

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

Date - 3:00 p.m.
Commissioners' Meeting Room – Courthouse – 3rd Floor

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. Ionia County Economic Alliance Semi Annual Report
 - B. Departmental Reports:
 - 1. Central Dispatch
 - 2. Building & Grounds
 - 3. Parks & Recreation
 - 4. Information Technology
- 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**
- XI. Adjournment**

Ionia County Board of Commissioners
Committee-of-the-Whole
Central Dispatch Report – September 15, 2015

9-1-1 Open House:

We are holding our second annual Ionia County Central Dispatch Open House on Thursday, October 15th from 9:00AM to 8:00PM. The day will be broken into three separate segments (morning, early afternoon, and late afternoon) to accommodate the citizens of the county and also school groups etc. who might want to attend.

The open house is intended to not only showcase our 9-1-1 operation, but that of our first responder partners. We are working with the various fire, police and EMS services in the county who will display equipment and vehicles. We have again invited the Michigan Department of Corrections who will provide a static display highlighting their Emergency Response Team and equipment and we are also inviting the Ionia County Road Commission hoping they will display some of their equipment. The Road Commission plays a vital part in providing assistance with traffic hazards, snow removal, tree removal etc. that assists our dispatchers in doing their jobs.

New Surcharge Income:

I will provide third quarter income information as part of my November Committee of the Whole report. The telecom companies have 30 days past the close of the quarter to remit the \$2.30 per device/per month surcharge fee they collect.

Monthly Activity Statistics:

August statistics are still being compiled. For the month of July our center dispatched a total of 1448 police related calls and also handled 1293 traffic stops called in by law enforcement. Our center dispatched 54 fire response calls and 279 medical first responder calls. Ambulances were dispatched 547 times during July.

Telephone Statistics:

In July our staff handled 8,692 incoming telephone calls. 2,274 were 9-1-1 calls and 6,418 were non-emergency calls. Of the 9-1-1 calls, 1,760 were from cell phones, 479 from landlines, and 35 were Voice over IP (VoIP).

In August; staff handled 8230 incoming calls. 2,246 were 9-1-1 calls; 1,792 were cell phones while 439 9-1-1 calls were placed from landline telephones. 25 were VoIP. 5,984 non-emergency calls were handled during the month of August.

Smart911 & Text to 9-1-1:

In July our center recorded 45 Smart911 Safety Profile pops and we received nine Text to 9-1-1 calls – mostly curiosity calls or accidental dialed calls. In August we received 12 Text to 9-1-1 calls. We are awaiting stats for August from the Smart911 company.

Ionia County Maintenance Department

Committee of the Whole

September 15, 2015

In the past two months, our Maintenance Crew has continued the efforts to maintain our buildings. Although there have not been any major malfunctions, the crew remains busy completing day to day tasks. Our crew continues to ensure that work is completed in a timely manner, though sometimes priority demands certain jobs to be put on hold. In the next few weeks, we will begin the annual process of servicing all the outdoor generators. Our Janitorial staff works diligently to provide a clean and sanitary work environment. Despite being short staffed due to Deb Millers medical leave, the night crew continues to provide high quality services.

Around our Historical Courthouse, the Maintenance Crew has had some 3rd Floor air conditioner problems. O'Mara Plumbing and Heating has assisted with this issue. Due to our rainfall throughout the summer, we have not had to water our lawns. This has been a good thing with regard to our water bills, however we have also seen a need to mow more frequently as the grass is growing rapidly. With the opening of the New Hospital, and Sparrow Drive being a county maintained road (not by the road commission), our crew has seen a substantial mowing increase with keeping the lawn mowed on either side of the extended road.

The Clerk's Office reconfiguration was completed as scheduled. It appears this new set up is working well for them, and they appear to be very pleased with the new environment.

Administration and Finance Offices merged, so the Administration office at this time received a temporary reconfiguration. In time, we may have to look for a more permanent solution to accommodate all three individuals within the office.

The Ionia County Jail will have a contractor installing the epoxy floor starting on 09/11/15. This will restore the jail following the plumbing repair earlier this summer. The Jail kitchen also received a new suspended ceiling complete with LED lighting. There were some refrigeration problems with the kitchen coolers as well as water softener problems. The water softener is nearing the end of its lifecycle, so we will have to begin budgeting money for a replacement.

At the Animal Shelter, our crew has been working hard to maintain the various functions the Animal Shelter requires. This includes maintaining the drive belts on the air handlers, which are an important component to the atmosphere of the shelter. The Animal Shelter lighting repair has been completed. After some additional research, we were able to find a more efficient means to repair this system than originally quoted. The Air Conditioning system at the Shelter required professional repair as the refrigerant was leaking from a condenser. Further, we replaced several high pressure water hoses for the kennels.

Central Dispatch has had minor issues in the past few months. We repaired a water line that had a small leak in the kitchen. The Breakroom which has old stained carpet, will see an upgrade to ceramic tile.

Ionia County District Court and Ionia County Friend of the Court were buildings that required minimal repairs above and beyond normal maintenance requirements.

The Health Department has not had any issues in the past few months beyond general maintenance practices.

Ionia County Commission on Aging is developing some problems that will need attention. Above the suspended ceiling, the fiber-board panels attached to the rafters that holds up the insulation for the attic is beginning to deteriorate. Some of these panels have recently fallen, causing a disruption to the offices below and suspended ceiling. The grease trap in the kitchen is also reported to be in disrepair, and will need to be replaced.

