

# TOWN HALL MEETING



City of Bay City – January 26, 2015

Welcome

Commission President  
Christopher Girard

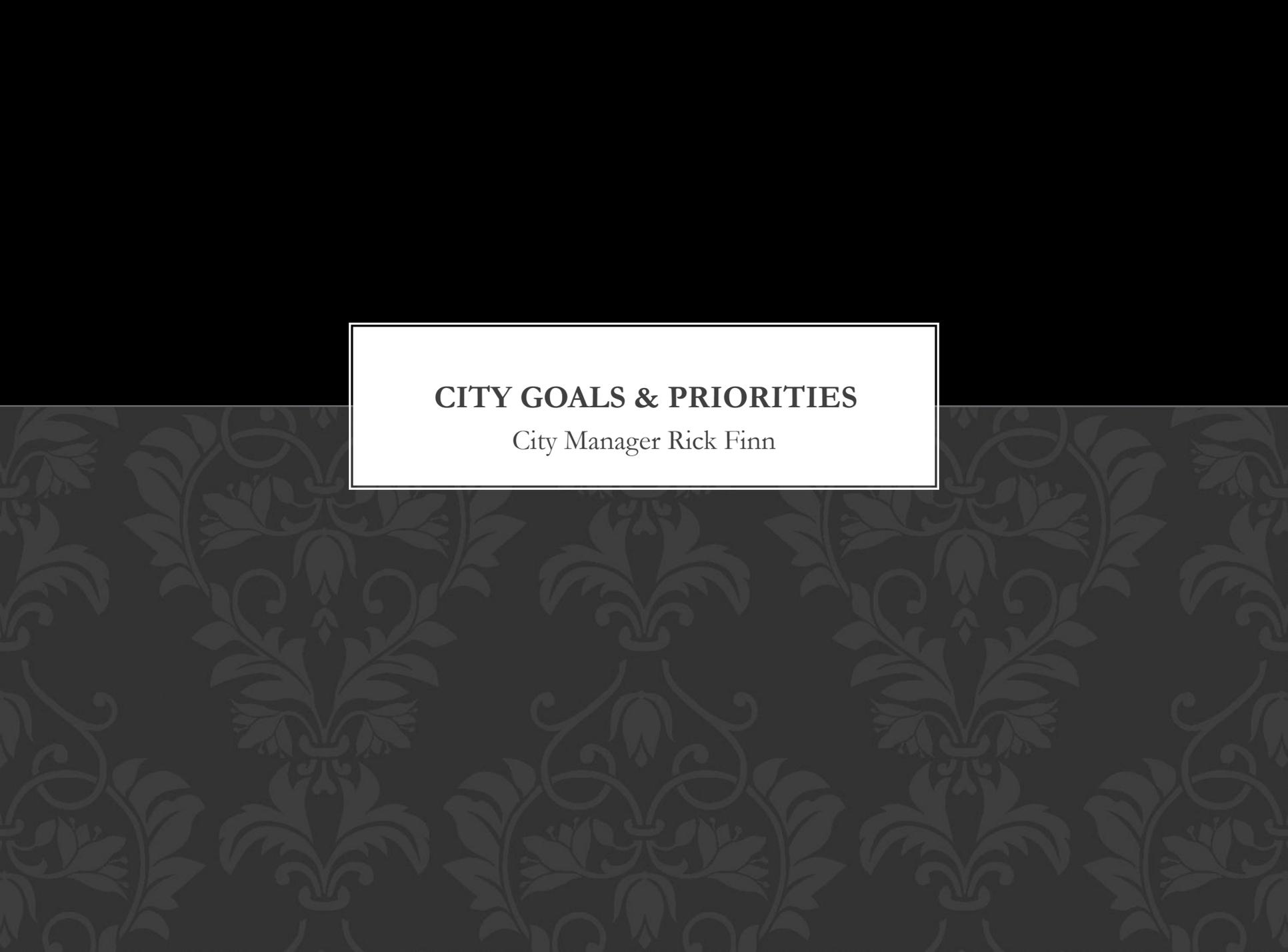
Roll Call

Deputy City Manager/City Clerk  
Dana Muscott

## HISTORY OF TOWN HALL MEETING



**Mayor Christopher Shannon**



# **CITY GOALS & PRIORITIES**

City Manager Rick Finn

**CITY IMAGE**  
**CITY FACILITIES/INFRASTRUCTURE**

- Establish new Public Works and Electric Facilities
- Develop ongoing plan to improve Street right of way
  - Free up revenue for City Streets by transferring two City bridges to State
  - Implement preventative maintenance programs to extend life of streets
- Water and Sewer Distribution System Improvement Program
  - Reliability Study will identify weaknesses in the Water Distribution System with proposed remedies.

**CITY IMAGE  
CITY APPEARANCE**

- **Improve Gateways into City and into Downtown**
  - Increase blight enforcement
  - Implement community clean-up events
- **Implement a Comprehensive Rental Inspection Program**
  - Expand Certified Rental Property Program
  - Increase fire inspection and pre-plan of rental properties
  - Continue enforcement of rental registration ordinance
  - Increase frequency of rental inspections from 3 years to 1 year

**CITY IMAGE  
CITY APPEARANCE**

- Improve appearance of infrastructure and property
  - Continue street rehabilitation program (maintenance and replacement) based upon available funding
  - Accelerate sign maintenance and replacement program
  - Accelerate street striping and marking program
  - Accelerate sidewalk repair and replacement program
  - Accelerate street sweeping program
  - Accelerate fire hydrant maintenance & painting
  - Accelerate water storage tower maintenance & painting

