



Complementary Budget Story

Fiscal Year 2015 - 2016





Having just arrived in Novi in September 2015, I am still the “new” guy and consider myself honored to be serving as one of the more than 250 dedicated City staff members who work for you – our residents and businesses. One of our core responsibilities is to communicate about activities, projects and initiatives happening in Novi.

Traditionally, sharing our financial story meant providing a copy of the adopted Annual Budget to City Council, posting it to cityofnovi.org, placing the publication at the Novi Public Library and the City Clerk’s counter, and sharing a copy with anyone who asked. Although the document continues to be shared these ways, we recognized few people are inclined to grab a cup of coffee and sift through the numerous pages and peruse the data.

To share our story in a way we hope will be more engaging, we have developed this new Complementary Budget Story. In this easy to read, magazine-style piece, you will find short stories and facts about **your** Novi, including projects underway, valuable partnerships, and staff, residents and business members who are NOVI.

I ask that you stay involved and be informed on happenings in our community. We remain steadfast in engaging with our residents and businesses, while approaching our daily work with creativity, resourcefulness and dedication. On behalf of the Novi City Council and our City staff team, I encourage you to give us your feedback on our Budget Story. Details on how to share your thoughts appear on page 8 of this publication.

Pete Auger
City Manager



Budget in Brief



Strategic Themes & Broad Goals



The Novi City Council met to discuss Strategic Themes & Broad Goal Categories in early 2015. For a complete list of short- and long-term goals, which support each N•O•V•I category, visit cityofnovi.org.

N

Nurture public services that residents want and value.

Make long-term strategic and sustainable investments in Roads & Pathways, Water, Sewer and provide for development, acquisition and rehabilitation of parks and public lands. Provide cultural resources and recreational opportunities for a growing and diverse population.



Operate a world-class and sustainable local government.

Maintain an efficient and effective, fiscally-responsibly local government which leverages communication, strategic partnerships, and skilled staff.

V

Value and build a desirable and vibrant community for residents and businesses alike now and into the future.

Encourage quality economic development to maximize city revenue and job growth while protecting and enhancing natural areas, natural features and community character.

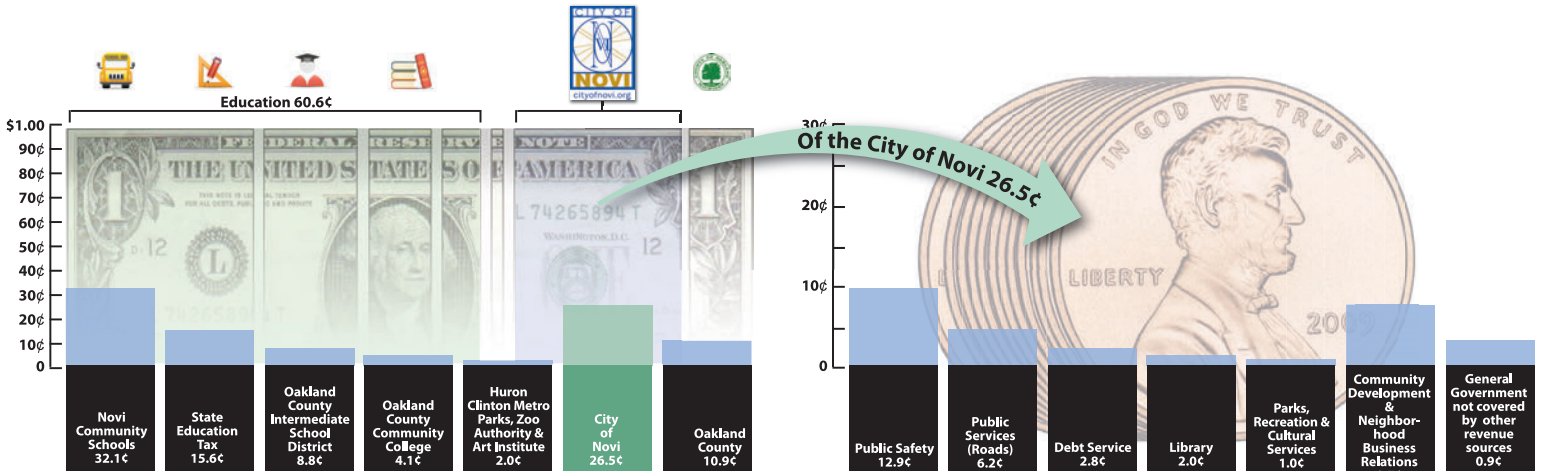


I

Invest properly in being a Safe Community at all times for all people.

Ensure Police, Fire, Public Services meet the needs of all residents, businesses, and visitors at all times.

City of Novi Homestead Property Tax Rate Information (Novi & OCC School Districts)



Where does your property tax dollar go?
The image above shows the updated allocation of "Your Property Tax Dollar" (homestead taxpayer).

If your homestead's taxable value is \$150,000 and your estimated City taxes are \$1,530 annually, in the data shown above, you will spend:

\$740 \$358 \$164 \$116 \$58 \$40 \$54

Of the millage, you pay...

The City of Novi receives 26.5¢ for every property tax dollar paid. The City of Novi overall taxable values continue to fare relatively well (declining less than most), supported by a diverse tax base of residential and other properties, combined with new construction.

	%	2015-16 millage rate
General	49%	5.0057
Streets	15%	1.4963
Public Safety	14%	1.4246
Parks & Rec	4%	0.3847
Library Operating	8%	0.7700
Debt - Roads	6%	0.6624
Debt- Library	4%	0.4563
	100%	10.2000

General Fund

	Total Budget	%	Operating Budget	Capital Budget
Public Safety	\$17,068,178	55%	\$16,856,483	\$211,695
DPS	\$3,732,996	12%	\$2,758,400	\$974,596
Community Devel.	\$2,488,873	8%	\$2,233,873	\$255,000
Other	\$7,950,565	25%	\$7,759,457	\$191,108
Total	\$31,240,612	100%	\$29,608,213	\$1,632,399



2005 2015
Outstanding Debt Decrease 10 Years

Future

The future of the City of Novi continues to be bright. The City continues to focus on reducing/eliminating long-term legacy costs, while continuing investment in technology and the City's infrastructure. The projected future growth in both residential and commercial/industrial developments provide the City with a solid revenue base to help ensure fiscal stability while still boasting one of the lowest tax rates in the state. The growth and investment noted above has come without issuing new debt and five of the eight debt issues currently outstanding will be paid off during the next four years.

