



CITY OF NOVI
Administrative ePacket
January 04, 2024

Public Safety (Police/Fire)

Infrastructure (Roads/Water/Sewer)

Economic Development (City Revenue/Job Growth)

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City Council Only or Confidential

MEMORANDUM



TO: MAYOR AND CITY COUNCIL
FROM: VICTOR CARDENAS, CITY MANAGER
SUBJECT: CITY COUNCIL COMMUNICATION MATRIX
DATE: JANUARY 2, 2024

In light of the recent City Council election and my new role as City Manager, it is an opportune moment to outline the communication protocols the City Council can expect from the Manager's office in response to, or in anticipation of, events or situations within the City. Our primary objective is to promptly furnish you with pertinent information, ensuring you are well-informed and adequately prepared to engage with residents and the wider community. The frequency and immediacy of these communications will be tailored to the nature of the issue at hand, recognizing that, in today's interconnected world, even our most immediate responses may not match the speed of social media wildfires.

The matrix provided below outlines the typical situations and events we encounter, along with the corresponding communication methods you can expect from our office. It is important to note that these expectations may be subject to change in the event of a significant or catastrophic occurrence, in which case the City will adhere to the [National Incident Management System](#) (NIMS) protocols.

For particularly sensitive matters, such as police incidents, we are committed to providing you with the essential facts of the situation. It is essential to recognize this information may differ from what is circulating on social media platforms like NextDoor. In instances like these, ongoing investigations or legal constraints may limit the information we can share, even with elected officials. Nevertheless, we will make every effort to disseminate useful information in compliance with these constraints, potentially providing redacted details concerning names, ages, race, etc., as they become available for disclosure.

If you have any questions, please let me know.

Council Notification Matrix

Event/incident	Format 	Latency 	Source 
Public Safety			
Active Fire/Large Incidents	Email	Immediate	City Manager or designee
School Lockdown	Email	Immediate	City Manager or designee
VIP to visiting the Community	Packet	May occur outside of packet distribution if City is made aware at last min.	City Manager or designee
Other big, planned events	Email	Not Immediate	City Manager or designee
Missing Person	Email	Not Immediate	City Manager or designee
Power Outages	Email	Not Immediate	City Manager or designee
Road Closures	Email	Not Immediate	City Manager or designee
March/Protest	Email	Not Immediate	City Manager or designee
HAZMAT spills (if evacuation is required)	Phone Call/Text	Immediate - Follow Emergency Protocol	City Manager or designee
Gas leaks (if evacuation is required)	Phone Call /Text	Immediate - Follow Emergency Protocol	City Manager or designee
Warming/Cooling Center Activation	Email	Not Immediate	City Manager or designee
Public Work/Infrastructure			
Snow Event	Email	Not Immediate	City Manager or designee
Weather Forecast	Email	Not Immediate	City Manager or designee
Sewer Overflow/Water Main Break	Email	Not Immediate	City Manager or designee
Other			
All Council email	Email	Not Immediate	Community Relations
Council meeting material approval	Email	Normally close to the deadline on meeting day	City Clerk



MEMORANDUM

TO: VICTOR CARDENAS, CITY MANAGER
FROM: SHERYL WALSH, DIRECTOR OF COMMUNICATIONS
SUBJECT: ALL COUNCIL EMAILS FROM WEBSITE/ONE VOICE
DATE: DECEMBER 12, 2023

As we enter a new year, it's a good reminder to share our ALL Council email response protocol.

ALL Council Emails received from cityofnovi.org

Visitors to cityofnovi.org can contact City Council individually or as a group. If the visitor chooses to send the comment/suggestion/concern to the entire City Council, a disclaimer is noted that the *"feedback will also be sent to the Community Relations Office."*

To ensure timely response and decrease replication of efforts a procedure was developed whereby those emails requesting feedback will be coordinated through the Community Relations Office. The emails will be categorized as one of the following and responded to as described below:

- **Those requiring departmental data/support (for instance, what are the requirements for snow removal and clearing of sidewalks)** – Community Relations will respond to ALL City Council members that a response from City staff is forthcoming and will forward the request to the appropriate Department head for follow up with the community member. Community Relations will be cc'd on any department response and then will forward the response to ALL City Council Members to ensure they are informed of the follow-up.
- **Those that requires personal attention from the Council Members (for instance, requesting attendance at a non-City event)** – Community Relations staff will respond to ALL City Council members that the visitor was requesting personal feedback from the members and NO response is forthcoming from City administration.

The City Manager will be included as a cc on all correspondence between Community Relations staff and the City Council.