**CITY IMAGE  
CITY APPEARANCE**

- Improve appearance of infrastructure and property
  - Accelerate street light maintenance program
    - LED replacement
- Locate overhead electrical lines either underground or to rear of property (develop implementation plan)
- Improve tree and shrub trimming program w/commitment to City's urban forest
- Vehicle appearance
  - Implement standards for cleanliness of vehicles

**CITY IMAGE**  
**CITY APPEARANCE**

- Improve perception of City Government
- Mayor and City Commission serve as role model
- Improve customer relations (Customer Service goal)
- Develop a positive employee atmosphere
- Provide a new culture of continuous improvement including training – Mission Driven
- Rejuvenate participation in the Citizen District Council/Citizen Groups (Citizen Involvement)

**CITY IMAGE  
CITY APPEARANCE**

- Residents/Business Owners – Spirit of Pride in City
- Increase home ownership
- Stabilize property tax rates
- Stabilize utility rates; no ups/downs
- Continue use of CDBG funds for repair programs to stabilize existing neighborhoods and housing

**CUSTOMER SERVICE**  
**HIGHER LEVEL OF CUSTOMER SERVICE**

- Develop new employee work culture to one of cooperation and total commitment to customer service
- Mission Statement  
People working together and committed to creating the highest quality of life for everyone in our riverfront community.

**CUSTOMER SERVICE**  
**HIGHER LEVEL OF CUSTOMER SERVICE**

- Roll out Customer Service Initiative focused on the following:
  1. All customer expectations are exceeded
  2. All customers are left with the feeling they have accomplished their objective during their visit/ phone call to any city facility
  3. All customers are greeted, shown respect and their issues or concerns are addressed promptly
  4. All customers will encounter City employees with a positive “can-do” attitude, while operating under the rules, laws and procedures of the City

**CUSTOMER SERVICE**  
**HIGHER LEVEL OF CUSTOMER SERVICE**

- Improve Communication with all Residents and Businesses
- Effective use of all types of media to promote the City
- Explore all means of communication opportunities
  - \* Email
  - \* Facebook
  - \* Twitter
  - \* mLive
  - \* City Website
  - \* E-Newsletters
  - \* Town Hall Forums

**CUSTOMER SERVICE**  
**HIGHER LEVEL OF CUSTOMER SERVICE**

Elected Officials & Employees  
One Team, One Direction

Improvement in all aspects of communications

## FISCAL

- City Manager and City Management committed to make budgetary reductions as may be required to balance budget
- Maximize Interest Revenue
- Aggressive pursuit of NSF fees for bad checks (working with County Prosecutor)
- Calculate savings from underspent accounts
- Determine accounts that will see savings/costs and adjust the budgets accordingly
- Return any General Fund savings to General Fund Contingencies

## FISCAL PURSUE GRANTS

- Grant Coordinator position to work with all departments to identify new and existing grant funding
- City staff to become more interactive with State Legislature to identify and secure more State grants

**FISCAL  
COST EFFECTIVE SERVICES**

- *Analyze Potential Elimination of Services*
  - Prepare detailed list of functions provided by each department
  - Mandated vs. discretionary services
  - What will be the impact to the City if service is discontinued

## FISCAL LONG TERM FUNDING PLANS

- Retiree Health Insurance Liability
  - Review of retiree healthcare actuarial report
  - Review the entire trust mechanism and investment methodology to begin investing the retiree health care dollars in the same manner as the Police and Fire Pension dollars are invested

**PUBLIC SAFETY  
CONTINUE TRANSFORMATION**

- Entire Public Safety Department working effectively to integrate the City's Public Safety Department as one operation.
  - Build Department on fairness, honesty & equity
  - Provide in-service training
  - Maintain minimum staffing of PSO's
  - Develop Policy to support new Public Safety Department (no longer a Police Department or Fire Department)

**PUBLIC SAFETY  
CONTINUE TRANSFORMATION**

- Support Operations Division
  - Cross train remaining Law Enforcement personnel (2015 Fire Academy)
  - In-service law enforcement training
- Fire Operations Division
  - In-service fire training
  - Apparatus replacement (look at rapid response apparatus)

**PUBLIC SAFETY**  
**INCREASE MUTUAL RESPECT & TRUST**

- Develop program to work with the Public Safety Director and staff to foster positive labor relations with all work units
- Improve communication and trust with Department of Public Safety leadership

**PUBLIC SAFETY**  
**INCREASE USE OF TECHNOLOGY**

- Obtain funding and identify vendors for use of camera surveillance systems in parks and marina.
- Develop policy for the use of technology
- Setup camera systems in Skate Park and Marina
- Increase awareness of technology employed by the Bay City Department of Public Safety

**ECONOMIC DEVELOPMENT  
IMPROVE CITY'S ECONOMIC VITALITY**

- Assist new businesses and the expansion and retention of existing businesses
  - strengthen and diversify the economy
  - create higher paying jobs
- Promote a mixture of housing choices
- Retain and attract highly skilled entrepreneurs
- Foster an environment attractive to new businesses, start-ups, entrepreneurs, venture capitalists, and investors.

