

City Manager's Report

MARCH 21, 2016

Grants Applied for and Received

There was no activity for this month.

Community Planning & Development (CP&D)

➤ Planning

We have distributed over 400 Meeting on the Go worksheets since the February 5 Kick-Off date for Imagine Kalamazoo. Surveys are also being filled out on www.imaginekalamazoo.com and survey monkey. Planning Staff attended an Art Hop stop, hosted by MLive on the Kalamazoo Mall, on March 4 to gather additional community input.

During the first phase of Imagine Kalamazoo 2025, a group of Kalamazoo College sociology students, under the guidance Dr. Kiran Cunningham, have been working alongside City staff to find out what our community wants to see in Kalamazoo's future. The students have been listening to the voices of community leaders and are turning these comments and conversations into quantifiable, structured data. They are focusing on taking the first year of Priority Based Budgeting analysis and helping to incorporate it into the master plan framework. As part of this process, the students, who originally hail from outside of Kalamazoo, are not only expanding their research skills and helping collect valuable input for the master plan update, they are getting to know the community they now call home.

At the February 4 Planning Commission meeting:

- the commission approved a special use permit for a group day care use at 1417 N. Church Street.
- the commission approved a recommendation to the Mayor to appoint Commissioners Cook and Wissner to serve additional terms as their current terms expire at the end of March.
- Staff presented the 2015 annual report for the Planning Commission and Planning Division.
- Two site plans were processed as follows:
 1. New student apartments at 1303 Sutherland Avenue by Caliwood Ventures.
 2. New cell tower by TowerCo in Mayors' Riverfront Park, 251 Mills Street.

Staff created board member training schedules for the Planning Commission, City Commission, ZBA, CDAAC, and HDC as required by the Redevelopment Ready Communities Program. The review of site plan projects through the BS&A software program was initiated by staff.

➤ Rental Housing

CPD and Treasury are preparing for the annual rental registration billing, scheduled for March 10 & 11, and fees have been updated throughout BSA Building Department software.

Staff implemented new rental registration rules on March 2, including allowing all properties to be eligible for 40-month certificates, initiating a 52-month certificate of compliance to qualifying properties, and other improvements.

➤ Zoning

At the February 11 Zoning Board of Appeals meeting, the Board approved the following:

1. A dimensional variance for Mike Todd at 2300 Ridge Road. The dimensional variance of five feet from the required eight foot side yard setback will allow for the construction of a new detached garage where the existing nonconforming garage is located.
2. A recommendation for the re-appointment of Jim Houston and Reed Youngs to the Board for an additional term.
3. The Board reviewed the Zoning Board of Appeals Annual Report and the Board officers for 2016 were also elected at this meeting: Nick Boyd – Chair, Joel Pryson – Vice Chair and Jim Houston – Secretary.

➤ Building & Trades

In February, there were 286 permits issued, representing \$3,235,894 in construction valuation. These figures brought year-to-date permits to 571 representing year-to-date construction valuation of \$10,655,371.

➤ Community Development

CPD staff worked with the Community Development Act Advisory Committee (CDAAC) sub-committees to finalize draft funding recommendations for the 2016 HUD program year. The City Commission opened the 30 Day Public Comment Period for these recommendations on February 15.

Applications for the 2016 Neighborhood Enhancement Projects have been received by CPD Staff. Both staff and a CDAAC sub-committee reviewed and scored the applications. City staff is now working on budgets for each of the projects. Six of the seven core neighborhoods applied for projects to be completed in their neighborhoods.

Work continues on the PY2016 Action Plan. The plan will be submitted to HUD in May.

The Annual Report for CDAAC and the Community Development Division was presented to CDAAC during their February Meeting.

Economic Development (ED)

Economic Development staff worked closely with the Brownfield Redevelopment Authority (BRA) to garner approval for a development agreement with Treystar for the project located at 600 E. Michigan.\

Staff continues to work closely with the City Engineer and City Planner on design elements for the Gull/Harrison Roundabout.

Economic Development staff held multiple meetings with Family Health Center in order to fulfill grant mandated fitness park requirements at their future location on Alcott Street.

Staff continues to pursue potential business options in Davis Creek Business Park (DCPB) as well as multiple projects throughout downtown Kalamazoo.

Human Resources (HR)

Staff represented the City of Kalamazoo at Western Michigan University's annual Non-Profit and Government job fair, spoke with approximately 50 individual attendees and provided informational material regarding our job application process

➤ HR Advisors

Staff PSO first round interviews and fire agility testing—prepared, monitored, processed, and notified 100 candidates over four days; 36 candidates advanced to background phase.

