



500 West Big Beaver
Troy, MI 48084
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FROM THE OFFICE OF THE CITY MANAGER

Date: January 23, 2020
To: Troy City Council Members
From: Mark F. Miller, City Manager
Subject: City Manager Status Report

Background

On March 18, 2019 the City Council adopted Resolution #2019-03-031: RESOLVED, that Troy City Council hereby ADOPTS the 2019-2020 Strategies for the upcoming fiscal year as presented by City Management. The purpose of this memo is to provide a status report on the 2019-2020 Strategies and other important projects.

2019 – 2020 Strategies

1. Re-evaluate the Trails & Pathways program with a focus on public participation and creative problem-solving to build community support.

Anderson, Eckstein, and Westrick, Inc. (AEW) has begun the design process of Sylvan Glen Lake Park trail working under its current contract with the City of Troy (Resolution #2017-06-105-J-4a). AEW continues to work on the design of the trail. We currently are looking at the trail alignment adjacent to the retention pond to make a determination if the trail will go through the woods or further into the pond area. Going through the woods will likely cause tree removal and we are determining if any historic trees will be impacted and making this part of our decision making process. It is estimated this project will be posted for bid in spring 2020 and brought to City Council for consideration shortly after.

In addition to the trail in Sylvan Glen Lake Park, the City of Troy and AEW are designing ADA accessible pathways to the soccer field bleachers at Firefighters Park. Community Development Block Grant Funds (CDBG) are supporting the design and construction of this project. We have met with the county who administers the CDBG funding and they are suggesting we wait a year so the project is not divided into phases and can be done all at once. The topographical survey is complete and AEW has begun designing the pathway and a cost estimate is being prepared. The cost estimate will assist in deciding to make this a single or multiyear project.

2. Gather community input, reassess the most recent Town Center initiative, and develop a plan for the future of the Civic Center property.

No change since the December report. The customer service needs of City Hall are being assessed through Strategy #3 and community input will be gathered through Strategy #10. Both



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are described below. Planning for the future of the Civic Center property will be discussed with the City Council during the fiscal year 2020-2021 strategic planning process.

3. Determine the customer service needs of City Hall and incorporate the findings of the Facilities Condition Assessment into the maintenance plan of the facilities.

Department heads met with OHM on January 13, 2020 to discuss the different uses of the areas within City Hall and if there are additional space needs for each additional department. During this meeting, staff was reminded of the Statement of Intent and the Guiding Principles of the study, which are;

Statement of Intent- Why are we doing this

1. 2019 Strategy- Determine the customer service needs of City Hall and incorporate the findings of the Facilities Condition Assessment into the maintenance plan of the facilities
 - o The current City Council strategy requires staff to look at the City Hall and determine if improvements need to be made to better serve its customers
 - o The strategy also requires staff to include the findings of the FCA while determining any future improvements to City Hall
2. Employee and Customer Safety
 - o The safety of City employees needs to be evaluated and update to current standards and threats.
 - o This will include customer interactions and employee access control measures
3. Equal Opportunity
 - o This process will allow all departments within City Hall to have an equal opportunity to give recommendations and opinions on how City Hall should be improved.

Guiding Principles

1. Develop City Hall to promote energy conservation and energy performance
2. Develop interaction areas that consider employee safety and creative customer interaction opportunities
3. Organize department placement to be most convenient to City Hall customers while considering departments that communicate and coordinate with each other daily
4. Create modern, comfortable, and efficient work spaces for employees and include alternative impromptu workspace locations
5. Develop a plan that can be accomplished in phases
6. Use the existing space within the current City Hall

Department heads will meet individually with OHM beginning January 28, 2020 to discuss the results of these findings. This process includes a series of three meetings where department heads will meet individually with OHM to determine the current space and security demands for each department. The final report is expected to be delivered in 2020.



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4. Establish a comprehensive Capital Improvement Program and planning process that is reviewed and implemented on an annual basis.

