

# City Council Study Session

Monday, January 26, 2026 at 6:00 PM

27400 Southfield Road, Lathrup Village, Michigan 48076

1. **Call to Order** by Mayor Kantor
2. **Discussion Items**
  - A. Community Room Roof
  - B. Conflict to Conversation Training
  - C. FY 26-27 Budget Calendar
  - D. Mid-Year Budget Amendments
  - E. Library Millage Language
  - F. eNewsletter Service Provider
3. **Public Comments**
4. **Mayor and Council Comments**
5. **Adjourn**

## 6. ADDRESSING THE CITY COUNCIL

Your comments shall be made during the times set aside for that purpose.

Stand or raise a hand to indicate that you wish to speak.

When recognized, state your name and direct your comments and/or questions to any City official in attendance.

Each person wishing to address the City Council and/or attending officials shall be afforded one opportunity of up to three (3) minutes during the first and last occasion for citizen comments and questions and one opportunity of up to three (3) minutes during each public hearing.

Comments made during public hearings shall be relevant to the subject of the public hearings being held.

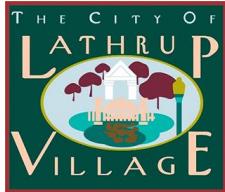
In addition to the opportunities described above, a citizen may respond to questions posed to them by the Mayor or members of the Council, provided members have been granted the floor to pose such questions.

No speakers may make personal or impertinent attacks upon any officer, employee, City Council member, or other elected Official that is unrelated to how the officer, employee, or City Council member or other Elected Official performs their duties.

No person shall use abusive or threatening language toward any individual when addressing the City Council.

Attendees are permitted to make video and sound recordings of the public meeting. However, video recording devices shall only be permitted in a designated area, and the device shall remain there through the duration of the meeting.

The Mayor shall direct any person who violates this section to be orderly and silent. If a person addressing the Council refuses to become silent when so directed, such person may be deemed by the Mayor to have committed a "breach of the peace" by disrupting and impeding the orderly conduct of the public meeting of the City Council and may be ordered by the Mayor to leave the meeting. If the person refuses to leave as directed, the Mayor may direct any law enforcement officer who is present to escort the violator from the meeting.



**City of Lathrup Village**  
 27400 Southfield Road  
 Lathrup Village, MI 48076  
[www.lathrupvillage.org](http://www.lathrupvillage.org) | (248) 557-2600

TO: Mayor & City Council  
 FROM: Mike Greene – City Administrator  
 DATE: January 26, 2026  
 RE: Study Session

**Community Room Roof**

We opened bids for the Community Room Roof replacement on Wednesday, January 21. DRIS is still in the process of reviewing the submissions to provide its official recommendation. Staff wanted to provide the Council with the bid costs as an FYI. We will have further discussions once the recommendation is received on how we want to proceed.

Company Name	Base Bid
Unlimited Construction	\$ 67,000
Butcher & Butcher	\$ 51,982
Four Seasons Kanga Roof	\$ 57,800
Schena Roofing & Sheet Metal	\$ 87,460
Newton Crane Roofing NCR	\$109,500
Lutz Roofing	\$ 71,250
Royal Roofing	\$ 91,200

**Conflict to Conversation Training**

Councilmember Hammond attended a SEMCOG “From Conflict to Resolution” training in June of 2024. As was stated during the recent election cycle, residents feel there is divisiveness in our community between the city staff, government, and residents. Councilmember Hammond has inquired to Dr. Stavros (LTU Professor and SEMCOG Presenter) if they would be willing to hold this training in Lathrup Village for anyone to attend. We are awaiting confirmation from Dr. Stavros if they are available to hold this training and, if so, what the cost would be.

The purpose of this discussion is to see if there is interest among the Council to hold this type of training, and if so, what type of budget the Council would want to devote to such a cause, as this would be an unbudgeted expenditure.

Below is an article that was a part of the free guide from Dr. Stavros: The Thoughtful Citizen Guide

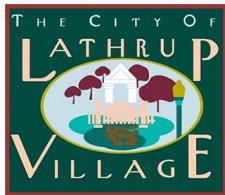
[https://inquiryinstitute.com/thoughtfulcitizenhandbook?utm\\_source=chatgpt.com](https://inquiryinstitute.com/thoughtfulcitizenhandbook?utm_source=chatgpt.com)

**FY 26-27 Budget Calendar – Regular Meeting Consent Agenda Item**

Similar to previous years, this topic is to see if the Council has any questions about the proposed timeline for the FY 26-27 budget process.

**Mid-Year Budget Amendments – Regular Meeting Agenda Item**

The City conducts budget amendments at least twice per year. This first budget amendment addresses high-level items/trends that staff have identified. A more in-depth amendment will take place at the end of the fiscal year. This topic is to address any general questions before the regular meeting.



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### Library Millage Language – Regular Meeting Agenda Item

Based on feedback during recent City Council Study Sessions, the Council wanted to move forward with placing a library millage proposal on the upcoming November 2026 ballot.

