



CITY OF NOVI
Administrative ePacket
September 07, 2023

Public Safety (Police/Fire)

[Police and Fire partnership with Youth Assistance - Back to School Shopping](#)

[Summary of K9 replacement for Officer Daisley](#)

Infrastructure (Roads/Water/Sewer)

[Fall 2023 Major Road Construction Update](#)

Economic Development (City Revenue/Job Growth)

Citizen-Focused Government (Shared Services/Customer Services)

[SMART Fixed Route Service](#)

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Natural Areas & Features and Community Character (Community that Preserves)

Fiscally Responsible Government (Maintain)

[Important Dates for FY 2024-25 Budget Process - Johnson & Dorey](#)

Parks, Recreation & Cultural Services (Enhance Services)

[2023 Camp PowerPlay and Camp Lakeshore](#)

Capital Improvement Program

City Council Only or Confidential

MEMORANDUM



TO: ERICK W. ZINSER,
DIRECTOR OF PUBLIC SAFETY/CHIEF OF POLICE

FROM: KRISTIE L. GRUENWALD, COMMANDER ^{K6}

SUBJECT: BACK TO SCHOOL SHOPPING EVENT

DATE: SEPTEMBER 1, 2023

Mayor and Council -

Another successful Back to School shopping event by our Public Safety Team.

- Victor

On Friday, August 25, 2023, the Novi Police and Fire Department partnered with Novi Youth Assistance for a back-to-school shopping event. The event occurred between 8:00 am and 9:00 pm at Kohls. Twelve children from seven families participated in the event where they were gifted \$250.00 each in back-to-school merchandise.



MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: ERICK W. ZINSER, 
DIRECTOR OF PUBLIC SAFETY / CHIEF
SUBJECT: NEW POLICE K-9
DATE: SEPTEMBER 1, 2023

Mayor and Council –

With the passing of Officer Daisley's partner Diesel, the Novi Police Department recommend the following plan forward, see below.

- Victor

On July 20, 2023, the Novi Police Department lost a valuable member of our team with the unexpected death of K-9 Diesel. The effects of his absence have not only been felt by those who worked closely with him, but also in our ability to provide the same high-quality service to our citizens. The K-9 program is a force multiplier for enhanced service to the Novi Community. It is with this knowledge and understanding that a replacement K-9 be sought for the vacancy left by Diesel's death.

With the approval of a K-9 replacement Officer Daisley would be retained as the K-9 handler. He is recognized regionally as an expert in the police K-9 community and has received his Master Trainer Certification. Officer Daisley's continuance in this position would reduce general operating costs as he is outfitted with uniforms and other associated equipment.

Cost associated with the purchase of a new K-9 would be that of the dog who comes partially trained and a K-9 academy that would allow the handler to receive 200 hours of hands-on training needed for certified deployment.

The cost of dog and all training equipment is listed below:

K-9	\$10,000
Patrol Dog Academy	\$5,000
Total Cost	\$15,000

The purchase of the dog, handler training, and equipment are an allowable use of State Forfeiture Funds of which will be utilized if available.

If you have any questions, please let me know.

MEMORANDUM



TO: JEFFREY HERCZEG, DIRECTOR OF PUBLIC WORKS
FROM: AARON STAUP, CONSTRUCTION ENGINEER
SUBJECT: MAJOR ROAD CONSTRUCTION UPDATE
DATE: SEPTEMBER 7, 2023

Mayor and Council –

Some major progress has been made on some road projects.

Taft has been opened in time for school to start.

- Victor

As school begins and the construction season moves into the fall, see the below update on the ongoing major road construction projects in Novi for all jurisdictions.

Michigan Department of Transportation (MDOT)

I-96 Flex Route (Kent Lake Road to I-275/I-696/M-5 Interchange) – Currently working on replacing failed culvert crossings and are hopeful to get the Wixom Road EB on and off ramps open by September 16th. With the additional culvert work, Beck Road and Novi Road EB ramps will not be open until mid-October.

I-696 Recon (I-275 to Telegraph) – Plan to switch traffic back to their normal lanes by the end of November. Same as last year, MDOT is anticipating 3 lanes in each direction for winter shutdown.

