

# 2012 ANNUAL REPORT



## Facilities Maintenance

Submitted by:  
**Richard J. VandeKerkhoff**  
Ottawa County Facility Director

# Executive Summary

Having joined Ottawa County in January of this year, I cannot stress how impressed I am with the quality of our properties and of our individuals. Our staff of 22 manages and maintains a dozen buildings that total over 640,000 square feet. When you factor in our Community Mental Health facilities, storage buildings and our acres of parking lots and landscaping we are certainly busy indeed. We recently completed a new lease for CMH in Holland that will provide increased square footage for a reduced cost. We will soon be combining two CMH community-based services in Coopersville into one facility, again at reduced expense. Due to recent revenue sharing initiatives we collaborated with the City of Holland to provide preventive maintenance services at a significant cost reduction while providing a small margin for the county. Future county projects include the demolition of the Manley St. facility, a roof replacement at James St. and the construction of two fitness rooms for Holland District Court and Hudsonville.

Over the past two years a sophisticated energy management system was installed in all county owned facilities which was funded by an Energy Efficiency Conservation Block Grant (EECBG). This system controls and monitors HVAC equipment and the environment. Since January, we have spent countless hours working with the contractor to fine tune this system so that we achieve the promised energy savings. This will have a significant impact on our utility usage as we move forward.

The importance of aligning facility operations with the organizational strategies and goals has never been more important. Misalignment pushes us into a reactive, rather than proactive role. With the adoption of the Munis ERP and the eventual work order system, this will be just one of the tools we'll utilize to better provide for the 1,100 customers (employees) in the organization. Ongoing training, improved communication and employee engagement will all help provide the continuous improvement we are striving for. More importantly, we all must realize that our job as a support organization is to make your job easier. By providing a safe, clean and comfortable environment, we contribute to the organizational performance and quality of work life.

Respectfully submitted,  
Richard J. VandeKerkhoff  
Facility Director

# Mission

Operate and maintain buildings, grounds, and equipment so they are efficient, safe, clean, and comfortable.

## Administrative Staff

Rick VandeKerkhoff..... Facility Director

Steve Close..... Maintenance Supervisor

Doug Maas..... Custodial Supervisor

## Support Staff

Sally Gelderloos..... Facility Secretary

Jeanette Heckman..... Facility Clerk

Nick Nequist..... Facility Intern

# Facility Staff

## Grand Haven

Frank Archer, Jeff Holden.....Maintenance

Ron Cramblet.....Custodial

## Holland

Dick DeWitt, Matt Twa.....Maintenance

Justin Holt.....Custodial

## Holland District Court

John Wildey, Eric Windemuller.....Maintenance

## Hudsonville

Chuck Stuhan.....Maintenance

## Fillmore Complex

Tom Camburn, Tim Post, Gary Kessler,

Tim VanSchaik.....Maintenance

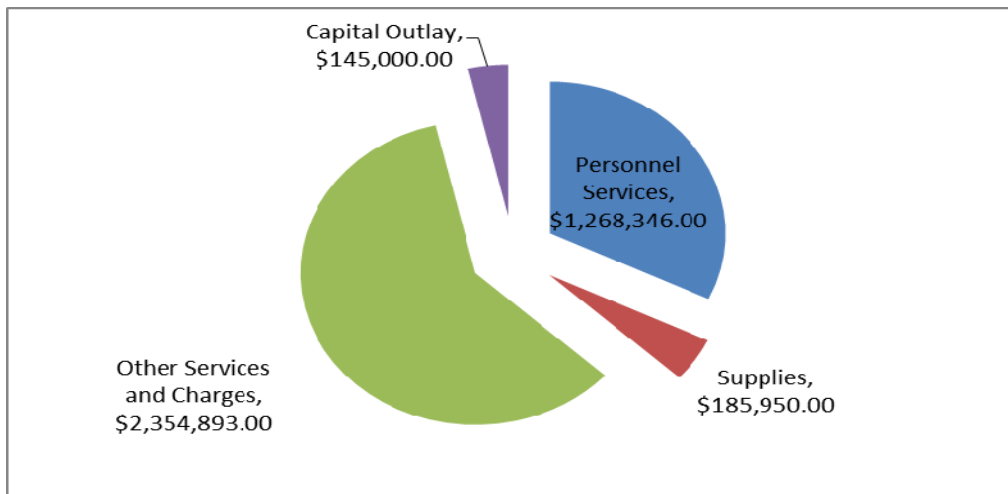
Alex Chamberlain, Abel Arispe, Bryan Bunday.....Custodial,

Work-order activity has increased steadily due to various reasons. As staff learned the benefits of the system, they started creating work orders for virtually everything, which negates having a system in the first place. Work orders have been created to celebrate employee birthdays, to check for snow and to generate more work orders! This will all change once the implementation of the Munis work order system commences. This new system will allow us to monitor resources and better manage the man-hours spent on equipment and tasks and provide meaningful metrics needed to improve.



While many of our facilities have been re-built or experienced renovations, we still have quite the incidence of equipment needing major repairs or replacement. We will be creating an inventory of not only HVAC equipment but any major asset that may need attention in the next 5 years. From this study we will better define and schedule equipment replacement and/or repair based on a number of factors including energy savings, age of the asset and possible rebates from our energy providers. Again, the impact on our budget would be significant.

### 2012 Budget



We are committed to providing a safe, comfortable work place that meets the needs of our employees and residents. We look forward to developing programs that include further energy conservation, recycling and sustainability related initiatives.

The activities and programs of this department are made possible by the members of the Ottawa County Board of Commissioners.

Philip D. Kuyers, James C. Holtrop, Stuart P. Visser, Dennis W. Swartout, Jane M. Ruiter, Greg J. DeJong, Roger G. Rycenga, Joseph S. Baumann, Robert W. Karsten, James H. Holtvluwer, Donald G. Disselkoen