Community & Economic Development



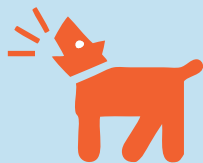
Tom Walsh

Building officials don't usually expect much glamour in their daily lives. Outfits comprising of work boots and jeans rarely come in couture. Novi Building Official **Tom Walsh**, however, had the opportunity for a rare moment of glamour and glitz when he received the Home Builders Association of Southeastern Michigan's annual Building Official of the Year award at their annual gala – held right here in Novi.

"I tried to figure out why they picked me, because I wasn't really sure," Walsh humbly chuckles. Novi's Community Development department is responsible for ensuring all new dwellings, additions, and remodels meet City and State compliance before occupancy. Walsh works with local developers and coordinates City staff and outside consultants to ensure that every development meets compliance in an efficient manner. Those developers are the same people who nominated Walsh for this prestigious award. Supporting developers and builders to bring new developments and additions to dwellings is vital to the growth of vibrant and successful communities and Walsh particularly excels at it.

Walsh is proudest of his team who "take initiative and will lead Novi into the next millennium," and ensure that customers are well treated.

Tom is Novi!



Novi Town Center – Revitalization in the Heart of Novi

Since its extensive redevelopment began in 2010, owners of Novi Town Center have invested substantially in the transformation of the center from its original sprawling, outdoor-store-entrance layout that had become functionally obsolete over the years, to today's friendly, easy-access shopping and dining destination for Novi and the surrounding areas.

Along with the construction of four out-building areas (with a fifth out-building currently under construction) and a complete outside façade upgrade, Novi Town Center also committed to an ambitious redevelopment plan that included the demolition of over 170,000sq ft in structures to allow for more effective retail space utilization and a better shopping experience.

The redevelopment also included a redesign of the parking areas for improved traffic flow, better store access and a more enjoyable

shopping experience that now includes a "pocket park" at the corner of Novi and Grand River roads with seating, a fountain feature and events area.

"The Novi Town Center redevelopment was a ground-up process, with demolition of outdated buildings to construction of new retail space," notes Novi Town Center manager Jim Clear. "We are still going forward with new space construction and some landscaping touches that should be completed in the next 12 months. We are excited to see increased traffic, better business and, most of all, tenants and customers who are obviously enjoying the many changes to the new Novi Town Center."

Along with a Walmart, Novi Town Center has worked to bring in a variety of well known stores who provide the greater Novi community with exceptional shopping locations.

The center now has over 50 different retail merchants offering fashion, lifestyle, hobby and sports selections.

Some of the newer stores include ULTA Beauty, rue21, maurice's, Destination XL, Shoe Carnival, a new Lane Bryant, Charming Charlie, Performance Bike, Golfsmith, Bath & Body Works, MassageLuxe salon, Total Hockey, and Hobby Lobby.

Restaurants include Diamond Jim Brady's, Bonefish Grill, Bagger Dave's, Pei Wei, Tony Sacco's pizza, Athenian Coney Island, Big Salad, Biggy Coffee, Yogurt City and the new Raw Organic Juice Bar.

"Throughout this seven-year redevelopment process, the City of Novi has worked well with the Novi Town Center development team." According to Jim Clear, "The City was a good partner who greatly assisted us in the rebirth of this important project located in the heart of Novi."

Local Business Brewed Over Meeting at a Local Establishment

Religion and politics are the two things never to be discussed at the dinner table. But what about over a cup of coffee? Tom Smith stopped by Novi's Caribou Coffee every morning, and found himself immersed in conversation about "the things in the newspaper that you're not supposed to talk about with people you don't really know." The group of men and women came together every morning, and with time, began to build honest and open relationships. The signature fireplace was their meeting spot, giving the group a cozy spot to dive into the day's topics. The daily routine had become so valuable to Smith and his friends that when the Caribou Coffee Company announced that the Novi location would close and reopen as a Peet's Coffee & Tea, the group committed to show up when renovations were complete.



The group of men didn't know each other's spouses, families, or financial history, but they decided to jump headfirst into bringing their hometown coffee shop back. No.VI Coffee & Tea opened to the public in February 2015 with six of the original morning crew as managing partners and owners.

"All we wanted was a local coffee shop, that's why we called it No.VI Coffee & Tea. If you're not happy, we really want to know about it. We care. If we didn't care, we wouldn't have opened a business. Satisfaction of our guests is the most important thing to the managing partners."

Smith and his partners recognized their community lost a vital business and took it upon themselves to bring it back for

their friends and neighbors. While No.VI Coffee & Tea is a business, it is also a passion, and Smith and his partners are working hard to ensure that they are making every customer's experience unforgettable. "It cost us a quarter of a million dollars to buy a cup of coffee – but it was a good cup of coffee," Smith said, speaking of the group's investment. Oh and that fireplace that was so loved by the group? There's two of them now.

Once Peet's opened, the group kept their promise, but they struggled with the store which hadn't consulted any community members or regular customers in their updates. It didn't take long for people to stop coming in, including the group of regulars that soon became displaced. The sterility of the new store forced many to find new coffee shops, but a chance meeting in January 2014 pushed Smith and some of the other group members to realize they had the same crazy idea – to open their own coffee shop.



Reuben Levy

What if your office supply company took your orders, increased efficiency, and maintained your stock, all while saving you money? Global Office Solutions is your non-traditional answer to all your office supply needs, combining innovative packaging and delivery solutions with traditional order fulfillment.

"We don't just want to be a transactional partner – we're the guys who come in and see how and when you've been getting your deliveries, and we're developing an optimized solution that saves you money", notes Novi resident and President of Global Office Solutions **Reuben Levy**.