One voice

Following a Mayor's/Leader's Exchange a few years back, we were reminded of the importance of one unified message for City communications. The City's Community Relations team is responsible for the City's brand and messaging, including the website, Studio No.VI, all publications, e-newsletters, media relations and social media. **One unified voice is essential for communications and media management.**

If you have any questions, please let me know.

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: EZEKIEL CHOJNACKI, GRADUATE MANAGER
SUBJECT: BENCHMARK COMPARISONS
DATE: DECEMBER 7, 2023

Mayor and Council –
Please see the proposed list of communities we plan to use as our benchmarks going forward.

- Victor

Executive Summary:

Former Mayor Richard Clark and city staff developed the benchmark comparison chart several years ago; since then, it has had few changes. City staff updated the chart this year to contain modern evaluation criteria and contemporary peer cities. In the future, these cities will be used to examine policy and service delivery matters/decisions.



History:

The city benchmark comparison chart began under Former Mayor Richard Clark during his term from 1999 to 2003. According to City planner Barb McBeth, Mayor Clark asked for the data out of his curiosity and love for numbers. The points of comparison used in today's chart are mostly the same, with only minor revisions over the years. Historically, the staff has tracked city size, population, age, race/ethnicity, education, housing market, and workforce sectors. The City of Novi evaluated itself against several communities across the country, including:

- Greenville, NC
- Redmond, WA
- Rock Hill, SC
- Carlsbad, CA
- Lewisville, TX
- North Richard Hills, TX
- Cary, NC
- Olathe, KS
- Rochester Hills, MI
- Roswell, GA
- Orland Park, IL

Moving Forward:

This year, the benchmark comparison chart was modified to include examinations of city finances, public safety, library service, unionization, and social media. Additionally, the chart is now split into local and national categories.

Local Comparisons Include:

- Rochester Hills, MI
- Farmington Hills, MI
- Canton, MI

- West Bloomfield, MI
- Troy, MI

National Comparisons Include:

- Fishers, IN
- Lenexa, KS
- Cary, NC
- Orland Park, IL

It is essential to reevaluate practices like the benchmark comparison chart to ensure they still provide helpful information. Recent technologies, like social media, must be integrated into historic practices. Choosing modern comparison cities helps Novi determine where it is striving and where it is falling behind. In the end, city staff hopes to create an objective tool for monitoring Novi's progress. The benchmark comparison chart will continue to be updated as our city advances and new comparables are required.