Road Commission for Oakland County (RCOC)

10 Mile Road Widening (Meadowbrook to Haggerty) – This week the contractor will be placing the final lift or wearing course on the roadway, side streets, and drive approaches. Next week, a coring subcontractor will be cutting out 27 existing structures in the roadway, adjusting them, and placing concrete collars around each. After the collars cure (a few days), the final pavement markings and signs will be placed which is likely by the end of next week. RCOC states fully reopening 10 Mile on Monday, September 18th.

Novi Road Reconstruction and Widening (9 Mile to 10 Mile) – The northbound side is complete up to the leveling lift of asphalt. Traffic has been shifted to the northbound side. Although, the contractor continues to work on certain tasks on the southbound side, they are delayed by the relocation of 12 existing power poles with at least one utility (AT&T, Comcast, and Spectrum). RCOC still reports that Novi Road will be reopened by early to mid-October.

GLWA Redundant Transmission Water Main (8 Mile to 14 Mile)

13 Mile (Meadowbrook to M-5) – 54-inch water main is installed and welded. Road contractor is currently bringing the trench up to grade with stone and prepping for

leveling asphalt in the next couple weeks. After this, the contractor will mill off two inches of the existing asphalt on the westbound lane(s) and pave the final lift on everything. GLWA claims that 13 Mile should be complete and fully reopened to normal traffic operations by the end of September.

Meadowbrook Road (12 Mile to 13 Mile) – The main is installed and the leveling course of asphalt is complete from 13 Mile Road to Meadowbrook Elementary School. This was completed in time for the start of school. Once 13 Mile is reopened, Meadowbrook will be closed once again to begin installation of the 54-inch water main on piles. This construction will be on-going through the winter. GLWA also plans to grade out and pave the portion of Meadowbrook from 12 Mile past the MSU Tollgate and Beacon Hill entrances this year.

Meadowbrook Road (I-96 to 12 Mile) – This portion is complete with water main installation and paved up to the second leveling course of asphalt pavement. GLWA will return in the spring of 2024 to mill and place the final wearing course.

Meadowbrook Road (11 Mile to I-96) – New water main has been installed and most of the trench area is backfilled and brought back up to grade with stone. The plan is to finish prepping the area, mill and pave this fall.

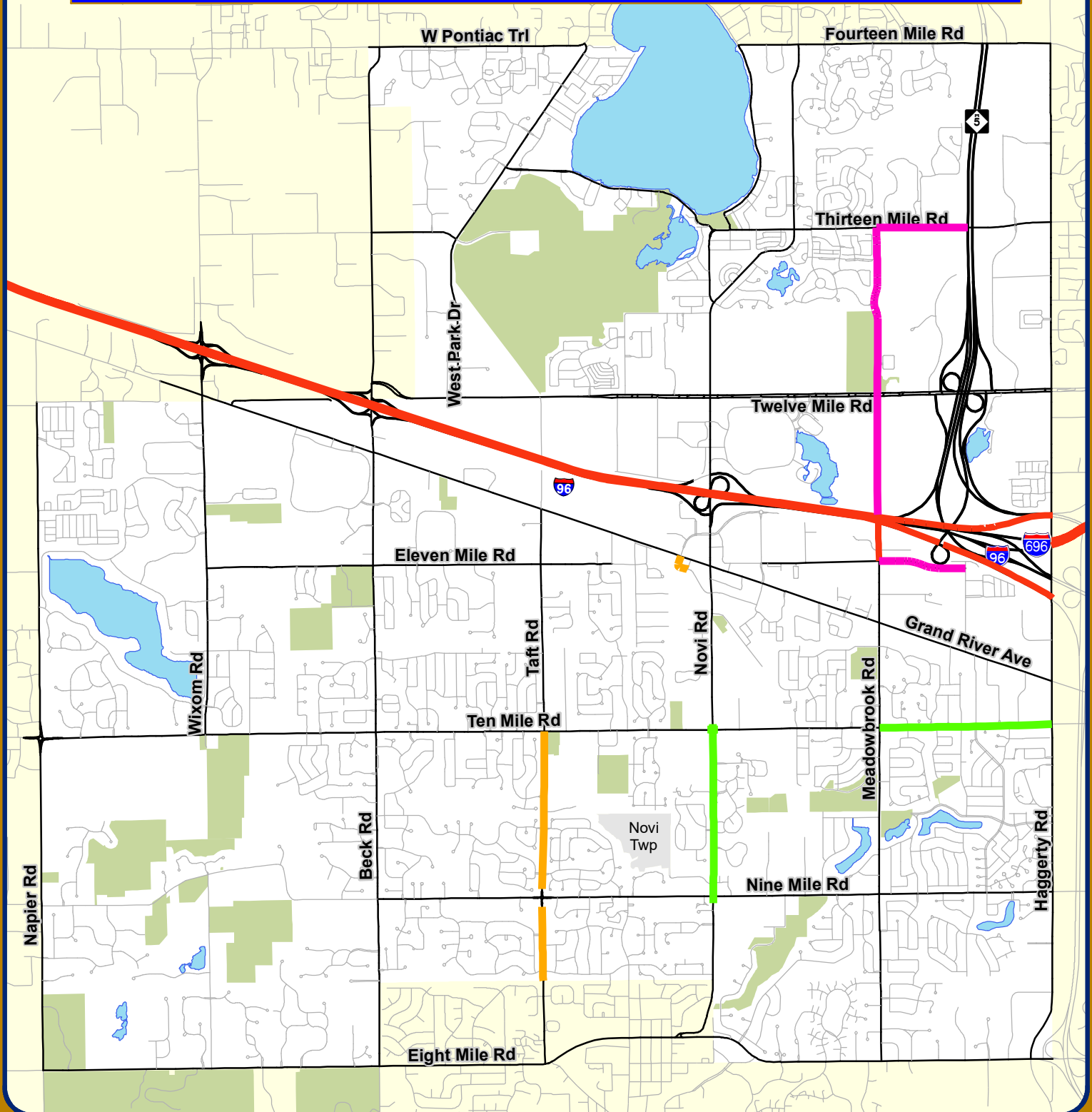
11 Mile (Meadowbrook to Seeley) - New water main has been installed and most of the trench area is backfilled and brought back up to grade with stone. The plan is to finish prepping the area, mill and pave this fall.