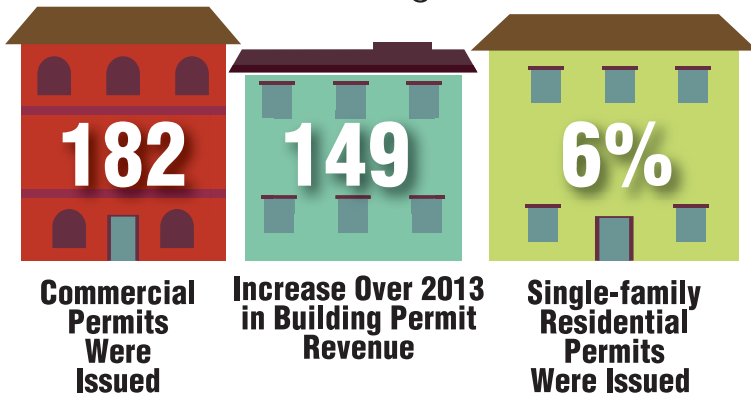
Quicken Loans, one of Global Office Solutions' largest clients, traditionally received a large weekly paper delivery from its previous vendor in a process that sometimes took over four hours. Levy's team transformed that process by optimizing delivery, and bringing the process down to just 45 minutes. The cost of the product remained the same, but through increased efficiency, strategized and implemented by Levy's team, Quicken Loans saved money.

Levy recruits employees with a thorough understanding of logistics and supply chain management. Coupled with a dose of creativity and ingenuity, Levy has built a team that consistently goes above and beyond. "It's not that our product is necessarily better," says Levy, "it's about the service and processes and how we can be creative in helping manage that through, and help your business improve."

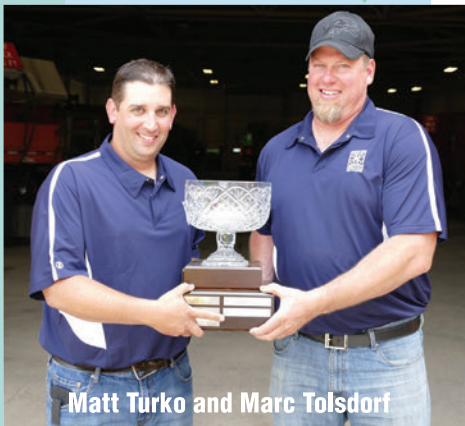
Reuben is Novi!

In the 2013 Novi Business Survey, eight out of 10 respondents rated the overall economic climate in Novi as **excellent** or **good**. Nearly all respondents thought Novi was an excellent or good place to work.

2014 Building Stats



Novi's Winter Maintenance Advancement Team Creates Results



Matt Turco and Marc Tolsdorf

Empowering employees to come up with new ideas to improve operations at the Department of Public Services (DPS) has yielded tangible benefits for the City of Novi – especially in terms of enhancing winter maintenance performance. Staff have learned that making smart investments in technology can become productivity multipliers for winter road maintenance crew members – several of whom serve on DPS's Winter Maintenance Advancement Team, or WMAT.

WMAT workers made and then validated the business case to improve snow and ice removal performance by evaluating, testing, selecting and procuring various innovative technologies that have been deployed in Novi over the past four years. A brief list of these innovations includes: an automatic vehicle locator system, laser-guided wing plows, on-board material controllers, anti-icing and de-icing liquids, and a subscription-based weather forecasting system that uses weather data collected from monitoring stations installed throughout the City. Implementing these and other technologies saves time, improves public safety and saves precious taxpayer dollars.

Record breaking snowfall seems to be standard-issue in Michigan as of late, and without a committed and active Public Services team, Novi residents would face treacherous road conditions. Snow plowers are on call 24 hours a day during the winter, ready to jump into their vehicles for hours at a time to ensure City and neighborhood roads are cleared. While grueling work, some Novi snowplowers have found a way to make their work fun, and rack up some awards while at it.

DPS team members **Matt Turco and Marc Tolsdorf** entered the annual Metro Branch Snow Plow Roadeo Championship and came out as winners. Powering through a written exam and an obstacle course designed to simulate snow plowing operations, Turco and Tolsdorf wowed judges and scored high in all facets of the competition, beating out eighteen other teams.

"They take pride in what they do, so this is another great honor for our department," said Rob Hayes, Novi's Director of Public Services, who oversees snow plowing on Novi City streets. Taking a vital job like snow plowing and continuously working to improve their craft demonstrates the innovation that is inherent across the City. Turco and Tolsdorf are ready to keep Novi's roads safe and clean, no matter the record levels of snow.

Matt and Marc are Novi!

In the know.... about H2O

The City of Novi purchases treated water from the Detroit Water and Sewerage Department (DWSD). DWSD operates the largest water system in the State of Michigan and supplies wholesale water to 126 communities in southeastern Michigan. By law, DWSD can only recover the cost of service, it cannot make a profit. Therefore, the rate they charge to each community comprises costs for water treatment, energy costs to maintain water pumps, water mains, and storage tanks necessary to transport water to our community, and new and rehabilitative Capital Improvements Projects to replace and maintain aging systems. These costs are divided among their water customers.

Each customer's rate is based on distance from the water treatment plant (Novi is over 50 miles), elevation (it costs more money to pump at higher elevations), the maximum day demand (water usage in a 24 hour period during the summer), peak hour demand (water usage over a one hour period during the summer) and annual water usage.



To reduce our rate, the City has worked with DWSD. While we cannot change the distance we are from the water treatment plant or our City's unique elevation, we can make changes that will impact our max day demand and peak hour demand thereby reducing the rate we pay to DWSD. For several years, the City has educated residents and businesses about the importance of limiting water usage during peak hours of 5 and 9 am and 6 and 10 pm, when demand on the DWSD's system is greatest. Residents and business owners have been asked to irrigate lawns between the hours of 11 pm and 5 am. And, while this has helped keep waters costs down, there is still more we can do.

The City has constructed a 1.5 million gallon ground storage tank at the corner of Twelve Mile and West Park Roads in order to reduce the overall cost of purchasing water. The storage facility will be in operation later this year.