**ECONOMIC DEVELOPMENT  
ENHANCE BAY CITY ATTRACTIVENESS**

- Work with the City's Building & Code Enforcement Department toward improved property maintenance and code enforcement of properties to ensure that buildings are properly maintained
- Plan, design, and execute streetscape improvements for:
  - Downtown Bay City
  - Midland Street Business District
  - Columbus Avenue Business District
  - Johnson Street Business District
  - Marquette Industrial Park.
- Beautification program through City's Business Districts

**ECONOMIC DEVELOPMENT**  
**ENHANCE BAY CITY ATTRACTIVENESS**

- Create gateways using landscape treatments, planters, lighting, and signage to enhance the appearance of the business districts
- Initiate a Storefront Improvement Program providing small businesses with design assistance with storefront renovations
- Incorporate public art/murals in public spaces
- Develop additional parking in Downtown Bay City
- Evaluate the viability of offering free Wi-Fi between Uptown Bay City and Downtown Bay City

**ECONOMIC DEVELOPMENT  
MAJOR DESTINATION FOR TOURISM**

- Evaluate the scope and diversity of existing/potential tourism resources
- Establish guidelines for converting resources into quality tourism products
- Address the national and regional challenges of product similarity and lack of product diversity
- Formulate a plan for priority actions to kick-start sustainable tourism development

**ECONOMIC DEVELOPMENT  
MAJOR DESTINATION FOR TOURISM**

- Develop a detailed marketing and promotional plan taking into account the quality and quantity of tourism products
- Partner with the Great Lakes Bay Convention and Visitors Bureau and a Destination Management Organization with extensive development experience

**PARTNERSHIPS & NETWORKING  
FORM AND FOSTER PARTNERSHIPS**

- Develop a strong working relationship with business leaders, advisory groups, citizens, private developers, realtors, banking & financial lenders along with the following organizations:

**Michigan Economic Development Corporation (MEDC)**

**Eastern Michigan Council of Governments (EMCOG)**

**Small Business Development Center**

**Bay Future, Inc.**

**PARTNERSHIPS & NETWORKING  
MARKET BAY CITY**

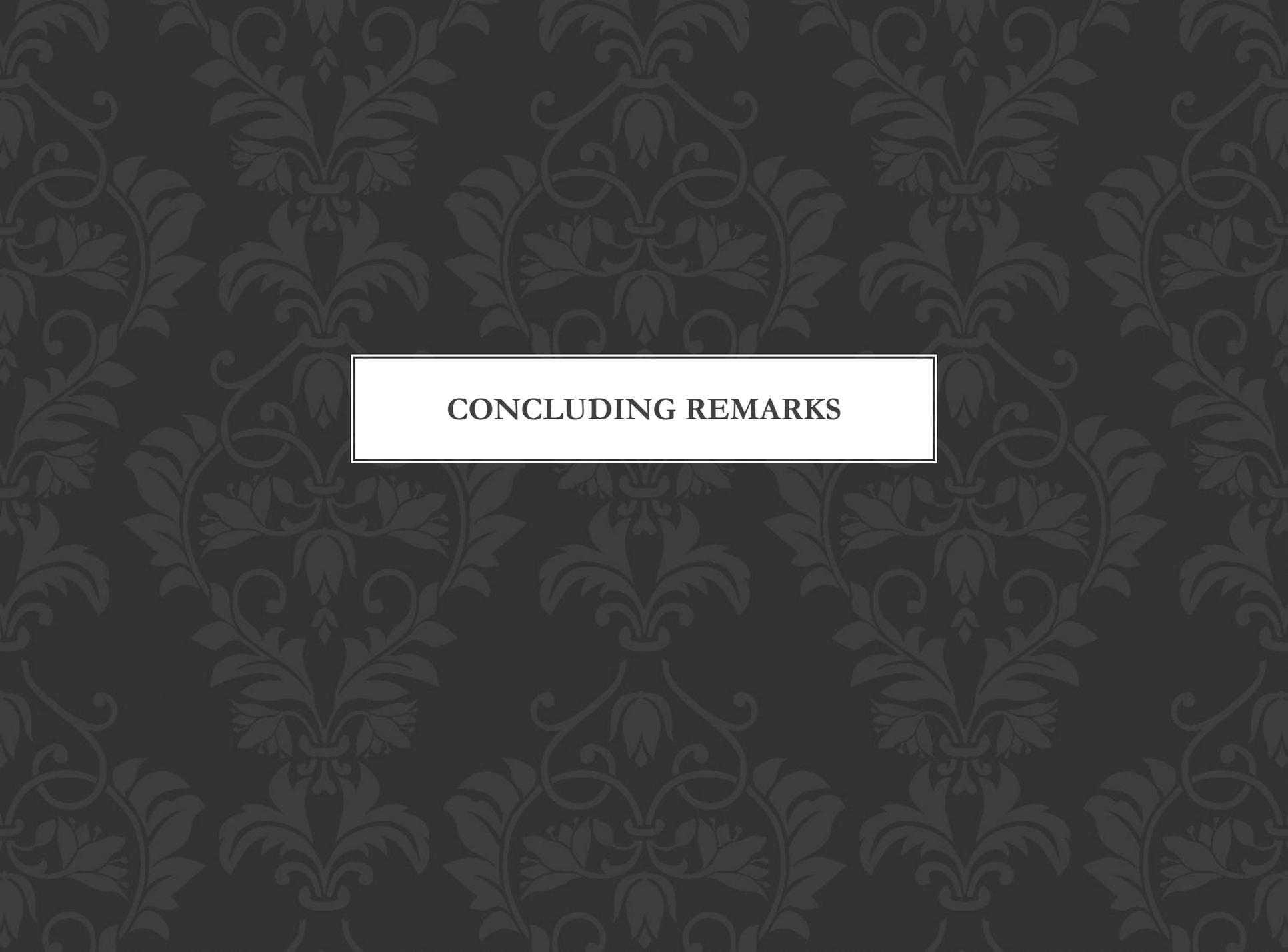
- Partner with the Bay Area Chamber of Commerce and the Great Lakes Bay Convention & Visitors Bureau to leverage marketing dollars and collectively promote the community as an outstanding place to work, live, learn, shop, visit, and play.

