The Difference a Decade can make...
2006: Strategic Plan/Business Plan
2012: Four C’s Strategic Initiative
Culture
Customer Service
Creativity
Communication
2004 General Fund Expenditures: $51,475,504
2013 General Fund Expenditures: $58,629,571
Estimated Savings from Financing Tools:
$79,312,203
Technology
2004
No Wireless Capability
2013
Wireless Access Points: 44
2014
Wireless Access Points: 171
2004
Storage Capacity: 2 Terabytes
2014
Storage Capacity: 23 Terabytes
And then there’s speed...
1.5Mbps → 20Mbps
Network Speed

Wide Area Network:
- 2004–16Mb
- 2005–1Gb (1000Mb)
- 2014–10Gb Too large to be shown

Local Area Network:
- 2004–1Mb not visible to the eye
- 2005–100Mb
- 2014–1Gb (1000Mb)
Internet Speeds

2004 – 1.5Mb
2005 – 3Mb
2008 – 10Mb
2013 – 30Mb
Payroll went from this:
To this:
Records Management went from this:
And this:
To Enterprise Content Management
Video Arraignment

From 3 locations to 9 locations
Prior to 2005

www.co.ottawa.mi.us
Because of:
2008

10th place
2009

8\text{th} \text{ place}
2010

4th place
2012

10th place
2013

9th place
2006: eCommerce introduced
Property Tax Searches

Accident Reports
$500,000

February 2009
$1,000,000

March 2010
$2,000,000

November 2011
$3,000,000

December 2012
$1,000,000
In the County Parks System:
3,528 acres
6,358 acres
From 13 Developed Parks & 9 Open Spaces to
26 Developed Parks & 12 Open Spaces
Grand Ravines
Olive Shores
Eastmanville Farm
Crockery Creek
Nature Education Center
Completed 2005
From 17,600 square feet to
35,100 square feet
Completed June 2006
From 14,000 square feet to
57,000 square feet
Broke ground:
August 15, 2007
Moved in:
June 22, 2009
117,710 square feet
$21,400,000
Initiated upgrades at many County buildings
People
2004: 253,048 County Population
2013:

272,701 County Population
2004:
836 full time employees
89 part time employees
216 temporary employees
2014:
856 full time employees
75 part time employees
299 temporary employees
2004: 11 represented employee groups
2013: 7 represented employee groups
DB → DC
Overhauled Employee Health Plan
Offered Choice
Reigned in Cost
Added Wellness & Health Management
2003: 6 Classes
96 Participants
2013: 115 Classes
1707 Participants
208
Gold Standard Leader
Level 1 Graduates
838
Kolbe Assessments
815
DiSC Assessments
The Human Mind

3-Legged Stool

**COGNITIVE**
- Education
- Intelligence
- Certification
- Credentials
- Skill Testing
- Experience
- Resume
- References
- Interviews
- Knowledge
  - IQ Test
  - Physical/Agility Test

**AFFECTIVE**
- Emotional
- Feeling
- Spiritual
- Personality
- Preferences
- Team v. Individual work
- Plays Well with Others
- Work Ethic
- Attitude
- Empathy
- Myers-Briggs
- DISC

**CONATIVE**
- Instinctual
- Drive
- How We Are Wired
- Urges
- Where Is Our Best Energy Focus
- Talent
  - Kolbe

Alan G. Vanderberg
Initiated Cultural Intelligence Training
And

“The Ottawa Way”

Customer Service Training
Employee Recognition

Nominate an Ottawa County Employee for Outstanding Customer Service!
Efforts to Communicate with Employees
Brown Bag Lunches
Employee Newsletter

2005:

COUNTY CONNECTIONS

Greeting to all Ottawa County employees. Welcome to the first issue of County Connections. If you have any questions or concerns, please feel free to contact any editorial board member. (We're listed on page 3.) Thanks for reading.