City of Novi and National Comparison City Demographics for Benchmarking (2021 American Community Survey 5-Year Estimates unless otherwise noted)											
		West Bloomfield, MI	Canton, MI	Farmington Hills, MI	Novi, MI	Troy, MI	Rochester Hills, MI	Average	Standard Deviation	Minimum	Maximum
City Size (square miles)		26.93	36.11	33.27	30.24	33.45	32.80	32.13	2.89	26.93	36.11
Population density (people per sq. mile)		2,454	2,703	2,517	2,162	2,598	2,317	2,459	178	2,162	2,703
City Size (acres)		17,235	23,110	21,293	19,354	21,408	20,992	20,565	1,846	17,235	23,110
Population density (people per acre)		3.84	4.22	3.93	3.38	4.06	3.62	3.84	0.28	3.38	4.22
POPULATION											
2021 ACS 5-Year Estimate		66,099	97,591	83,749	65,369	86,912	75,990	79,285	11,486	65,369	97,591
2020 Census		65,888	98,659	83,986	66,243	87,294	76,300	79,728	11,683	65,888	98,659
2018 ACS 5-Year Estimate		66,079	91,223	81,482	59,625	83,881	74,011	76,050	10,758	59,625	91,223
% Change (2018-2020)		-0.3%	8.2%	3.1%	11.1%	4.1%	3.1%	4.9%	3.7%	-0.3%	11.1%
% Change (2010-2020)		1.9%	9.4%	5.3%	20.0%	7.8%	7.5%	8.6%	5.6%	1.9%	20.0%
2010 Census		64,690	90,173	79,740	55,224	80,980	70,995	73,634	11,479	55,224	90,173
% Change (2000-2010)		-0.3%	18.1%	-2.9%	16.5%	0.0%	3.2%	6%	8%	-2.9%	18.1%
2000 Census		64,860	76,366	82,111	47,386	80,959	68,825	70,085	11,878	47,386	82,111
% Change (1990-2000)		19.0%	33.9%	10.0%	43.6%	11.1%	11.4%	21%	13%	10.0%	43.6%
1990 Census		54,516	57,040	74,652	32,998	72,884	61,766	58,976	13,817	32,998	74,652
DEMOGRAPHICS (2021 American Community Survey 5-Year Estimates)											
Median Age of Population		46.2	39.9	42.1	39.8	42.1	40.8	41.8	2.2	39.8	46.2
School Age Children (5 to 19)	Count	11,996	19,897	12,610	13,360	16,138	15,759	14,960	2,685	11,996	19,897
	Percentage	18.1%	20.5%	15.1%	20.5%	18.6%	20.8%	18.9%	2.0%	15.1%	20.8%
Senior Citizens (65 & over)	Count	14,969	14,275	16,474	9,476	15,140	12,732	13,844	2,250	9,476	16,474
	Percentage	22.6%	14.6%	19.7%	14.5%	17.4%	16.8%	17.6%	2.8%	14.5%	22.6%
Race - White	Count	48,584	63,475	52,057	40,957	57,244	59,734	53,675	7,481	40,957	63,475
	Percentage	73.5%	65.0%	62.2%	62.7%	65.9%	78.6%	68%	6%	62.2%	78.6%
Race - Black or African American	Count	8,630	9,708	15,002	5,432	3,144	2,452	7,395	4,303	2,452	15,002
	Percentage	13.1%	9.9%	17.9%	8.3%	3.6%	3.2%	9.3%	5.2%	3.2%	17.9%
Race - Asian	Count	6,184	19,032	12,090	15,363	22,387	9,754	14,135	5,480	6,184	22,387
	Percentage	9.4%	19.5%	14.4%	23.5%	25.8%	12.8%	17.6%	5.9%	9.4%	25.8%
Race - Hispanic or Latino (of any race)	Count	1,387	3,467	1,849	2,807	1,921	3,478	2,485	815	1,387	3,478
	Percentage	2.1%	3.6%	2.2%	4.3%	2.2%	4.6%	3.2%	1.0%	2.1%	4.6%
% Bachelor's Degree or Higher Attained <i>Population 25 Years and Older</i>		59.6%	53.6%	56.6%	60.2%	62.4%	60.0%	58.7%	2.9%	53.6%	62.4%
HOUSING (2016 through 2021 American Community Survey 5-Year Estimates)											
% Owner Occupied Units		82.7%	75.9%	63.8%	66.6%	75.1%	77.8%	73.7%	6.5%	63.8%	82.7%
Average Family Size		3.17	3.22	3.02	3.12	3.17	3.08	3.13	0.07	3.02	3.22
Median Household Income (2021 estimate)		\$114,231	\$104,535	\$93,434	\$100,311	\$107,550	\$106,398	\$104,410	\$6,423	\$93,434	\$114,231
Median Household Income (2020 estimate)		\$106,102	\$99,070	\$85,152	\$93,943	\$104,132	\$99,666	\$98,011	\$6,937	\$85,152	\$106,102
% Change Hoesold Income (2019-2021)		9.5%	11.8%	12.2%	2.3%	5.6%	13.2%	9.1%	3.9%	2.3%	13.2%
Median Household Income (2019 estimate)		\$104,368	\$93,483	\$83,268	\$98,020	\$101,882	\$93,953	\$95,829	\$6,845	\$83,268	\$104,368
Median Household Income (2018 estimate)		\$100,139	\$89,991	\$81,203	\$92,410	\$97,048	\$90,961	\$91,959	\$5,966	\$81,203	\$100,139
Median Household Income (2016 estimate)		\$93,729	\$84,876	\$71,463	\$86,193	\$88,954	\$83,507	\$84,787	\$6,813	\$71,463	\$93,729
% Change Hoesold Income (2016-2019)		11.4%	10.1%	16.5%	13.7%	14.5%	12.5%	13.1%	2.1%	10.1%	16.5%