## PARTNERSHIPS & NETWORKING EFFECTIVE COMMUNICATIONS

- Improve Working Relationship with School District and County Staff and Elected level.
- Volunteer with Bay County employees to better the community (house rehab, hand out food, etc.)
- Meeting with City Commission and City Staff to strengthen working and personal relationships
- Increase contact and active involvement with the following agencies:
  - \* MDOT
  - \* Bay County Road Commission
  - \* Bay Metro
  - \* Townships
  - \* Bay County Planning

**PARTNERSHIPS & NETWORKING**  
**EFFECTIVE COMMUNICATIONS**

- Develop closer ongoing working relations with Bay County
- Investigate / improve cooperation between City/County at staff level and affected official level
- City to become more involved at State level through increased participation with Michigan Municipal League
- City staff committed to reviewing legislation and be more active in testifying on important legislation



**CONCLUDING REMARKS**

A white rectangular box with a thin black border is centered on a dark gray background with a repeating damask pattern. The box contains the text 'EMPLOYEE OF THE MONTH' in bold, uppercase letters, and 'Human Resources Director Greg Talicska' in a smaller, regular font below it.

**EMPLOYEE OF THE MONTH**

Human Resources Director Greg Talicska

## EMPLOYEE OF THE MONTH

The City of Bay City has created an Employee of the Month Program to recognize the efforts of employees who perform their duties at an outstanding level of service.

## EMPLOYEE OF THE MONTH CRITERIA

Recipients are selected on, but not limited to:

- Must have completed a minimum of one (1) full year of service and cannot be in a probationary status at the time of nomination
- Employees can receive the employee of the month recognition more than once over time, as the City promotes continued excellence after an award
- Employee must demonstrate the following qualities:
  - ✓ Initiative, high quality of work, ability to work as a team member, leadership qualities, and a positive attitude in the workplace
- Information on the nominees will be solicited from:
  - ✓ The nomination form, the nominator, the committee's knowledge of nominee, Human Resource's knowledge of any performance issues, and the nominee's immediate supervisor and/or director

\*City Manager may waive one or more of the Qualifying Criteria based upon written justification

## EMPLOYEE OF THE MONTH PROCESS

- Forms and criteria for the Employee of the Month program are posted on the ADP Self Service Portal, which can be accessed by all employees.
- Nominations are accepted at any time. Completed forms are submitted to the Human Resources Department and must be signed by the nominator.
- The Employee of the Month Committee, which is appointed by the Human Resources Director, meets on a monthly basis to review all nominations and make a selection for the following month's Employee of the Month.

## EMPLOYEE OF THE MONTH

The Employee of the Month receives:

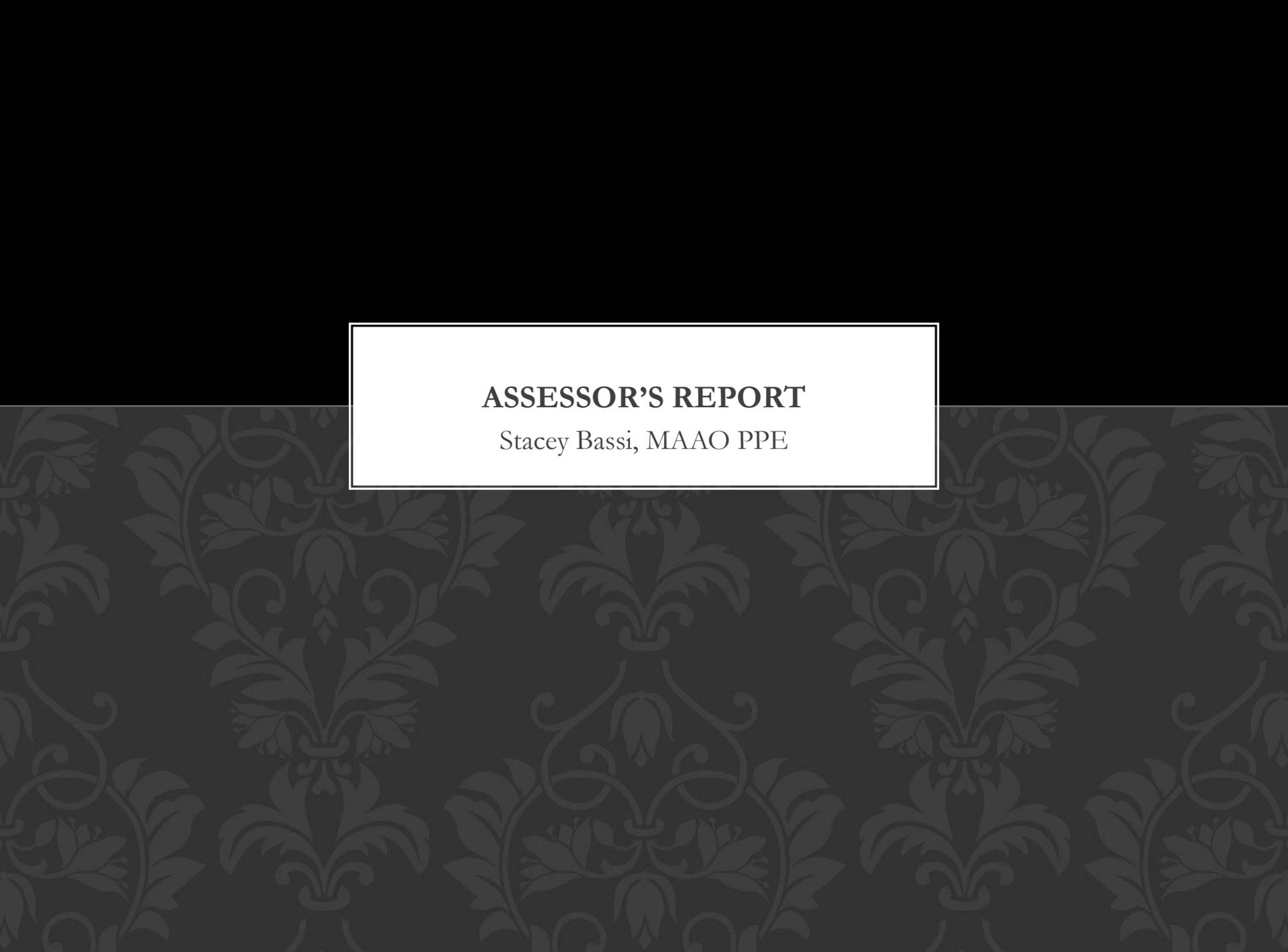
- A letter from the Mayor announcing them as the Employee of the Month
- One (1) full day (8 hours) of Administrative leave
- Featured on the front page of the City Website
- Certificate of Recognition
- Special Parking Space at each City location
- Featured in the Human Resources newsletter
- Lunch with the City Manager