City of Novi

Taft Road Reconstruction (Galway to 10 Mile) – The contractor was able to finish paving the leveling course of new asphalt on the whole job and reopening the roadway to two-way traffic last Friday, in time for the start of school. The final two-inch lift of asphalt will be placed on Saturdays to avoid the bulk of Novi and Northville school traffic. Taft should be fully reopened to normal traffic by mid/end of September.

Bond Street (Grand River to Flint Street) – The traffic signal contractor and RCOC are expected to install the final piece of the intersection signals and program the timing this week. Once complete, the new roadway can be opened.

2023 Road Construction Update



Map Author: Runkel
Date: 9 - 6 - 23
Project: 2023 Road Projects
Version #: 1.1

MAP INTERPRETATION NOTICE

Map information depicted is not intended to replace or substitute for any official or primary source. This map was intended to meet National Map Accuracy Standards and use the most recent, accurate sources available to the people of the City of Novi. Boundary measurements and area calculations are approximate and should not be construed as survey measurements performed by a licensed Michigan Surveyor as defined in Michigan Public Act 132 of 1970 as amended. Please contact the City GIS Manager to confirm source and accuracy information related to this map.

Project Performed By:

- City of Novi —
- Oakland County —
- Great Lakes Water Authority —
- MDOT —



City of Novi

Engineering Division
Department of Public Works
26300 Lee BeGole Drive
Novi, MI 48375
cityofnovi.org