To read more about Novi's water, including the 2014 Water Quality Report, visit cityofnovi.org.

Keeping it safe and clean...

The City of Novi's Field Operations Division includes all road maintenance, drain maintenance, sign shop, ice/snow removal, park maintenance, and forestry operations.

Novi Citizens Count On

Quality Community Connections...Linking Beyond Our Limits



With over 35,000 trees in the City of Novi's inventory, there is no shortage of forestry work, especially in the spring and summer months. **John Thompson**, Parks and Forestry Asset Manager in the Department of Public Services, ensures all of those trees meet forestry compliance, while also working to preemptively combat tree diseases.

"Our best defense is just trying to keep as healthy an urban forest as possible," says Thompson "We'd rather be preemptive than responsive."

Through a stream of contact that often begins with residents, Thompson targets trees requiring everything from simple maintenance to removal after a heavy storm. DPS only removes trees when it is legitimately required, working hard to maintain lush foliage across the community.

Thompson expects the City's tree inventory to increase as new developments continue to build in Novi, but as that happens, he and his team will be ready to keep our trees safe and healthy.

John is Novi!

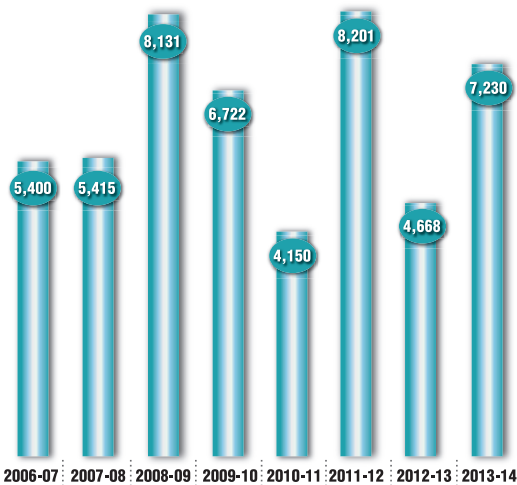
Encouraging active lifestyles has been a City of Novi initiative for several years, and improving the City's system of over 250 miles of pedestrian and bicycle facilities has certainly helped to enhance this focus on healthy living.

The mile-long Metro Connector Trail along Meadowbrook Road between Eleven Mile and Twelve Mile Roads was identified as a high priority project in the City's Non-Motorized Master Plan. In addition, the Michigan Department of Transportation (MDOT) singled it out as a

priority pathway because it provides a critical link between two major regional trails: the 33-mile long I-275 Metro Trail to the south of the Connector Trail, and the 2-mile long M-5 Metro Trail to the north. As a result of this high-profile project, non-motorized users may now

travel these 35 miles from northern Monroe County all the way to West Bloomfield Township in Oakland County. Future plans call for an eventual connection to the 23-mile long stretch of the combined West Bloomfield and Clinton River Trails that terminate northeast of Rochester Hills.

The Metro Connector Trail was constructed by the City of Novi in close partnership with MDOT in 2014. The project's total cost was \$1.7 million and includes a 10-foot wide asphalt pathway, retaining walls, parapet "lookout" walls, and a traffic barrier wall and decorative fencing on the bridge over I-96.



2006-2014 Completed Non-Motorized Improvements by City of Novi (in feet)
(Segments completed by the City of Novi only, not including developer completed segments)



Engagement!

Novi Ambassador Academy

Sara Bachus



"I always had an interest in City government, even though I don't work in the industry. I'm planning on living in Novi throughout my daughter's education, and becoming an active and involved participant in my community was really important to me," says Sara Backus, a recent Novi Ambassador Academy graduate.

The Novi Ambassador Academy proved to be a valuable forte into the world of City government where Backus dove into the inner workings of various departments to better understand the day to day operations of Novi, while also expanding her own knowledge of the City and opportunities available for citizen engagement. "When you have a deeper view of the government, you have a better understanding of the processes and outcomes," said Backus. "It gives me a chance to really explain to my neighbors why certain things happen the way they do, and how we can be more engaged citizens, which was really the ultimate point of the Ambassador Academy."

Sara is Novi!

In fall 2014, the City of Novi initiated its first Ambassador Academy. Twenty residents attended an eight-week course, examining the inner workings of City government. Participants interacted with Department staff, toured the community and engaged in the collaborative City governing process. The free course is being offered again this fall. For more information, visit cityofnovi.org.



Look Who's Engaged!

9,466



Absentee ballots sent

29,544



Voters at the polls

34,392



Visits to cityofnovi.org per month

2,795



Facebook "likes" for the Novi Government & Services Page

98%



Percent residents rate Novi as an "excellent" or "good" place to live in 2014 National Citizen Survey



Participate

at public meetings. Agendas are posted on cityofnovi.org and in the atrium at the Novi Civic Center. Missed a meeting? Videos of City Council meetings are available on demand on cityofnovi.org.

Get Social

"Like" one of the City of Novi's facebook pages and share your opinions. Or follow us on Twitter, Instagram, YouTube and Pinterest. A list of the City's many social media outlets is available at cityofnovi.org.

nixle Get Alerts

Get Public Safety alerts. Sign up at Nixle.com to get email and text alerts from the Novi Public Safety team about emergencies, road construction and safety issues.



Tune In

Bright House & AT&T U-verse subscribers can watch Novi Video to catch all the latest happenings in Novi. Video viewing is also available on cityofnovi.org. Both television and the internet carry live broadcasts of Novi City Council and Board and Commission meetings, as well as a variety of other programming. Video information is also shared through social media on YouTube at The City of Novi, Michigan.

Civically ACTIVE Teens



In the movies, teenagers are portrayed as moody, self-centered and rebellious against the establishment. As so often is the case, Hollywood fiction doesn't mirror reality. A case in point is the Novi Youth Council. The 21-member group is charged with making recommendations to the Novi City Council about the needs of children, youth, and families in the city, and engage community teens.

For 10 years, the Youth Council has initiated innovative programs and partnered with the community for the betterment of Novi.

Coordinated through the Novi Community Relations office, the group focuses on initiatives of their choosing, including the Annual Addicted to Movies, not Drugs and Senior Prom events and Project Sticker Shock. The Youth Council is open to all high school students who live in Novi.