City of Novi and National Comparison City Demographics for Benchmarking (2021 American Community Survey 5-Year Estimates unless otherwise noted)											
		West Bloomfield, MI	Canton, MI	Farmington Hills, MI	Novi, MI	Troy, MI	Rochester Hills, MI	Average	Standard Deviation	Minimum	Maximum
Median Home Value (2021 estimate) <i>Owner Occupied Units</i>		\$337,400	\$284,500	\$280,100	\$336,000	\$335,000	\$313,900	\$314,483	\$24,120	\$280,100	\$337,400
Median Home Value (2020 estimate) <i>Owner Occupied Units</i>		\$321,600	\$268,600	\$270,000	\$325,500	\$318,600	\$303,800	\$301,350	\$23,637	\$268,600	\$325,500
% Change Median Home Value (2019-2021) <i>Owner Occupied Units</i>		8.6%	12.9%	8.9%	4.3%	11.1%	6.4%	8.7%	2.8%	4.3%	12.9%
Median Home Value (2019 estimate) <i>Owner Occupied Units</i>		\$310,600	\$251,900	\$257,300	\$322,100	\$301,500	\$295,000	\$289,733	\$26,244	\$251,900	\$322,100
Median Home Value (2018 estimate) <i>Owner Occupied Units</i>		\$296,100	\$239,500	\$248,600	\$309,000	\$286,600	\$283,200	\$277,167	\$24,940	\$239,500	\$309,000
Median Home Value (2016 estimate) <i>Owner Occupied Units</i>		\$267,700	\$210,100	\$216,200	\$266,000	\$247,200	\$247,500	\$242,450	\$22,270	\$210,100	\$267,700
% Change Median Home Value (2016-2019) <i>Owner Occupied Units</i>		16%	20%	19%	21%	22%	19%	20%	2%	16%	22%
Median Gross Rent (2021 estimate)		\$1,827	\$1,292	\$1,273	\$1,428	\$1,347	\$1,402	\$1,428	\$187	\$1,273	\$1,827
Median Gross Rent (2020 estimate)		\$1,672	\$1,211	\$1,211	\$1,352	\$1,239	\$1,311	\$1,333	\$160	\$1,211	\$1,672
% Change Median Gross Rent (2019-2021)		5.2%	10.7%	8.7%	6.0%	10.9%	8.9%	8.4%	2.2%	5.2%	10.9%
Median Gross Rent (2019 estimate)		\$1,737	\$1,167	\$1,171	\$1,347	\$1,215	\$1,287	\$1,321	\$197	\$1,167	\$1,737
Median Gross Rent (2018 estimate)		\$1,707	\$1,131	\$1,126	\$1,308	\$1,161	\$1,251	\$1,281	\$202	\$1,126	\$1,707
Median Gross Rent (2016 estimate)		\$1,543	\$1,042	\$1,067	\$1,143	\$1,069	\$1,148	\$1,169	\$172	\$1,042	\$1,543
% Change Median Gross Rent (2016-2019)		12.6%	12.0%	9.7%	17.8%	13.7%	12.1%	13%	2%	9.7%	17.8%
Average Commute Length (minutes) <i>Workers 16 Years and older who did not work from home</i>		27.8	27.4	25.0	26.3	25.5	25.9	26.3	1.0	25.0	27.8
EMPLOYMENT CHARACTERISTICS: Civilian Employed Population 16 Years and Over (2021 American Community Survey 5-Year Estimates)											
Total Number Employed		31,819	51,198	45,396	33,683	43,503	37,415	40,502	6,816	31,819	51,198
Agriculture, Forestry, Fishing & Hunting, and Mining	# of Employees	42	69	85	36	74	155	77	39	36	155
	Percentage	0.1%	0.1%	0.2%	0.1%	0.2%	0.4%	0.2%	0.1%	0.1%	0.4%
Arts, Entertainment & Recreation, Accommodation & Food Service	# of Employees	2,207	3,559	3,098	2,565	2,615	2,740	2797	430	2207	3,559
	Percentage	6.9%	7.0%	6.8%	7.6%	6.0%	7.3%	6.9%	0.5%	6.0%	7.6%
Construction	# of Employees	1,012	1,212	1,704	1,063	1,746	1,319	1,343	288	1,012	1,746
	Percentage	3.2%	2.4%	3.8%	3.2%	4.0%	3.5%	3.3%	0.5%	2.4%	4.0%
Educational Services, Health Care & Social Assistance	# of Employees	8,113	11,676	9,657	6,575	9,593	7,701	8,886	1,644	6,575	11,676
	Percentage	25.5%	22.8%	21.3%	19.5%	22.1%	20.6%	22.0%	1.9%	19.5%	25.5%
Finance & Insurance, and Real Estate and Rental & Leasing	# of Employees	3,341	3,286	4,056	2,814	3,744	3,147	3,398	403	2,814	4,056
	Percentage	10.5%	6.4%	8.9%	8.4%	8.6%	8.4%	8.5%	1.2%	6.4%	10.5%
Information	# of Employees	527	704	701	759	863	533	681	120	527	863
	Percentage	1.7%	1.4%	1.5%	2.3%	2.0%	1.4%	1.7%	0.3%	1.4%	2.3%
Manufacturing	# of Employees	4,507	12,070	8,643	8,434	9,526	9,789	8,828	2,265	4,507	12,070
	Percentage	14.2%	23.6%	19.0%	25.0%	21.9%	26.2%	21.6%	4.1%	14.2%	26.2%
Other Services except Public Administration	# of Employees	1,408	1,730	1,623	1,085	1,402	1509	1,460	204	1,085	1,730
	Percentage	4.4%	3.4%	3.6%	3.2%	3.2%	4.0%	3.6%	0.4%	3.2%	4.4%
Professional, Scientific &	# of Employees	4,996	6,684	7,569	4,891	7,351	5,079	6,095	1,139	4,891	7,569