Feet
0 875 1,750 3,500 5,250
1 inch = 4,338 feet



MEMORANDUM

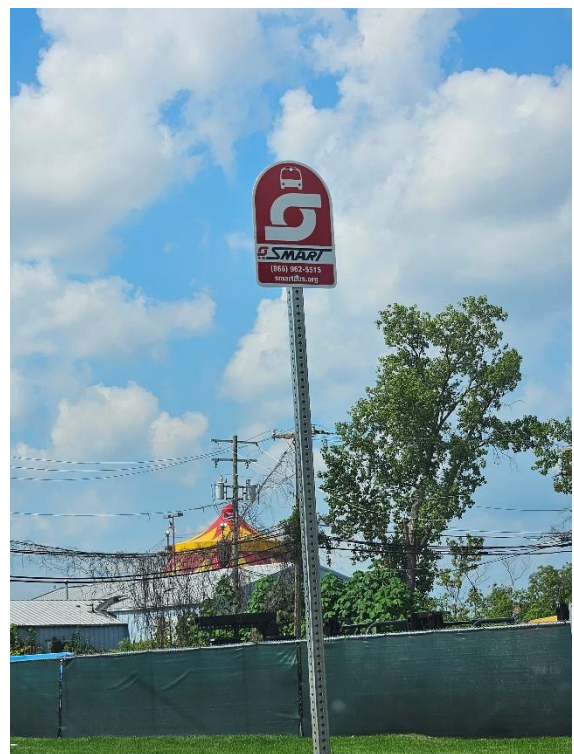


TO: MAYOR AND CITY COUNCIL
FROM: VICTOR CARDENAS, CITY MANAGER
SUBJECT: SMART SERVICE NOTICES
DATE: SEPTEMBER 6, 2023

This correspondence aims to provide the latest update pertaining to the roll-out and initiation of the SMART service in Novi on the Administration's work as it pertains to rolling out transit through the County's millage. As previously shared, **SMART will begin its fixed route service on September 11, 2023.** The link for the service and stop locations created by our fantastic GIS team can be [found here](#). Signs denoting the locations have already been installed, primarily on Grand River Rd. Included in this correspondence are all the notices that have been posted announcing the extended routes.

Again, we'll continue to meet with SMART representatives regarding the fixed routes, stop locations, and the installation of transit shelters and crosswalks to ensure safety. Our next meeting will cover their proposal for on-demand transit offerings, commonly referred to as the Flex Connector.





Introducing Enhanced Transit in Oakland County!



ROUTE 740 TWELVE MILE NEW! NOVI-WIXOM SERVICE - SEPTEMBER 11, 2023

Beginning Monday, September 11, 2023, route 740 Twelve Mile will now serve local stops in the communities of Novi and Wixom! New extended routing is as follows:

Westbound: Regular route on 12 Mile to Haggerty, continue west past Haggerty through Novi, left Beck, right Grand River, end route at the Meijer Express station west of Wixom Road.

Eastbound: Begin route at Fifth Third Bank, continue east along Grand River, left Beck, right 12 Mile through Novi, continue east across Haggerty, regular route to Roseville.

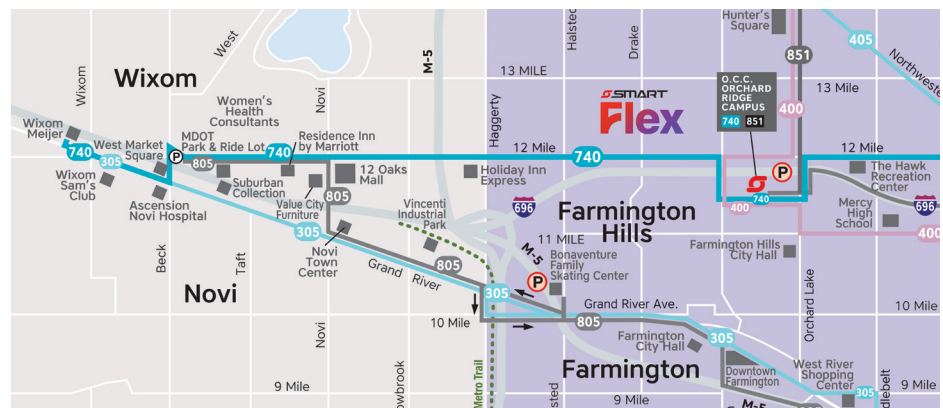
If you have any questions, please call Customer Service at **866.962.5515** or visit our website at **smartmovesus.org**.

740 Twelve Mile - New Stops

- 12 Mile & Cabot / Energy Way
- 12 Mile & Meadowbrook
- 12 Mile at Twelve Oaks (East Entrance)
- 12 Mile & Novi Road
- 12 Mile & Dixon / Dick's Sporting Goods
- 12 Mile & Declaration Drive / Our Next Energy
- 12 Mile & West Park Drive
- Grand River & Beck (WB)
- Grand River & West Market Drive
- Grand River at 52nd District Court / DaVita Dialysis
- Grand River & 12 Mile
- Grand River & Wixom Road
- Grand River at Meijer Express / Fifth-Third Bank

740 Twelve Mile

EXTENDED CURRENT ROUTE
from Farmington Hills through
Novi to Wixom





ROUTE 740 TWELVE MILE NEW! NOVI-WIXOM SERVICE SEPTEMBER 11, 2023

Beginning Monday, September 11, 2023, route **740 Twelve Mile** will now serve local stops in the communities of Novi and Wixom! **New extended routing is as follows:**

Westbound: Regular route on 12 Mile to Haggerty, continue west past Haggerty through Novi, left Beck, right Grand River, end route at the Meijer Express station west of Wixom Road.

