

# GRAND TRAVERSE COUNTY 2010 ACCOMPLISHMENTS

## **ANIMAL CONTROL**

Communication - Animal Control officers and Environmental Health manager began meeting with Cherryland Humane Society officials to improve communications between agencies. Benefit: To collaborate and improve communications between agencies.

Michigan Department of Agriculture Inspection Approval - The Grand Traverse County Animal Shelter was inspected and approved by the Michigan Department of Agriculture. Benefit: To ensure that the shelter meets minimum requirements of the Department of Agriculture for shelter operation to protect the health and welfare of the animals.

## **BROWNFIELD REDEVELOPMENT AUTHORITY**

Traverse City Place Brownfield Plan Amendment - Amended the Traverse City Place Brownfield Plan for the new Hotel Indigo at the corner of Hall Street and Grandview Parkway in the City of Traverse City.

The Village at Grand Traverse Commons Brownfield Plan Amendment - Amended The Village at Grand Traverse Commons Brownfield Plan, encompassing all properties in the City and Garfield Township, including joint Recreational Authority "barns" property.

Investigation - Initiated legal investigation to address contamination at the historic four corners of West Front Street and Division Street in the City of Traverse City.

101 North Park Street - Celebrated the opening of a new five-story building at 101 North Park Street in downtown Traverse City made possible, in large part, by a County Brownfield plan.

Grant Implementation - Implemented and completed \$200,000 EPA Petroleum Assessment Grant.

## **COMMISSION ON AGING**

Service Expansion - Increased unduplicated client count from 1,715 to 2,023 (18%) and increased hours/units of service from 49,881 to 64,274 (29%).

Highlights - Expanded the Personal Emergency Response Program (contracted through Guardian Medical Monitoring) from 370 to 500 units (35%). Increased in-home assessments from 1,906 to 2,159 (13%). Increased emergency financial assistance from 155 to 308 clients (99%). Expanded foot care units from 1,765 to 2,436 (38%). Received 37,173 calls and visits in 2010 (one call or visit every 3.36 minutes). This is

an increase of 11,044 calls and visits (42%). Expanded the Baskets of Bounty holiday gift-giving program from 80 to 140 clients (75%).

Transportation Assistance - Implemented two new transportation services - 1.) sold Bay Area Transportation Authority (BATA) bus passes, at reduced rates, to resident senior citizens and 2.) sold transportation vouchers to resident senior citizens, at reduced rates, to be used for rides from local vendors including taxi cab companies, home health care companies, and other transportation companies.

Voucher Services for Wait List Clients - Implemented a wait list policy and developed a method to provide services to persons on certain wait lists using local vendors meeting Commission on Aging criteria.

Funding to Community Organizations - The Commission on Aging awarded \$84,800 in millage funds to community organizations for senior citizen services as follows: Traverse City Senior Center - \$36,900, Meals on Wheels - \$20,535, Grand Traverse Pavilions (blanket warmers) - \$12,000, Area Agency on Aging of Northwest Michigan - \$6,965, Catholic Human Services Senior Companion Program - \$5,000, Long Lake Township (Long Lake Senior Center) - \$1,200, Paradise Township (Kingsley Area Retirees) - \$1,200, and MSU Extension Office Project Fresh - \$1,000.

Community Awareness - Began work on keeping Grand Traverse County taxpayers informed about the operations of the Commission on Aging and how tax dollars are being spent through distribution of an abbreviated annual report, letters to the editor, informational newspaper articles, and radio and television pieces.

Board Member Profile - Completed a board member profile to identify gaps in geography and talent and to assist with the recruitment process. Note – all Commission on Aging board members are appointed by the County Board of Commissioners.

Millage Renewal, Commission on Aging - Successfully renewed a millage of 0.5 mills for the operations of the Commission on Aging. The millage renewal was approved by almost 81% of Grand Traverse County voters. No federal, state, or county general funds are received by the Commission on Aging.

Countywide Senior Center Network - Worked with the Traverse City Senior Center (including awarding a grant of \$31,200) to begin the development of a countywide senior center network. Meetings were held in Interlochen, Kingsley, and Acme to determine interest and to locate leaders and volunteers. Funding from the Commission on Aging was used to contract with a coordinator to help establish the network and to begin the process of bringing Traverse City Senior Center programming to outlying parts of Grand Traverse County.

New Millage, Senior Center Network - Successfully passed a new millage of 0.1 mills to fund a countywide senior center network and the operations of the Traverse City Senior

Center. The millage request was approved by over 69% of Grand Traverse County voters.

Traverse City Senior Center Merger - With the successful passing of a millage for Senior Center operations, the Commission on Aging/Grand Traverse County Board of Commissioners began the process of working to merge the Traverse City Senior Center with the Commission on Aging. The process will be completed in 2011.

## **COUNTY CLERK**

Imaging - Imaged 2,104 Family Court case files. Began process to implement imaging and e-filing in Circuit Court Records. Hundreds of older Veterans' discharge papers that were only available on microfilm were imaged for quicker access.

Credit Card System/ATM - Pursued access to credit card system and ATM, which are to be implemented in early 2011.

## **DISTRICT COURT**

Veteran's Court - Veteran's Court was implemented with Judge Haley presiding

Collections - Efforts were made in the Collections area to get old accounts receivables off the books. These changes in policy improved the amount of money collected on old cases.

Mental Health Court Grant - Successfully wrote and received another grant for Mental Health Court.

Sobriety Court Grant - Successfully wrote and received a grant for Sobriety Court to treat those with mental health conditions.

## **DRAIN COMMISSIONER & EROSION CONTROL**

Soil Erosion and Sedimentation Control – Kept thousands of tons of polluting sediments and excessive nutrients on the originating sites and out of County managed storm drains and Public Trust waterways, thereby eliminating expensive infrastructure maintenance costs and protecting our cherished resources.

Cost Effective Efficiency - We implemented a "Notice of Completion" postcard. The homeowner or their contractor picked up their permit and a postcard to assist in their notifying our office by either mailing the postcard back or emailing us when they are ready for a final inspection. Not only is this system proactive and user-friendly, it reduces our labor and postage costs.

Administrated 383 Permits for Earth Changes – Administrated 383 permits for Earth Changes effectively working through difficult landowner issues without requiring legal

assistance from the County Prosecuting Attorney's Office. With reduced staffing, we have maintained all services, while demands have also increased for our time associated with tasks related to compliance.

Maintained Reduced Costs and Lawful Revenue – Reducing costs while pursuing and keeping up compliant site developments remains our primary objective. In 2010, we maintained 18% or \$54,000 plus an additional \$1,200 cut in expenses. At the same time, we increased department revenue by 18% or \$13,300 in spite of declining requests for permits over the previous year by aggressively monitoring permit durations and any necessary permit extensions required. Additionally, in 2010 an "After-the-Fact" double-price permit category is in effect to manage bringing violating owner's site developments into compliance and litigation out of the Courts. Our environmental management system represents our ongoing commitment to being responsible stewards of our county's land and water resources.

Low Impact Development (LID) - Held a public seminar with the Watershed Center explaining and promoting LID practices and updated our website with a worksheet to support incorporating LID in the permitting process. We also facilitated and granted permits for the first two LID projects with porous infiltrating pavements.

Economical Maintenance Provided - Received written proposals and provided maintenance of the Timberlane Drive special assessment Drainage District in Peninsula Township with the assistance of the County Road Commission and Department of Public Works resulting in minimal cost to the district property owners.

Conflict Resolution – Conducted meetings and communicated with concerned landowners regarding maintaining the court-mandated water level of Duck Lake. Some citizens wanted it higher and some wanted it lower. The Drain Commissioner also personally installed a new, accurate lake level indicating gauge on Silver Lake, replacing the old one that was off by 3 and 1/2 inches.