City of Novi and National Comparison City Demographics for Benchmarking (2021 American Community Survey 5-Year Estimates unless otherwise noted)

		West Bloomfield, MI	Canton, MI	Farmington Hills, MI	Novi, MI	Troy, MI	Rochester Hills, MI	Average	Standard Deviation	Minimum	Maximum
Management, & Administrative, and Waste Management Services	Percentage	15.7%	13.1%	16.7%	14.5%	16.9%	13.6%	15.1%	1.5%	13.1%	16.9%
Public Administration	# of Employees	694	1,469	1,069	810	1,059	804	984	257	694	1,469
	Percentage	2.2%	2.9%	2.4%	2.4%	2.4%	2.1%	2.4%	0.2%	2.1%	2.9%
Retail Trade	# of Employees	3,618	4,922	4,122	2,782	3,511	3,263	3,703	677	2,782	4,922
	Percentage	11.4%	9.6%	9.1%	8.3%	8.1%	8.7%	9.2%	1.1%	8.1%	11.4%
Transportation and Warehousing, and Utilities	# of Employees	688	2,673	2,014	983	1,227	606	1,365	745	606	2,673
	Percentage	2.2%	5.2%	4.4%	2.9%	2.8%	1.6%	3.2%	1.3%	1.6%	5.2%
Wholesale Trade	# of Employees	666	1,144	1055	886	792	770	886	166	666	1,144
	Percentage	2.1%	2.2%	2.3%	2.6%	1.8%	2.1%	2.2%	0.3%	1.8%	2.6%
FINANCES (Annual Comprehensive Financial Reports, 2022)											
Direct Debt		27,404,035	20,747,392	25,995,000	5,649,091	10,105,000	655,420	15,092,656	10,205,379	655,420	27,404,035
Millage Rates		9.2418	12.2909	16.5693	10.5376	9.8966	10.5510	11.5145	2.4433	9.2418	16.5693
Taxable Value		3,990,000,000	4,823,718,401	3,696,063,250	4,198,690,199	5,371,725,575	3,903,385,710	4,330,597,189	583,904,346	3,696,063,250	5,371,725,575
PUBLIC SAFETY (City Website)											
# of Sworn Police Officers		82	93	105	70	100	N/A	90	13	70	105
# of Full-time Firefighters		61	45	35	18	11	24	32	17	11	61
# of Fire Stations		6	3	5	4	6	5	4.8	1.1	3	6
LIBRARY SERVICES (Library Website)											
# of Branches in the City		2	1	1	1	1		1	0	1	2
Size of Library Network		115	115	115	115	54	115	105	23	54	115
UNIONIZATION (City Website)											
# of Unions		7	6	*4	7	6	4	6	1	4	7
SOCIAL MEDIA (Respective Social Media Websites)											
*By Department											
# of Followers - Facebook		1,100	5,900	8,700	11,000	10,000	16,000	8,783	4,579	1,100	16,000
# of Followers - Instagram		N/A	*N/A	646	2,528	3,881	6,946	3,500	2,297	646	6,946
# of Followers - X (Formerly Twitter)		972	*N/A	N/A	4,254	4,335	5,262	3,706	1,627	972	5,262

City of Novi and National Comparison City Demographics for Benchmarking (2021 American Community Survey 5-Year Estimates unless otherwise noted)

