

2014 ANNUAL REPORT



Facilities Maintenance

Submitted by:
Richard J. VandeKerkhoff
Ottawa County Facility Director

Executive Summary

At my last report I noted how impressed I was with the facilities staff I had inherited. In every building, employees always make it a point to tell me how well they are cared for by their Facilities counterparts. I tell you this because I want to re-emphasize that your facilities staff has an incredible attitude and their interactions with the public and staff have proven to me that they are some of our best ambassadors.

Personnel changes include the retirement of Sally Gelderloos, Steve Close, Jeanette Heckman and Chuck Stuhan. New employees include Jamie Tenhagen, John Borgerding and Dan VanDerLeest.

We completed numerous projects including the demolition of the Manley St. building, a new roof and a complete office renovation at James St. CMH building and the creation of two new fitness rooms (one in Hudsonville and the other at Holland District Court). We also built a new covered salt storage facility, completely revamped our storage barn, moved Public Health from Ferris Street to a brand new leased facility on Beechtree in Grand Haven and purchased and installed AEDs in all buildings that did not have them. We now have at least one AED in every County building.

We are in the midst of numerous other projects, many of which will have long term impact. Our new work order system has already generated over 4,500 work orders from our county employees.

Our Performance Contract with Johnson Controls is progressing nicely with many facility improvements completed and many more left to accomplish. This project should be complete by early 2015. Our utility budget decreased 10% for 2014 with additional 5% reduction projected for 2015. Performance verification and further tracking on these improvements will start this summer.

We continue to train our staff and keep them current on new technologies and techniques. They are part of an evolving team, a dynamic and responsive work force designed to serve our customers in a friendly and efficient manner.

Respectfully submitted,

Rick VandeKerkhoff
Facility Director

Mission

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

Administrative Staff

Richard J. VandeKerkhoff..... Facility Director

John C. Borgerding..... Maintenance Supervisor

Doug Maas..... Custodial Supervisor

Support Staff

Jamie Tenhagen..... Facility Senior Secretary

TBD..... Facility Clerk

Facility Staff

Grand Haven

Frank Archer, Jeff Holden.....Maintenance

Ron Cramblet.....Custodial

Holland – James St.

John Wildey, Matt Twa.....Maintenance

Justin Holt.....Custodial

Holland District Court

Dick DeWitt.....Maintenance

Hudsonville

Dick DeWitt.....Maintenance

Fillmore Complex

Tom Camburn, Tim Post, Gary Kessler,

Tim VanSchaik, Dan VanDerLeest.....Maintenance

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

Collaborative Partnerships

We've had the opportunity to collaborate with various departments to optimize savings for the county. As an example, when it came time to re-bid facility waste removal, we contacted Environmental Health (Resource Recovery Program) and the Parks departments to include their locations in the process. We ended up with annual savings of 30% for Facilities, 25% for Sanitation and 20% for Parks!

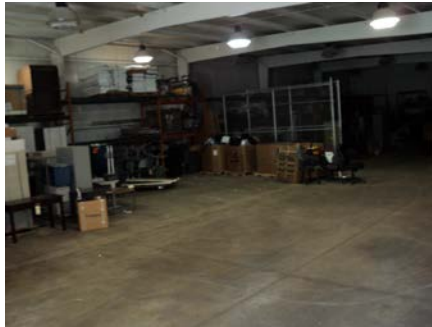
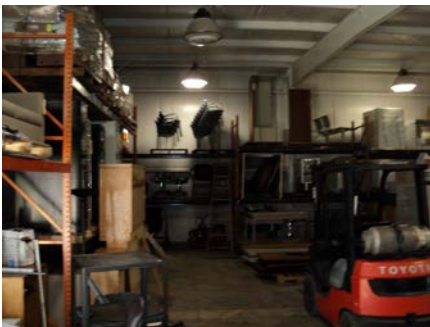
We get involved with transporting furniture and office equipment between buildings. We store items for future use when a department has a need and we also arrange for the disposition of inventory when necessary. Keeping track of the assets of 33 departments can be a challenge! We installed pallet racking to better utilize the space and purchased a used fork truck to work smarter and safer.

Before



Working with Purchasing, we devised a tag system that attaches to each piece of equipment we bring to storage. It identifies if the "owner" wants the equipment back, wants it disposed of or is returning it to inventory. If it returns to inventory, it shows up on an internal surplus inventory website and is made available to all departments. We then make arrangements to deliver as needed!