**EMPLOYEE OF THE YEAR 2014**

**PATRICK HANLEY**



**Department of Public Safety - Fire Operations  
Engineer / Driver**



# **ASSESSOR'S REPORT**

Stacey Bassi, MAAO PPE

## POINTS OF DISCUSSION

1. What does the Assessing Department actually do?
2. The History of the values in the City of Bay City?
3. Where values are going?
4. How does this affect revenue?

## WHAT WE DO

1. Establish the Assessed Values for all of the properties within the City every year.
  - a. Assessed Value is 50% of market value
  - b. Two year Sales study
  - c. Receive a ratio from the County for each property class
2. How taxable value is established.
  - a. Previous years taxable value X the Rate of Inflation, excluding and demolition or additions
  - b. Things we are not allowed to add value for

## HISTORY OF THE RATIO OF INFLATION

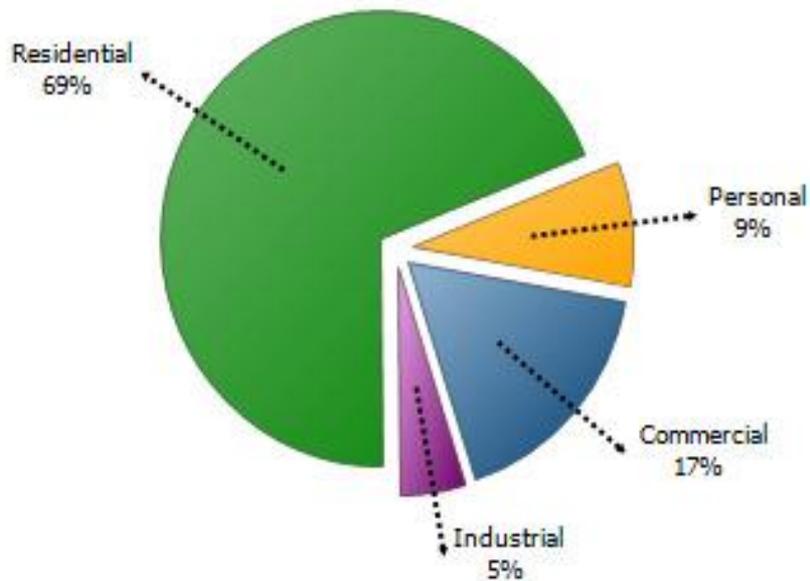
<u>Year</u>	<u>Rate</u>
2010	0.997
2011	1.017
2012	1.027
2013	1.024
2014	1.016
2015	1.016

## HISTORY OF VALUES

<u>Year</u>	<u>State Equalized Value</u>	<u>Year</u>	<u>Taxable Value</u>
2000	565,867,500	2000	489,695,274
2001	596,305,100	2001	511,916,229
2002	623,406,200	2002	536,538,485
2003	660,632,914	2003	549,175,253
2004	694,250,100	2004	572,142,610
2005	740,040,450	2005	600,667,312
2006	750,372,450	2006	624,104,182
2007	740,240,600	2007	642,387,135
2008	749,712,475	2008	649,297,307
2009	714,774,230	2009	647,779,393
2010	621,585,643	2010	582,847,838
2011	619,998,898	2011	571,408,261
2012	585,058,317	2012	564,036,739
2013	547,548,728	2013	530,631,323
2014	567,946,720	2014	529,775,267

