



# MEDIA RELEASE

For more information, contact

Sheryl Walsh, Director of Communications  
(248) 534-9512

## FOR IMMEDIATE RELEASE

### City of Novi receives national distinction for Code Enforcement and Library Services

**NOVI, Michigan, October 4, 2011** – The City of Novi was recently awarded two prestigious recognitions for excellence in code enforcement and library services based on citizen perceptions in a national survey. The International City/County Management Association (ICMA), the premier local government leadership and management organization and the National Research Center, Inc. (NRC), the nation's leading survey research firm for local government, recently recognized ten communities for their use of citizen surveys to influence service quality at ICMA's 97<sup>th</sup> Annual Conference in Milwaukee, Wisconsin. All of the communities recognized participate in The National Citizen Survey (NCS) which enables local governments to gather high-value citizen data on budgeting, goal setting, performance measurement, and program planning at a low cost.

Two sets of awards – one for service excellence and one for significant improvement in service – were awarded. Communities receiving these awards showed the biggest improvement in service ratings and/or had the highest rated services according to a representative sample of their own residents.

The City of Novi won two **2011 Voice of the People Awards for Excellence**; one for **Code Enforcement Services** and another for **Public Library Services**. Code Enforcement is responsible for compliance of the requirements for how private property is used and maintained throughout the city. Items such as debris and storage make a big difference in how people feel and value properties. Code Compliance also includes zoning and signage regulation, as well as soil erosion and woodlands/wetlands environmental regulations – all important factors when determining a communities' quality of life.

To win for excellence, the rating for service quality must be one of the top three among all eligible jurisdictions in 2010 and must reside in the top 10% among over 500 jurisdictions in the National Research Center database of citizen surveys. **Novi's Code Enforcement services positive response rating increased from the 2008 survey by almost 10%.**

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The new Novi Public Library opened in June 2010, with NO additional City property tax increase for construction or operation. The facility includes a café, fireplace reading room, drive-up full service window, a teen stop, an outdoor patio, a variety of art medium, and numerous international collections. Additionally, Novi won the 2011 Voice of the People Award for Transformation in public library services. To win the Transformation Award, the improvement in service quality rating must be significantly higher than the rating from the most recent prior survey conducted in that jurisdiction and larger than improvement shown in all other eligible jurisdictions in 2010. The Novi Public Library received a 94% positive response rating from Novi residents for its perception of public library services in a 2010 National Citizen Survey, up 10% from the 2008 survey before the new library opened.

“Response to the new library has been overwhelming,” commented Julie Farkas, Library Director. “The results from the National Citizen Survey verify what we hear every day at the new facility – that it is valued, serves as a great resource, and is a wonderful community gathering place.”

The City of Novi has conducted three National Citizen Surveys, every two years, since 2006 and has previously been recognized with Voice of the People Awards for Code Enforcement in 2007 and Police Services in 2009.

“Novi takes pride in being an open and responsive government and the National Citizens Survey provides the opportunity to connect with and hear the voice of residents,” noted Novi’s Assistant City Manager Victor Cardenas. “We are fortunate to live and work in a community in which resident participation truly makes a difference. Participating in the National Citizen Survey provides us valuable feedback on how responsive we are to the needs of the community.”

For more information, visit [cityofnovi.org](http://cityofnovi.org).

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