No change since the December report. City staff is establishing a capital improvements program consistent with the Michigan Planning Enabling Act, Act 33 of 2008. Special City Council meetings for presentation of the proposed budget are scheduled for Monday, April 20, 2020 and Wednesday, April 22, 2020. The City Council must adopt the fiscal year 2020-2021 budget on or before Monday, May 18, 2020 (City Charter Section 8.3).

5. Convene the Charter Revision Committee to evaluate charter language and millage limitations, and develop a strategy to fund the Library past 2021.

No change since the December report. A report regarding library funding was included in the November 25, 2019 City Council agenda packet. City staff has planned to work with City Council to weigh its options and prepare ballot wording for the November 3, 2020 general election.

6. Determine public transportation service needs, and implement a revised plan for the Big Beaver Shuttle and Medi-Go.

The City of Troy launched Troy R.Y.D.E. (Reach Your Destination Easily) on October 1, 2019. This service continues to grow with an increasing request for service. Staff will continue to monitor the demand for service to ensure we are meeting current service demands.

7. Update the Parks and Recreation Plan and incorporate the Green Space Subcommittee recommendations to protect and invest in the City's parks.

The plan is currently published for public comment and will be presented to City Council for consideration on January 27, 2020. Once the plan is adopted it will be registered with the State of Michigan.

8. Evaluate the Volunteer Firefighters Incentive Plan to ensure the policy is reasonable and sustainable.

A report regarding this strategy is included in this City Council agenda packet. City Council will be asked to take action at its February 10, 2020 regular meeting. In the meantime, City Manager plans to meet with the Volunteer Firefighters Incentive Committee before February 10.

9. Study the feasibility of a Rochester Road Improvement District.

A report regarding this strategy was included in the November 25, 2019 City Council agenda packet, with City Management recommending no additional action be taken at this time. Please let City Management know if you have any further comments or questions.



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10. Develop a plan to effectively engage residents and businesses through community conversations.

City Management has been researching various methods of community engagement, including a revised resident/business survey, City Branding and signage, and the development of a comprehensive Public Participation Plan as a part of this strategy. In addition, the Downtown Development Authority has begun discussions as to how to use its marketing budget to promote the Big Beaver Corridor.

Each of these various topics are still in the development stage, and City Management will provide additional updates in the coming months. This strategy is likely to be discussed during the strategy development process in February.

Other Projects

Classification and Compensation Study

The consultant, GovHR, presented the draft report to classified and exempt City employees on December 12, 2019. Employees and their supervisors had the opportunity to review the details provided and submit requests for appeal/reevaluation, if desired. The Human Resources Department collected the appeals and will be reviewing requests with GovHR who will determine if changes should be made to prior to finalizing the report.

Forensic Accounting Investigation Corrective Action Plan (CAP)

No change since the December report. A memo dated September 18, 2019 was included in the September 23, 2019 City Council agenda packet (P-02b) and a memo dated September 30, 2019 was included in the October 7, 2019 City Council agenda packet (P-02a). These memos summarized the corrective actions taken related to expenses and City Council agenda memos. Training on the new electronic agenda memo approval process was conducted during the week of November 11, 2019 and the process is being used for the November 25, 2019 City Council agenda packet.

Additional reports will be provided regarding the remaining corrective actions in the coming months.

Citizens Academy

A graduation ceremony was held during the November 25, 2019 City Council meeting. After considering the costs and feedback, City Management plans to hold Citizens Academy on an annual basis on the autumn of each year. Planning for the 2020 Citizens Academy will begin in late Q2 of 2020.

City Council Orientation

Over the course of January 2020, City Council has held 2 orientation sessions with City staff to build a mutual understanding of City functions and processes. The final Orientation session is scheduled for Monday, January 27th at 6:00 PM prior to the regularly schedule City Council meeting. It is City



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Management's hope that these new orientation sessions have been helpful for the on-boarding of new Council Members, as well as to expand the knowledge and understanding of previously seated members.

