



Board of Commissioners

Tim Barnes
Blake Mulder
Terrance Augustine
Brandon Haskell
Jeanne Pearl-Wright

Trevor "TJ" Youngquist
Mark Mudry
Joseph C. Brehler
Brian Droscha
Jacob Toomey

Scott Hansen
Brian Lautzenheiser
Jim Mott – Chair
Frank Holmes
Barbara A. Rogers – Vice Chair

EATON COUNTY BOARD OF COMMISSIONERS/INFORMATION TECHNOLOGY & COMMUNICATION COMMITTEE

WEDNESDAY, AUGUST 7, 2024, 4:00 P.M.

BOARD OF COMMISSIONERS' ROOM, COUNTY COURTHOUSE, CHARLOTTE

AGENDA

1. Call to Order.
2. Pledge of Allegiance.
3. Agenda Additions and Changes.
4. Approval of the July 3, 2024 Meeting Minutes.
5. Limited Public Comment.
6. Communications Director Update.
 - New GIS Tax Rate Calculator
7. Technology Services Director Update.
 - Verizon Wireless Coverage Analysis
 - Central Dispatch Technology Relocation Status Update
 - Youth Facility Expansion Technology Status Update
 - Delta Township Substation Technology Status Update
 - Barry Eaton District Health Department Technology Status Update
 - Technology Services Staffing Update
8. Barry-Eaton District Health Department Contract Renewal
9. Miscellaneous.
10. Limited Public Comment.
11. Adjournment.

A quorum of the Board of Commissioners may be present at this meeting.

INFORMATION TECHNOLOGY AND COMMUNICATION COMMITTEE MEETING

WEDNESDAY, JULY 3, 2024

4:00 P.M.

MINUTES

MEMBERS PRESENT: Commissioners Brian Droscha, Barbara Rogers, Frank Holmes, Mark Mudry, Jacob Toomey, and Scott Hansen

MEMBERS ABSENT: Commissioner Brandon Haskell

ALSO PRESENT: Commissioner Jim Mott, Logan Bailey, and Eric Daley

The July 3, 2024 regular meeting of the Information Technology and Communication Committee was called to order at 4:00 p.m. by Chairperson Droscha.

The Pledge of Allegiance was given by all.

Commissioner Mudry moved approval of the agenda. Commissioner Hansen seconded. Motion carried unanimously.

Commissioner Toomey moved approval of the June 5, 2024 meeting minutes. Commissioner Holmes seconded. Motion carried unanimously.

Limited Public Comment. None.

Communications Director, Logan Bailey, presented the department's monthly report. He said the 12th County Newsletter went out today and noted it is also in the County Journal every month. He spoke about promoting the next recycling event in August and gave an update about county social media interactions. He also announced the new website design will be going live in August.

Technology Services Director, Eric Daley presented the department's monthly report. Director Daley provided information on the 2024/2025 Technology Budget. Discussion was held. Commissioner Mudry moved to recommend approval of the budget to the Ways and Means Committee. Commissioner Hansen seconded. Motion passed unanimously. Director Daley gave an update on the BEAD Program (Broadband, Equity, Access and Deployment Program).

Limited Public Comment. None.

Chairperson Droscha adjourned the meeting at 4:30 p.m.

The next regularly scheduled meeting of the Information Technology and Communication Committee will be held **Wednesday, August 7, 2024**, at 4:00 p.m. in the Board of Commissioners' Room in the Eaton County Courthouse located at 1045 Independence Blvd, Charlotte MI 48813.