Staff prepared and monitored Polygraph Examiner promotional interviews.

Staff prepared and monitored Detective file reviews and promotional interviews to complete the process for 2015.

Staff prepared and conducted SME team review of Sergeant promotional exam for 2016.

Staff processed Veteran's Administration On-the-Job Training forms for three veteran PSOs in training.

Staff continued preparations for our 18th annual Respecting Differences event. This year's event will be held on April 13, at Chenery Auditorium. There will be two presentations at 9:30 a.m. and 2:00 p.m., lasting up to 1½ hours each. This annual event is sponsored by several public organizations for the purpose of making our organizations and employees more accepting and understanding of others of diverse backgrounds and circumstances. The goal with each presentation is to move employees to: (1) confront discrimination and intolerance, or at least become more tolerant, and/or (2) open mind, eyes and ears to different perspectives, and/or (3) learn how to appreciate variances and exist and work together successfully despite those differences. This year's topic is *Bridging the Generational Divide*, aimed to help employees see things "through the eyes" of co-workers from different generations. More information will follow in March and April 2016.

The February CDL random alcohol/drug screenings for AFSCME employees were conducted with Bronson ProHealth (eligible pool determined, drawn employees notified, results tracked).

➤ Benefits

We are awaiting the documentation from Cornerstone Municipal regarding the 1095-Cs (proof of healthcare in 2015 forms) for active employees and pre-Medicare retirees. Distribution of the ACA forms are required by 3/31/2016.

Staff prepared for a pre-retirement information session to be held in March for Public Safety employees eligible for retirement in 2016 & 2017.

Assisted Financial Services Manager in compiling the data and benefit changes for the retiree OPEB valuation required every two years

Training Schedule

Class Title	Date	Location	Time	# Attended
A/P & Requisition Training	2/2/16	City Hall Community Room	1:00 p.m. – 4:00 p.m.	16

Information Technology (I.T.)

I.T. staff handled 665 unique trouble tickets in the month of February. These trouble tickets were I.T. problems handled by I.T. staff that originated with a phone call, email, or in-person visit to the I.T. Helpdesk. 954 calls were conducted from I.T. staff during the month of February.

The web-based reporting tool built by I.T. staff was used by citizens 23 times during the month of February. This automated web-based system allows citizens to use their web browser or smartphone to report numerous City-related issues including potholes, streetlight outages, traffic signal issues, and tall grass and weeds. All reports were automatically routed to the appropriate City staff via email.

Kalamazoo Department of Public Safety (KDPS)

The CID is investigating the murder of 2 individuals at the Seelye Kia dealership on Stadium Dr. We are working with the Michigan State Police and Kalamazoo County Sheriff Department as our homicide is part of a shooting spree at 3 different locations.

The CID also investigated a shooting incident where a woman was shot three times by her boyfriend. He was later arrested in Muncie, Indiana.

The CID is also investigating a case where an unknown suspect forced his way into a home and shot the resident in the abdomen and fled after robbing them.

KVET continues the battle against drug trafficking in and about the city of Kalamazoo. KVET made 33 drug cases and seized 5 firearms in February.

KVET investigated 6 methamphetamine labs in the month of February.

Management Services

Staff continued researching two SSG efficiency recommendations this month. The Purchasing Process team reviewed policies and procedures, and discussed possible improvements. The Unified Fleet Venture Team reviewed available data from departments and discussed developing criteria for a successful unified Fleet operation.

Staff worked to develop plans and communication for updating the City's credit card fee vendor and for eliminating use of the lockbox.

➤ **Assessor**

Assessment notices for real property (22,742 notices) were mailed out February 10. Personal property assessment notices (1,492 notices) were anticipated to be mailed on March 2. The scheduling period for in-person protests to the March Board of Review will be from February 12 through March 4. The March Board of Review will begin hearing protests on March 9. Letter appeals will be received through March 17. The Board will finalize the roll on March 23.

2016 Assessment roll was prepared for ad valorem and special act parcels.

➤ **Budget and Accounting**

Accounting staff have been busy preparing year end accruals and reconciliations of City accounts in preparation of the year-end audit. The City's external auditors, Abraham & Gaffney, were on site for two days in February to perform preliminary procedures and determine federal programs to test for the City's single audit.

Final changes were updated in Eden for the 2016 Adopted budget, which has been committed.

Special Projects/Financial Policies – Staff met with CPD, Treasury, and I.T. staff to review the updated permit cash receipts procedures. The departments will continue to work together to work out bugs in the new process to streamline the procedures and ensure control over cash receipts.