We also responded to and effectively resolved 40 concerns from inquiring citizens adjacent to new earth change activities throughout the County.

Customer Service – We continue to fine-tune the permit program to communicate the required information in order for us to serve the public efficiently and effectively.

Our department also continues to utilize old and the new 2010 aerial photos facilitated by the GIS/Equalization Department. These photos along with other sources allow us to be more efficient in reviewing concerns, permits, drainage districts, and lake level work, especially when they are updated every 3 to 5 years.

Inherited Backlog of Projects – Completed the complicated and extensive closing out of a backlog of about 600 challenging and unresolved expired project permits that were inherited in 2005. Additionally we are diligently acquiring maintenance agreements for

some of those expired permits in order to provide upkeep for those existing storm water conveyance facilities.

In addition, because of our improved permit issuing, monitoring, and inspection processes, we have now nearly eliminated an average of 750 annual permits from expiring in the future.

Safety - Drove 15,233 miles without any violations or accidents occurring.

## **ECONOMIC DEVELOPMENT CORPORATION**

Peninsula Wholesale - Provided a \$250,000 working capital loan to Peninsula Wholesale, Inc. Drafted a new reuse plan for its Revolving Loan Fund.

Hagerty Insurance - Approved allocation of \$8,184,000 in Recovery Zone Facility Bonds to assist Hagerty Insurance in making a \$15,000,000 investment in a new 44,000 square foot building adjacent to its current 21,000 square foot facility in downtown Traverse City. The project will significantly increase the tax base and create at least 156 new jobs with an average yearly wage of \$43,420.

## **EMERGENCY MANAGEMENT**

2010 Professional Emergency Manager Nomination - Grand Traverse County and the local Emergency Management Program were recognized at the 2010 Michigan Emergency Management Summit held at the Grand Traverse Resort in October 2010. The Emergency Program Manager was nominated for the Professional Emergency Manager of the Year award for the State of Michigan. Although not a winner in 2010, it was important that our efforts in Grand Traverse County were recognized.

2010 National Cherry Festival/Film Festival - The Emergency Management Coordinator has continued to provide supervision of communications/command post activities for the National Cherry Festival. In addition, support services were provided to the open-air venue of the Traverse City Film Festival. The Coordinator provided a seamless communication system between the various venues and the 9-1-1 communications center during the weeks by use of the Mobile Communications and Incident Command Trailers acquired through Region 7 funding. Benefit: Supports local festivals while building rapport and cooperation with emergency response agencies.

Local Emergency Planning Committee (LEPC) - The Local Emergency Planning Committee has continued to serve as a critical link in the emergency services community. It serves primarily as a networking platform enabling the various disciplines to communicate issues and find solutions to those issues that may improve the quality of life in the Grand Traverse area. Plans are discussed and developed to mitigate, respond, or recover from a hazardous materials event or any other event that may jeopardize the health and safety of responders or citizens in the community.

The Local Emergency Planning Committee is comprised of emergency response professionals, public health, elected officials, environmental groups, private industry, volunteers, and citizen/community groups. Monthly meetings are held and the schedule is posted at the Grand Traverse County Governmental Center. The general public is welcome to attend and become a part in the safety planning process. Benefit: Continually builds the rapport of primary response agencies in a disaster.

2010 Region 7 Homeland Security - The Grand Traverse County Emergency Manager served as the Chairman of the Region 7 Homeland Security Board, responsible for coordinating and funding the efforts of the seventeen (17) counties and three (3) Tribal Nations in the northern most portion of Michigan's Lower Peninsula. The Region 7 Homeland Security Board is responsible for funding planning, training, and equipment to better protect the citizens and visitors of Northern Michigan. Through the efforts of the Homeland Security Board, over \$225,000 in Federal funds was directed to Grand Traverse County emergency service providers to improve the safety and quality of life of the area.

In addition, the Emergency Program Manager has been appointed to represent Northern Michigan as the Homeland Security Advisory Council member for 2010. The Michigan Homeland Security Council serves to review Michigan Homeland Security issues and provide recommendations to State and Federal levels of the government. Benefit: Brings needed federal funds for emergency response agencies to meet the federal goals of All Hazards Planning.

School Lockdown Drills - In 2010, Emergency Management participated in lockdown drills with representatives of the emergency response community at over fifty (50) locations, i.e. TCAPS, catholic schools, and charter schools in Grand Traverse County. As per State directive, each location was tested on two separate occasions during the school year using a different scenario on each visit. These drills are required twice each school year at a school that operates any grades kindergarten to twelfth. A drill conducted under these acts shall include security measures that are appropriate to an emergency such as the release of a hazardous material (shelter in place) or the presence of an armed individual on or near the premises (lockdown). Benefit: Protection of our school children.

Training - Training opportunities are regularly offered to the members of the community and these participants are urged to enroll other members of their agencies or other interested parties to enhance their personal skills. Grand Traverse County Emergency Management has sponsored State programs in the areas of Incident Command Training, Communications Training, Hazardous Materials Training, Public Information, Exercise Design and Development, School Violence Prevention, and Weather Spotter recognition and reporting. Benefit: Needed training achieved while building rapport and cooperation with emergency response agencies.

Local Community Initiative - Over the past several years, a great deal of emphasis has been placed on regional efforts to provide funding for the purchase of equipment and training for emergency service providers in the 7th Region (Northern Lower Michigan).

It is felt that, in addition to continued participation with regional efforts, the Grand Traverse County Emergency Management Office has increased local planning efforts through networking and partnerships with Grand Traverse area emergency service disciplines.

Benefits of these 2010 activities designed to better protect the citizens of our area include:

Review and update of nineteen (19) plans for emergency response to local facilities that use, maintain, or store hazardous materials.

Sponsorship of multiple training sessions for emergency service providers and volunteer resources.

Collaboration of the Grand Traverse County Health Department in H1N1 efforts, monitoring disease trends, health care, and the methods to address potential pandemics or biological events.

Close monitoring of Police, Fire, and EMS activities to better determine the needs for training or regional funding.

Regular participation and information sharing with the Local Emergency Planning Committee, Local Planning Team, and Regional and State assets.

## **ENVIRONMENTAL HEALTH**

Beaches - Monitored five (5) public beaches for E.coli on East and West Grand Traverse Bay for 17 weeks throughout the swim season with E.coli exceedances only two (2) weeks out of 17.

Planned and hosted 10 monthly Beach Monitoring Stakeholders meetings to discuss on-going monitoring of surface waters for E.coli on Grand Traverse Bay and to encourage continued research to explore non-point source pollution.

Applied for and received a grant from the Grand Traverse Band of Ottawa and Chippewa Indians to acquire the services of scent-trained canines to track down sources of E.coli and detergents and to provide additional funding for sampling surface waters to test for sources of non-point sources of pollution.

Collaborated with the Watershed Center of Grand Traverse Bay and the City of Traverse City to conduct an extensive source tracking survey of storm drains within the

City of Traverse City and areas along Mitchell Creek utilizing scent-trained canines. Several “hot spots” were noted and will be investigated further.

Conducted a sanitary survey for E.coli along Mitchell Creek on April 22, 2010. Benefit: Continually monitoring and upgrading a community resource that has both public health and economic impact for the area.

Food Service Sanitation - Provided Manager Certification Training (ServSafe) and proctored examination to 138 Grand Traverse area food service managers who successfully passed the examination and became certified food service managers through the National Restaurant Association, Educational Foundation.

Applied for and received a grant from the Michigan Public Health Institute (MPHI) to conduct a quality improvement project. The project involved improving food safety training opportunities for Chinese restaurants where language barriers existed.

