



Clay J Pearson
45175 W. Ten Mile
Novi, MI 48375

May 2007

Dear Clay,

Congratulations! We are writing this letter to notify you that the City of Novi has won the 2007 Voice of the People Award for Excellence in Code Enforcement.

The Voice of the People Awards are announced each year by the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) to the jurisdictions with the highest rated services according to a representative sample of their own residents. Winners are identified among all the jurisdictions that conducted The National Citizen Survey™ in 2006. To win, the rating for service quality must be one of the top three among all eligible jurisdictions in 2006 and must reside in the top 10% among over 400 jurisdictions in the National Research Center database of citizen surveys, used to provide normative comparisons in your report.

ICMA strongly encourages local government managers to monitor their performance regularly and the performance of their community so that managers can understand resident opinion and guide staff and elected officials toward needed improvements. By conducting a citizen survey and by proving your service quality in the eyes of your constituents, you have demonstrated not only the successful process of measuring performance, but you have provided the empirical evidence of your effectiveness. We know that service quality can be assessed in many ways, but the underpinning of government credibility is resident opinion and the essence of government transparency is the collection and publication of that opinion. The perspectives of residents provide critical management information like no other source, so we feel strongly that it is important to acknowledge those who lead the way to listen to the voice of the people.

As a winner of the 2007 Voice of the People Award for Transformation, you are invited to receive your award as part of a special ceremony at the CPM/NCS stakeholders' meeting at the annual ICMA conference in Pittsburgh. The meeting will be on 9:00-noon on Sunday, October 7. In addition, you will be featured in the best practice forum on the National Research Center, Inc. Web site available to you and all jurisdictions where these citizen surveys are conducted.

We ask that you do not issue any announcement to the public including press releases about your award until after the awards ceremony has occurred in October.

Best regards,

Robert J. O'Neill, Jr.
Executive Director



Thomas I Miller
President, NRC



10-4-07

To: Mayor and City Council Members

Very impressive recognition for our Novi community: We are recognized for tops scored in country for citizen perceptions of code enforcement.

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Voice of the People Award: Winner Descriptions

Congratulations on winning the Voice of the People Award of Excellence! Because your department will be recognized for the highest quality ratings from your citizens at the annual ICMA convention in October 2007, we wish to provide other jurisdictions the opportunity to learn about what you do and how you do it. To accomplish this, we ask you to respond to the four questions below. Please complete the form and send it with accompanying materials to Heather Locke, Director, The National Citizen Survey™: Heather@n-r-c.com. Please send the information that you would like to share by June 29, 2007. If you have any questions about what we seek, please feel free to call or email Heather (phone: 303-444-7863 x 111).

Questions for Voice of the People Award Winners: Award for Excellence

Code Enforcement

Your name: Clay Pearson
Your title: City Manager
Phone at office: (248) 347-0445
Other phone:
Email address: cpearson@cityofnovi.org
Name of your department: Community Development: Ordinance Enforcement
Name of your jurisdiction: City of Novi

For the following questions please use additional paper as needed.

1. What does your department do uniquely well compared to other code enforcement departments? Feel free to list services or programs that you think may be responsible for the strong resident evaluations of your services in 2006 (or caused your ratings to rise in 2006, if you received the Transformation Award for improvement). Also if you have written about these programs or services, feel free to include what you have written as an attachment or an electronic citation. Both service innovations and educational programs are welcome.

The City of Novi prides itself on being very proactive with property maintenance. We are a firm believer in the "broken window" theory and have a very strong Homeowner Association network. 2007 also saw the first ever Leader's Academy, giving citizens an inside look at all City operations.

2. If the head of code enforcement from another jurisdiction wanted to try 4 or 5 different things for improving code enforcement that residents might value, what would you recommend?

- Attending Homeowner Association Meetings
- Producing a Resident Handbook with names and phone numbers of City leaders, ordinances, utility companies, etc.
- Hosting a Homeowner Association Leader's Breakfast with a mini City expo (informational booths hosted by all City departments)
- Creating a Fall for Novi – City sponsored expo where all City departments set up displays and interact with the community. Event includes Household Hazardous Waste Day, giant shredder, perennial flower exchange, Police Department Open House, children's games, and more.
- Informational table at City Council Meetings with all latest City happenings and news.

3. Will you provide up to 5 photos with captions that depict some of the unique features of your service?

Photos can be provided.

4. Do you have a video or link to a video about your services that we can share with others?

We do not have a video, but would be more than willing to create one.