Enclosed in the regular meeting packet is proposed language drafted in consultation with Attorney Baker. We have drafted language that (if approved) would authorize a 1-mill levy for the purposes of funding library services. This millage would run for 5-years and then would need to be re-approved by the voters.

If the ballot proposal is approved in November, the millage would first appear during the 2027 summer tax season.

### eNewsletter Service Provider

Staff had a call with Appetyg (website provider) a couple of weeks ago about the new offerings they are rolling out. One offering of interest is their new Newsletter and email/texting notification system. It would cost an additional \$2,000 per year to add onto our current agreement. The City already pays nearly \$1,200 per year for the Constant Contact newsletter, and that does not include SMS messaging services. Having this would also allow us to have texting capability for those who are not email/app savvy, and streamline some City processes, as everything would be under one program.

The purpose of this discussion is to see if the Council would like to adopt some of these additional services for communication.

# Share Updates Across Channels

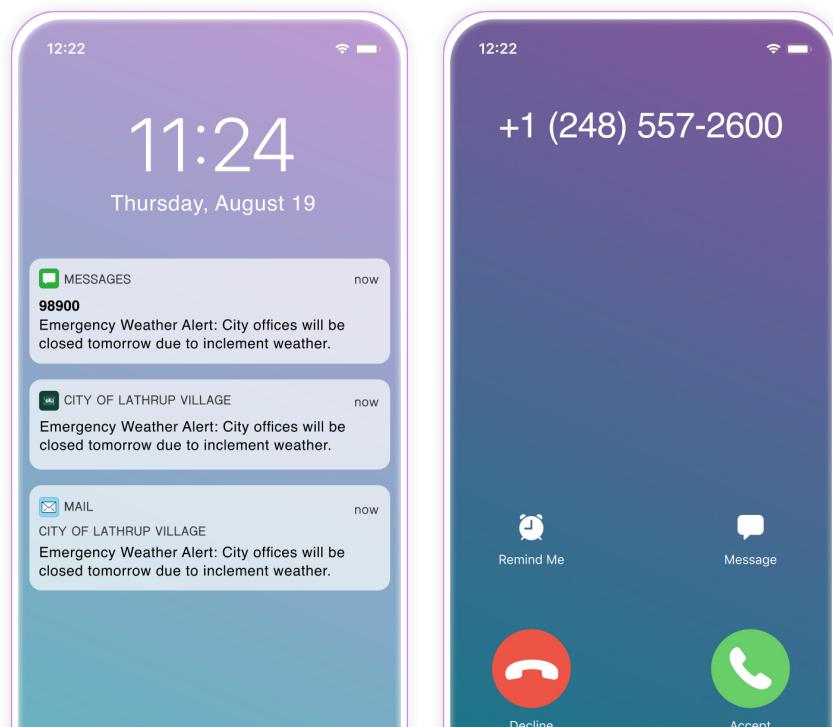
Your community will receive text messages, calls, emails, and push notifications from City of Lathrup Village. With push notifications, you will be able to expand your audience dramatically, as anyone who is interested can download your app.



## Mass notifications and alerts

Send timely updates via email, SMS text, push notification, voice call, social media, website, and app, all from one place with a single click. Apptegy's alert system supports auto-translation in 135+ languages, enables text-to-speech voice calls, and allows for automated recurring alerts and templates. It's built to streamline urgent communication, even when you're away from your desk or out at an event.

- ✓ **Multi-channel notification (Text Message, TTS, Voice, Email)**
- ✓ **Emergency Alerts**
- ✓ **Automated Attendance**
- ✓ **Notifications**
- ✓ **Analytics**
- ✓ **Over 135+ languages supported**



# Keep Your Community Engaged

Newsletters give City of Lathrup Village a simple way to create and share consistent, professional newsletters. With built-in templates, collaborative editing, and AI-assisted writing tools, your staff can quickly produce clear, on-brand updates without needing design experience. Newsletters helps your team communicate effectively, keeping everyone informed and connected.

## Collaborative Newsletter Builder

Spend more time on your message and less time setting up your newsletter with an easy drag-and-drop email builder. Collaborative editing allows multiple people to add content to a newsletter at once, letting everyone help make each newsletter as useful and informative as possible.

Category	Value
Delivered	4,385
Pending	2,000
Failed	500
Open rate	85%
Unread rate	15%
Unique opens	100
Unread emails	48

## Newsletter Controls & Analytics

Know that your message is getting through with delivery statistics that can be understood at a glance. Want to know how your audience is engaging with each newsletter? There are metrics for everything from link clicks to time spent reading.