Addicted to Movies Not Drugs featured an all night movie marathon. The Youth Council partners with the Novi Police and Fire Departments and Emagine Entertainment for the event, which is held in early November. The event, which annually raises more than \$5,000 for drug prevention programs, also gives students the opportunity to create public service announcements about drug education for broadcasting on local television.

The Youth Council also partners with the Novi Police Department on project "Sticker Shock," placing more than 6,000 stickers on multi-packs of alcoholic beverages warning purchasers of the dangers of contributing to underage drinking. The campaign is conducted during prom, graduation, and homecoming season annually. Connecting with older adults is also an interest of the Youth Council. The group has conducted a "Senior to Senior" Prom or Carnival with a local retirement community since 2007. More than 100 seniors are treated to an evening of sharing with members of the Novi Youth Council, dinner, fun and games.



Betty Jean Bowles

"Everyone works so hard to make Novi great. I appreciate Novi so much more and I just want to help as much as I can," says 16-year old Novi resident, **Betty Jean Bowles**. This rising senior and lifelong Novi resident has immersed herself in Novi as a Novi Youth Council representative, looking to make Novi better for all of its residents.

Since 2005, the Novi Youth Council has hosted the annual "Senior" Prom, and the successful "Addicted to Movies...Not Drugs" movie marathon event with the Novi Police Department. The opportunity, according to Bowles, "let's kids know it's not only adults that coordinated events for the City. Kids can have a say in what the City does, and share their values and opinions in a relatively easy way."

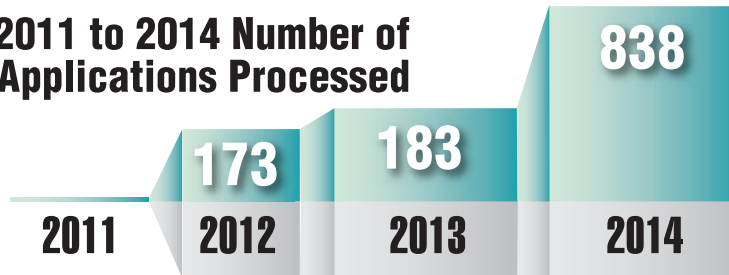
"I was looking for something to get involved in and now I am someone who actually participates in the community."

Betty Jean is Novi!

NYC NYC NYC



...and from 2011 to 2014 Number of Passport Applications Processed



Log On

The best source for comprehensive and up-to-date information about the City of Novi is cityofnovi.org. With more than 400,000 visits each year, cityofnovi.org is the one-stop shop for everything Novi.



Sign Up

The City of Novi offers regular updates delivered straight to your electronic mailbox. E-newsletters on economic development topics, library information, general City happenings, recreation programming, and road construction are delivered directly when you subscribe. Visit cityofnovi.org to register.



Share Ideas

We are always looking for innovative ways to provide opportunities to connect with City leaders. Email communityrelations@cityofnovi.org to share your ideas.

Data Analysis Helping to Improve Traffic Safety and Reduce Crime



The Novi Police Department has experienced great success with its Data Driven Approaches to Crime and Traffic Safety (DDACTS) initiative. This policing philosophy integrates location-based crime and traffic crash data to establish effective and efficient methods for deploying law enforcement resources. Using geo-mapping technology to identify areas through temporal and spatial analysis, DDACTS employs targeted enforcement strategies.

First implemented in September 2013, Novi's first DDACTS zone was identified at Haggerty & Nine Mile Roads in an effort to reduce the frequency of Larceny, Burglary, & Motor Vehicle Theft. The Novi Police Department has successfully **reduced those targeted crimes by 68%**.

In October 2013, the intersection at Haggerty & Eight Mile Roads was identified as a traffic crash prevention zone. On a daily basis nearly 27,000 vehicles pass through the intersection, primarily during the morning and evening rush hours. Based on their efforts, officers have noted a **41% reduction of accidents** in this zone.

In March 2014, officers were directed to the area of Beck Road & Pontiac Trail to combat Larceny, Burglary, & Motor Vehicle Theft and reduce traffic crashes. During identified times, the Novi Police Department has successfully reduced targeted crimes by 51%.



Jason Porter

Jason Porter sits at his desk, actively plotting and mapping every crime reported to the Novi Police Department. His statistical analysis of crime in Novi has helped reduce the incidence of larceny by 50 percent in the city's northern neighborhoods.

Many Public Safety teams have crime data but it often sits unused because they don't have the resources or are unfamiliar with how to take full advantage of its potential uses. As a Crime Analyst, Porter maps and plots crimes, then aggregates data into concise charts and graphs to disseminate to officers on patrol, helping to thwart crimes before they occur. These innovations have led the Novi Police Department to the forefront of crime analysis in Michigan.

"We're not exhausting additional resources to do this, we're just being methodical in our approach," says Porter. "Through technology and this philosophy, we're taking the existing resources we have and identifying areas where we can reduce crime by simply taking the data we see on an everyday basis and utilizing it to make Novi safer."

Jason is Novi!



Officer Michael Daisley and K-9 Arez.

Volunteers & Cadets – A Valuable Public Safety Resource

515

Hours donated by Handicap Parking Enforcement Volunteers

Novi handicap parking enforcement volunteers enhance operations by providing additional eyes and ears in our community, while enforcing handicap parking laws. They also assist our community in our "Eyes and Ears" and Home Watch programs. These volunteers save the City of Novi nearly \$11,400.

6806

Hours worked by Police Cadets

In 2014, Police cadets conducted 5,510 prisoner checks, processed 1,748 prisoners, administered 246 preliminary breath tests, released 575 vehicles, handled 395 lobby incidents, documented 639 crash reports, and were responsible for handling 10,525 calls for service. In addition, cadets have gained valuable experience and training in preparation for a career in law enforcement.