Staff was involved in the pre-planning/inspection/licensing of temporary food events for the National Cherry Festival, Traverse City Film Festival, NMC BBQ, and the Horse Show by the Bay.

Provided “Food Service Basics” training opportunities to Grand Traverse area food service workers on a quarterly basis, free of charge. Benefit: Protection of our food source and the prevention of disease.

Tobacco - Applied for and received a grant from the Michigan Department of Community Health (MDCH) Tobacco Section to implement the state’s “Infrastructure and Capacity Building Work plan for Tobacco Prevention and Reduction”. This includes enforcement of smoking related complaints involving most public places in Michigan.

As of May 1, 2010, our staff began enforcement of Michigan’s new Smoke-Free Law (Public Act 188) in restaurants and bars.

Protection of the public from second hand smoke exposure.

## **EQUALIZATION**

Orthophotography – 6” pixel resolution 2010 Color Orthophotography was procured for Grand Traverse County and a portion of Leelanau (Traverse City).

Remonumentation Program – 46 additional remonumentation corners set through Remonumentation Program. Our Department is the Administrator for the Grant Program from the State of Michigan.

Oil & Gas Wells – Downloaded GIS data from DEQ web site and completed field inventory of oil & gas wells and Central Production Facilities in East Bay, Mayfield, and



Grant Townships. This inventory is expected to bring in additional revenue from Personal Property.

2010 Master Plan - Assisted with mapping Recreation Department 2010 Master Plan.

Brownfield – Prepared Brownfield map of Grand Traverse Commons area.

Lakefront Analysis East Bay Township – Using a boat, GPS, and a database, staff mapped shoreline, elevation and depth of Arbutus Lake, Spider Lake, and Rennie Lake for lakefront analysis demonstrating this innovative technology at the ESRI User Group meeting and the IMAGIN Conference.

Intern – Hired Gerry Colger for the summer to assist with field appraisal work allowing staff to complete more than time allowed in the past.

New Zip Codes – Created new zip code maps for townships and assisted them with identifying parcels, and in some cases, assisted with automated database corrections. Also, created maps for the US Postal Service and assisted with training.

Digital Tax Maps – The process from paper maps to digital tax maps continues. Green Lake, Peninsula, and the City of Traverse City were completed in 2010. The work in the City was extensive in that plats/easements were determined and descriptions were rewritten for the City by GIS staff.

Apex Land Sketch – Doug Faust from Area Agency on Aging Northwest Michigan mapped 2,518 parcels in Apex Land Sketch, which is a COGO program. This project assisted with land areas for assessment rolls.

Master Street Index – In process of converting the Master Street Index from the AS/400 to GIS. Project will be completed in 2011.

Trails/Snowmobile Mapping – Updated Trails/Snowmobile mapping (present & future) for January 2010 Recreation Committee & various township planning agencies.

Addressing – The Equalization Department is responsible for addressing and there are always new addresses to be issued and conflict resolutions that need to be settled.

Deed Certification – The Equalization Department assists the County Treasurer with deed certification and, in 2010, added the City of Traverse City to that process.

Plat Book – Preparation completed for the 5th edition of the County Plat Book (data maintained by GIS staff). Our department was asked to take over this function from MSU Extension. The new plat book will be published in 2011 and will feature the new 2010 color orthophotography.

Homeowner's Principal Residence Exemption Audits/Personal Property Audits – Grand Traverse County continues to lead the State of Michigan in this effort. Roy Pentilla, CPA, (retired) and Beverly Gravis, CPA, were hired in 2010 to continue this effort.

East Bay Charter Township Assessing – This project continues to go well. A new contract was signed with East Bay. Staff has site reviewed 6,631 parcels. Staff has also researched and returned parcels to the rolls that were missing, corrected legal descriptions, uncappings, and land divisions, and completed other assessing tasks. East Bay was ordered to do a complete reappraisal by the State of Michigan.

Central Dispatch Support – GIS staff provides a tremendous amount of support to Central Dispatch. Central Dispatch went to a new CAD system, which is more GIS oriented, and they are using the address point file and the landmark layer developed by the Equalization Department.

GIS System – New information is continually being added or maintained in the GIS system including a new simple search of assessment data without the map for those that are technically challenged.

MTT Database – Staff developed a new Michigan Tax Tribunal database in Microsoft Access so queries can be accomplished. This assists the County and other taxing authorities with Reserves for Tax Appeal Contingencies in the budget. It is the percentage of reserves necessary for tax refunds in a budget cycle. It is normally based on history, but the County did not historically have the number of appeals that it now has. It also requires interest calculations.

Personal Property Canvas – A personal property canvas was completed by using GIS and having a map of DBS/Personal Property parcels all mapped out by area, not by addresses.

Personal Property Discovery Program – The County contracted with Tax Management for a Personal Property Discovery Program. Work has commenced and it is estimated that \$842,720 in additional revenue will be discovered. Personal property accounts on the current tax roll number approximately 4,582.

Oil & Gas Well Audits – Oil and gas well audits will be conducted on the 10 wells in East Bay Township discovered to be not reporting their personal property assets.

## **FACILITIES MANAGEMENT**

Facilities Management strives to provide the highest level of customer service for both the employees and patrons of Grand Traverse County – all while working within the constraints of our established budget.

Energy Efficiency Improvements – Lighting Fixtures - Grant funding provided us the opportunity to convert hundreds of light fixtures from magnetic ballast to energy-efficient

electronic ballast, including installation of high efficiency light bulbs. The conversions were completed at the Governmental Center, Twin Lakes Camp, Front Street, and Howe Arena.

Energy Efficiency Improvements – Hot Water Boilers - Grant funding provided us the opportunity to install two high efficiency hot water boilers for the domestic water usage at the Civic Center complex. This project also included installation of 18 solar energy panels, which work in conjunction with the energy needs for the newly installed boilers.

Completion of the Governmental Center Remodel - Remodel of the 2nd and 3rd floor areas within the Governmental Center were completed and multiple divisions were successfully relocated to their new office settings. This remodel included increasing spaces for conferences and training, expanding the area for Central Dispatch operations, and relocating Administration, Human Resources, and GIS up to the 3rd floor office areas.

Civic Center Ball Field Conversion - Field #1 was converted from a baseball field to a rugby field. This conversion enhanced the usage for the County's most popular recreation area.

Custodial Supervisor - Mike Green was hired as a full time custodial supervisor. He works on a daily basis covering personnel assignments, task completions, inventory controls – all while working with a reduced staffing level. (2 full time positions were removed since 2009.)

Preventive Maintenance Program - We continue to emphasize preventive maintenance throughout all of the County buildings. This program has allowed us to continue operating with equipment that has reached or is near the end of its normal operating life. The program emphasizes maintenance on the boilers, furnaces, generators, lighting, etc.

## **FAMILY COURT VOLUNTEER SERVICES**

Light of Hope/Volunteer Recognition - In 2009 and 2010, Volunteer Services for Probate and Family Courts combined recognition for volunteers with the National CASA event, Light of Hope, to raise awareness of child abuse and neglect and to recognize and thank citizen volunteers for their commitment to children, youth, and seniors in our community. Around 100 volunteers and community leaders took part. Michigan Supreme Court Justice Elizabeth Weaver joined Honorable David L. Stowe and Department of Human Services Director, Dawn McLaughlin in speaking to issues facing families and how citizen volunteers can make a difference.

CASA - Twenty-two CASA volunteers worked on cases for 42 children in foster care, advocating for their best interests with parents and agency workers, and reporting and appearing in court on their behalf. CASA volunteers are highly engaged in their mission of ensuring that foster care children have a safe and permanent home – as soon as

possible. This may mean the child is successfully reunited with parents, placed with family members, or be made available for adoption.