		Fishers, IN	Lenexa, KS	Novi, MI	Cary, NC	Orland Park, IL	Average	Standard Deviation	Minimum	Maximum
City Size (square miles)		35.61	34.07	30.24	59.23	22.03	36.24	12.42	22.03	59.23
Population density (people per sq. mile)		2,728	1,666	2,162	2,897	2,661	2,423	451	1,666	2,897
City Size (acres)		22,790	21,805	19,354	37,907	14,099	23,191	7,950	14,099	37,907
Population density (people per acre)		4.26	2.60	3.38	4.53	4.16	3.79	0.70	2.60	4.53
POPULATION										
2021 ACS 5-Year Estimate		97,154	56,755	65,369	171,603	58,622	89,901	43,374	56,755	171,603
2020 Census		98,977	57,434	66,243	174,721	58,703	91,216	44,397	57,434	174,721
2018 ACS 5-Year Estimate		88,717	53,051	59,625	163,266	59,100	84,752	41,169	53,051	163,266
% Change (2018-2020)		11.6%	8.3%	11.1%	7.0%	-0.7%	7.5%	4.4%	-0.7%	11.6%
% Change (2010-2020)		28.9%	19.2%	20.0%	29.2%	3.4%	20.1%	9.4%	3.4%	29.2%
2010 Census		76,794	48,190	55,224	135,234	56,767	74,442	31,850	48,190	135,234
% Change (2000-2010)		103.0%	19.8%	16.5%	43.1%	11.1%	39%	34%	11.1%	103.0%
2000 Census		37,835	40,238	47,386	94,536	51,077	54,214	20,717	37,835	94,536
% Change (1990-2000)		403.9%	18.2%	43.6%	115.6%	43.0%	125%	143%	18.2%	403.9%
1990 Census		7,508	34,034	32,998	43,858	35,720	30,824	12,268	7,508	43,858
DEMOGRAPHICS (2021 American Community Survey 5-Year Estimates)										
Median Age of Population		36.7	38.3	39.8	39.1	46.5	40.1	3.4	36.7	46.5
School Age Children (5 to 19)	Count	23,435	9,873	13,360	37,631	10,290	18,918	10,561	9,873	37,631
	Percentage	24.1%	17.3%	20.5%	22.0%	17.5%	20.3%	2.6%	17.3%	24.1%
Senior Citizens (65 & over)	Count	9,899	8,504	9,476	21,384	13,516	12,556	4,729	8,504	21,384
	Percentage	10.2%	15.0%	14.5%	12.5%	23.1%	15.1%	4.4%	10.2%	23.1%
Race - White	Count	80,668	46,288	40,957	108,051	49,915	65,176	25,513	40,957	108,051
	Percentage	83.0%	81.6%	62.7%	63.0%	85.1%	75%	10%	62.7%	85.1%
Race - Black or African American	Count	5,587	3,552	5,432	13,776	2,273	6,124	4,019	2,273	13,776
	Percentage	5.8%	6.3%	8.3%	8.0%	3.9%	6.5%	1.6%	3.9%	8.3%
Race - Asian	Count	7,040	2,527	15,363	34,767	3,151	12,570	12,006	2,527	34,767
	Percentage	7.2%	4.5%	23.5%	20.3%	5.4%	12.2%	8.0%	4.5%	23.5%
Race - Hispanic or Latino (of any race)	Count	2,594	4,715	2,807	14,236	5,036	5,878	4,293	2,594	14,236
	Percentage	2.7%	8.3%	4.3%	8.3%	8.6%	6.4%	2.5%	2.7%	8.6%
% Bachelor's Degree or Higher Attained <i>Population 25 Years and Older</i>		66.4%	56.5%	60.2%	69.5%	42.9%	59.1%	9.3%	42.9%	69.5%
HOUSING (2016 through 2021 American Community Survey 5-Year Estimates)										
% Owner Occupied Units		77.1%	59.6%	66.6%	66.8%	85.3%	71.1%	9.0%	59.6%	85.3%
Average Family Size		3.21	2.94	3.12	3.15	3.09	3.10	0.09	2.94	3.21
Median Household Income (2021 estimate)		\$117,503	\$96,477	\$100,311	\$113,782	\$89,491	\$103,513	\$10,560	\$89,491	\$117,503
Median Household Income (2020 estimate)		\$108,361	\$90,487	\$93,943	\$107,463	\$84,676	\$96,986	\$9,404	\$84,676	\$108,361
% Change Hoesold Income (2019-2021)		7.4%	10.8%	2.3%	8.7%	-0.9%	5.6%	4.3%	-0.9%	10.8%
Median Household Income (2019 estimate)		\$109,454	\$87,102	\$98,020	\$104,669	\$90,345	\$97,918	\$8,402	\$87,102	\$109,454
Median Household Income (2018 estimate)		\$105,042	\$84,370	\$92,410	\$101,079	\$88,585	\$94,297	\$7,697	\$84,370	\$105,042
Median Household Income (2016 estimate)		\$97,100	\$78,798	\$86,193	\$94,617	\$85,580	\$88,458	\$6,623	\$78,798	\$97,100

