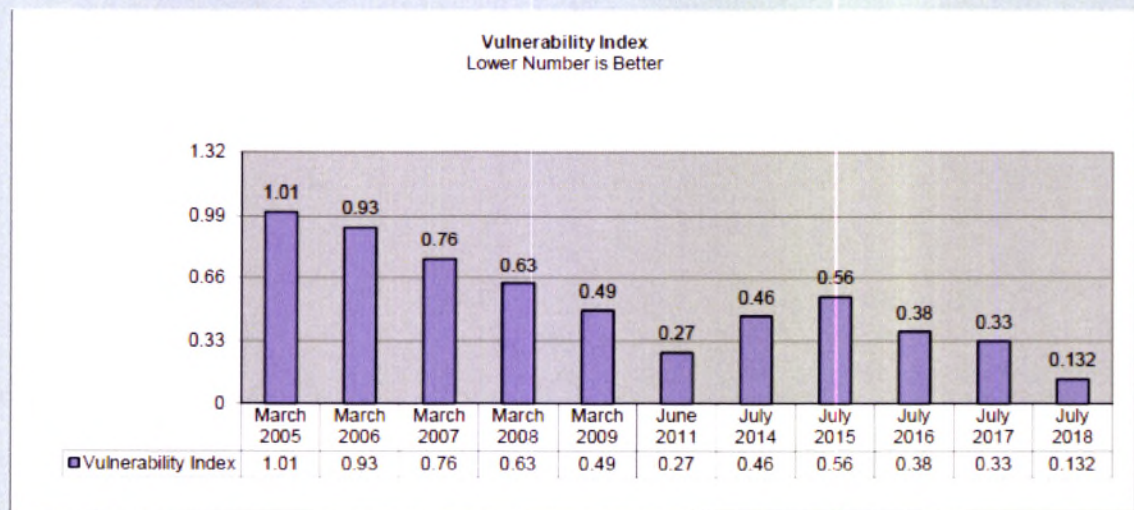
Security Updates

OST Security Report

The county contracts with OST of Grand Rapids for an independent network security assessment. This assessment is performed annually and is intended to give an impartial assessment of the network security and vulnerabilities.

This year's assessment showed continued year to year improvement since 2015, with substantial improvement over the last year (graph below). Most of the identified vulnerabilities were already known and planned for remediation with current or future improvements. One area of notable weakness was user account passwords – this will require further education and enforcement with the user community to ensure improved security.

Vulnerability Index History



The only outside vulnerability detected (exposed to the internet) was the email system (Exchange 2010) which is currently “End of Mainstream Support” and recommended for upgrade/replacement. Security updates cease for this system in January 2020, requiring upgrade/replacement.

Near Term Upcoming Projects and Initiatives

- Phone System ongoing support, maintenance, replacement plans
- Remote Access need for various employees
 - There are several departments that would benefit from some type of remote access – currently investigating secure, compliant options for this connection
- Ongoing replacement of the oldest computers – Priority will be age, need, CJIS compliance (Win7)
- Network installation cleanup/wrap-up tasks for new courthouse project
 - Wireless Controller device installation and configuration
 - Wiring cleanup, labeling and documentation
- Verizon cell phone booster – may need to be relocated or additional unit obtained for new building coverage – next step is to relocate the booster and survey coverage
- Wireless equipment improvements for Sherriff's department and Health Department

Long Term Initiatives and Planning

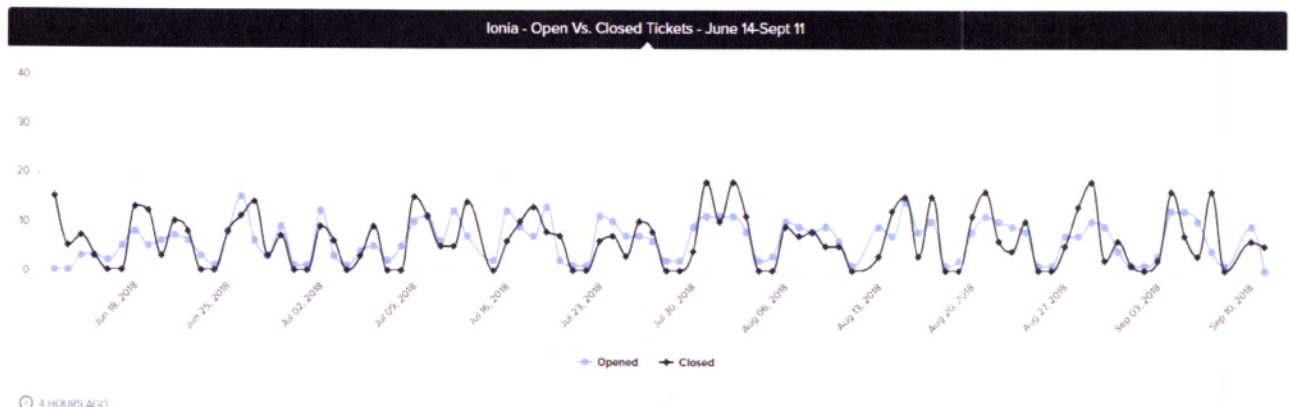
- Upgrades or Support Extensions needed by Jan 2020 (15 mo.)
 - Operating Systems going "End of Life":
 - Windows 7 (desktops/laptops) and Server 2008 (R2)
 - Both of these operating systems will cease to have security updates provided by Microsoft in Jan 2020. Microsoft has announced in the last week a "paid" extension which they will offer, pricing is expected to be substantial, possibly near ½ the price of a new computer when totaling the required Windows volume license subscription plus Extended Security Subscription plan (described as having an increasing annual cost)
 - CJIS Security compliance will require either: upgrades to Windows 10, purchasing a Security Subscription extension or computer replacements (with Windows 10 systems)
 - Previous computer replacements were deferred in FY2018 budget, now leaves 154 desktops and 7 servers affected.
 - IT is beginning the planning for replacements now given the large volume to be completed, what options are available, determining server upgrade path, and options for computer replacement/upgrades.

- 2019 IT server systems and software upgrades – equipment and software at end-of-life
 - Planning and budgeting (preliminary budget completed)
 - SAN and Server equipment budgeted for FY2019
 - Windows Server software version upgrade licenses
 - Email system (Exchange Server 2010) upgrade
- Evaluate cloud platform options
 - What systems can or should move to the cloud? Evaluate costs, security, compliance requirements, etc.

Support Ticket Trends and Workload and Staffing

The workload has been very steady/busy with final adjustments of employee movement and settling in the new courthouse. There have also been many projects going on as noted above. Additionally, there have been approximately 550 service tickets worked on in the last 90 days.

Below are the trend lines for open/closed support tickets over the last 90 days.



Tickets opened: 549

Tickets closed: 564

3rd Quarter IT budget summary

Service	July	August	September
Desktop, Server and Network Maintenance Services	\$ 3,885	\$ 3,885	\$ 3,885
Help Desk Services	\$ 1,426	\$ 2,524	\$ 1,286
Onsite Technicians	\$20,995	\$16,107	\$19,801
Web Services	\$ 225	\$ 250	\$ 238
IT Projects	\$ 4,200	\$ 4,200	\$ 4,200
IT Director	\$ 2,800	\$ 2,800	\$ 2,800
Total Per Month	\$33,531	\$29,766	\$32,210*

*Reflects estimated monthly services for September