At the Michigan Extension Office, our crew replaced a section of sidewalk.

The Ionia County Airport has had no major concerns other than a hanger door that blew off in a storm on 09/08/15. Our crew restored this hanger on 09/09/15. Phase 2 of the fencing project is in full swing, and labor will begin near to the end of September weather permitting.

Thank you,

Joe Cusack
Physical Plant Director
jcusack@ioniacounty.org

BERTHA BROCK PARK

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(616) 522-PARK

berthabrock@outlook.com

The 2015 has been an extremely busy year for reservations and park visitors to our County Park. Our reservations continue to increase annually, with Palmer Lodge leading the way for demand. 2016 looks to be just as busy, as most of the more popular months for 2016 are already booked for the lodge. The Park Advisory Board will be adding a committee for facilities at the park. With increased usage comes repairs and maintenance. The Palmer Lodge is starting to show its age and will need improvements in order to maintain the rental possibilities. In the next few months we hope to have a committee that is able to help me with the process of prioritizing repairs to our facilities over the coming years. We hope to upgrade the parks play equipment soon from donations received from the "friends of Bertha Brock Park" group. We will be meeting to go over options and ideas within the next month.

The annual Fall Festival will take place at the park on September 19, 2015, from 10:00a.m. – 4:00p.m. This event attracts 2000 - 2500 visitors each year. Several area businesses and local government offices will have booths set up for a free family fun day at the park. Once again this year our local radio station (WION 92.7 – Jim Carlyle) is selling advertising for this event with a portion of the proceeds to benefit Bertha Brock Park and future improvements. We are grateful for WION's continued support of the park! It's great to see all of the community response and participation every year for this great event.

The Ionia Community Theatre will be hosting another play at Palmer Lodge in October. This year's play is called "Escanaba in love", a prequel to last year's play "Escanaba in the moonlight". Last year's play was a huge success and had many sold out shows. The setting inside the palmer lodge makes for a great experience. This year's play will be held on October 1st – 4th. I encourage you to attend if possible to see the lodge transformed into a living cabin for this play.

Davis Construction, Inc. is set to start on the stone bridge project on September 14, 2015. Davis Construction plans to be completed no later than October 14, 2015. All water related work must be completed by October 1, 2015 per DEQ /DNR regulations. I will continue to keep you updated on this project.

Bertha Brock Park has proven once again to be a great destination for the citizens of our County, Counties across the state, and those visiting our great state. Thank you for your continued support and making that happen!

Loren Gage
Bertha Brock Park Manager

Tom Vargas
Interim I.T. Director
Ionia County Technology
Dept.



INFORMATION TECHNOLOGY QUARTERLY BOARD REPORT

Report Date: September 15, 2015

The Technology Department has been very busy these past few months. Upon the departure of the previous Technology Director, I stepped in and immediately took on the projects that he was overseeing.

There was a fiber upgrade done on the network at the Sheriff's Office. This upgrade affected only departments that accessed the State's network, which are Circuit Court Probation, as well as many of the computers located at the Sheriff's Office.

The other fiber upgrade was at the Friend of the Court building, and was completed at the beginning of August. Both of these upgrades increased the speed by almost ten times.

The ePanic project has been completed. ePanic is a computer-based panic button system that rapidly sends alerts to our court security officers so employees get the needed assistance. The system is installed in each building except the Friend of the Court building, as we are unable to have a computer in that building with the ePanic software installed and have it function correctly. This is mainly due to the fact that the building is on a different network than the rest of the County, because they are connected to the State. The software needs particular ports open in the firewall to work correctly; on the State's network those ports are shut down. We will have to find another solution to get any type of 'panic alarm' system at the Friend of the Court building.

The physical servers located at the Sheriff's Office have been successfully migrated over to our virtual environment with the exception of one final server, which will be done prior to the end of the year. We are also in the process of migrating data over to a virtual server from our Laserfiche server, which has scanned documents from numerous departments.

We are still in the process of replacing some of the older systems that are still operating on Windows XP. There are only 2-3 machines remaining with this operating system, and we hope to have these replaced by the end of the year. We are now faced with having to upgrade some of our servers that are running the Windows Server 2003 Operating System. Much like Windows XP, support for that operating system has ended. I hope to have those upgrades completed sometime in the next year.

The I.T. Department recently had another security assessment performed in the month of July. Overall the results were good. There was some concern regarding vulnerabilities, mainly in security patches (Windows Updates). I.T. is working on setting up a dedicated server that will handle windows updates and the deployment of those updates at off-peak hours so as not to 'bog' the network down. Another concern from the security assessment was the use of weak passwords used by many employees throughout the County. One astonishing

fact from the assessment: they were able to 'crack' 14% of our password in under .25 seconds. This issue was discussed with department heads at the last department head meeting. We are also researching password management software which will help in overseeing the creation of stronger passwords and not allowing passwords that don't meet certain criteria.

In July, I hired Patrick Schumaker as a Desktop Support Engineer. Patrick graduated in May from Ferris State University with a degree in Computer Information Systems in the Applied Science field. Patrick is very knowledgeable about network security, which will be a benefit to our network.

Thank you for your time.