City of Novi and National Comparison City Demographics for Benchmarking (2021 American Community Survey 5-Year Estimates unless otherwise noted)										
		Fishers, IN	Lenexa, KS	Novi, MI	Cary, NC	Orland Park, IL	Average	Standard Deviation	Minimum	Maximum
% Change Hoesold Income (2016-2019)		12.7%	10.5%	13.7%	10.6%	5.6%	10.6%	2.8%	5.6%	13.7%
Median Home Value (2021 estimate) <i>Owner Occupied Units</i>		\$297,400	\$299,400	\$336,000	\$404,300	\$296,600	\$326,740	\$41,516	\$296,600	\$404,300
Median Home Value (2020 estimate) <i>Owner Occupied Units</i>		\$280,300	\$278,100	\$325,500	\$376,600	\$289,000	\$309,900	\$37,461	\$278,100	\$376,600
% Change Median Home Value (2019-2021) <i>Owner Occupied Units</i>		12.6%	14.8%	4.3%	13.4%	3.1%	9.6%	4.9%	3.1%	14.8%
Median Home Value (2019 estimate) <i>Owner Occupied Units</i>		\$264,200	\$260,900	\$322,100	\$356,400	\$287,700	\$298,260	\$36,376	\$260,900	\$356,400
Median Home Value (2018 estimate) <i>Owner Occupied Units</i>		\$251,700	\$248,800	\$309,000	\$337,700	\$283,500	\$286,140	\$33,966	\$248,800	\$337,700
Median Home Value (2016 estimate) <i>Owner Occupied Units</i>		\$225,700	\$232,400	\$266,000	\$309,800	\$273,100	\$261,400	\$30,385	\$225,700	\$309,800
% Change Median Home Value (2016-2019) <i>Owner Occupied Units</i>		17%	12%	21%	15%	5%	14%	5%	5%	21%
Median Gross Rent (2021 estimate)		\$1,385	\$1,277	\$1,428	\$1,392	\$1,340	\$1,364	\$52	\$1,277	\$1,428
Median Gross Rent (2020 estimate)		\$1,240	\$1,183	\$1,352	\$1,312	\$1,203	\$1,258	\$64	\$1,183	\$1,352
% Change Median Gross Rent (2019-2021)		10.8%	11.2%	6.0%	11.7%	8.7%	9.7%	2.1%	6.0%	11.7%
Median Gross Rent (2019 estimate)		\$1,250	\$1,148	\$1,347	\$1,246	\$1,233	\$1,245	\$63	\$1,148	\$1,347
Median Gross Rent (2018 estimate)		\$1,222	\$1,089	\$1,308	\$1,199	\$1,203	\$1,204	\$70	\$1,089	\$1,308
Median Gross Rent (2016 estimate)		\$1,133	\$1,001	\$1,143	\$1,084	\$1,117	\$1,096	\$51	\$1,001	\$1,143
% Change Median Gross Rent (2016-2019)		10.3%	14.7%	17.8%	14.9%	10.4%	14%	3%	10.3%	17.8%
Average Commute Length (minutes) <i>Workers 16 Years and older who did not work from home</i>		26.0	20.3	26.3	22.8	34.2	25.9	4.7	20.3	34.2
EMPLOYMENT CHARACTERISTICS: Civilian Employed Population 16 Years and Over (2021 American Community Survey 5-Year Estimates)										
Total Number Employed		51,287	32,601	33,683	90,071	27,903	47,109	22,903	27,903	90,071
Agriculture, Forestry, Fishing & Hunting, and Mining	# of Employees	17	148	36	219	118	108	74	17	219
	Percentage	0.0%	0.5%	0.1%	0.2%	0.4%	0.3%	0.2%	0.0%	0.5%
Arts, Entertainment & Recreation, Accommodation & Food Service	# of Employees	3,723	2,460	2,565	6,529	1,628	3381	1710	1628	6,529
	Percentage	7.3%	7.5%	7.6%	7.2%	5.8%	7.1%	0.7%	5.8%	7.6%
Construction	# of Employees	1,773	1,603	1,063	2,836	1,676	1,790	578	1,063	2,836
	Percentage	3.5%	4.9%	3.2%	3.1%	6.0%	4.1%	1.1%	3.1%	6.0%
Educational Services, Health Care & Social Assistance	# of Employees	12,449	7,966	6,575	18,310	8,018	10,664	4,305	6,575	18,310
	Percentage	24.3%	24.4%	19.5%	20.3%	28.7%	23.5%	3.3%	19.5%	28.7%
Finance & Insurance, and Real Estate and Rental & Leasing	# of Employees	6,376	4,197	2,814	7,324	2,333	4,609	1,953	2,333	7,324
	Percentage	12.4%	12.9%	8.4%	8.1%	8.4%	10.0%	2.1%	8.1%	12.9%
Information	# of Employees	969	686	759	2,825	610	1,170	836	610	2,825
	Percentage	1.9%	2.1%	2.3%	3.1%	2.2%	2.3%	0.4%	1.9%	3.1%
Manufacturing	# of Employees	5,786	2,318	8,434	9,082	2,106	5,545	2,938	2,106	9,082
	Percentage	11.3%	7.1%	25.0%	10.1%	7.5%	12.2%	6.6%	7.1%	25.0%

MEMORANDUM



TO: JEFF MUCK, PRCS DIRECTOR
FROM: KIT KIESER, OAS MANAGER
SUBJECT: SIX MONTH SUMMARY
DATE: JANUARY 4, 2024

Mayor and Council –

Please see an update from Ms. Kieser on her efforts with the City for the last six (6) months.