➤ **Financial Services**

Financial Services is working with IT, HR & Clerk's offices to create an import process to activate/inactivate election workers as this process is currently very time consuming. Also, we will be importing the election worker pay via spreadsheet in to EDEN. This new process will be tested with the March 8th election. Attended Purchasing Approval Process Venture team meeting

➤ **Purchasing**

Working collaboratively with City Departments bid documents were prepared and distributed through the City's website for seven purchasing projects.

Reviewed and set up 273 purchase orders and processed 17 change orders.

Purchasing staff are administering prevailing wages for four construction contracts.

➤ **Treasury**

The Treasurer met with utility billing staff and discussed the need for a second review of billing prior to utility bills being printed. The Accounts/Connection Coordinator and Utilities Coordinator are now reviewing billing prior to printing.

Camera installer viewing capabilities was placed on the Cashiers desktops. This will allow the cashiers to monitor and manage the number of people waiting in line and request back up assistance as needed.

The new Cashier position that was added in 2015 will enable us to eliminate the banking lockbox program by July 2016, when we issue Summer Tax Bills. The lockbox was instituted in 2010 to process mail payments off-site and save staff time and money. However, years of experience have demonstrated that we can now process mail payments more efficiently in-house. This change will save the City roughly \$75,000 of lockbox fees.

The City will also be changing to a new credit card processing platform in March called Point and Pay. The credit card convenience fee is 3% per charge with a \$2 minimum fee for the customer. This change will save the City roughly \$60,000 of credit card fees.

Both of the above changes and the estimated lower costs of \$135,000 were calculated during the development of the FY 2016 Budget. As a result, the above changes will not require any change to the Adopted FY 2016 Budget.

Utility Billing – Utility Bills issued in February:

15,968	Original Bills
400	Original Bills sent via email
3,066	Reminder Notices
2,261	Final (shut off) Notices

Parks and Recreation

➤ Recreation Division

The Recreation Division was busy this month finalizing most of our summer programs and events. We have dates for the Movies in the Park finalized, along with theme weeks for Summer Camp, trips for Field Trip Fest, and dates for our Recreation Programs. Our Marketing team has been creating the design and layout for our Summer Guide, which we will be sending to 3,400 homes within the City that have children, ages 4-12. We will also be distributing the guide to KPS schools.

The summer schedule for Kik Pool was finalized and updated on our website. We will begin hiring lifeguards next month, along with Guest Services Staff. We were contacted by Portage Aquatic Club regarding their annual Swim the Zoo swim meet. They have elected not to hold the meet this year, due to the shortened meet schedule by Michigan Swimming and the Olympics being held this summer. Although this will impact revenue, we will be able to convey to our residents that the pool will be open this summer every day except July 4th.

➤ Communication / Outreach

The Director, Recreation Manager, and Program Coordinator attended the annual State Parks Conference in Traverse City the week of Feb 15th. Staff attended a variety of great educational sessions and networking events that gave us great ideas to bring back to our programs and special events. We also accepted two awards during the week. We won the Innovative Program Award for Lunchtime Live! along with the Marketing Award for best website.

On Feb 27th Volunteers will be assisting our Program Coordinator and After School Program Supervisor with painting the interior of the Youth Development Center. The building is in dire

need of cosmetic upgrades, and this fresh coat of paint will brighten things up on the interior for our after school program.

➤ Parks Division

February saw warmer than normal temperatures, which has allowed park staff the opportunity to get a jump start on several tasks that are typically done in the spring. With that said, the park staff continues snow removal when necessary in specific parking areas and along sidewalks throughout the City of Kalamazoo park system.

In early February, temporary position postings were made to the department's website, MLive, the Gazette and various other sites. The department website saw a significant increase in user traffic several days after the postings were made, which we believe is a result of the postings and announcements via social media. The parks manager has received a handful of new applications this month. We currently have five employees from last season who wish to return.

In December 2015 the park staff noticed several of the metal panels on the roof at the large shelter at Milham Park had become loose and shifted. Due to the warm weather, a roofer was able to inspect the damage and conduct the repairs mid-February.

In an effort to better serve the community, the department has made the decision to utilize park staff and a security company to secure the park gates and restrooms in order to keep them open longer on weekdays and weekends. The park rangers will secure the park gates and restrooms on the weekdays and the security company will handle closing the gates and restrooms on the weekends.

The West Main Hill Neighborhood Association will be the first group to have a community garden on a park property. The garden will be located on the eastern end of the green space of Henderson Park located at 1500 Grand Avenue. The department worked hard last fall with members of the West Main Hill neighborhood and the Parks & Recreation Advisory Board to develop guidelines for the community garden in a park. Due to Park staff being very busy during the peak season handling work in all the parks, the neighborhood association will be responsible for maintenance and management of the garden and will report to the department. The department looks forward to working with the neighborhood to make this a success.