Eastbound: Begin route at Fifth Third Bank, continue east along Grand River, left Beck, right 12 Mile through Novi, continue east across Haggerty, regular route to Roseville.

If you have any questions, please call Customer Service at (866) 962-5515 or visit our website at www.smartmovesus.org.



ROUTE 305 GRAND RIVER NEW! NOVI-WIXOM SERVICE SEPTEMBER 11, 2023

Beginning Monday, September 11, 2023, route **305 Grand River** will now serve **local stops** in the communities of Novi and Wixom! **New extended routing is as follows:**

Westbound: Regular route on Grand River to Telegraph, **stay straight along Grand River past 7 Mile**, resume route to Grand River & Haggerty, **continue west past Haggerty through Novi**, end route at the Meijer Express station west of Wixom Road.

Eastbound: Begin route at Fifth Third Bank, continue east along Grand River through Novi, right Haggerty, left 10 Mile, resume route to 7 Mile and Grand River, **stay straight along Grand River past Telegraph**, regular route to Old Redford Meijer.

If you have any questions, please call Customer Service at (866) 962-5515 or visit our website at www.smartmovesus.org.

Introducing Enhanced Transit in Oakland County!



ROUTE 305 GRAND RIVER

NEW! NOVI-WIXOM SERVICE - SEPTEMBER 11, 2023

Beginning Monday, September 11, 2023, route 305 Grand River will now serve local stops in the communities of Novi and Wixom! New extended routing is as follows:

Westbound: Regular route on Grand River to Telegraph, stay straight along Grand River past 7 Mile, resume route to Grand River & Haggerty, continue west past Haggerty through Novi, end route at the Meijer Express station west of Wixom Road.

Eastbound: Begin route at Fifth Third Bank, continue east along Grand River through Novi, right Haggerty, left 10 Mile, resume route to 7 Mile and Grand River, stay straight along Grand River past Telegraph, regular route to Old Redford Meijer.

If you have any questions, please call Customer Service at **866.962.5515** or visit our website at **smartmovesus.org**.

305 Grand River

- Grand River & Haggerty / Haggerty & Grand River
- Grand River at Woodbury Ctr / Grand Oaks Centre
- Grand River & Seeley
- Grand River at Compass Storage / Weiss Construction
- Grand River & Meadowbrook
- Grand River at The Edge Apartments
- Grand River & Town Center Dr / Main Street
- Grand River & Novi Road
- Grand River & Crescent Blvd
- Grand River & Clark
- Grand River & Taft
- Grand River at the Suburban Collection - East
- Grand River at the Suburban Collection - West
- Grand River & Beck
- Grand River & West Market Drive

- Grand River at 52nd District Court DaVita Dialysis
- Grand River & 12 Mile
- Grand River & Wixom Road
- Grand River at Meijer Express / Fifth-Third Bank

305 Grand River

EXTENDED CURRENT ROUTE
from Farmington Hills to Novi
and Wixom





ROUTE 805 FARMINGTON-NOVI PARK & RIDE NEW! NOVI SERVICE SEPTEMBER 11, 2023

Beginning Monday, September 11, 2023, route **805 Grand River Park & Ride** will now serve **additional stops** in the communities of Farmington Hills and Novi! **New extended routing is as follows:**

Westbound: Regular route on Halsted to Bonaventure Park & Ride lot, follow circle drive to eastbound Hallwood, right Halsted, right Grand River, right Novi Road, right 12 Mile, left first turnback to westbound 12 Mile, left turnback before Beck Road, end route on eastbound 12 Mile in front of the MDOT carpool lot.

Eastbound: Begin route at the stop on eastbound 12 Mile outside the MDOT carpool lot, continue east along 12 Mile, right Novi Road, left Grand River, right Haggerty, left 10 Mile, continue straight into Grand River, left Halsted, left Hallwood to Bonaventure P&R, resume route to Downtown Detroit.

If you have any questions, please call Customer Service at (866) 962-5515 or visit our website at www.smartmovesus.org.