Connecting with Commissioners

By Roger Bynges

2014:

About

If you have been an Ottawa County employee for 25 years or more, you have the pleasure of witnessing the evolution of the employee newsletter. A former paper, now an e-newsletter, you are encouraged to subscribe to the site and to not miss any important announcement or upcoming event.

employee newsletter

2 About

You are subscribing to this blog (makeup)

RECENT POSTS

2014 New & Open the Month of May 24, 2014 Employee Newsletter 2014 Employee Newsletter 2014

Leave a comment - Edit

Enter your comment here
Conducted 1st Employee Satisfaction Surveys
2004: 24% Satisfied
2013: 62% satisfied
Administration is leading Ottawa County in the right direction:
2004: 21% agree
2013: 66% agree
Administration is committed to high quality service:
2004: 33% agree
2013: 74% agree
Began Public Opinion Surveys
Health
2010: 2\textsuperscript{nd} Healthiest
2011: Healthiest
2012: 2nd Healthiest
2013: 2nd Healthiest
2014: Healthiest
2008 Smoke-Free Indoor Air Regulation & Smoke Free Beaches
2013 Smoke-Free County Campuses
ottawa county water quality forum
Used DNA to reveal that human sewage was not a significant contributor to the E.coli in the Grand River
2005 1st ever countywide survey on youth health and risk behaviors
Created recycling and hazardous waste collection centers
Leaps in efficiency including:
Changing to appointments vs Walk-in clinics
Closing Coopersville Office
Moving Grand Haven Office
While reducing the Public Health workforce by 17%
Local Unit Collaborations:
Assessing Services
Sheriff’s Office Services
GIS
Held Quarterly Quadrant Meetings
Local Units Newsletter

Ottawa County Update
Volume 3, Issue 17
July 2007

Health Department Receives Sealant Program Funding
The Ottawa County Health Department Dental Program is seeking funding to expand its Sealant Program to include additional schools. The program provides fluoride varnish and sealants to 3rd to 6th grade students in the county. This program is funded through a grant from the Michigan Department of Community Health and the Michigan Dental Association.

New Community Health Network
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New Sea Grant Extension Educator Joins MSU Extension
The new Sea Grant Extension Educator, Dr. Donna O’Keefe, will be based at MSU Extension. Dr. O’Keefe will be responsible for promoting and developing extension programs that focus on coastal and marine issues.

Grose Park Improvements Completed
Grose Park, located in Charlevoix Township, was recently improved. The improvements include the installation of new sidewalks, lighting, and landscaping. The park is now open to the public and is accessible to people of all ages.

MSU Extension Offers Soil Tests
MSU Extension offers soil tests to help people determine the quality of their soil. The tests are available to anyone who is interested in improving their soil. MSU Extension recommends testing the soil before planting, as it will help determine the type of soil amendments needed.

Lake Michigan Fishing Regulations
Lake Michigan fishing regulations are in effect until October 31, 2007. Fishermen are advised to check the regulations before going out on the lake.

Ottawa County Fair
The Ottawa County Fair will be held from August 1st to 5th in Byron, Michigan. The fair features a variety of events, including a carnival, live music, and agricultural competitions.

City of Grand Rapids Police Department
The City of Grand Rapids Police Department has expanded its community outreach program to include additional neighborhoods. The program is designed to improve relationships between the police department and the community.

WHOI Newsletter
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Local Units Newsletter

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Created Legislative Forums
Quarterly Meetings with Legislators
Battlefield Leadership Lessons
Posted on October 9, 2013 by Alan O. Vanderberg
Ottawa County’s Seventh Annual Water Quality Forum

November 1, 2012

Last call to register for this year’s Scientific Forum. This year’s Forum is Thursday, November 1, 2012. Vijay Kannanpandey, Environmental Health Specialist with the Ottawa County Health Department, will be presenting on the topic of the source of fecal indicator bacteria at the Grand River. Dr. Kannanpandey will also provide an update on the GRAND River sites throughout the county. The Forum will be held at the G. W. Vanderbilt Elementary School in Grand Rapids, Michigan. Please click on the invitation below for more information.

Register Now

View the agenda, register or get information on Ottawa County water quality forums.