Capital Improvement dollars have been allocated for improvements at Henderson Tot Lot this year. The Director and the Parks Manager have reached out to the neighborhood association to set up a time in April to have a kick-off meeting to discuss potential improvements and timeline for the project. The parks manager intends to have the park staff involved in the planning of the project as they will ultimately have to maintain it. The department will be using the city's new public participation process standards for this project.

Capital Improvement dollars have also been allocated for improvements at Davis Street Park. The Director and the Parks Manager have reached out to the neighborhood association to set up a time in March to have a kick-off meeting to discuss potential improvements and timeline for the project. The parks manager intends to have the park staff involved in the planning of the project as they will ultimately have to maintain it. The department will be using the City's new public participation process standards for this project and we look forward to the results.

In early February the Director and Parks Manager met with Patricia Taylor, Executive Director of the Eastside Neighborhood Association to discuss improvements at Rockwell Park. Staff presented a plan to Patricia to get her input regarding potential improvements at the park. After a great discussion the plan was modified based on input provided. Staff also generated a scope and narrative document as well as an estimate for the improvements.

In early February, staff generated a planting plan and estimate for planting improvements at the East Gateway. The goal of the project is to install new plant material at the gateway where previous plants did not survive as well as install mulch to minimize invasive plant establishment.

Starting in January the Parks manager, working with the Sports Field Athletic Coordinator created a document for annual maintenance for the athletic fields in the parks. The goal of the document is to outline the approach to mowing, fertilization, cultivation, weed, and pest control as it relates to athletic fields in the parks.

On Saturday February 27th the Recreation Program Coordinator and the Parks Manager will be overseeing 18 volunteers from FOCUS Kalamazoo to assist with painting the community room at Mayor's Riverfront Park, the McLinden Trail Sign, and the interior spaces at the Youth Development Center. The volunteer effort starts at 9am and goes till noon.

Mid-February the Parks Manager was contacted by Amelia Moore from Volunteer Kalamazoo regarding the creation of green space at Emerald Park for Global Youth Service Day on April 16th. The volunteers are looking to install plant materials (annuals, trees, perennials) and park benches. The Director and Parks Manager have asked Volunteer Kalamazoo to provide the location and site plan for the improvements before fully committing to the project. We look forward to seeing what is proposed and potentially improving the space at Emerald Park.

Public Services

➤ **Accounting**

Staff met with Management Services staff on a regular basis to discuss year end and 2016 projected expenses, revenues and capital improvement projects.

Staff received several damage claims for January and February claims from the new claims contractor.

Staff completed monthly quality quantity billing for minor/major industrial users, contract industrial users and contract municipalities within the required timeframes and began incorporating various reporting documents within the HACHWIMS software system for QQ billing customer requested reports.

➤ **Customer Service**

In February, staff scheduled six full burials, two cremated remains, met with four cemetery related visitors and responded to 80 calls. Seventeen snow sidewalk blocking violations were given in February. There were 17 work orders created for various public services related tasks, 32 pot hole work orders on local/major streets, one work order for pot holes on state trunk-lines and 27 forestry related work orders.

➤ **Engineering**

2016 Street Designs for Farmers Alley, Dutton Street , Fair Oaks, Tremont Street, and Jack Pine Drive are being finalized to bid out the contract in March, a community meeting was held on the Farmers Alley project which is due to begin in April for the City after Consumers completed their upgrades.

Staff continued to work with property owners along the downtown railway to secure easements or property for portions of the downtown railway through Kalamazoo, the Willard Phase #1 from Harrison to Walbridge was completed in 2015; staff continued to review current and proposed railway routes as part of the non-motorized plan update and began work on the KRVT Portage Creek Railway DNR grant submittal due April 1.

➤ **Environmental Services**

Staff collected and submitted several lead/copper tests for residents in February due to the Flint lead issue, staff provided details concerning 2014 lead and copper report, lead and copper sampling and residential reporting protocol and an analytical-line replacement flow chart, and began work on a lead and copper informational video.

Staff collected and analyzed the state required 120 monthly water distribution bacti and chlorine residual samples for February; conducted volatile organic samples at Central; Station 11 was offline for media replacement; collected and analyzed several main break samples bacti samples and four contract samples; completed all required unit process control and NPDES permit required Wastewater sampling for February.

Staff reviewed several site plans to evaluate the need for environmental controls; completed required annual industrial pretreatment inspections at seven locations; and inspected 32 locations for cross connections.