National CASA Program - Achieved compliance with the National CASA Program standards including incorporating Lexis/Nexis National Criminal Record check into all CASA volunteer application/reference processes.

Learning Partners - Learning Partners are caring adults matched as a tutor/mentor to a child, typically referred by their school as “at risk” of becoming involved in the Juvenile Justice System. They are behind in school and demonstrate a “lack of fit” with peers and problems with parents and/or authority figures. Thirty-five youth, matched with 27 volunteers, benefitted from one-on-one attention with school work and group out-of-the classroom positive learning experiences through the Learning Partner program. Activities in building self-esteem and self-reliance included trips to Interlochen for music enrichment and ballet, ice skating, and hiking. Parents often join these activities and are encouraged to do so, so that they may gain an understanding of the benefits of having fun with their kids, how it can strengthen their relationship, and how they might include these types of activities in their family life.

New Vision Academy – A program that provides our juvenile offenders an opportunity for personal growth and development while keeping them busy and engaged during the summer. Over the past three summers, volunteers have introduced youth to life skills, art, drama, community service, healthy recreation, cooking, filmmaking, and more by sharing their talents, experience, and interests. Twenty-four volunteers and thirteen youths took part in 2010.

Citizen’s Panel – This program diverts certain first time shoplifters from the court, offering an opportunity for community members to be involved in the process, and allowing the youth to make amends for their offense to the community through their promise. A youth’s Community Promise includes ideas such as writing assignments or apologies. An eight-week timeline for completion is given. If the youth is successful in completing their promise, they will avoid having a juvenile record. Trained Probate Volunteers make up the Citizen’s Panel. We have conducted a total of 16 panels in 2009-2010 with 22 volunteers (3 on each panel) and 39 youth participating.

## **FARMLAND AND OPEN SPACE PRESERVATION BOARD**

Purchase of Development Rights Program - Initiated another round of applications for the Acme Township Purchase of Development Rights program.

## **FINANCE**

Comprehensive Annual Financial Report - Submitted fifth Comprehensive Annual Financial Report (CAFR) to the Government Finance Officers Association (GFOA) for review and hope to receive their Certificate of Achievement for Excellence in Financial Reporting. This award has been received the prior four years (2005 - 2008).

Certified Public Finance Officers - Both Dean Bott and Heidi Scheppe were designated as Certified Public Finance Officers (CPFO) by the Government Finance Officers Association. This was based on completion of five examinations demonstrating knowledge of Public Finance as it relates to governmental entities. At the time of designation as CPFO there were 442 nationally, including 12 in Michigan.

Audit Services - Successfully bid out audit services jointly with the Road Commission realizing combined savings of over \$10,000 in total to be shared by both the County and Road Commission.

Technology - Transitioned from paper prepared checks and W-2's to laser printed checks and W-2's.

Imaging - Continued efforts in terms of the imaging application to eliminate additional paper documentation associated with both receipts and journal entries.

## **HEALTH DEPARTMENT**

Accreditation - September 9, 2010, the Grand Traverse County Health Department was presented with a Certificate of Accreditation. The local health department met all Accreditation standards for the following areas: Local Health Department Powers and Duties, Clinical Laboratory, Food Service Sanitation, General Communicable Disease Control, Hearing, Immunization, On-site Sewage Treatment Management, Sexually Transmitted Disease, Vision, Family Planning, and HIV/AIDS. This Certification of Accreditation was given by the Michigan Local Public Health Accreditation Program in conjunction with the Michigan Department of Agriculture, the Michigan Department of Community Health, and the Michigan Department of Natural Resources & Environment.

## **HUMAN RESOURCES**

Training Day - On January 18, 2010, over 98 employees attended a morning of training at the Civic Center. Topics included Workplace Ethics and Countywide communications.

Labor Negotiations - Successfully negotiated labor contracts / contract reopener discussions with 11 units throughout the year. Assistance was used from legal counsel for 2 negotiations. One unit went to Mediation. Following ratification of the Teamsters General contract, conducted an informational session for supervisors who have staff in the unit, highlighting the language changes that were made. Participated in conference calls and meetings regarding the recertification petition filed by the Sergeants' unit.

Grievances / Arbitration - Total of 29 grievances filed; two went to Arbitration and were ultimately upheld. As of 12/31/10, three are tentatively scheduled to go to Arbitration in 2011.

Investigation - Nineteen investigations were completed, some with the assistance of legal counsel.

Budget / Layoffs - Although 38.20 FTE positions were slated for layoff, a total of only three employees (one full-time and two part-time) were eventually laid off. Two employees were placed in other departments, one of which was a promotion!

Recruitment - Recruited for and filled over 52 positions, which included internal transfers. We continued to utilize the on-line application process, resulting in a savings of staff time, postage, and paper. We collected 1,187 applications on-line.

Health Insurance Changes - Facilitated transition from Priority Health to Blue Care Network (BCN). Worked with our Benefits Agent (Great Northern Benefits) to schedule multiple informational sessions with staff regarding the changes to the new health plan. Provided educational materials to staff regarding the changes in the law impacting Flexible Spending Accounts in 2011.

Health Insurance Premium Cost Share - Per the Board's directive, a premium cost share was implemented with eight units, as well as the non-contract groups.

On-Line Health Quotient - A total of 319 County employees participated in the "Health By Choice" program by completing the initial Health Quotient by the June 30th deadline and received a \$50 incentive. By year end, a total of 166 completed all the remaining requirements and received an additional \$50 incentive.

Benefits Agent RFP - An RFP was sent out regarding our Employee Benefits Agent in November. We received 8 responses and invited the top 3 in for an interview/presentation round with the Benefits Committee. The final selection, Great Northern Benefits, was presented to the Board of Commissioners for approval of a 1-year contract in January 2011.

Wellness Expo - Approximately 225 employees attended this event on August 20th. The Wellness Team continues to provide educational opportunities to staff, including hosting three health and wellness Lunch and Learn sessions.

Segal Ad Hoc Committee - Assisted with the formation of an Ad Hoc Committee to conduct a review of the Segal Classification, Compensation, and Benefits Study. Provided support to the members of the committee, up to and including their finalized report, which was presented to the Board in August.

EEO Plan Updated - Calendar year 2009 workplace statistics and community demographics were used to update the Equal Employment Opportunity Plan.

Imaging System Upgrade - All scanned H.R. Records were transferred to the new OnBase system implemented by the I.T. Department. H.R. staff received training on the

new system and continues to consider how it may be used to streamline internal work processes.

Website - Continuous on-going improvements to the external and internal H.R. website to better serve our customers.

Office Relocation - Completed reorganization and move to our new office space on the third floor in February 2010.

Supervisory Training - Conducted Fall Supervisors Retreat on October 26th at Twin Lakes Camp. Topics included Health Care Reform Update, Media Relations for Supervisors, Workplace Harassment, Labor Relations for Supervisors, and Interview Training for Supervisors. H.R. also facilitated an audio supervisory training session in February on the topic of providing effective employee performance feedback, as well as additional training on Public Relations in March.

Departmental Training - Assisted with coordination of a Sexual Harassment Training session for Health Department Staff on July 20. Presented an overview of the history of Grand Traverse County and all of the Policies and Procedures at the monthly Lifeguard in-service on March 20.

Employee Recognition Initiatives - In cooperation with the Employee Recognition Team, continued to provide on-going recognition to our employees through various programs, including "milestone" service anniversary recognition and retirement/dedicated service program gift offerings.