Should you have any additional questions or concerns, or a desire for additional training, please let City Management know and we can accommodate. In addition, any comments or feedback from these orientation session are welcome, as City Management would like to continue and improve the process for future City Councils.

City Council Personnel Evaluations

The City Council awarded a contract for consulting services on November 25, 2019 and a purchase order was issued on December 9, 2019. The consultant began work shortly thereafter. Special City Council meetings for personnel evaluations are scheduled for Monday, March 2, 2020 and Monday, March 23, 2020.

City Council & Planning Commission Joint Meeting

On December 16, 2019, City Council resolved to schedule a joint meeting with the Troy Planning Commission on Tuesday, February 4th to discuss the planning and development within the City (Resolution #2019-12-163). Since that date, City Management and the City's Planning Department have been working with both City Council and the Planning Commission to develop the agenda for that meeting. If you have any questions or concerns regarding the up-coming joint meeting, please let City Management know.

Strategy Development

At the January 13, 2020 Council Meeting, City Management included an agenda item that outlined Management's proposed Strategy Development Process for the next fiscal year. City Council moved the date, time, and location of the event to Thursday, February 13th in room 303 at the Troy Community Center, with the event to start at 6:00 PM. On Tuesday, January 21, City Management sent an e-mail request to each City Council member for strategy suggestions to be discussed at the event. We request that you speak with your constituents, and provide a list of 3-5 concepts that you'd like to see the City consider. These suggestions should be succinct, relatively specific topics that are of high urgency and importance to City business, and should require a degree of interdepartmental cooperation.

Please send your strategy suggestions back to the City Manager's office by Friday, February 7th. Please let City Management know if you have any additional questions or concerns.



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Capital Project Updates

Through the budget process, City Council approves capital projects and then is presented with contracts to fulfill the budgeted projects using a competitive bid process. Some capital projects are subdivided using the Facilities and Ground Staff to manage the project in phases. The individual phases often do not meet the purchasing financial threshold to have City Council resolve on the expenditure. Therefore, we will report on these projects using this format to inform City Council of their progress.

Capital Project 2020C0065 Sewer – Storage Building and Workshop

Total Project cost - \$150,000

The Storage Building and Workshop project renovates 4,000 ft² that was shared between the Fleet Operation Division and the Water/Sewer Operation Division and repurposes it into usable heated storage and workshop space for the Water/Sewer Operation Division. The Facilities and Grounds Division has acted as the general contractor on this project and has performed a significant portion of the work with in-house staff. To date the following work has taken place:

- Unit Heater Replacement
- North Man Door Replacement
- Metal roofing repair
- Relocation on Unit Heater
- CMU Block Repairs

Forthcoming work to be completed

- Installation of 3" of open cell spray on foam insulation
- Replacement of Electrical service panel and branch circuits
- Steel Frame Painting
- Exterior metal paneling repairs
- Exterior painting
- Interior storage
- Equipment installation

The Facilities and Grounds Operations Division will continue acting as the general contractor for this project. This Project will be completed within the existing budget by June 30, 2020.

Capital Project 2020C0079 Motor Pool – Garage/Parts Room Renovation

Total Project cost \$60,000

The Motor Pool – Garage/Parts Room Renovation project was created to renovate the 1,400 ft² new parts storage room, technician library and supervisor work space. The Facilities and Grounds Division will serve as the General Contractor on this project. Facilities will coordinate trades as needed with the intention to perform a portion of the work with in-house staff. To date the following work has taken place:



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Completed to date:

- Painting
- Shelving purchased
- Floor burnishing
- Windows and doors have been ordered.
- Work stations have been designed and a material list has been created.

Forthcoming work to be completed:

- Access control for vehicle and equipment keys
- Installation of:
 - Windows and doors
 - Shelving
 - Work stations

The Facilities and Grounds Operations Division will continue acting as the general contractor for this project. This Project will be completed within the existing budget by June 30, 2020.