Deputy Terpstra receives his award from County Board of Commissioners Chairman, Jim Maloney.

Deputy Terpstra and County Administrator, Al Vandenberg.

“Provided outstanding service by helping find a lost child last May during Tulip Time. Went out of his way to reunite mother and son and tell the son that he did the right thing by going to the police officer on the career and saying he was lost. Ben is also a great ambassador with schools, where schools come through w/hours. He is great with teachers and students taking the time to explain what his role with the court is.”

“Helping a struggling co-worker install a cement correctly.”
Regional and State Leadership
Boards & Committees
Housing Commission
Officers Compensation Commission
Land Bank Development Board
Purchase of Development Rights
Transformed Lakeshore Coordinating Council
Special Projects:
Standardized Zoning Map Colors and Terminology
Planners to revise M-104 traffic flow plan

Ottawa County planners will be revising a plan to improve traffic flow and safety on M-104 after business and home owners complained the proposed ordinance could have an adverse affect on property values and saddle them with improvement expenses.

County Planner Mark Knudsen said concerns expressed over the past several months in Spring Lake and Crockery townships said officials are hoping to make more public information hearings early in the month.

"This is an ongoing process and with some areas that need another look..."
Economic Development Data Book

- In Process -
Performance Management

$25,989,444 in Programs Verified as Cost Effective

$8,038,493 Cost Savings
Performance-Based Budgeting

<table>
<thead>
<tr>
<th>Workload</th>
<th>Efficiency</th>
<th>Outcomes</th>
<th>Customer Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td># of elected department heads provided managerial oversight</td>
<td>% of citizen information requests responded to within 1 business day</td>
<td>% of citizens satisfied with County Government services</td>
<td>% of customers indicating interaction with Administration staff was courteous, respectful, and friendly</td>
<td>Cost of Department per capita (total expenses) per 10,000 residents</td>
</tr>
<tr>
<td># of citizens and business representatives reached through citizen budget meetings</td>
<td>% of Board/Standing Committee agendas provided to commissioners within 5 days of meeting</td>
<td>% of citizens indicating that their property tax burden is too high</td>
<td>% of employees completely fairly well satisfied with communication from Administration (Employee Survey)</td>
<td># of Administration Office FTE per 100,000 residents</td>
</tr>
<tr>
<td>% of citizen information requests responded to within 1 business day</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Department Strategic Outlines (Performance-Based Budgeting)

Administrator’s Office
County Commissioners
Circuit Court Adult Probation
Community Mental Health
County Clerk - Records
County Clerk - Elections
Corporate Counsel
County Treasurer
Drain Commissioner
District Court
District Court Community Corrections
Emergency Management
Environmental Health - Waste Management
Equalization
Facilities Maintenance
Fiscal Services
Geographic Information Systems
Human Resources
Information Technology
MSU Extension
Planning and Performance Improvement
Prosecuting Attorney
Prosecuting Attorney - Crime Victim’s Rights
Public Health - Clinic Services
Public Health - Community Services
Parks and Recreation
Public Health Promotions
Public Health Preparedness
Public Health - Admin/Epidemiology
Register of Deeds
Sheriff - Animal Control
Sheriff - Corrections
Sheriff - WEMET
Sheriff - Training
Sheriff - Marine Unit
Circuit Court
Probate Court
Juvenile Services
Child Care Fund
Friend of the Court
Urban Smart Growth Demonstration Project
Urban Smart Growth Demonstration Project
Urban Smart Growth Demonstration Project
Urban Smart Growth Demonstration Project

Downtown Master Plan
Countywide Wireless Broadband Project

Fillmore Street Tower
Robinson Township Tower
Future Towers: Spring Lake and Tallmadge Townships
Purchase of Development Rights (PDR) Program
Brownfield Redevelopment Authority

Cedar Crest Dairy Brownfield Redevelopment Site - Hudsonville
Achievement Awards

Integrated Road Salt Management Project (2008)

Model Wind Energy Ordinance (2009)

Architectural Design Elements Portfolio (2009)

Model Downtown Zoning Ordinance (2011)

Environmental Data Book (2011)

ECM Cost-Benefit (2011)


Outstanding Planning Award: Urban Smart Growth Demonstration Project (2008)

Urban Design Award:

Urban Smart Growth Demonstration Project (2008)
State wants U.S. 31 bypass in Ottawa County

By LISA SINGHANIA
Associated Press Writer

WEST OLIVE, Mich. (AP) — The news was not a surprise to Dan Vogler, but that didn’t make it any easier for him to hear the state endorse a proposal to build a highway bypass through rural Ottawa County.