Brian Droscha, Chairperson



Connie L. Sobie
Controller/Administrator

Ben Dawson
Deputy Administrator/
Human Resources Director

Claudine Williams
Director of Intergovernmental
Affairs and Development

Melissa L. Ballard, CGFM
Finance Director

Logan Bailey
Communications Director

DATE: August 7, 2024

TO: Information Technology and Communications Committee

FROM: Communications Director

SUBJECT: August 2024 Communications Report

ACTIVE COMMUNICATIONS

- Our 12th County Newsletter is out on August 7. The newsletter also runs in the County Journal every month.
- Active advertising/promotions for Recycle-Palooza in Charlotte and the Eaton County Mobile Recycling Program are live in print and digital spaces.
 - The Mobile Recycling Program will be in Vermontville once a month. The Resource Recovery Department is looking to find other host sites in underserved areas throughout the County. Please reach out to my department or Resource Recovery if you have a contact or hear of a willing party to host the trailer.

Eaton County Resource Recovery

EATON COUNTY MOBILE RECYCLING PROGRAM

KICKOFF EVENT
Aug 01, 2024 | 1 PM - 4 PM

121 Eastside Drive
Vermontville, MI 49096

Free and open to all Eaton County residents!
Accepting plastic, cardboard, glass, paper, batteries, and metals.

Items must be presorted by material.

Equipment funding made possible by the
Department of Environment, Great Lakes, and Energy.

Let's Clean-Up Together!
For more info:
Email recycle@eatoncounty.org
Call 517-543-3686
Visit eatoncounty.org/913



Eaton County Resource Recovery

EATON COUNTY RECYCLE-PALOOZA

Event Location in Charlotte
August 10, 2024 | 9 AM - 1 PM



Scrap
Tires



Household
Hazardous Waste



Electronics

Open to all Eaton County residents.
Registration is required for address.

Register
here!

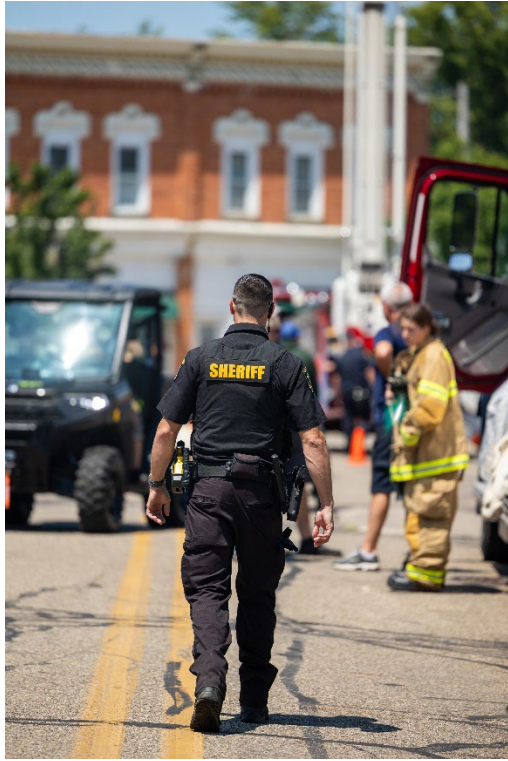


bit.ly/recyclepalooza

Let's Clean-Up Together!
For more info:
Email recycle@eatoncounty.org
Call 517-543-3686
Visit eatoncounty.org/913



- We had a contingent of staff and departments at the Olivet Fireman's Fest, including the Sheriff's Office assisting during the events throughout the day. I attended and took photos at the Olivet Fireman's Fest to showcase the Sheriff deputies assisting and participating in the event.

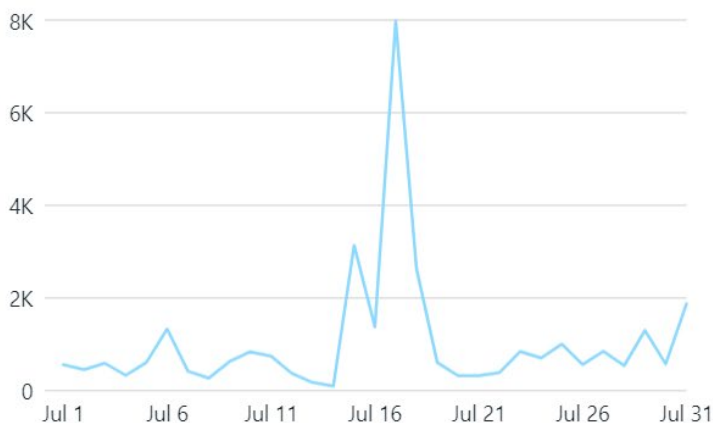


DIGITAL Social Media

- The County saw 47 new followers in the month of July.