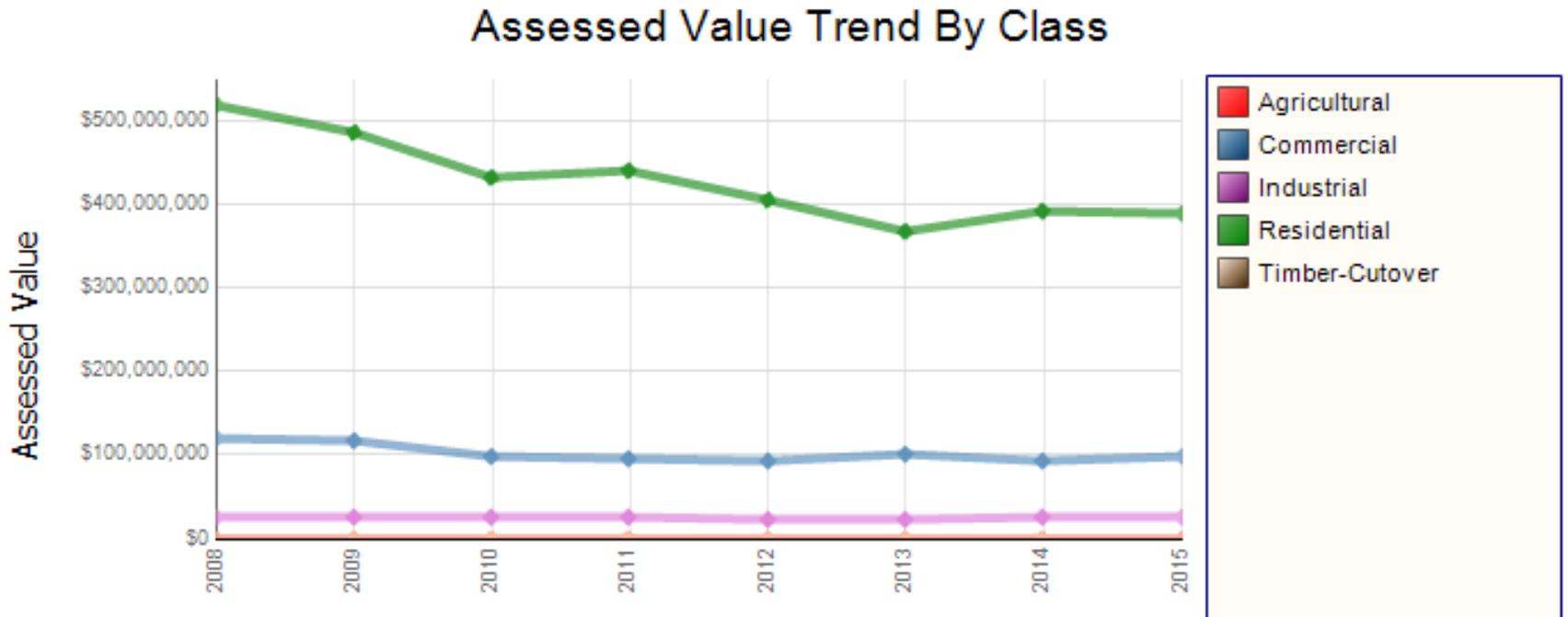
## PERCENTAGE BY CLASS

### Equalized Value by Class



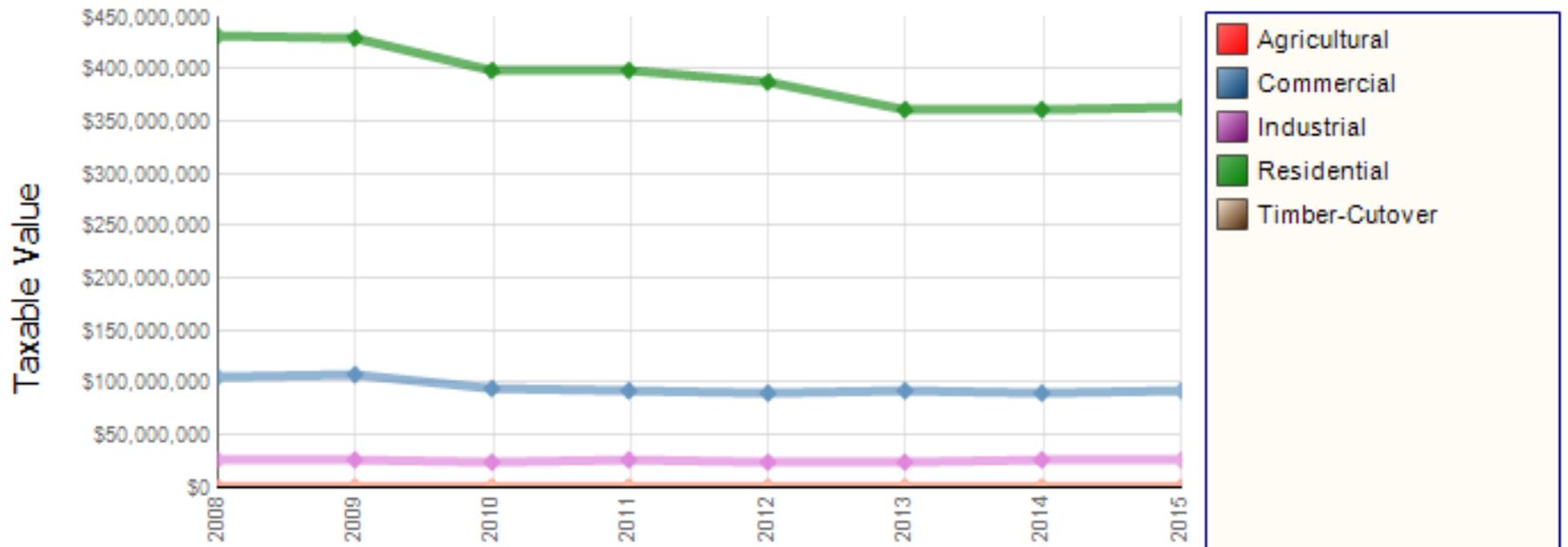
Agricultural (0%) 0	Personal (9%) 49,429,450
Commercial (17%) 97,177,800	
Industrial (5%) 26,845,500	
Residential (69%) 388,580,350	
Timber-Cutover (0%) 0	
Developmental (0%) 0	

## ASSESSED VALUE TREND



# TAXABLE VALUE

## Taxable Value Trend By Class



## HOW THIS AFFECTS REVENUES

1. The last few years the values have stabilized
2. The Rate of Inflation has stabilized
3. The factors that really have an effect on revenue
  - a. Rate of inflation
  - b. Increase in sales
  - c. new construction
  - d. demolition of buildings

**BAY AREA WATER TREATMENT  
PLANT**

Water Plant Superintendent Tom Levengood

## BAY AREA WATER TREATMENT PLANT

- 2010 to 2011-Reviewed options for drinking water supply
- Mid 2011 to Jan 2013-Developed a Water Supply Agreement and a Cost Sharing Agreement
- Early 2013-Began the selection process of an engineering firm for design and oversight
- October 2013-Gound breaking took place