- Victor

Since June of 2023, I have held the Manager of Older Adult Services (OAS) position. Below are some of the OAS activities held in the past six months.

- PRCS Commission, Older Adult Needs Committee, Older Adult Advisory Board: Attended nine Older Adults Needs Committee meetings. Acting as a staff liaison, some items of note include recruiting participants for the older adult focus group and supporting Mayor Pro Tem Casey in assembling the OAN Committee's October 9 report to City Council.
- OAS reports were presented to PRCS Commission each month starting in June 2023.
- Accompanied 50 older adults on the mParks Grand Experience trip to Mackinac Island.
- Led three Older Adult Advisory Board meetings, reporting on programs, services, and OAN Committee activities.
- Transportation: Senior Transportation provided well over 7,000 rides between July 1 and December 31, which totals over 14,000 rides in 2023. There has been a net increase of three part-time drivers, supporting a more stable schedule and a slight increase in ride volume. Bi-weekly check-ins with the scheduling coordinator and a daily shift report for the dispatch team have been implemented to streamline communication and increase data collection.
- Assisted Community Relations with a video (released in early December) detailing how residents can make use of the SMART Bus fixed-route service and reminding residents that Novi Senior Transportation continues to be available.
- Per the OAN's recommendation, OAS elevated a part-time programmer position to a full-time Recreation Supervisor.
- Marketing and Communications: Worked with the Community Relations team to make changes to the Enhance and 55+ and Better sections of Engage magazine. Increased font size, color coding, and a consistent location in the magazine are all intended to make the sections more accessible.

- Special events, social programs, fitness: Over the past six months, OAS has presented 10 special events, including the Thanksgiving and Holiday Luncheons and our annual Veterans Celebration, which brought over 200 people—community members, volunteers, elected officials, performers, and sponsors— together to honor and celebrate our veterans.
- OAS continues to run popular games, crafts, book club, and travel program. Long-standing fitness classes continue to be well-attended.
- Monthly program meetings with Meadowbrook Commons staff were implemented to discuss and plan programs and services. Starting in January 2024, OAS staff plan to meet monthly with Novi Library program staff to develop additional opportunities for seniors.

Programs and Services	June	July	August	September	October	November
Special events	69	0	0	60	80	242
Social programs	978	825	904	947	977	582*
Health/Ed	101	61	48	107	115	77
Support services	4,118	4,749	5,178	4,471	4,469	157**
Transportation	1,115	1,106	1,357	1,182	1,310	1,160
Fitness	294	160	331	346	286	182
Totals	6,675	6,901	7,818	7,113	7,237	2,400

*Participation numbers are lower due to cancellations for the November election, special events, and holidays

**Incomplete numbers, reporting not complete

Volunteer Participation	June	July	August	September	October	November
Number of Volunteers	40	44	43	47	46	42
Volunteer hours	293	244	283	304	308	238

In the coming six months, I will take a closer look at OAS program offerings, operational practices, expansion opportunities, and where we need to evolve to better serve an ever-changing demographic of residents.

Mayor and Council –

FYI on a notice being hand-delivered to 35+ homes in and around the Wixom/11 Mile area that are on wells. Just wanted you to be aware.

- Victor



CONSTRUCTION NOTICE

January 4, 2024

Wixom Road Sanitary Sewer Replacement & Pump Station Improvements Project



In 2023, the City of Novi began the Wixom Road Sanitary Sewer Replacement & Pump Station Improvements Project along Wixom Road. The first phase of the project is complete (from Glenwood Drive to 11 Mile Road). The second phase (from Ravine Drive to Kelsey Bay Drive) is underway. This sanitary sewer project is being completed to address pipe capacity issues. The sewer replacement is more than halfway installed and is anticipated to take approximately three more months to complete.

The City's contractor, Pamar Enterprises, had to set up dewatering operations to lower the groundwater level within the limits of construction to make it safe to install the sanitary sewer. This dewatering will continue until the sewer replacement is complete.

Throughout the remainder of this project, if you notice any issues with your well, please contact us immediately. We will have someone come by to discuss your observations.

We appreciate your patience and thank you for your understanding.

City of Novi – Community Relations Team:

248-735-5628

communityrelations@cityofnovi.org

Construction Engineer (Spalding DeDecker):

Ted Meadows

248-762-5116

tmeadows@sda-eng.com