Facebook reach ⓘ

17K ↓ 34.7%



Instagram reach ⓘ

192 ↑ 44.4%



517-543-2122
517-543-3331 (Fax)



1045 Independence Blvd.
Charlotte, MI 48813



eatoncounty.org

- We saw a decrease of 34% in total reach from June to July on Facebook. We simply had far less interaction and engagement in a slower news month. To try and maintain engagement, we have started diversifying to the best of our ability what we post (reel/story, video/multi-photo, etc.).
- Summer months can lead to lower page interaction but higher usage and shares from individuals, but we should be able to turn that around with quality content or content that challenges.

Website

- The County's website saw just over 29,000 users in the last 30 days as of July 31. This slight increase also brought a decrease in time per event from roughly 70 seconds to 59 seconds per user event.
- The website refresh process continues with an August 13 redesign launch imminent.
- You will see updated branding, simplified and streamlined topline navigation, a simpler module for news and announcements, and a new section for popular/highly used services.

Views by User – July 01 to July 31

		↓ Views -----	Users -----
		93,869 100% of total	29,488 100% of total
1	Eaton County, MI Official Website	8,188	3,965
2	Search • Eaton County, MI • CivicEngage	5,427	1,748
3	Public Case Search Eaton County, MI	5,416	2,790
4	Locating an Incarcerated Person Eaton County, MI	3,400	2,396
5	Online Services Eaton County, MI	3,272	2,016
6	Employee Access Eaton County, MI	2,876	622
7	56th Circuit Court Eaton County, MI	1,693	1,062
8	Corrections Division Eaton County, MI	1,666	1,052
9	56A District Court Eaton County, MI	1,588	986
10	Register of Deeds Eaton County, MI	1,492	722

- You will see a review of the new site in next month's report, but if anyone is interested in viewing the draft changes, I can set up a time to walk through the alterations.

- Staff training will likely be necessary, but Technology Services did a great job helping departments and offices clean up and retrain on how to edit their pages and content.

MEDIA

- Press in July 2024
 - Mail Theft
 - [WKAR](#)
 - [Lansing State Journal](#)
 - [News 6](#)
 - Court Resignation and Appointment Coverage
 - [Lansing State Journal](#)
 - Substation Progress in Delta Township
 - [Fox 47](#)
 - Election Coverage and Stress on Clerk Offices
 - [Lansing State Journal](#)
 - County Funding for Isolated Storms
 - [News 10](#)
 - Death Threat Against Eaton County Judge
 - [News 6](#)
 - [Lansing State Journal](#)
 - [Fox 47](#)
 - Sheriff's Deputy Side-swiped
 - [Fox 47](#)
 - [Lansing State Journal](#)
 - [News 10](#)
 - Vandalism at Keehne and Cheney Quarry
 - [News 6](#)
 - [Lansing State Journal](#)
 - [News 10](#)

PROJECT UPDATES

- Tax Limitation Proposal - [Website](#) updates are live but still being tweaked. There is now a website completely dedicated to information on the proposal. This is a living document that will be constantly updated.
 - County staff is visiting every village, city, and township to share information on the tax limitation proposal on the November ballot. We have had discussions with residents and local leaders and gathered valuable feedback.
 - GIS developed a new tool for residents to help calculate what the effect of a limitation change would be. Users simply type in their address rather than needing to enter in their taxable value.



When you need us, we stand ready.

Fact Sheet

Verizon Response Team

You are ready to respond, so are we. The Verizon Response Team works hand in hand with local emergency officials and is available 24/7 to help you stay connected.