## **INFORMATION TECHNOLOGY**

Web Filtering/Spyware Blocking - Implemented web filtering with spyware protection. The primary benefit is the detection and blocking of spyware from infected web sites.

Upgraded the Law Enforcement Center Phone System - The upgraded phone system allows for redundant capabilities should one of the County's phone systems fail. Administration of the phone systems can be done centrally with updates automatically shared between systems. The upgrade completes the consolidation of five phone systems to three.

Central Password Access Control Software - Implemented central password access control software for increased security of servers, wireless connections, virtual private network connections (VPN), and network switches.

Sheriff/Police/Jail/911 Project - IT has been managing the project for the upgrade of the Sheriff/Police software systems since March 2010. Implementation is scheduled for January 24, 2011 for Records, Jail, and 911. Field reporting and electronic tickets are scheduled for March/April 2011. Five virtual servers were configured to support the new

police application software. Seventy-three mobile units are being upgraded to support cellular cards along with the new software.

Cell Phones - Renewal of cell phone contract with replacement phones.

Wireless Access - Implementation of wireless access in most County facilities. Additional access points to be installed at Law Enforcement Center, Civic Center, and Front Street locations.

Imaging - Completed conversions of Human Resources and the County Clerk from the older Real Vision document imaging to the new OnBase document imaging software purchased in 2008. The Real Vision document imaging is no longer used and the maintenance contract has been cancelled.

## **LAND BANK AUTHORITY**

Housing Trust Fund - Developed and approved plans for a housing trust fund.

Brownfield Plan - Approved Brownfield plan for the redevelopment of several tax foreclosed properties.

## **MICHIGAN STATE UNIVERSITY EXTENSION**

Project FRESH/Senior Project FRESH - Provided 264 low-income seniors and 214 WIC families with coupons to use at local farmer's markets. Education on the benefits of including fruits and vegetables in their diet provided to these participants increased the quality of their diet by purchasing locally grown fresh fruit and vegetables from area farmer's markets. 91% of participating seniors reported using all of their coupons. 88% of participating seniors said they would use more coupons if given the opportunity.

Michigan Sea Grant Program - Key partner in 2010 Hydrographic Survey in Grand Traverse Bay with NMC Water Studies (funding, staff time, etc.). Delivery of educational programs on key Great Lakes issues (Asian Carp panel at Freshwater Summit, 10/29/10, was a highlight). Participation in the Michigan Port Collaborative for the greater Grand Traverse area. Demonstration of the Waterfront Smart Growth Readiness Assessment Tool to waterfront communities.

4-H Program - 4-H Clubs – Grand Traverse County had 42 active 4-H clubs with 684 youth members and 157 adult volunteers. In addition there were 125 youth in short-term/special interest programs and 249 youth reached through school enrichment programs.

4-H Jump into Foods & Fitness (JIFF) – Fifty-seven Blair, Interlochen, Traverse Heights, and Kingsley Elementary after-school program participants experienced JIFF. JIFF focuses on educating young people about nutrition and food choices, exercise, and food safety.



4-H Exploration Days – Twenty-six youth from Grand Traverse County attended the 2010 4-H Exploration Days at Michigan State University.

4-H Going Solo - 20 Sunrise Academy students who learned about business in an entrepreneurship class using the Going SOLO curriculum opened a store in the school during Global Entrepreneurship Week that featured items for sale such as candy bars and teas, as well as blankets, necklaces, and other crafts made by the students. Students ran the business during the entire operation process.

Safe Kids North Shore- Increased programming to the community in the area of injury prevention due to its increase in county staffing support by .6 FTE. 69 safety events or safety presentations were held. This resulted in a 98.5% increase in programming from the previous year.

Water safety programming also increased in 2010. Safe Kids North Shore continues to work with a sub-committee of the Parks and Recreation Division to offer free swim lessons to local children. In addition, locally donated life vests were fitted and distributed at Bay Day.

Helmet safety education and helmets for distribution has greatly increased this year due to funding through our Munson partnership from the Kohl's. The Safe Kids/Munson/ Kohl's partnership specifically focused on reducing the occurrence of head injuries this year. 559 helmets were distributed for both summer and winter activities and approximately 3,863 persons observed helmet safety presentations.

Many additional areas of all traffic, pedestrian and other safety topics were completed in 2010.

Agriculture/Horticulture/Viticulture Education - Six educational programs for regional wine grape growers were held, covering all aspects of viticulture and related wine production issues. Wine grape research projects were conducted at the Northwest Michigan Horticultural Research Station, generating new information on grape cultivars and growing systems.

Pest, Pest Disease, and Weed Diagnostics -Over 1,000 agriculture and home horticulture clients contacted the MSUE office for assistance with pest, disease and weed diagnostics, fertilizer and pesticide recommendations, plant and crop selection, and many other issues. We helped numerous individuals and communities cope with overwhelming forest tent caterpillar infestations, taught portions of the MSUE Master Gardener curriculum for programs in several area counties, and coordinated a Master Gardener program for inmates at the Pugsley Correctional Facility

Water Stewardship Program - Water Protection - Promoted Natural resource stewardship and land use planning. Provided programming and outreach to protect groundwater quality via radio broadcasts, paper articles, and loan teaching tools to local

teachers. Irrigation uniformity testing kits were made available for use by Groundwater Technicians in Northern Michigan. Organized and taught a program for N.W. Michigan on Insect ID, Insect Control, and Mode of Action of Pesticides and More. Organized and taught a program for all of Michigan pesticide users on Fungal Disease ID, Fungal Disease Control, and Mode of Action of Fungicides and More. Taught 28, 7 to 10-year-olds on hydrologic cycle and how our activities impact the watershed at Jr. Master Gardener Program. Received Herbert H. and Grace A. Dow Foundation grant to teach Project WET, a water stewardship curriculum, to teachers in 4 counties. Taught 44 teachers in small classes with hands on activities to assist in making learning fun. Materials, lunch, and costs for substitute teacher were provided. There is enough money to train half of Grand Traverse County's elementary teachers. Updated Crop\*A\*Syst risk assessment tool for fruit growers. Provided free nitrate, nitrite, and 2,4D pesticide water screening. Provided riparian owners with programming and free on-site Lake\*A\*Syst risk assessment for water quality. Provided educational programming on best management practices for plant nutrient management. Helped develop and worked with Meijer's headquarters to have Go Green Lawn Care Tips placed in all their stores (92 in Michigan). These tip sheets were available to customers in the fertilizer section. The tip sheets provide information on best management in mowing height, fertilization, and watering. Provided information on irrigation impacts on nutrient management. Provided information on type of water testing related to gas well drilling. Provided wastewater management programming information to septic system owners

Parent Education - Offered eleven parenting classes in 2010. These classes were beneficial in giving participants the information and tools they need to become better parents including understanding their children, talking with their children in a calm and positive manner, positive disciplining methods, and problem solving techniques.

Participants in the parenting classes said they feel more confident about their parenting abilities and are using empathy with their children, work harder to be calm and talk things through, and learned new skills that will help them parent in ways that benefit their family.

Poverty simulation participants learned an understanding of financial pressures faced by low-income families in meeting basic needs.

## **PARKS AND RECREATION**

January 2010 - Easling Pool starts new 30-minute swim lessons and a new American Red Cross Learn to Swim Program.

February 2010 - Jason Jones presented with Michigan Recreation and Park Association New Professional of the Year. Marilyn Zielinski celebrates 25-year service anniversary with Grand Traverse County. Civic Center hosted the Winter Wonder Fest's Snowball Softball Tournament. Parks and Recreation Commission approve Baseball as a County Parks and Recreation Program.