His 20-acre trout farm and hatchery is in the direct path of the proposed highway, which the state contends will ease U.S. 31 traffic congestion between Holland and Grand Haven with minimal environmental effect.

“This is a politically based decision ... not for the good of Ottawa County or Ottawa County agriculture,” said Vogler, who expects to lose his farm. “This business about protecting rural land and farms is hogwash.”

Vogler was one of more than 100 people who attended a news conference Monday to hear the Michigan Department of Transportation’s anticipated announcement.

The state agency believes it has chosen the best alternative for the county and the environment, State Transportation Director James DeSana said.

“We probably will be taking less than 1 percent of farmland in Ottawa County,” he said, adding the state will restrict the number of on-ramps to the highway to minimize land usage and contain sprawl.

Gov. John Engler also approved the proposal, according to an MDOT news release.

MDOT has been studying the issue since 1993. Several other options were considered, including a plan to build a freeway on the existing U.S. 31. The bypass is expected to cost $315 million.

Construction on the project is not expected to begin for at least another three years, with completion at least a dozen years away. The proposal still must be approved by federal officials, including the Environmental Protection Agency.

The state also plans to buy out property owners in the bypass’ path.

MDOT spokesman Ari Adler estimated the construction of the bypass would result in the immediate loss of about 800 acres of farmland.

(See U.S. 31 BYPASS, page 2)
Leading Innovation Movement in County Government
Making Michigan the benchmark for economic success
Thermal Nuclear Issues:
Retiree Request for Additional Compensation
Deadline passes to sell Robinson Township homes to government

The deadline has now passed for the owners of property located in a Grand River flood zone in Robinson Township to have their homes bought through a federal grant.

Of the 60 parcels on Van Lopik Street, Emergency Management Agency granted Ottawa County Transportation Special

[Map of Robinson Township Relief Survey Responses (as of February 14, 2005)]
Editorial: Allow small ethanol producing plants

By Monica Scott | mscott2@mlive.com
Follow on Twitter
on June 18, 2009 at 9:00 AM. updated June 18, 2009 at 10:04 PM

File PhotoThe VeraSun ethanol plant in Woodbury has been sold to Carbon Green BioEnergy of Chicago.

WHY IT MATTERS

Small farmers should be allowed an opportunity to increase their bottom line, as long as there are no actual safety or environmental issues.

Lawmakers should support legislation that allows farmers the opportunity to operate small ethanol producing plants -- a step toward boosting renewable energy and farming in the state. This measure is just a piece of the puzzle to keeping farmers at the
Ottawa County - Some West Michigan blueberry farmers have banded together to sue the Ottawa county road commission over salt. The farmers claim the salt has caused them to lose millions in crop damage.
Route for White Pine, Musketawa trails extension upsets cattle farmer

Grand Rapids Press The DNR has decided the best route for the 4-mile trail connecting the state-owned White Pine and Musketawa trails is near John Trick's cattle farm in Wright Township. Despite several agencies and county officials objecting, the DNR is forging ahead with the route disregarding Trick's belief that this would destroy his business. John Trick says the extra traffic will spook his cows, causing them to not eat as often as is required to continue to sell at the quality level they do now.

WRIGHT TOWNSHIP -- For 80 years, John Trick's family has raised beef cattle, but he fears that legacy will end if state insists on connecting the White Pine and Musketawa trails with a route that runs through his farm.
Plan to merge Ottawa County clerk's office, register of deeds draws fire

By Greg Chandler | The Grand Rapids Press  
on November 09, 2010 at 11:51 PM, updated November 09, 2010 at 11:54 PM

WEST OLIVE — A proposal to consolidate the Ottawa County clerk's office and register of deeds came under attack Tuesday, as opponents ranging from township clerks to land title industry representatives spoke against the plan.

