



500 West Big Beaver
Troy, MI 48084
troymi.gov

FROM THE OFFICE OF THE CITY MANAGER

Date: March 14, 2024

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Deputy City Manager
Meg Schubert, Assistant City Manager

Subject: 2023 Advance Status Report

Background

Vettrains Consulting (VC) was retained to prepare for and facilitate the City of Troy's "Advance" meeting on December 2, 2023. The report was presented to the City Council on January 29, 2024. The purpose of this memo is to provide an update on the action items.

Prior Year Project Update

A "gallery tour" was used to update attendees on four priorities identified during the 2022 Advance:

1. Troy Public Library (TPL)
2. City Hall
3. Recreation & Senior Services
4. Troy Family Aquatic Center (TFAC)

City staff prepared a poster for each priority, including the 2022 Advance suggestions and subsequent action by the City staff. Throughout the day, attendees were asked to use sticky notes to provide comments or questions about each priority. City staff will provide updates on these priorities in separate reports and plans to schedule a special City Council meeting to review the TPL Strategic Plan.

Revenue and Ballot Question Discussion

The 2022 Advance report included several suggestions for preparing for a November 5, 2024 ballot proposal. However, during the 2023 Advance, no consensus was reached regarding whether or how to proceed. Instead, City staff will present more information during the 2024-2025 budget process. The City Council may request additional information at that time or as other reports are presented.

Sustainability

City staff hosted a community engagement session on February 2 to provide updates regarding the City's initiatives to create a sustainability plan, assess progress, and communicate the results. The engagement was well received and will continue as those initiatives proceed.

The Michigan Green Communities Challenge is an annual program that serves as a guide to help communities measure their progress toward sustainability. The current Challenge for actions taken through the 2023 calendar year is open, and City staff (internal sustainability committee) submitted the



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City's entry form earlier this month. The Challenge offers three levels of certification – Bronze, Silver, and Gold. City staff expects to achieve Silver certification.

The Energy Efficiency and Conservation Block Grant (Voucher Program) application will be submitted this month.

Emergency Medical Services (EMS)

The sale of Alliance Mobile Health to Universal Ambulance is still pending. At the appropriate time, City staff will prepare amendments to the City's agreement with Alliance. City Council approved a professional services agreement with Fitch & Associates in November. City staff had a kick-off meeting with Fitch & Associates in December and an onsite meeting in January. The first project deliverable (High-Level Guidance) is expected soon.

Staff Engagement

The City conducted an employee survey in 2023 to establish a baseline and set goals for the future. The results were analyzed by a Survey Committee of City employees from various departments. Deputy City Manager Bruner and Assistant City Manager Schubert met with the Employee Survey Committee in January to discuss the Committee's recommendations. The need for more and better internal communication was identified and discussed. Specifically, the need for a Citywide workplace collaboration and communication platform was discussed. The City Manager's Office is working with Information Technology and the Committee (now known as the Employee Engagement Team) to evaluate Microsoft Teams. Most City employees do not currently have access to Microsoft Teams because of Microsoft's complicated and expensive licensing models and programs. If the evaluation is favorable, Microsoft Teams will be available to more employees in the fiscal year 2024-2025.