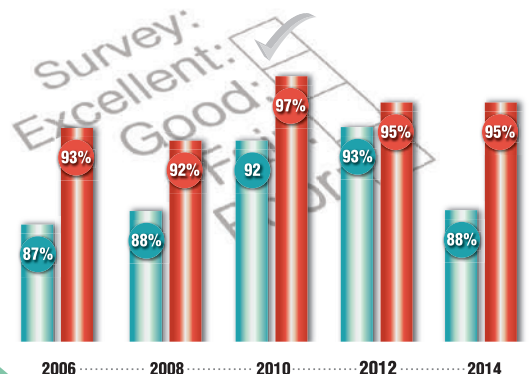
1849

Hours donated by the Novi Community Emergency Response Team (CERT)

220 volunteer CERT members assisted the Novi Police and Fire Departments at various City sponsored events and training exercises throughout the year. CERT members receive training in Emergency Medical Response, Disaster Preparedness, Disaster Medical Operations and Search & Rescue and are a component of our larger emergency preparedness and response plan. The City of Novi benefited from \$41,695 in savings from our CERT program volunteers.

National Citizen Survey Results Percent Rating Positively (Good/Excellent)

Police ■ Fire ■



SAFETY

Prevention Programs for a Safer Community



In an effort to reduce the threat of injury to a Novi resident or loss of property due to a fire, the Novi Fire Department offers a FREE **Fire and Fall Prevention** program. Highly trained Fire Department Inspection Team members share methods to address common hazards in your home. The inspections address electrical hazards, fire hazards, missing or inoperative carbon monoxide and smoke detectors, trip and fall hazards and hot water heater hazards.



The Novi Fire Department offers free car seat inspections. In 2014, specially trained personnel inspected and installed 243 car seats.

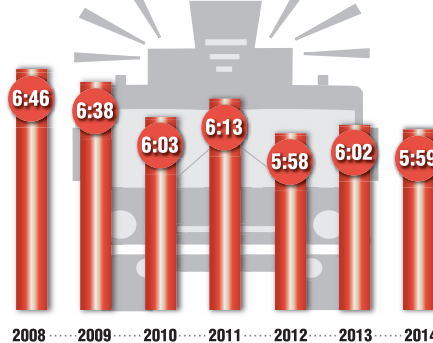
The Novi Fire Department offers FREE monthly **CPR classes** to all Novi residents. Students receive instruction on adult CPR and proper use of the Automated External Defibrillator (AED). Courses are also offered for our business community for a fee. In 2014, the Novi Fire Department conducted 48 classes and trained 405 individuals in CPR.

The Novi Police Department offers a FREE **Home Watch** program to offer residents added peace of mind when they are away from home for extended periods of time. Residents can sign up for the program by completing an online application at cityofnovi.org.

Those seeking a **safe environment to transfer property and/or payment for items sold on the internet** are encouraged to use the front parking lot or main lobby of the Police Headquarters for their transaction. Members of the Novi Police Department are also available to check databases for items which may be stolen.



Novi Fire Department
Priority One Annual Response Times
911 Call-Arrival 2008-2014
(in minutes)



Ian Patterson

The City of Novi utilizes a combination Fire Department of full-, paid-on-call and auxiliary team members to serve the community. Developed in response to the evolving needs of residents and businesses, the Paid-On-Call fire fighter program created a cost effective, dual emergency response system. Full time firefighters are supported by highly trained community members, certified in firefighting and emergency response services, providing the community ensured care all day, every day.

A Novi resident since 1990, **Ian Patterson** joined the Paid-On-Call team in 2003. A lead engineer in the auto industry by day, Patterson dedicates several nights and weekends to the fire department. Although extensively trained, Patterson commits himself to continued professional development, and has racked up certifications and licenses to best serve his community.

"Serving in a first responders setting is all about maintaining the skills – which are all learned skills. It's easy to not work on polishing those skills, but if you need something in a hurry and you're not prepared, it can be the difference between life or death," notes Patterson.

In his time with the Novi Fire Department, Patterson has earned his paramedic license and also his IC license, which allows him to teach courses at the very same academy where he was trained a little over ten years ago. This focused approach to improving his craft comes purely from Patterson's pledge to serve his community.

Ian is Novi!



The Value of Inter-Governmental Partnerships

The Novi Police Department has continued to host a detachment of several **Michigan State Police Troopers** and Command Officers. Since 2012, MSP Troopers begin and end their day at the Novi Police Department, providing added security for our community during their travels to the surrounding freeways.

In order to combat the growing number of crimes involving identity theft, financial transaction device cloning and tax return fraud, the Novi Police Department continues their participation in the **United States Secret Service – South East Michigan Financial Crimes Task Force**. In its second year of operation, the task force is comprised of investigators from Novi, Royal Oak, Southfield, Troy and West Bloomfield police

departments in addition to federal agents from the U.S. Secret Service, Internal Revenue Service, U. S. Postal Service and U.S. Immigration and Customs Enforcement – Homeland Security. Since its inception, the 14 member task force has made 43 arrests and seized 17 stolen or unauthorized firearms during their investigations.

The majority of the 670 acre Walled Lake falls within the boundaries of the City of Novi. In 2013, the Novi Police Department entered into an agreement with the **Oakland County Sheriff's Office** to provide preventative patrols to enhance the safety of our boating community. In 2014, OSCO Marine Deputies provided 188 hours of patrol, made contact with 683 boaters and conducted 173 safety inspections. The added level of security for our boating community costs less than \$5,000 annually.

Library

Reading in our Novi Parks



Visiting a Novi park in the spring and summer just got more exciting! Take advantage of the Read Boxes located in Lakeshore, ITC, and Rotary Parks. This program is designed to encourage reading for all ages! Keep the book as long as you like and when you're done, please return it to the Read Box or the Novi Public Library. Inside each book is a bookplate reminding visitors of what the Read Box entails, and encouraging park guests to read, enjoy and share.



Read boxes are stocked with a variety of books for all ages and monitored each week for needed refills by Library staff. This initiative, in partnership with the Department of Public Services and Novi Rotary, is another way your Novi Public Library is innovating to serve your needs in the community. The Read Boxes will be stocked in parks until October.

Happy Reading!