The Verizon Response Team is ready to support first responders, government agencies, nonprofit organizations and communities, helping them stay connected during emergencies.

Mission-critical communications



Mobile communications equipment

- Verizon Cells on Wheels, Cells on Light Trucks and Satellite Picocell On Trailer are self-contained mobile cell sites specifically designed for rapid and short-term response.



Satellite deployables

- Enables setup in remote areas without microwave or other wired back-haul, with optional satellite back-haul.



Rugged deployables

- Purpose-built, weatherproof, military-grade, with a built-in 4G LTE solution that combines high-power charging mAh battery.



Voice over IP

- Rapidly turn up new mobile-enabled operations centers (minutes vs. months).



Drones

- UAS 107 Licensed Drone Program across the U.S. that provides situational awareness during an event.

Keep your agency connected during emergencies

Verizon Response Team is a national, rapid deploy, professionally trained team who solve routine and complex communication challenges in all environments. This team of multi-disciplinary professionals have over 250 years of combined service in the military, public safety and advanced technology to establish mission critical communications to keep you connected.

Verizon Response Team support includes:

- Nationwide 24/7 hot-line: 800.981.9558
- Loaner phones and data device
- Enterprise-grade 4G LTE routers with directional antenna solutions
- Mobile communication equipment, Cells on Wheels, Cells on Light Trucks and Satellite Picocell on Trailer
- Emergency communication and charging centers
- Pre-event planning and site assessments
- Verizon Security Assistance Team support – missing persons/search and rescue

