

County Administrator's Digest

May 23, 2013

Alan G. Vanderberg, County Administrator

County of Ottawa
Administrator's Office
12220 Fillmore Street
West Olive, MI 49460
(616) 738-4068
avanderberg@miottawa.org
www.miottawa.org

DOG CENSUS TO TAKE PLACE, (Shannon Felgner)

Last year, there were 17,878 active dog licenses in Ottawa County. Officials believe that this accounts for only about a third of the actual dogs living within the county. Beginning in June, Ottawa County will begin a dog census to assess if canines in the county are accounted for and licensed. In 2003, the number of dogs licensed peaked at 20,628 but has steadily declined since then. Michigan law requires that all dogs four months and older be licensed. Dog licenses ensure that pets are vaccinated against rabies and that lost dogs can quickly be reunited with their owners. They also save dollars by eliminating the need to return strays to the animal shelter. "In many households, pets are part of the family. Licensing your dog dramatically increases the odds of your pet being returned to you if it is ever lost," commented Shannon Felgner, Communications Manager for Ottawa County. "A dog license can be the difference between your dog finding its way home or being kept in a shelter. All in all, getting a dog license is part of being a responsible dog owner." Representatives from Ottawa County will be going door to door beginning June 4. (Officials will be given identification cards and drive prominently marked Ottawa County vehicles.) Households with unlicensed dogs will be given information on how and where to obtain a license. Those who choose to not follow through on licensing risk being ticketed. County officials are encouraging owners to register their dogs now--before the census begins. Dog licenses can be [purchased online](#), by mail or in person in either one or three year increments. Owners must provide a current rabies certificate and proof of spaying or neutering (if applicable.) Owners can visit miOttawa.org to order the license online or obtain one by mail. In person, dog owners can visit one of over [two dozen locations selling licenses](#), including many local government offices and veterinarians. The cost of a license varies from \$10 to \$70.

Questions should be directed to:

Lt. Lee Hoeksema, Ottawa County Sheriff's Office, 616-738-4041

Bradley Slagh, Ottawa County Treasurer, 616-994-4505

Shannon Felgner, Ottawa County Administrator's Office, 616-738-4672



FOUR C'S STRATEGIC INITIATIVE UPDATE

The second round of Ottawa Way – Disney Way Customer Service training was completed last week. Bill Capodagli, co-author of The Disney Way facilitated the training and was assisted by Laura Mousseau and Misty Cunningham. A lot of positive feedback has resulted from the training. Each month for the next year another 90 employees will go through the training. A total of 1,100 will be trained.

This phase of customer service training is intended to cause a cultural shift in that employees of all 33 departments, offices, courts and agencies will have experienced the same training and have a unified focus on the County customer service story, vision and customer codes of conduct. I had some interaction with the group by introducing the Four C Strategic Initiative on the first day and history leading to who we are on the second day.

I also sat in the “hot seat” with Treasurer Brad Slagh and Marcie VerBeek, Human Resources Director at the end of the second day to take whatever questions the group had. A very fair question was, “What comes next? Do the employees being trained wait for a year to begin implementing the cultural change, until all employees have been trained? When will specific customer training tools be developed? Did the leadership really buy-into the training they received in November, because no changes have been implemented? Is it really okay to begin living this customer service vision?” Great questions! Anyone who has been through the training can begin following the customer codes of conduct immediately. Almost every one of these can be positively impacted by each employee individually. The leaders didn't implement change because we are working on a cultural shift not the program of the month. I committed to circling back with the leaders to explain some of the concerns expressed and to discuss how this will all roll out over the next year. We are making one more call for members for the Customer Service Team and will get this group going soon. They will provide a communication link and forum for all who have gone through the process already and will research and recommend specific tools for customer service. The cultural change will happen as more employees go through the training and practice the customer codes of conduct.

FISCAL SERVICES DIRECTOR

Mr. Bob Spaman resigned from the Fiscal Services Director position effective May 3 and the County is beginning a full-search for his replacement. Fiscal Services employee David Carpenter (former Chippewa County Finance Director) was named Interim Fiscal Services Director and Information Technology & Innovation employee Tony Benjamin was named MUNIS (County ERP system currently being implemented) Project Manager.

MANDATES STUDY UPDATE

We completed the first Mandated Services document early in my time as County Administrator. We have not updated this document in several years due to staff reductions during the Great Recession. Chris Eakin has done exceptional work as an Administrative Intern in the Administrator's Office and he will be undertaking the

update of this document. We plan to renew our efforts on eliminating unfunded mandates or persuading the State to pay the County to perform those mandates.

MACATAWA GREENSPACE DEDICATION, (Shannon Felgner)

Save the Date for the Macatawa Greenspace dedication on June 27 at 4 pm. The dedication will begin with a brief ceremony celebrating the history and features of the reclaimed wetland--formerly the site of Holland Country Club. Bring the family as festivities will continue with disk golf demonstrations and nature activity stations for all ages. The neighboring American Legion Post 6 will be on hand selling hot dogs, chips, and soda. Macatawa Greenspace is located on Paw Paw Drive east of 112th in Holland.



GVMC WEEKLY UPDATE (John Weiss)

[Click here](#) for the most recent update.



This story spotlights one of GVMC's Programs.....

**Ozone Action Forecasting
Season Is Here!**

As the weather warms up, so will the likelihood of Clean Air Action Days. Action Days are called when either ozone or fine particulate matter are expected to reach or exceed the "unhealthy for sensitive groups" range. Sensitive groups include children, the elderly, those with heart and lung disease, and those who are active outdoors. In West Michigan, Action Days are most frequently called when ozone levels are expected to be elevated, which happens on hot, humid spring and summer days when the humidity is high and when winds are from the southwest.

We reach out to the public in a variety of ways to inform them about Clean Air Action Days and what they can do to reduce emissions and protect their health. This year, we will have commercials on tele-

vision and the radio, and I'll be bringing our Clean Air Action display, along with an assortment of promotional materials, to various jurisdictions in West Michigan where it will stay for a week.

I'll also be attending a variety of events. *If you are interested in hosting our display or if you have any events in your area in which I can participate (health and wellness or children's events are generally the best fit), please contact me by phone (616.776.7603) or e-mail (andrea.faber@gvmc.org).*

Please feel free to contact me at anytime. Thank you for doing your share for cleaner air!

-Andrea Faber

Street Maintenance Survey

Katherine Collen our Grand Valley State University Graduate Assistant recently sent out a survey to local road agencies regarding general-fund expenditures for streets.

We would like to compile the information to present to state leaders and demonstrate the high level of local funding (non Act 51) in addition to normal Act 51 funds being utilized to maintain our region's street system.

In the dialogue for additional funding, the issue of current investment of general fund dollars is often overlooked. This data will give us a better understanding of the degree of local investment necessary to maintain the street system in our communities. If you have any questions, please feel free to contact me or Katherine. She can be reached at Katherine.Collen@gvmc.org.

**Have a Safe Memorial
Day Weekend!**



Send Us Your Community's
Ideas for Collaboration and
Cooperation!



**WEST MICHIGAN
CLEAN AIR
ACTION!**