MEMORANDUM



TO: MYRON HENDERSON, GRADUATE MANAGEMENT ANALYST
EZEKIEL CHOJNACKI, GRADUATE MANAGEMENT ANALYST

FROM: VICTOR CARDENAS, CITY MANAGER

SUBJECT: CITIZEN CONNECTIONS SEPT 2023

DATE: SEPTEMBER 7, 2023

Mayor and Council –

Please see the latest update on the usage of our QAlert platform (CRM) that residents use frequently to request assistance from the City.

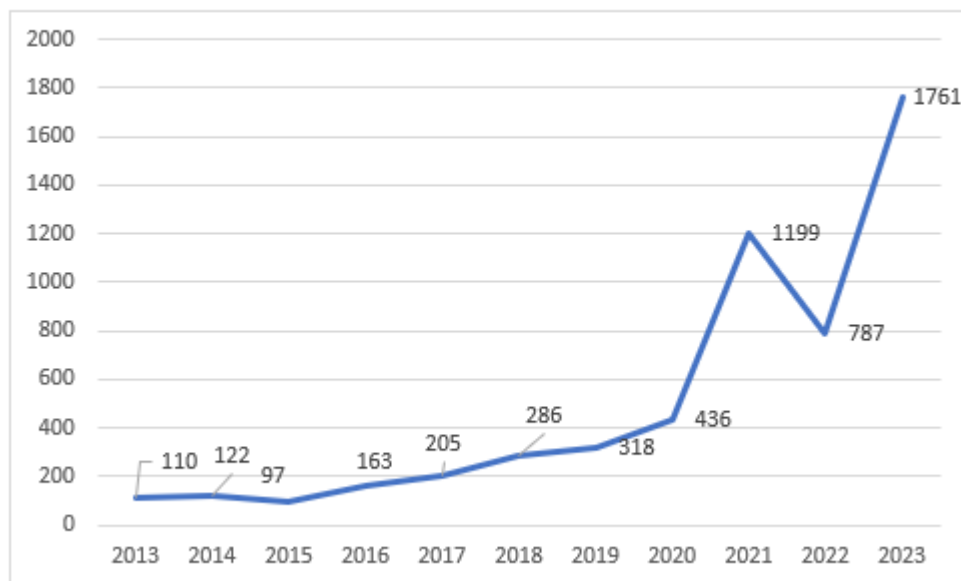
- Victor

Background:

The City of Novi has utilized [QAlert as a citizen relationship management software \(CRM\)](#) for over a decade. The City uses QAlert to understand the needs of residents, provide excellent customer service, enhance field operations and response time, measure and improve contract performance, reduce waste complaints, and limit unnecessary phone calls.

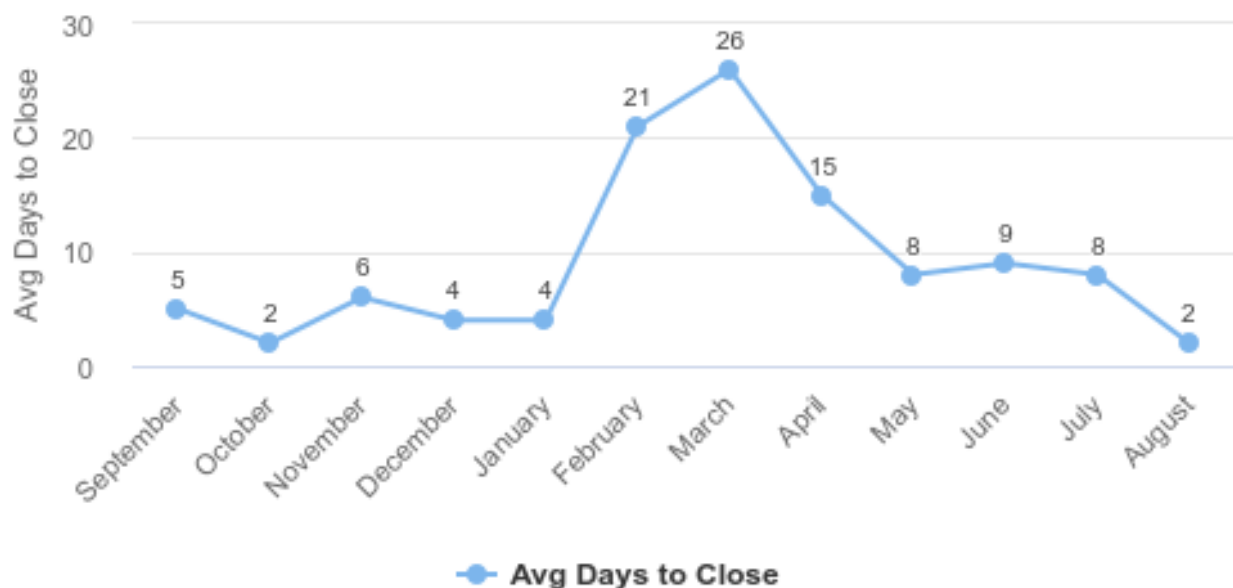
To date, 5,484 requests have been submitted through the website alone (since 2013), while 876 requests were sent through text messages. 396 requests were sent through the control panel, and 251 were made through the call center. QAlert has helped Novi establish a relationship with residents and has improved the City's management of residential concerns by making reporting more straightforward. The program helps us determine the effectiveness of city initiatives. For example, in July 2021, during the trash contractor transition, 39% of complaints were related to trash collection.