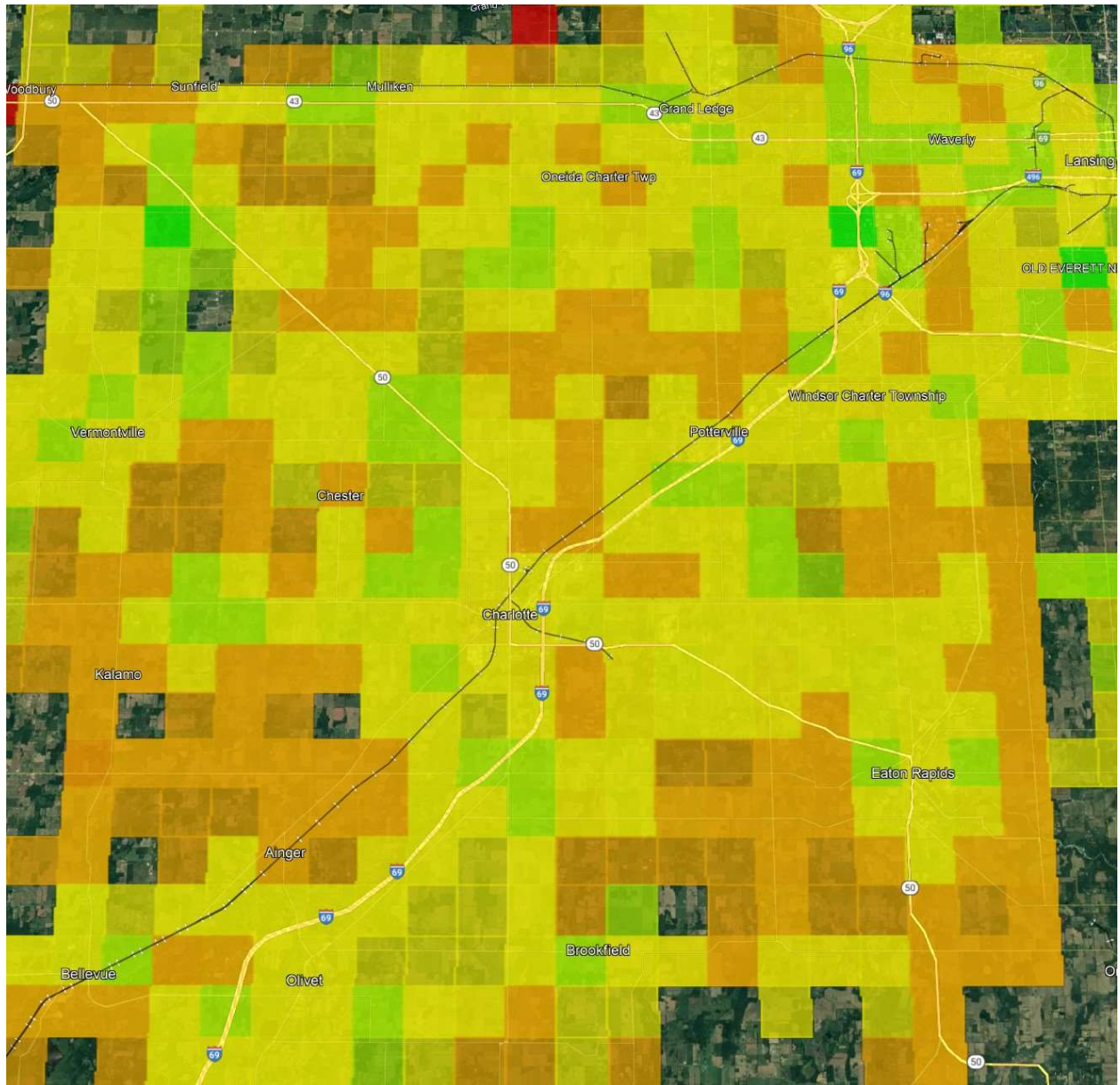
Learn more

For more information on Verizon Response Team, contact your Verizon Account Manager. Phone 800.981.9558 or visit verizon.com/responseteam.



Verizon LTE Signal Quality (average)

June 30 2024-July 27 2024



Legend ■ Excellent (81-100) ■ Good (61-80) ■ Fair (41-60) ■ Weak (21-40) ■ Very weak (1-20) ■ No Signal

Technology Support Contract

Introduction

This technology support contract describes the services that **Barry Eaton District Health Department** (“Client”) will receive from **Eaton County Technology Services**, a Department of Eaton County, as authorized by the Eaton County Board of Commissioners (“Contractor”).

Purpose

Client depends on its computer systems and software to provide a wide array of public health services. Historically, support for these systems has been provided by Client staff and/or non- county third parties.

This contract describes how the Contractor will provide technology support services to maximize end-user access to Client computer systems and software, including consultation, design, planning, and monitoring services as further described in the following section(s).

All data on BEDHD system belongs to BEDHD exclusively.

Scope

Client wishes to contract for technology support services provided by Contractor that address the five broad areas listed below. Additional examples can be found in Appendix A.

- Administration (i.e., consultation, planning/design, project management, purchasing, inventory, auditing, and related tasks).
- Infrastructure (i.e., management of network switches, routers, firewalls, wireless access points, and related devices).
- Network Servers (i.e., specifications, design, configurations, software updates, and related tasks).
- Digital Storage and Backups (i.e., monitoring storage pool(s), monitor/administer scheduled backups of digital datasets, and related tasks).
- End-User Support (i.e., help desk services, hardware and software troubleshooting and corrective action, and related tasks).

Dates and Reviews

This contract shall take effect on October 1, 2024 and remain in effect for 12 months and will automatically expire at the end of the term. It may be reviewed within the 12 months from time to time and, upon mutual agreement, be changed to reflect changes and deletions in the scope of work.

The timeliness and quality of services provided by Contractor will be reviewed by both parties as needed. Not less than 90 days prior to contract termination, Client and Contractor will review the quality and conditions of service to determine if the contract will be renewed for any

extended period of time. If such a review does not occur, and/or Client does not believe the timeliness and quality of services are adequately meeting Client needs, the contract will end on the scheduled end date, and Client understands that they solely are responsible to identify and contract with another technology support provider to ensure ongoing sustainability of Client computer systems.