March 2010 - Parks and Recreation Commission adopts Bylaws of the Parks and Recreation Commission. Parks and Recreation Commission adopts a Baseball Scholarship Program. Easling Pool offers AquaCamp. The camp has 15 participants and a waiting list.

April 2010 - Russ Clark presents Local Community Comparison data related to Parks and Recreation. Parks and Recreation adopts Rules and Regulations based on re-evaluation of establishing resolution 42-77. This adoption re-defines the power and responsibilities of the Parks and Recreation Commission. Easling Pool offers first community event "Under Water Egg Hunt." This even had 130 youth plus their families. This event had a waiting list.

May 2010 - New driveway established at Maple Bay. Baseball Field #1 renovated to create a field large enough for multiple field sports. Civic Center becomes a Smoke and Tobacco Free Park. The Civic Center Baseball Program begins.

September 2010 - The Parks and Recreation Commission approved a Memorial Tree Program for the public to memorialize events by purchasing planted trees at the Civic Center and other County Parks. Civic Center Baseball Evaluations presented to the Parks and Recreation Commission. The feedback was very favorable.

October 2010 - Parks and Recreation Commission adopt a Strategic Plan that identifies 3 goals as priority - 1.) To create recreational opportunities for the Citizens of Grand Traverse County, 2.) To have a well organized park system, and 3.) To provide parks and recreation facilities. Performance Measures adopted by the Parks and Recreation Commission for the Easling Pool, Twin Lakes, and for Civic Center Baseball. Easling Pool offers a new community event "Trunk or Treat." Approximately 350 participants came to trick or treat in the Civic Center parking lot. Easling Pool offers first "Flick 'N' Float." A movie is projected on the wall during open swim for swimmers to enjoy.

November 2010 - Easling Pool stays open over the Thanksgiving holiday weekend.

December 2010 - The Parks and Recreation Commission signed a new agreement with the Grand Traverse Conservation District for management of the Nature Education Reserve (NER). Easling Pool taught 952 swimmers swim lessons throughout the year

## **PERSONAL HEALTH**

H1N1 - Completed a successful H1N1 campaign. Evaluating the percentage of County residents receiving at least one dose of vaccine, Grand Traverse County consistently ranked in the top six (6) of all local health jurisdictions.

To maximize vaccination rates among school-aged children, the Grand Traverse County Health Department held vaccine clinics in the schools themselves. Among 5-18 year old residents, Grand Traverse County had the second highest vaccination rate in the

entire state at 37.13%, almost doubling the state average of 19.17%. Grand Traverse County also had the second highest rate of vaccination among children aged 6 months to 4 years old, with just over 45% compared to the state average of 30.64%.

Area providers including urgent cares, primary care, and specialty practices were provided with H1N1 vaccine to provide to their staff and patients.

Area pharmacies were provided with anti-viral medications to provide to individuals at no charge who would otherwise be unable to afford the needed medications.

Between January 5, 2010 and March 25, 2011, the Grand Traverse County Health Department held 54 H1N1 community outreach clinics, which immunized a large percentage of the population reducing the incidence of morbidity and mortality.

The Environmental Health Division provided logistical support in the planning and setup for H1N1 influenza vaccination clinics.

The entire project followed the Health Department's All Hazards Plan using the Incident Command System. Benefits: On going use of the Incident Command System to keep prepared for a disaster.

Established the Immunization Station at Grand Traverse Mall - Initially the mall space was rented in the spring of 2010 to provide H1N1 vaccines to the public. This was particularly important for babies and children to access the recommended second dose of vaccines to assure optimal influenza protection. Vaccine access was also important to protect spring break travelers.

The Immunization Station continued to operate to fulfill the new requirements of 6th grade children upon returning to school in September and offer seasonal flu vaccine through the fall of 2010 to the public. Benefits: Increasing access to immunizations and overall awareness of the public regarding immunization information.

Established the Adolescent Health Clinic in Kingsley - We completed a successful competitive grant application to open an Adolescent Health Clinic in Kingsley. April 2010, K-Town Youth Care opened to offer primary care, acute care, and chronic disease management as well as health education and mental health services to youth 10-21 years of age. The primary target is the students of Kingsley Middle and High schools. Benefits: Increased access for youth to health care while reducing the need for missed days at school or missed days at work for the parents.

Received a WIC Grant to Fund a Peer Breast Feeding Counselor - A Peer Breast Feeding Counselor will be hired to increase the number of women in the WIC program that initiate breast feeding and, as importantly, to increase the duration of exclusive breast feeding to 6 months. Benefits: Increased number of women exclusively breast feeding their babies for 6 months, which reduces the cost of formula and increases the overall well being of the baby.

Initiated the WISEWOMAN Program - In the fall of 2010, we began incorporating the WISEWOMAN program into our existing Breast and Cervical Cancer Control Program, which is available to low income, underinsured women 40-64 years of age. WISEWOMAN provides a cardiovascular risk assessment with height, weight, BMI, blood pressure monitoring, blood glucose screening, and cholesterol screening along with personalized counseling and goal setting. Benefits: Improved cardiovascular health encompassing lower rates of obesity, hypertension, and diabetes in low-income women.

Collaborated with Munson and Healthy Futures to provide WIC services to women after delivery prior to leaving the hospital. A WIC staff member goes to Munson OB department each morning to assure that all eligible women are provided with WIC benefits prior to discharge from the hospital. Benefits: Access to WIC benefits for postpartum women and their babies, which helps support good nutrition for the mother and young children.

## **PLANNING AND DEVELOPMENT**

Grants - The Planning & Development Department was successful in securing \$2,014,487 with the following grants.

\$1,000,000 U.S. EPA Brownfield Redevelopment Revolving Loan Fund Grant will establish a new self-sustaining revolving loan fund program for Brownfield projects.

\$604,487 Michigan Energy Efficiency & Conservation Block Grant provided several energy efficiency improvements at County facilities. It will also provide energy efficiency improvements at City facilities and provide funding for a LED light demonstration project by the Traverse City Light & Power.

\$395,000 HUD Community Challenge Planning Grant will provide \$50,000 for a County housing stock inventory, analysis, and strategy, \$50,000 for a new County master plan, \$100,000 to the City of Traverse City to develop revitalization plans for five corridors, and \$195,000 towards the County housing trust fund.

\$15,000 Rotary Charities Program Grant will support the new County master plan process.

## **PLANNING COMMISSION**

Model Ordinance - Created new model ordinance for private roads.

Training - Trained over 50 local planning commissioners and zoning officials.

Capital Improvement Policy - Adopted policy for the review of capital improvements.

Master Plan - Developed inventive process for a new County master plan.

Outreach - Visited each local planning commission.

## **PROBATE COURT**

Collaboration with Munson Medical Center for Emergency/Court-Appointed Guardians – Probate Court volunteers, in conjunction with Munson Medical Center, has formed a group of six volunteers who will respond as guardians in emergency situations at the hospital when no family member can be identified to act. Information learned from this program is passed on to the current guardians. Five wards required emergency temporary guardians in 2009-2010. Four volunteers were appointed to act in these emergencies.

Review of Guardianship for Minors & Adults - Michigan Law states that Probate Court may review a guardianship for a minor as it considers necessary and shall review a guardianship annually if the minor is under six years of age. This means the court will appoint an agent or representative to personally conduct a review at a minimum of once a year. Thirty-nine reviews for minors have been completed by 16 volunteers in 2009-2010. Adult reviews have been conducted by volunteers since 1989. One hundred adult reviews have been conducted by 17 volunteers in 2009-2010.