Requests Submitted by year



Response Time:

According to metrics found for the current year, 2023, the average response time is 0-7 days, with escalations being made in the system every 24-48 hours, similar to response times in 2021 and 2022. Data also shows that February, March, and April have increased response times; in February of this year, it took an average of 21 days to close requests, March took an average of 26 days, and April took an average of 15 days.



Graph of Response Close Times from SEP 2022 to AUG 2023

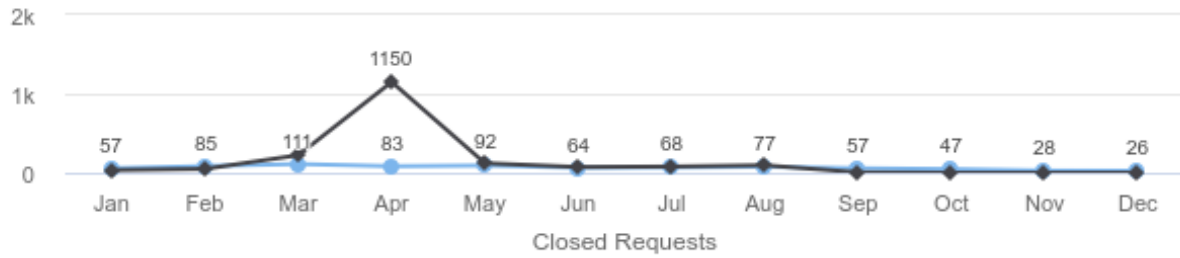
The leading cause of the prolonged response time was a large volume of tree issues primarily related to storms. 79.8% of requests for service taking over 30 days to close were related to tree storm damage.

Most Submitted Request:

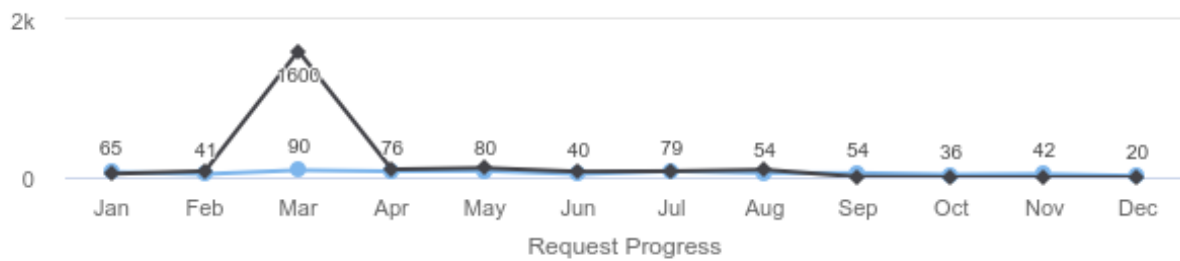
For the current year 2023, the most reported requests/ issues were Tree Storm Damage (1030), Potholes/ Sinkholes (595), Garbage - Missed Pick Up (278), issues related to the Public Works Department (217), and General Tree Issues (171). Compared to 2022, 2023 has had 1,067 more closed requests, 1,510 more requests in progress, and 1,171 more open requests, concluding that the current year, 2023, has processed more closed requests than previous years.