About 100 people packed the county board's conference room Tuesday for a hearing on the plan, which would go into effect with the 2012 election cycle. The Board of Commissioners has scheduled a Nov. 23 vote.

"Do not allow politics to override common sense," Polkton Township Clerk Connie Langeland said.

A report by County Administrator Al Vanderberg called the proposal "administratively feasible," saying such a move could save at least $125,000. The consolidation also was recommended by a countywide officers compensation commission in 2006.

But opponents said the nature of responsibilities of the two offices is so different that additional staff might be needed.
Newly planted trees along Lakeshore Drive must be removed

By Greg Chandler | The Grand Rapids Press
on June 11, 2010 at 7:17 AM, updated June 11, 2010 at 7:25 AM

PARK TOWNSHIP -- Nine young maple trees recently planted along a stretch of Lakeshore Drive must be removed because the Ottawa County Road Commission says they're too close to the street.

Commission members say moving the trees, between Quincy and Riley streets, will make the road safer. But some residents fear Lakeshore Drive will become a less-scenic thoroughfare.
West Michigan Transit Linkages Study

Proposed Service Options
- Option A1: Holland to Grand Rapids Peak-Only Commute
- Option A2: Holland to Grand Rapids via Chicago Drive: Peak only Commute
- Option B1: Norton Shores to Holland Peak Only Commute
- Option C1: Muskegon to Grand Rapids Peak-Only Commute
- Option D1: Muskegon to Allendale (GVSU)/Grand Rapids: Peak Only Commute
- Option E1: Holland to Allendale (GVSU)/Grand Rapids: Peak Only Commute

Open House at GVSU Tonight to Go Over Regional Transit Study

Monday, August 20, 2012 5:30 a.m. EDT by Gary Stevens

State License of the Otsego Transportation Center policy courtesy Traverse Area Express

Allendale, MI (WHTC) - The Ottawa County Planning Commission and Grand Valley State
Recovery Zone Facility Bonds

Before Bonds

After Bonds
Environmental Health - Lakeshore Real Estate Association Collaboration
Restaurant Inspection

Improvements
Revenue Sharing
2004-Tax Forward
2011-EVIP
2012-Don’t Mess with Well Managed Counties
Should Ottawa County eliminate its road commission?

Submitted by Christa Graban, Producer
Monday, July 22nd, 2013, 9:59am

Topics: News, Public Spaces, Transportation

OTTAWA COUNTY, Mich. -- Ottawa County residents are encouraged to attend a public meeting Tuesday, July 23.

The Ottawa County Board of Commissioners is considering taking over the maintenance of county roads and public utilities. Michigan is the only state to still have a county road commission.
Ottawa County groundwater has quality and quantity concerns

Some groundwater in Ottawa County has become impaired with wells pulling up salty water. Concerns also center on quantity, with overall lowering of groundwater levels.

Posted on November 27, 2012 by Kurt H. Schindler, Michigan State University Extension

There may be a looming shortage of safe-quality issues have arisen in some areas. The Institute for Water Research (IWR) to study counties have experienced in recent years.

In the Allendale area, there was a new sub-groundwater desired. In the central part of

Change in SWL in Glacial Wells (2000-2012) minus (1960-1999)
25 – 40 ft. decline in glacial SWL in Blendon Twp core area
Sheep dog patrols may curb seaside bacterial infections

By Matt McGrath
Environment correspondent, BBC News

On the shores of Lake Michigan, border collies were found to be an effective means of controlling bacteria.

Border Collies may be an effective weapon against E. coli infections at the seaside according to a new study.
Park West Drain
2013-2014: OCEDO Consolidation with Lakeshore Advantage
Al Vanderberg
Ottawa County Administrator
616-738-4068
avanderberg@miottawa.org