

**HOUGHTON COUNTY BOARD OF COMMISSIONERS
SPECIAL MEETING
JUNE 12, 2025**

The Houghton County Board of Commissioners held a Special Meeting on Thursday, June 12, 2025 at 12:00 p.m. in the 5th Floor Conference Room of the Courthouse, City of Houghton with the public viewing in person and by Microsoft Teams.

Call to Order:

The meeting was called to order by Vice-Chairman Britz at 12:00 p.m.

Pledge of Allegiance:

The Pledge of Allegiance was led by Vice-Chairman Britz.

Roll call:

The following commissioners responded to roll call:

Tom Tikkanen, District 1-By Microsoft Teams at 12:08 pm; Joel Keranen, District 2; Glenn Anderson, District 3-By Microsoft Teams at 12:03 pm; Gretchen Janssen, District 4-By Microsoft Teams at 12:00 pm; Roy Britz, District 5.

Approval of Minutes:

None.

Approval of Agenda/Additions:

A Motion was made by Commissioner Keranen and seconded by Commissioner Britz to approve the Agenda as presented.

The Motion carried by a voice vote. Ayes 2, Nays 0.

Public Comments-Agenda Items only *(3 minute limit):

None.

New Business:

1. VC3

Teresa Hill, HR Manager, introduced several members of VC3 who were all on Microsoft Teams. She stated there has been a lack of response from VC3, discussed the transition, and the ticket process.

Denise Douglas discussed issues VC3 had with staffing issues and they lost 3 employees. She explained that when people have issues and do an email, the ticket goes to FCR-First Call Resolution. Their recommendation for major issues is to call VC3 so the ticket can go to level 2.

Commissioner Anderson asked what the County tech issues are. Denise responded that the RSA is not working correctly and there is a lot of login issues. They cannot process phone issues. She stated the servers have issues, a lot they do not need, and some they may merge. They are missing passwords and cannot get into things they need access to. The network equipment can be handled remotely. There is no password on the camera network. She believes the fix will be to reset all the passwords, and hire a third party to project this matter out. She informed the Board the previous IT has the credentials to get into everything. They were able to get access to the former IT's PC, and they will try to get information from it.

Dan Helmer, Prosecutor, stated his new Assistant Prosecutor's computer was not installed correctly. The new employee cannot work.

Denise stated emails are a low priority, and so is level 2. People need to call in for urgent matters so it goes to level 3.

Dan Helmer stated he did a request in April for the new employee's computer.

Commissioner Anderson asked how many IT Counties they currently have. Ken responded 3-5. Commissioner Anderson asked if any are onsite. Denise answered about half have onsite IT. Gratiot, Montcalm, Clare and Lake have onsite IT.

Commissioner Keranen asked when the County did the contract with VC3. Administrator Rheault stated the contract was done on April 7, 2025 for \$20,000.00 a month.

Renee Cunningham, Chief Deputy County Clerk, expressed concerns about election night. The County also had IT available on election day. She discussed concerns about their vendor, Fidlar, not having access to the server when they need to connect to address issues.

Clerk Kelly explained the same concerns as Renee and what has been done and what the problems are. Denise stated security is in place and an authorization step is needed. Clerk Kelly will work with VC3 and Fidlar.

Chairman Tikkanen said he feels the County needs an onsite IT as soon as possible.

Commissioner Britz asked if the County can contract with VC3 to have an onsite IT.

Ken with VC3 asked for the County to allow them to discuss options internally.

Chairman Tikkanen stated VC3 workers have been at the courthouse many times. He stated they were told all the servers were rebuilt, but found out after the previous IT left that only one (1) server was barely functioning. VC3 has rebuilt the servers.

Joey Mathison, VC3, stated Kye and Joe are Houghton County's team. He stated out of 8 counties, half of them have onsite IT. He stated that someone will come to Houghton County.

Teresa Hill will get a list of employees contact information to VC3.

Kyle, VC3, will work with Theresa Hill and Administrator Rheault to set up a meeting.

Dennis Hext, Airport Manager, stated that he is frustrated regarding tickets. He stated 2 people came to the airport. He feels pictures are needed so VC3 understands what they have. He is frustrated that he was told the Airport needs to fix their own issues. 2 tickets will not even be addressed. He feels there is a communication problem, and requests onsite IT.

Denise asked Joe if VC3 has all the info on the County and requested a list for documentation.

Rebecca Wakeham, Prosecutor's Office, asked questions as to whether a port device even works for the new employee's computer.

Teresa Hill, stated she was waiting for access to get on the portal. Denise said she would take care of getting Teresa access. Teresa discussed the complaints from employees.

Clerk Kelly explained that people are not complaining. They are frustrated when they can't function properly and cannot reach anyone when they call upstairs.

Chairman Tikkanen stated everyone should email VC3 and copy Teresa Hill.

Renee Cunningham stated the Clerk's Office and Register of Deeds Office were told we had new equipment downstairs, and now we are told it does not exist.

Administrator Rheault stated computers have been ordered.

Commissioner Britz stated the County needs an inventory of what we currently have.

Sheriff Saaranen, by Microsoft Teams, stated he does not have confidence in what we currently have and if they are in compliance. He will be having a meeting with Commissioners Britz and Keranen regarding another company he has contacted for IT.

Public Comments:

None.

Announcements:

None.

Adjournment:

A Motion was made by Commissioner Keranen and seconded by Commissioner Anderson to adjourn at 1:21 p.m.

The Motion carried by a voice vote. Ayes 2, Nays 0.

Tom Tikkanen, Chairman

Jennifer Kelly, County Clerk