Maureen Simari

Small businesses make up 98% of the businesses in Michigan, but are also some of the riskiest endeavors. The Novi Public Library recognized this and developed its Business Resource Center to provide new business owners with the support and information necessary to open their own business.

Through partnerships with the Oakland County One Stop Shop Business Center and the Small Business Development Center, the Novi Public Library is forging the path in library innovation.

"Well-respected and honorable organizations that really want to see small businesses succeed come in and serve as mentors, while we provide database and computer program use," says **Maureen Simari**, Information Services Librarian. "We can guide people to really reputable organizations that really want to see them flourish and can build confidence in future business owners."

Several other local libraries have begun to offer similar programs, but Novi continues to lead through continuous investment in the latest technology, software, and hard copy books and publications. "To be able to turn people on to resources they didn't know existed is really important," says Simari. "We're doing our best to help people take advantage of what's already out there."

Maureen is Novi!



Library Lessons



Books in the Library



Library Cardholders



Items Checked Out Annually



Program Participants

International Story Times

Novi is proud of its diversity and, as such, the Novi Public Library is pleased to host International Story Times for young children. Volunteer presenters share stories in their native languages of Chinese, Japanese, Korean, Spanish, Czech, Tamil, Hindi and Marathi.

The Library offers a variety of story time programming for youth ranging in age from 12 months to five years old. "Story time sticks" are required to enjoy story time. The sticks will be available 15 minutes prior to the start of story time and are limited to the first 40 participants. All children are welcome to attend!

For more information, visit novilibrary.org.

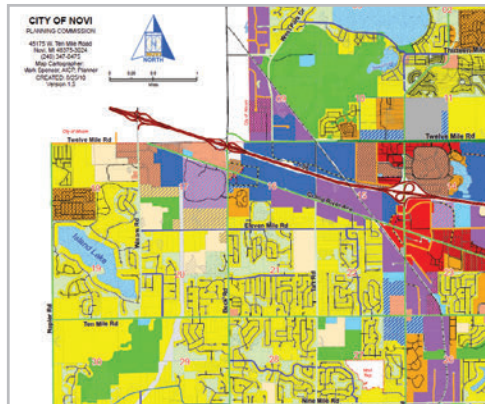


Information Technology & Facilities

GIS, A Valuable Tool for ALL City Departments and the Community

As a division of Information Technology, Geographic Information Services (GIS) has evolved over the past decade into a system that supports all internal City departments as well as providing public access to maps and interactive applications.

The data managed by the GIS team varies from large school district boundary areas to smaller features such as fire hydrants, trees, and park benches. Not only do we know where these items are located, but we also know the type, make, model, size, color, or species, etc. that are unique to each feature. The features are collected into layers that are presented as maps, utilized to perform analysis, and connected to work activity through the City's asset management program.



Utilizing tablets, Department of Public Services field crews now have the capability to find the location of their next service request and enter their work directly into the asset management system when they are away from the office. Data entered in the field is immediately available to managers who are ensuring a timely response to citizen requests and tracking the progress of preventative maintenance programs. Managers can also view the location of their department's vehicles on an interactive map through technology called Automatic Vehicle Locator (AVL). AVL, which is installed in the majority of City-owned vehicles, ensures the closest vehicle responds to an emergency and shows the status of streets as they are cleared and treated throughout the snow season.

Although many of the GIS Division's programs work behind the scenes to improve City services, the Map Gallery and Interactive Mapping Portal available on the City's website are used daily by people across the globe who are deciding where to locate their business or raise a family.

Maintaining Our Facilities

Our facilities are YOUR facilities. Although our City team works in these buildings, they are in essence YOUR buildings. And, as public facilities, it is important to consistently ensure they maintain the standard and quality for which Novi is known.



Recent updates include:

- Fire Station 3 Renovation: The project included the replacement of all flooring, cabinets, appliances, office furniture, paint, and lighting upgrades, while keeping sustainable building practices in mind.
- Novi Ice Arena Lobby renovation: The Facilities Management team was tasked with re-creating a new vision for the former Ice arena arcade. The project included completely removing the arcade allowing natural line of sight and the installation of a tech-savvy lounge with power and USB outlets.
- The City's commitment to sustainability and energy efficiency was recognized by a Silver rating through the Michigan Green Communities Challenge.



Keri Blough

In a world filled with Google Maps and Garmin GPS devices, few people really understand how to read a map, let alone make one. In a community like Novi, however, maps are crucial to the development of homes and businesses, and also to the general public safety of our residents and businesses. **Keri Blough**, Geospatial Applications Services Manager, dedicates herself to ensuring that the public face of Information Technology is updated and reflects the highest levels of technological innovation.

While mapping and GIS technology has traditionally been a very internal program, often available to only realtors and developers, Novi has committed itself to making this public information to better serve residents and businesses. Blough has found people all the way from Russia and Japan have used the system to learn more about Novi as a future home. As one of very few municipalities with this extensive of a mapping portfolio, these services are opportunities few other communities can provide to future residents.

"The ultimate goal is to make people more efficient so we can do a little more with a little less," says Blough. And through greater efficiency the City is able to provide higher quality services in less time.

Between the mapping of our ever-changing community, and instituting greater technology efficiency across City departments, Blough is actively working to improve the quality of life for those who live in, work in, and play in Novi.

Keri is Novi!



Parks, Recreation &

Adaptive Novi



People with disabilities are the nation’s largest minority. The City of Novi recognizes the value of diverse populations for both the disabled person and those who interact with him or her.

In 2010 the City partnered with the Clarenceville School District to bring students to “work” at the Novi Civic Center. Since the program inception, more than 25 students with varying abilities have assisted with light cleaning of the building, prepping rooms for reserved activities, and coordinating special event supplies. It’s a win-win. The students bloom with added responsibility and gained self-confidence, while the City staff fills their personal buckets with patience and understanding. “The Clarenceville students bring a level of enthusiasm that spreads throughout the City team. Having them at the Civic Center is like tending to a garden—we’re nurturing viable members of society,” said Assistant City Manager Victor Cardenas.