After



Working closely with Purchasing we have utilized the Reverse Auction process to make purchases of materials we use regularly. We've experienced savings of anywhere from 2% to 50%!

Salt (bag)	\$48	2%
Hand soap	\$4,312	29%
Liners for trash	\$332	17%
1 ply T/P	\$7901	50%
Roll Towels	\$1,629	37%
Light Bulbs	\$1,432	35%

Working Smarter

We recently implemented a new work order system that is very intuitive and easy for our employees to use. It is a web-based system that allows access from anywhere there is Wi-Fi or wireless service. This system gives users updated information every time a work order status changes. For example, if a work order completion is delayed because we have to order parts or secure funding, they are notified immediately by e-mail which keeps them in the loop and informed of our progress.

Early this year we piloted the use of a Bobcat utility vehicle in Grand Haven with the hope that the efficiencies it would bring to our workplace strategies would free up time for our maintenance personnel. It delivered! Previously, our employees would spend 3 - 5 hours daily removing snow from our sidewalks and drives. We are now able to finish the same job in one hour and 15 minutes, a tremendous improvement! This equipment has a front PTO (power take off) that allows it to be used year round for a variety of job duties.



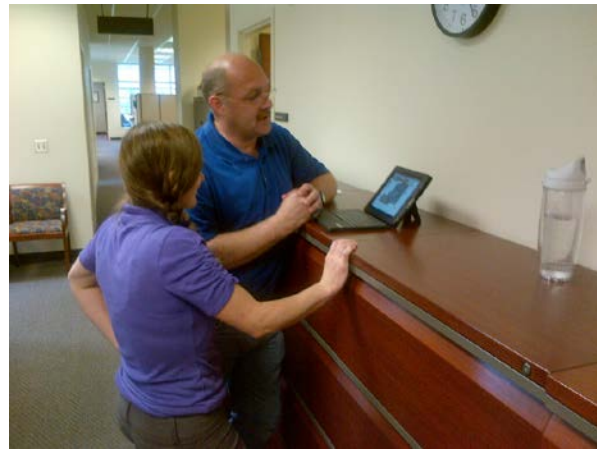
We also decided to improve our salt storage capacity and make use of bulk purchasing to save additional dollars. In the past, we have paid anywhere from \$67 to \$89 per ton for salt used on our drives and parking lots. Our previous storage was a concrete slab with wooden walls and tarps held down with tires. It was ineffective at keeping the salt dry and allowed salt residue to run into nearby drains. By providing a covered area and changing the direction it faced from west to south, we can now hold the minimum 50 ton order required by the state. The 2013 price was \$48.28 per ton, a significant reduction.



Projects

In 2013 we entered into a Performance Agreement with Johnson Controls Inc. This agreement guaranteed 3.6 million dollars in savings over a 15 year period. These savings will come from gas, electric and water conservation measures. Since the project began we have replaced or installed 14 roof top units, 15 furnaces, 22 heat pumps, 14 boilers and hot water units, 1 large chiller and numerous motors and motor speed controllers. Additionally, we have replaced hundreds of faucet aerators designed to reduce water flow by as much as 77% along with fixtures and programmable electronic controls in the jail cells. As you can imagine, this project requires extensive oversight and time commitment from all members of our team. As we move forward on the last half of the project, we will collect and report performance metrics as they are provided.

Over the past two years we have been making changes to our building management system (BMS) to allow us remote connection capabilities. With the help of IT, we can now respond to customer environmental concerns in a much more personable, reliable and efficient manner. In the past we would receive a call that a customer was hot or cold. Quite often, our tech would walk to the employees office to get a temperature reading, walk back to their office to compare to what the BMS was showing and then call or visit their office again to make adjustments as needed. Now, we make one visit carrying a laptop or tablet, take temperature readings and make changes as necessary right in front of the customer. This is not only a more efficient use of our time, but reinforces to the customer that we are responding to their concerns and making changes when needed.



Along with all of the above, we instituted a recycling program in all buildings, renovated the boardroom and conference room, installed new signage at Fillmore and continue to consolidate contracts and collaborate with other departments.

We feel that our job here is very simple! Our job is to help everyone else do their job, to remove the obstacles and the hurdles that prevent Ottawa County employees from providing the best experience to our residents!

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

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