Year to Year Comparison

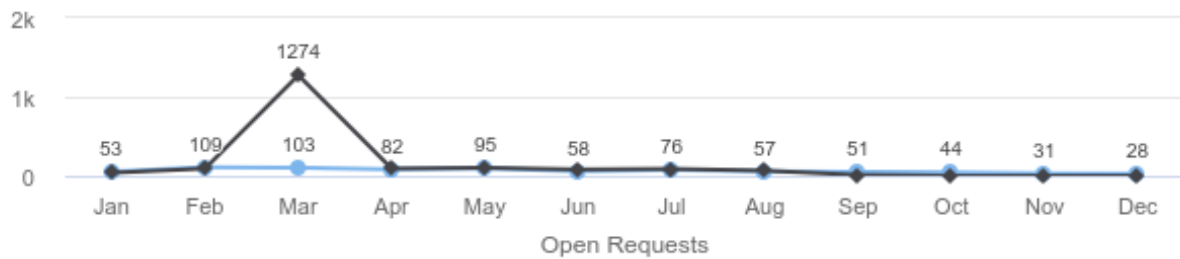
This report shows Service Requests separated by status (Open, In Progress and Closed). Each month shows data for both the current year and the previous year for easy comparison.



● 2022 ◆ 2023



● 2022 ◆ 2023



● 2022 ◆ 2023

The tree storm damage issue distorted our data collection and made it difficult to analyze responses to service requests. The bump in requests in March and their closing in April is due to the storm.

Conclusion:

We continue to see residents using this as a mode of communication with the community. QAlert is an effective tool for managing the City's response to average/everyday problems residents face.

MEMORANDUM



TO: HONORABLE MAYOR AND CITY COUNCIL MEMBERS
FROM: CARL JOHNSON, JR., CFO
JESSICA DOREY, SENIOR BUDGET ANALYST
SUBJECT: IMPORTANT DATES FOR FY 2024-25 BUDGET
DATE: SEPTEMBER 9, 2023

Mayor and Council –

Please see the proposed budget calendar for the 2024-25 Fiscal Year. Per the last council meeting, we will wait until after the election to determine when the Early Input Budget Session will occur.

- Victor

The City Council meeting calendar was approved at the August 28, 2023, meeting, therefore; the recommended budget calendar for the FY 2024-25 budget process has been created. Below are a few important dates to note:

Wednesday, January 17, 2024	CIP Committee meeting to discuss Capital Improvement Program (CIP)
To Be Determined	City Council Early Budget Input Session
Wednesday, February 28, 2024	Planning Commission meeting for Capital Improvement Program (CIP) Public Hearing
Monday, March 18, 2024	Draft Recommended Budget to Council
Wednesday, April 3, 2024	City Council Budget Session 1
Wednesday, April 17, 2024	City Council Budget Session 2 (if necessary)
Monday, May 20, 2023	Public Hearing - Budget
Monday, May 20, 2023	City Council adopts Red Box Objectives, Budget, and approves tax levy (Charter re adoption no later than the third Monday in May)

The City Council Early Budget Input Session held Monday, February 7, 2022, so the next session is will need to occur in January 2024. City Council approved to meet every two years instead of annually. If you have any questions or foresee any conflicts, please let us know.



2023 Novi Summer Camps

The Parks, Recreation and Cultural Services Department offered Camp Lakeshore and Camp PowerPlay this summer from June 12-August 25. Camp numbers were wonderful this year as we sold out Camp PowerPlay in less than 45 mins. Even with some weather and air quality issues, the camps still offered participants the ability to increase mental stimulation, physical activity and make new friends in a fun, safe environment. Camp Lakeshore and Camp PowerPlay took several field trips this year, along with Bon Voyage Camp, and were given the accolade "the BEST field trip we had ALL SUMMER!" from The Hawk in Farmington Hills. We were also able to allow 10 more kids to join the very last week with the addition of extra staff members. Our Counselor-In-Training Program also excelled with 10 total CIT's who volunteered with us over nine weeks of camp.

Camp Lakeshore and Camp PowerPlay were sponsored by Christian Financial Credit Union and National Flag Football - Michigan. The program met the Department's core value of excellence by providing a high-quality opportunity for children ages 6-13 to enjoy camp by following our five rules of safety, commitment, respect, inclusion and fun.



Summer Camp	Stats
Summer Camp Participants 2023	1342
Participants 2022	1,305
CIT Hours (Volunteer Hours)	1,800+
Program Supervisor	J. Johns

The mission of the Parks, Recreation and Cultural Services Department is to provide exceptional park, recreation and cultural opportunities that are diverse and enhance lives.