A court appointed Volunteer Guardian or Conservator is needed when no interested person can be identified to act for one who is unable to make medical, personal, placement, and financial decisions on his or her own. Volunteers serve as guardians for developmentally disabled adults and legally incapacitated adults living in adult foster care. Senior Citizens living at home, in foster care, or nursing homes also benefit by having a volunteer visit, attend their conferences, and act in the same caring manner as if they were making decisions for a family member. Adults with head injuries and other disabilities benefit from a volunteer guardian if family members are “burned out” in dealing with their situation or are no longer effective. Seventeen volunteers are assigned to eighty-nine wards in Grand Traverse County.

## **RESOURCE RECOVERY**

Cost Savings – Staff sent out RFP’s and implemented process changes that saved the County \$62,395.

Green Energy Team – Grand Traverse County was awarded an Energy Efficiency and Conservation Block Grant to install efficient lighting in County buildings. Staff has been working with Grand Traverse County Facilities to recycle the old fluorescent lamps and ballast. So far, 2,216 pounds of PCP ballast and 1,000 lamps have been recycled. Normally, these materials are recycled by our Household Hazardous Waste (HHW) vendor, but due to the large volume and higher cost, staff sent these materials to a less expensive vendor to be recycled at a cost savings of \$1,000. Staff also sold 1,946 pounds of non-PCP ballast for \$167 and avoided a disposal cost of \$1,674.

Drop-Off Recycling Stations – The department bid out 2010 Drop-Off Recycling Services. American Waste submitted the low bid of \$333,000 to provide Drop-Off Recycling services for 8 sites. This contract saved the county \$47,000.

HHW Collection Services – The department bid out 2010 Household Hazardous Waste (HHW) Collection Services. Drug & Laboratory Disposal submitted the low bid of \$0.86 per pound. This is \$0.23 per pound less than previous cost. This contract saved the County \$10,000.

Battery Recycling Services – The department switched to a less expensive vendor to recycle alkaline batteries, sold sealed lead acid batteries to Padnos Metal, and sent rechargeable batteries to RBRC for recycling at no cost. Total cost savings to the County \$2,054.

Oil Recycling – On average, the department spends \$1,500 per HHW event to recycle motor oil. This oil is considered non-hazardous and can be recycled at Crystal Flash at no cost. Staff has instructed residents to recycle motor oil at Crystal Flash or other vendors listed on the “Take It Back” recycling program. This change was implemented for the last HHW event saving the County \$500.

Expansion of Curbside Recycling – Staff expanded the Curbside Recycling District to include the entire County. Staff launched an education campaign to inform residents of the change that included meetings with local units of government, mailings, and advertisements in local media outlets.

Elimination of County Funded Drop-Off Recycling Stations – Staff eliminated funding for the 8 Drop-Off Recycling Stations saving the County \$333,000 in 2011. To ease the transition, staff negotiated an agreement with American Waste to leave the Drop-Off Recycling Station located at LaFranier at no cost to residents. American Waste also decided to leave the 7 remaining drop-off sites at their locations at no cost to residents.

Asset Relocation Program (ARP) – Staff, in cooperation with the Grand Traverse County Employee Recognition/Suggestion Award Team, developed an intranet web link for county employees to view supplies county departments may no longer have a use for while providing another department an opportunity for reuse. Items to be listed are of county property and can only be used for county business purposes. The (ARP) program provides an excellent example of reduce, reuse, recycle and contributes to the reduction of Grand Traverse County expenses.

Sale of HD12 Tub Grinder – The grinder had not been used in over 6 years. During that period of time, the grinder was stored outside without protection from the weather or routine maintenance. Staff sold the tub grinder for \$14,500. Scrap value on the grinder was \$3,500. Not only did the County get better than scrap value for the grinder, it no longer has to pay insurance on an unused asset.

Vermitech Worm Digester – The worm digester has been in storage unused for a number of years. In cooperation with SEEDS, a local environmental group, staff has relocated the worm digester to their community farm. The digester will be incorporated into their environmental education center. In a joint effort to promote waste diversion and environmental education, the Resource Recovery Department and SEEDS will provide tours to schools, businesses, and other interested groups. The education center will be open to all Grand Traverse County residents.

Illegal Dump Sites – The Michigan Department of Natural Resources & Environment (MDNRE) Forest Division identified Grand Traverse County as the number 1 county with the most illegal dump sites in the state. Upon investigation, staff has identified 14 inactive sites. Progress reports have been submitted to the MDNRE Forest Division to have the sites removed from the Illegal Dump Site database. Grand Traverse County has dropped from number 1 on the top ten list to number 10.

Cherry Festival DTE Green Day Event – Staff volunteered to be Co-Directors of the Cherry Festival DTE Green Day event. The one-day event was held on Friday, July 9, 2010 from 10 am to 4 pm. The event was sponsored by DTE Energy and focused on educational, interactive, and participatory activities. The event was a huge success with a record number of vendors participating (30).

RecycleSmart Kids Garage Sale – The RecycleSmart Kids Garage Sale was conducted on Saturday, August 21 from 9 am to noon. Staff registered 33 booths and 204 members of the public attended the event. Staff estimated that 95% of attendees purchased at least 1 item during the sale. Containers were made available by Goodwill Industries for those who wanted to donate merchandise after the close of the sale. Three Gaylord containers were filled with contributions.

GBB Solid Waste Study – Staff participated on the Solid Waste Services Consortium Steering Committee that included the City of Traverse City, Acme Township, Blair Township, East Bay Township, Garfield Township, Long Lake Township, and Peninsula Township. The study was completed in December of 2009. In the 1st quarter of 2010, staff made presentations to local units of government on GBB conclusions and recommendations. Blair Township was the 1st local unit of government that requested County assistance in preparing an RFP for a single hauler solid waste system. Waste Management submitted a low bid reducing the average cost of trash and recycling services by 50%. Blair Township residents voted not to approve a single hauler system. The City, Acme Township, Peninsula Township, and East Bay Township jointly sent out an RFP for a single hauler solid waste system. The City and Peninsula have approved a single hauler system.

Household Hazardous Waste (HHW) Collection Events – Held 3 HHW collection events. An estimated 600+ participants dropped off 51,705 pounds of hazardous waste. The City of Traverse City had the most participants at 187 followed by Garfield Township with 86, East Bay Township with 83, Peninsula Township with 63, and Acme Township with 62.



CESQG Certification – Small businesses are allowed to bring hazardous waste to Grand Traverse County HHW events if they qualify as a conditionally exempt small quantity generator (CESQG). To qualify, small businesses can not generate more than 100 kilograms (about 220 pound or 25 gallons) of hazardous waste per month. Staff has created a pre-registration form that all businesses must complete to certify that they are a conditionally exempt small quantity generator before offering their hazardous waste to County HHW events.

Earth Day Events – Coordinated a composting distribution event downtown that gave away 110+ yards of free compost to county residents and coordinated a Clean Out Your Files Week that allowed area downtown merchants to clean-out their old files. Four tons of paper were recycled.

Marketing and Education – Provided recycling information and sponsored educational booths at community events to inform residents and businesses on the recycling and waste diversion options offered by the Resource Recovery Department. Events included Home Builders Expo, Habitat for Humanity Spring Flower & Garden Show, Clean Out Your Files Week, Earth for Earth Day, GS 4 Green Solutions Event, Nature North Festival, DTE Energy Green Day, RecycleSmart Kids Garage Sale, The Great Lakes BIONEERS Conference, Michigan Green Consortium “Clean Up & Green Up”, Northwestern Michigan Fair, and Blair Township Connecting People with Resources and Information Day.

RecycleSmart e-Newsletter – The Monthly electronic publication continues to grow in popularity and its subscriber base. The RecycleSmart e-newsletter provides the most current newsworthy information for the residents and businesses of Grand Traverse County. 2,000 residents receive the publication on a monthly basis.