# BAY AREA WATER TREATMENT PLANT

Winter 2014



## BAY AREA WATER TREATMENT PLANT

April 2014



# BAY AREA WATER TREATMENT PLANT

Fall 2014



## BAY AREA WATER TREATMENT PLANT

January 2015



# BAY AREA WATER TREATMENT PLANT

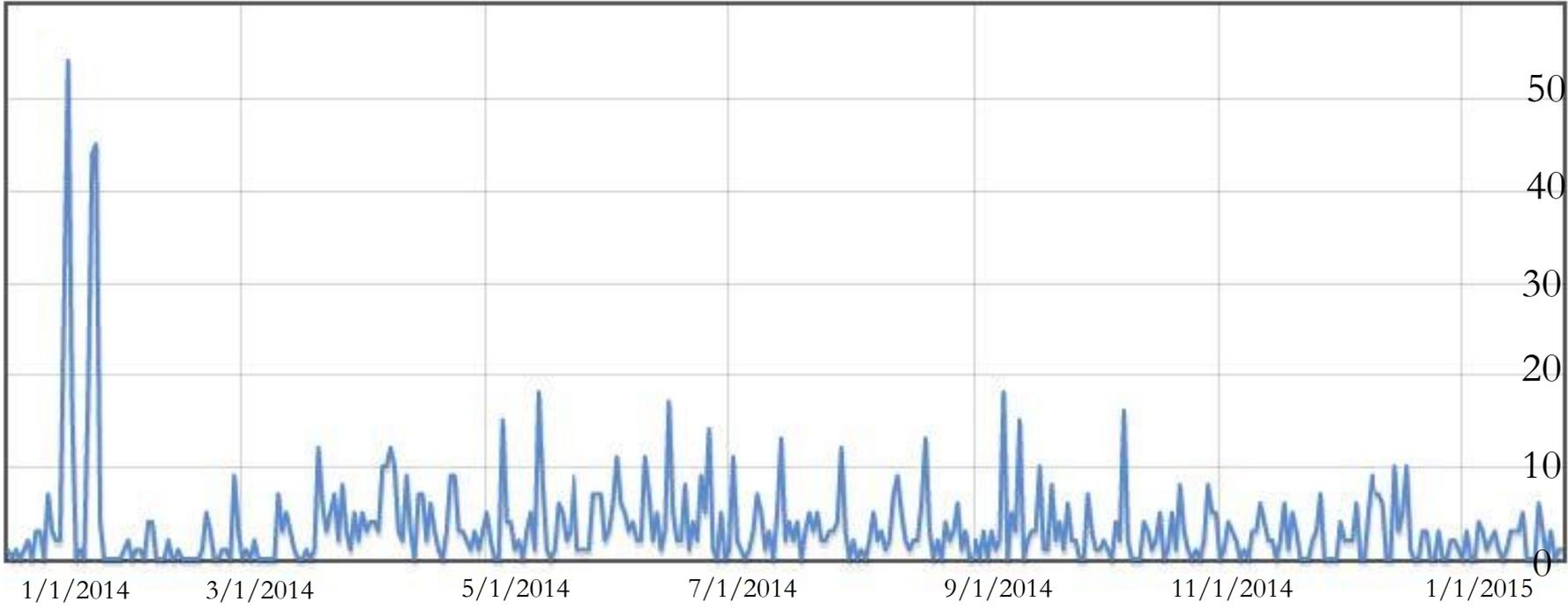
January 2015



## **FIXIT BAY CITY**

Assistant Director of Technology James Kilburn

# TOTAL REQUEST BY DATE



## REQUEST STATS

### City Stats



41

REQUESTS OPEN 



1341

REQUESTS CLOSED 



569

COMMENTS SUBMITTED

## Requests by Department

Bay City

Jan 1, 2014 - Jan 26, 2015

Requests by Departments

TITLE	MANAGER	REQUESTS SUBMITTED	REQUESTS CLOSED	PERCENT CLOSED	PERCENT OVERDUE
Electric	Electric Department	788	769	97.6%	N/A
Street, Sanitation and Bridge	Streets and Sanitation	335	325	97%	N/A
Sewer Collection	Sewer Collection	46	45	97.8%	N/A
Neighborhood Services	Planning Department	36	35	97.2%	N/A
Building & Code Enforcement	Code Official	32	29	90.6%	3.1%
Community Policing	Community Policing	25	24	96%	N/A
Police	Police Department	23	22	95.7%	N/A
Parks, Grounds and Facilities	Parks, Grounds and Facilities	21	21	100%	N/A
Water Distribution and Metering	Water Distribution and Metering	20	20	100%	N/A
Engineering Services	Construction Engineering Services	16	10	62.5%	N/A
City Clerk	City Clerk	3	3	100%	N/A
City IT	BC InfoTech	1	1	100%	N/A
Water Treatment Plant	Water Plant	1	1	100%	N/A
Fire	Fire Department	0	0	N/A	N/A