The Clarenceville Schools partnership is just one example of cultivating diversity. Together with Oakland County Parks, the City introduced the Novi Parks and Recreation Social Series which includes a variety of recreation programming designed specifically for those with disabilities. And, in Spring 2015, the City unveiled an adaptive play structure at Ella Mae Power Park, behind the Civic Center. The playground is fully accessible for those with physical disabilities; provide opportunities for all children and their families to cultivate relationships with each other.

A wide variety of cultural programming has helped Novi embrace and celebrate its diversity. Through a partnership with the Michigan Rathyatra, the annual Festival of Chariots, a 30-year Michigan tradition, has called Novi home for seven years because festival planners consider Novi to be “the center of the Metro-Detroit Indian community.”

Naimish Patel, festival coordinator, found Novi and its departments embrace the festival and the opportunity to bring a diverse, cultural event to people who may not identify as Indian or Hindu. Since moving from Belle Isle to Novi, the festival has seen participation grow from 1,500 to more than 10,000 attendees.

“We like Novi, because it’s one of the most prominent places in Michigan” commented Patel. That’s why we chose Novi - we want it to be in a location where the festival can be at its highest level of prominence.”

In response to community support and engagement, Patel and other organizers are expanding the festival to include a yoga festival, and will host a Festival of Colors event in August. Patel estimates almost 30 percent of attendees have no connection to the Indian community, making it “an experience where people can try foods, experience culture, and have some fun, with a subtle spiritual experience. We’re just happy to be able to share our festival with anyone who wants to join us.”

Namish and the Michigan Rathyatra Festival of Chariots are Novi!



Quality Parks Programs: Proof is in the Numbers

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Youth League Participants	3,732	4,900	2,891	3,002	3,091	2,983	2,198	2,585	2,371	2,431	2,512	2,471
Adult League Participants	2,640	2,010	2,138	2,146	1,980	2,240	2,394	2,750	4,024	4,120	5,220	5,279
TOTAL League Participants	6,372	6,910	5,029	5,148	5,071	5,223	4,592	5,335	6,395	6,551	7,732	7,750
Older Adults Served (1)	90,700	90,680	63,676	64,189	106,522	87,188	78,978	78,432	68,517	76,462	77,759	75,832

(1) The total utilization no longer includes the phone calls and questions fielded by the Novi Senior Center. The June 30, 2008 total is a true reflection of those actually served at the center via programs and services. This tracking methodology will be used for all future years.

Cultural Services

Leave the Driving to Us

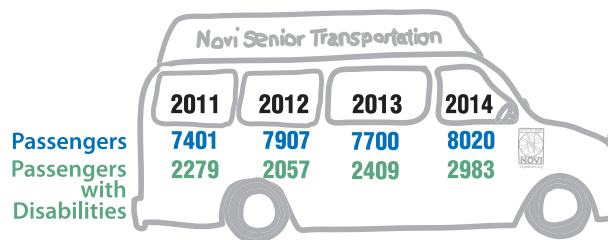


More than 25 years ago, Novi's Older Adult Transportation began "moving" seniors about the city. Since that time, the program has grown exponentially, providing more than 10,000 one-way rides annually.

The transportation program allows older adults to "age in place" and enjoy the freedom of independence, while increasing senior activity, socialization and connectivity in the community. Passengers may ride anywhere within Novi for a small fee, and, for a slightly increased rate, up to 10 miles outside the city limits for medical appointments.

In 2014, the City Council approved complimentary transportation for those 55 years of age or older or physically challenged of any age to the Novi Civic Center, Meadowbrook Activity Center and Novi Public Library. This new offering provides the added opportunity to engage with fellow Novi residents and the community.

Older Adult Transport Rides



Gordy Okada

Walking into the Older Adults Services Department at the Novi Civic Center with a big smile, **Gordy Okada**, Senior Transportation Driver, announces, "It's another great day in the City of Novi!"

Novi is home to more than 12,000 residents over the age of 55, many of whom continue to live independently in residences across the city. Okada is "rippin' and runnin' all day" getting residents to and from Twelve Oaks Mall, movie theaters, and important doctors' visits, all with a big smile on his face.

"I think there's a misconception that as you get older, you lose your worth, and that's so not true," Okada says. "These people are very, very fascinating, a wealth of knowledge and experience. I love spending time with them."

Although living and driving in Michigan comes with dealing with every season, sometimes all in one day, Okada says his favorite time to drive is when it's been snowing. Many senior citizens can't drive in the winter, and serving them is more of a privilege. "I have been a civil servant all my life, state government, federal government, and now local government. My service comes full circle and I'm just so happy about that."

Gordy is Novi!



A Park for PUPS

Photos on the fridge, toys on the floor, playing outside after work, waking you up with kisses in the morning – ohhh no, not of your kids, but your dog. Does this sound like you?

Dogs have always been "man's best friend" but, recently, emphasis has been placed on the quality of life for dogs. Limited space in homes, over-extended schedules, and long work days have left pet owners looking for opportunities for their dogs to have their physical and emotional needs met. Dogs need a safe space to release their energy. The solution...Dog Parks.

The Novi City Council recognized a need for a dog park in Novi and included one's creation in last year's annual budget. The Novi Dog Park is located on Nick Lidstrom Drive, behind the Novi Ice Arena. The new, nearly three-acre Novi Dog Park has areas for large and small/timid dogs. Memberships are required. The park provides a location where dogs can run off leash, while still supervised by their owners/attendants.

Dog Parks provide an area for exercise, maintaining muscle mass, agility and socialization.

Dogs meet in neutral territory and are given opportunities to explore, play and run free. It's also a great space for owners to meet fellow dog lovers, swap stories and enjoy being outdoors with their pets, while being responsible pet owners.

For more information, visit cityofnovi.org or call the Novi Parks Recreation & Cultural Services Department at 248.347.0400.



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Novi City Council

Bob Gatt, Mayor
Dave Staudt, Mayor Pro Tem
Andrew Mutch
Wayne Wrobel
Laura Casey
Gwen Markham
Doreen Poupard

Pete Auger, City Manager
Victor Cardenas, Assistant City Manager

The City of Novi's 2015 - 2016 Annual Budget and Fiscal Plan can be found on cityofnovi.org.