RecycleSmart Website – The RecycleSmart website continues to grow in viewership. It is continuously updated with the most current information on recycling, special events, meetings, accomplishments, HHW appointment system, etc. Analysis through Google Analytics continues to support that the RecycleSmart website is a useful and cost effective tool. The “Take It Back” recycling program link continues to be the number one area visited on the site.

RecycleSmart Hotline – The RecycleSmart Hotline received over 3,000 calls from Grand Traverse County Residents. Most residents who called were able to speak directly to a department employee. The majority of calls received were positive in nature.

## **REGISTER OF DEEDS**

Scanning - In 2010 the Register of Deeds office completed the Scanning project for the Grantor/Grantee Index Books. Our index books dating back to 1853 are now available

on the computer. We continue to work on our back indexing of documents as time allows.

Staffing - The Chief Deputy position was eliminated in July to help reduce the staffing cost of the office.

## **GRAND TRAVERSE SHERIFF'S OFFICE**

Incidents - In 2010 the Grand Traverse Sheriff's Office (GTSO) handled 47,896 incidents, made 4,673 arrests, and wrote 6,571 tickets. Some examples of major incidents that the Sheriff's Office handled are as follows:

Complaint # 128-49703-09 - In late 2009, the Sheriff's Office began major case investigation into Walter Lucas, a TCAPS employee, who was stalking a student both in person and through the internet. The investigation continued into 2010 and, ultimately, Walter Lucas was sentenced to several years in prison.

Complaint # 128-7450-10 - This investigation involved the homicide of Shari Marvin. Her husband, Michael Marvin was arrested as the suspect. This investigation involved the use of most of the Detective Bureau personnel, in addition to many officers from the road patrol who were first responders. The road patrolmen participated in interviews, scene security, and crime scene processing. Michael Marvin was found guilty at trial of the homicide and was sentenced to prison.

Complaint # 128-18003-10 - This involved the investigation of an infant that was found in a yard in Garfield Township. Again, road patrolmen responded to the initial call and participated in scene security, crime scene investigation, and initial interviews. The Investigative Services Division took over the investigation and completed numerous follow-up interviews as well as executing search warrants for medical evaluations and DNA collection. Eventually the suspect, Lynzee Sanders, was identified as the mother. She pled guilty and was sentenced to prison.

Numerous Incidents - The Grand Traverse region, over the past few years, has experienced many break-ins of the region's pharmacies. The purpose behind the break-ins was to steal prescription pain medication to be abused by individual users. Our Investigative Division worked with several surrounding agencies and their Detectives to solve these pharmacy break-ins. Numerous suspects were identified and interviewed, and eventually cleared. Several pharmacy break-ins were solved as the result of these investigations; however, the bulk of the pharmacy shop break-ins remain unsolved.

Complaint #128-27664-10 - GTSO responded to a report of an armed robbery at the Interlochen EZ-Mart. GTSO road patrol responded and completed initial interviews and crime scene work. Detective Trombley was assigned as the lead investigator for this armed robbery. At the completion of the armed robbery investigation, it was determined that the victim was a part of a scheme to report a fictitious armed robbery, so they were

able to steal money from the Interlochen EZ-Mart. The main suspect, a store employee, has been arrested and sentenced.

Complaint #128-28022-10 - This case involves a family member in his fifties sexually assaulting his biological granddaughter. After he was caught by other family members, the suspect fled the scene and committed suicide a short time later. This case is significant for many reasons; however most significant, it was one of the first cases where the victim and the victim's family were immediately brought to the Children's Advocacy Center that opened its doors in 2010. Not only was the victim interviewed in a victim/family friendly environment, the family was given immediate support through the Children's Advocacy Center to help process and deal with this devastating incident. The Children's Advocacy Center also made contact with an Advocacy Center in the state in which the victim's family resided for continued support services.

Complaint #128-34968-10 - This involves the armed robbery of the mini golf business in Interlochen on M-137. A suspect had robbed this mini golf while in possession of a handgun. GTSO responded immediately to this report of the armed robbery. A "Be on the Lookout" was broadcast for the Grand Traverse Region. Benzie County Sheriff's Officers responded to the US-31 west corridor to look for the suspect and suspect vehicle. In less than 30 minutes, a suspect had been identified and placed in custody. At the suspect's Circuit Court trial, he was found guilty and has been sentenced to prison.

Complaint #128-51889-10 - This case involves the investigation into a TBAISD employee who is accused of sexually assaulting a person under 16 years old. The suspect is also alleged to be in possession of child pornography. The suspect has been arrested and is awaiting further court proceedings.

In considering the investigative field of computer forensics, it is said that within six months of purchasing a new computer, your new computer is out of date with current technological advances within the computing industry. With that being said, the computer forensics investigative endeavor for the Sheriff's Department involves constant change and constant training to keep up with current technology and current trends within the computing industry. Detective Heller has recently been to a forensic training involving the use of Macintosh Computer Hardware and Software.

We also experienced some great accomplishments with our Jail. Some examples of Jail accomplishments are:

Michigan Department of Corrections – Annual Jail Inspection (conducting January 5, 2011). The jail received a 100% Compliance rating on the inspection conducted on January 5, 2011. This inspection covered all of 2010 and evaluated the compliance with the State's Administrative Rules. Compliance evaluation included the jail's policies and procedures, jail records, and the condition of the physical plant. The inspector said the jail was "very clean, quiet, professional, and controlled".

Appointments - In October 2010, Captain Robert Hall was elected by the Jail Administrators from all of Michigan to serve as the Chairperson of the Jail Administrators Sub-Committee of the Michigan Sheriff's Association. This two-year position also places him on the Michigan Sheriff's Coordinating and Training Council - the organization that sets the standards for the training and certification of Corrections Officers in all of Michigan's jails.

Re-certification (100%) of Corrections Officers and Jail (MSCTC) - The Michigan Sheriff's Coordinating and Training Council (MSCTC) certified that the Grand Traverse County Jail and every Corrections Officer has met the minimum required training standards and are re-certified for another year.

Recreational Services Division Building - During 2010 the Sheriff's Office procured a contract for the construction of an off-site building that will be home to our Recreational Services Division, which includes the Marine Division, Off-Road Vehicles, and Snowmobile patrols. The building will have office space and sufficient storage for the numerous boats, snowmobiles, motorcycle, and trailers that are necessary to make this Division operate efficiently.

Equipment - In 2010 the Sheriff's Office was a beneficiary of a significant amount of equipment, which was purchased through state and federal grant funding. These items include two new boats for inland lake patrol purposes, two new snowmobiles and a new trailer, a motorcycle, and an underwater Remotely Operated Vehicle (ROV) that will be used regionally in underwater recovery efforts.

Records Management System - The Sheriff's Office also partnered with the Traverse City Police Department and Grand Traverse Central Dispatch to identify and purchase a new Records Management System through New World. This system will allow new and better efficiency of communication and information management between Departments and Divisions. The software was purchased in the fall of 2010 and we are hoping to have full implementation of the system by summer of 2011.

Life Saving Actions - In 2010 the Sheriff's Office recognized 4 people for live saving actions. Deputy Adam Reister and Deputy Luke McManus were awarded the Sheriff's Office Life Saving Award for rescuing a man that had fallen out of his boat in Spider Lake in the late spring of 2010. The Sheriff's Office also recognized two citizens, Joseph Pellar and Justin Helton for their life saving efforts in the rescue of a man that fell into the water after his vessel overturned in early March of 2010.

In all, it was a pleasure to serve the citizens of Grand Traverse County in the various needs that arose and to watch our employees perform at a very high level every day.