# 24/7 Customized AI Support

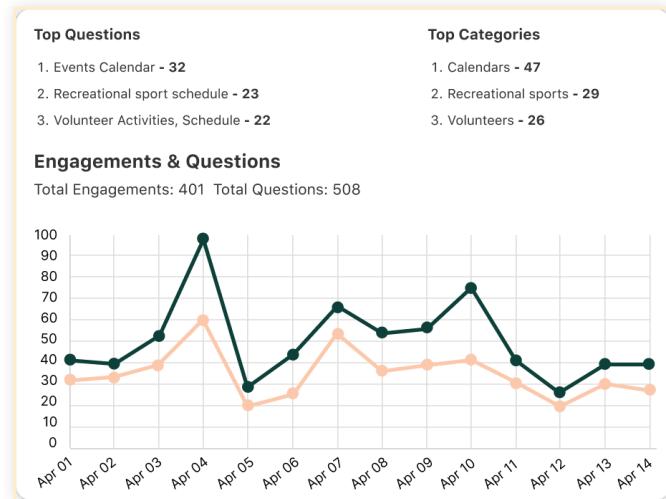
AlwaysOn AI Chatbot gives your community instant, around-the-clock answers through a branded AI-powered chatbot, freeing up your team while improving the support experience. Built-in analytics show what web visitors are searching for, helping you uncover gaps, optimize content, and strengthen your communication strategy based on real community needs.

## Insightful answers, instant insights

Deliver instant answers around the clock. AlwaysOn gives your website visitors fast, reliable support that is trained only on your website.

## Multilingual & Natural Language

Ensure equity and access across your community with a custom chatbot that understands 30+ languages and responds in the preferred language, with natural phrasing.

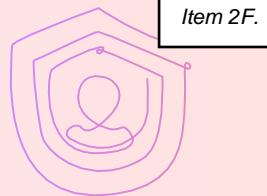


## Turn insights into action.

See exactly what questions your community is asking, helping you identify trends and knowledge gaps that you can fill with new web pages and proactive information.

- ✓ Discover what matters: The analytics dashboard reveals exactly what questions your community is asking.
- ✓ Predict and prepare: Identify information gaps and trends so you can create webpages and share info proactively.
- ✓ Reclaim staff time: Let our chatbot handle the repetitive questions while your team focuses on high-value interactions.

# Secure, Accessible and Reliable



## Trusted by 5,000+ school districts, schools, and local governments.

Successful partnerships are built on trust. Apptegy earns the trust of our clients by ensuring we deliver industry-leading security, privacy, accessibility, and performance. Apptegy, the first-of-its-kind publishing platform, is the single pane of glass behind which Apptegy's innovative products are administered. Apptegy is a cloud-based software application housed in Amazon Web Services (AWS).



### Security and Performance

- ✓ Apptegy follows the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF)
- ✓ Apptegy maintains security and compliance certifications and assessments, including SOC2 Type 2
- ✓ 99.9% Uptime



### ADA and WCAG Accessibility

- ✓ Apptegy enables WCAG 2.1 compatible website development
- ✓ Your partner in ongoing ADA accessibility



### Data Privacy

- ✓ Apptegy is an iKeepSafe Certified platform
- ✓ FERPA Certified
- ✓ COPPA Safe Harbor



We have been utilizing Apptegy for our website, social media, and city app, and our experience has been very positive. They've done a great job promoting our new app, resulting in a favorable response from our community.



**Beth Wilson**

*Director of Economic Development*  
City of Marion, AR

# Growing Together

We don't want to be just another software tool you're using. We want to be your partner in engaging your staff and your community. This starts in implementation, continues through unlimited training and support, and lives in the long-run through continued product improvement.



## 99% Retention Rate

Apptegy boasts high growth and, most importantly, high retention. More clients have selected to move to Apptegy than any other provider in the last 5 years and 99% have stayed with us because of the support and tools they get with Apptegy.

## 400+ Employees

All of our staff are in-house, full-time Apptegy employees. This gives us a unique advantage in responding quickly to questions and making improvements with you.

## 1.6 Million Residents

We serve 176 municipalities and 5,000+ school districts.

“

I could not have been more pleased with how the Apptegy team worked with my team on the launch. If you're considering upgrading your web platform, you will absolutely be well served.

**Patrick Ward**

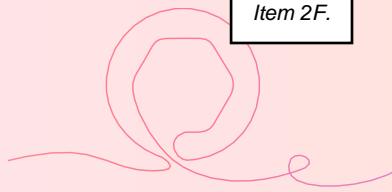
Mayor

City of Lyndhurst, OH



## Unlimited 1:1 training and 1:1 support for all staff

We will work with every staff member both for training and also for support throughout our partnership. This means you don't have to provide tech support internally and can rely on us to make sure you're using Apptegy effectively. When we're talking about support, we're not talking about "opening up a ticket" and waiting days for a response. **Our support is real time over the phone and over chat and is 100% run in-house by a team of 90+. Our average response time is under a minute.**



# Pricing

## Alerts and Engage Bundle \$2,000

### Alerts & Mass Notification

**Unlimited** texts, voice calls, emails, call list updates

### Engage

**Unlimited** number of newsletters, emails, and contacts

## Always On Chatbot \$2,500

### AlwaysOn: AI Chatbot & Analytics

Integrates with your website