Exclusions

As this contract is written in a spirit of cooperation and partnership, Contractor will make the best, possible, effort to provide support, remedy problems, and provide technology guidance as desired by Client.

Client acknowledges that public resources of any kind are routinely constrained and the same is true with regards to Contractor's technology staff. Therefore, services are offered and will be provided on a best-effort basis.

Additionally, some technology exclusions are noted below:

- Contractor does not have the requisite skills to terminate fiber optic cable and therefore shall not provide this service.
- Contractor shall not configure a firewall (or similar network security device), network switches, routers where required skills are not present with Contractor staff.
- Contractor shall not provide computer parts, consumable products, cabling, and related items to Client. Client is solely responsible for the cost of such items, but Contractor can help coordinate purchases to an extent authorized by Client.
- Contractor shall not provide technical support for any computing device or software application that is personally-owned by an employee of the Client, whether that device is used for Client or personal work.
- Contractor may not provide technical support outside of Eaton County's normal business hours, unless the problem is determined to be of a critical nature. In such an instance, support will be provided consistent with any other county operation reporting a similar situation requiring urgent remedy.

When situations arise whereby Contractor cannot adequately provide the service (i.e., configuring a firewall), Client shall with or without assistance of Contractor, identify and hire a third party to perform the service to the Client's satisfaction, at their own expense.

Contractor Responsibilities

Contractor will:

- Provide services as described in this contract.
- Abide by the administrative and security protocols established by Client.
- Track and monitor Client service hours and/or tasks performed for future reporting purposes of Contractor and/or Client.
- Maintain good communication with Client regarding service requests.
- Use its best efforts to timely resolve Client's service requests.

Client Responsibilities

Client will:

- Provide appropriate access to Contractor to agency facilities.
- Provide contact information for third-party contractors currently providing services to Client for the purposes of coordinating future technology activities.
- Keep the Contractor informed about potential or pending changes to Client computer systems that were acted upon by Client prior to establishment of this contract.
- Maintain good communication with Contractor regarding service needs, concerns with service delivery and/or quality, and so on.

Agreement on Charges

Upon execution of this agreement, Client hereby agrees to pay Contractor, One Hundred and Twenty-One Thousand Five Hundred dollars (\$121,500) for technology support services and Fifteen Thousand dollars (\$15,000) for GIS related services for a grand total of One Hundred and Thirty-Six Thousand Five Hundred dollars (\$136,500) total yearly, fixed-fee contract. The contract will be invoiced on a monthly basis (\$11,375.00) until the end of the contract. Payment will be due to Eaton County on the 15th day of each month. The parties agree to negotiate changes to the agreed upon charges based on any changes and deletions to the above scope of work. This amount will be negotiated each year with addendums for cost of living, administrative and other cost change requirements.

Signatures

Barry Eaton Health Department

Eaton County Technology Services

Name:

Name:

Title:

Title:

Date:

Date:

Appendix A

A representative, not exhaustive, list of services.

- Monitor and maintain server uptime.
- Monitor, review, and take (or propose) corrective action regarding computer system and software security.
- Install software updates and service packs (Microsoft Windows and other applications where appropriate) for servers, desktop PCs, laptops, tablets.
- Check backup processes, procedures, job completion to ensure data is adequately protected.
- Monitor digital storage and report to Client management any concerns related to usage, availability.
- Present Client with information related to any potential concerns, issues, with the overall health of Client computer systems.
- Perform necessary network administrative functions to establish, change, or remove user accounts: grant necessary and/or authorized security rights for users to access systems, software, and data.
- Raise support questions with third-party providers and coordinate resolution.
- Monitor and/or review log files for servers, switches, routers, firewalls, as capable.
- Provide support for Client-owned mobile devices issued to Client employees.
Monitor Client-owned wireless network.
- Provide consultation on future technology planning/projects
Provide consultation on selection, acquisition and configuration of new devices and equipment.
- Provide basic end user orientation.