Staff revised the draft 2015 Consumers Confidence Report to include additional lead and copper information prior to submitting it for publication in the first part of 2016 on the City of Kalamazoo's website.

Staff participated with the Auto Ion PRP group in preparation for the 5-year review, initiated the contaminant source inventory and risk assessment portion of the Wellhead Protection Program grant.

➤ **Field Services**

Public Services staff cleared snow from the state trunk lines, major and local streets, repaired several water main breaks, repaired leaks in several service and service line valves, repaired curb boxes, replaced several meters and repaired hydrants and restored several lawns, drives, roads, and sidewalks damaged during water related utility work. Staff also continued efforts to ensure a smooth roadway by filling several potholes and repairing utility cuts on major and local streets and alleys, removed several hazardous City trees within the City right of way and park areas, and trimmed several trees and bushes in the right of way.

➤ **Fleet Services**

Fleet closed 322 vehicle work orders in February. Two hundred and fifty-nine were repair work orders; the repair work orders included 72 from Public Services (Works), 87 from Public Safety, 18 from Wastewater, 58 from Water, 11 from Parks, seven from Community Planning & Development, one from City Hall; two water tools; one from KDPS and two miscellaneous repairs from Streets.

Sixty-three of the orders were preventative maintenance and included nine from Public Services (Works), 31 from Public Safety, three from Wastewater, 15 from Water, four from Parks and Rec, and one from CP&D.

➤ **Safety**

Staff met with the Safety consultant to continue ongoing efforts to review and revise over 50 required safety documents and training programs for Public Services, as Part 6 Emergency Action Plan including fire protection plan, Part 33 Personal Protective Equipment; Part 85 Hazardous Energy Control, Part 90 Confined Space training, ergonomics training, job hazard assessments, the Water Emergency Response Plan and the arc flash awareness training for staff.

➤ **Solid Waste**

Public Services staff rebid the solid waste contract for a seven year period to obtain better pricing; the solid waste millage was increased to cover weekly recycling and bi-monthly (quarterly) bulk trash collection; 91 tons of bulk trash and 119 tons of recycling and 201.1 cubic yards of nuisance violations were removed from the curb during the month of February.

➤ **Wastewater**

Public Services staff worked on various capital improvement and maintenance projects as well as monitored and implemented on-going treatment enhance efforts; staff continued to dose with the new carbon in a predictive manner via way of projected loadings from our major Significant Industrial Users; staff outline the necessary steps required to implement a Wastewater Asset Management Plan as will be required in the next Wastewater National Pollution Discharge Elimination system permit and will be reviewing the necessity of a Wastewater Systems Strategic for capital improvement project planning for the treatment plant and collection system. Current recommendations are projected to cost of four to five million annually over the next ten years.

We had two NPDES violations for foaming to the river. The significant industrial user that caused the foaming was identified and verified through MBAS testing. A baseline surfactant level will be determined for the significant industries, smaller industries known to discharge surfactants and several interceptors will be profiled. Staff are working together to develop a root control program to reduce the number of root problems in lateral and main sanitary lines.

➤ **Water**

Public Services staff worked diligently to ensure the 441,416,641 gallons or an average of 15.12 MGD of safe drinking water was pumped into the Water System in February of 2016.

Staff continued their ongoing efforts to document standard operating procedures required for the Water Systems Environmental Protection Agencies required Risk Management Program and Emergency Response Plan.

Staff began working on the Water System Asset Management Plan and will map all water mains utilized to move water throughout the system and the direction of water based on various pumping scenarios.

Staff received MDEQ approval to replace the SCADA system for the Water System. Staff began the process of compiling information to have bid documents reviewed and sent out by purchasing staff.

Transportation

➤ Ridership

There were 218,599 passenger trips provided system-wide in the month of January, 2016, and a total of 235,572 passenger trips provided system-wide year-to-date through January. This represents a 9% decrease in the number of rides provided for the month of January, 2016, when compared to the same month in 2015. Recent reports from the American Public Transportation Association provide data that rides on public transit buses have decreased an average across the nation. Fuel prices often impact ridership and are likely a contributing factor in the decrease seen in January, 2015.

The number of rides provided on Metro County Connect service for the month of January, 2016, was up 7.78% over the same time in 2015. The Community Service Van program also had an increase of 31.42% in January 2016 over previous year.

Metro County Connect has launched Sunday service. There have been 245 rides taken on Sundays in the month of February, marking the first rides ever taken on-board public transportation in Kalamazoo.

Metro Transit held three public input meetings to obtain rider/public input on the service enhancements and route changes that will occur on September 6. The service enhancements include Sunday service, later night service and some additional route frequencies.