## TOP 20 REQUEST BY TYPE

### Request Types

TITLE	INITIAL ASSIGNEE	REQUESTS SUBMITTED	REQUESTS CLOSED	PERCENT CLOSED	PERCENT OVERDUE	DEFAULT DURATION
Street Light Problem	Electric Department	689	672	97.5%	N/A	30 days
Pothole/ Pavement Repair	Streets and Sanitation	279	269	96.4%	N/A	30 days
Security Light Request	Electric Department	50	50	100%	N/A	30 days
Storage of Waste Material/Refuse	Planning Department	23	23	100%	N/A	30 days
Street Sweeping	Streets and Sanitation	15	15	100%	N/A	30 days
Snow/Ice Issues	Streets and Sanitation	14	11	78.6%	N/A	30 days
Tree Trimming	Electric Department	13	13	100%	N/A	30 days
Other - Water	Water Distribution and Metering	13	13	100%	N/A	30 days
Report graffiti	Community Policing	12	12	100%	N/A	30 days
Sidewalk issues	Construction Engineering Services	11	8	72.7%	N/A	30 days
Tree Removal	Electric Department	11	11	100%	N/A	30 days
Inoperable Motor Vehicles	Planning Department	11	10	90.9%	N/A	30 days
Traffic Signs / Signals	Streets and Sanitation	10	10	100%	N/A	30 days
Tall grass	Code Official	10	10	100%	N/A	30 days
Walks, Bridges, Trails & Parking	Parks, Grounds and Facilities	10	10	100%	N/A	30 days
Roadway Obstruction	Streets and Sanitation	9	9	100%	N/A	30 days
Plugged catch basin	Sewer Collection	9	9	100%	N/A	1 days
Damaged / Missing Street Sign	Streets and Sanitation	9	9	100%	N/A	30 days
Vacant house	Code Official	8	7	87.5%	N/A	180 days
Other - Electric	Electric Department	8	8	100%	N/A	30 days



**PUBLIC COMMENT**

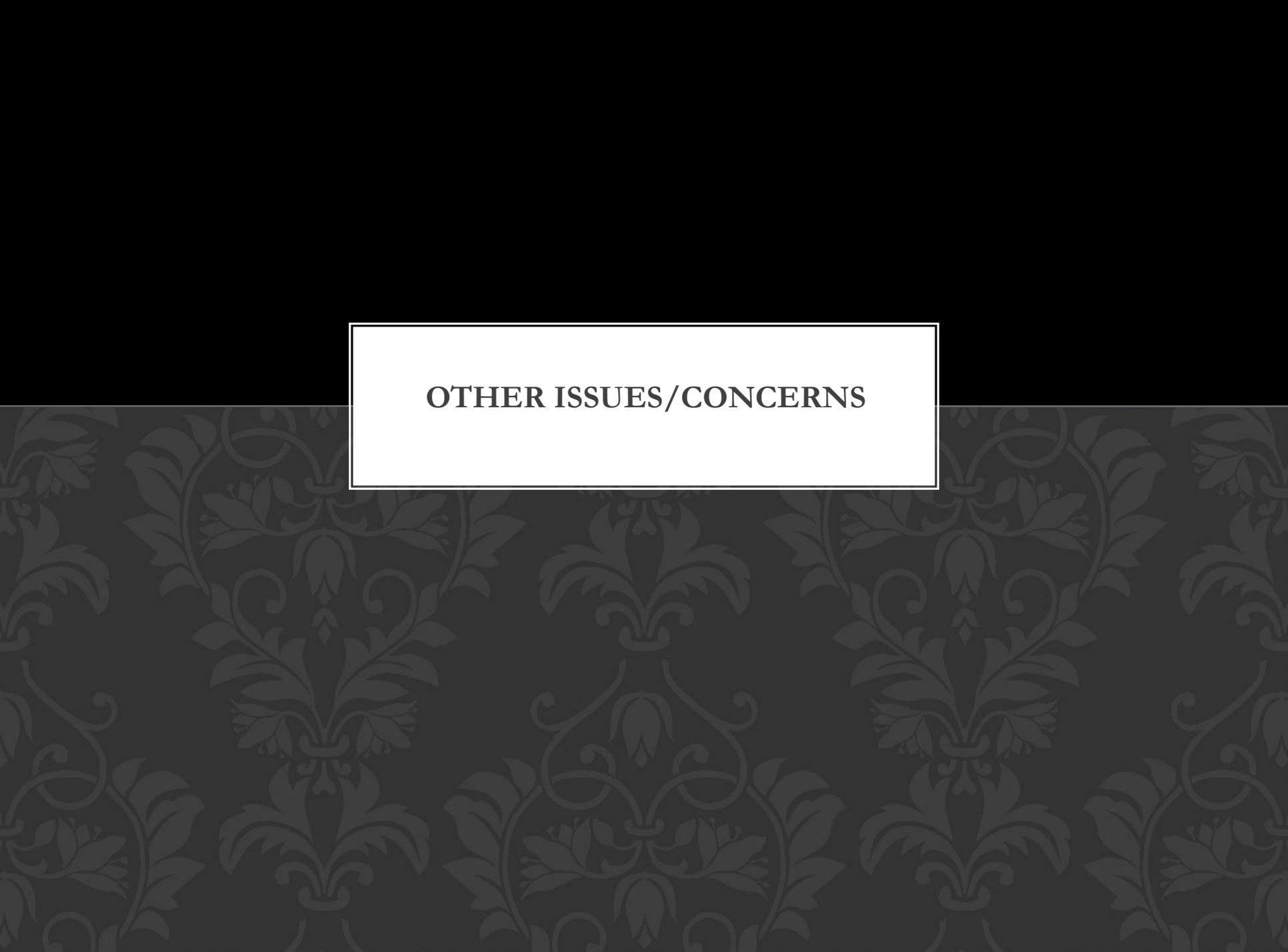
## RULES FOR PUBLIC COMMENT

Before approaching the lectern please:

- Remove hat
- Leave hand/book bags in your seat

At the microphone please:

- Provide Name and Address
- Address your comments to the Commission as a Whole, not to individual Commissioners, City Officers, City Staff or the Audience
- Comments limited to three minutes



**OTHER ISSUES/CONCERNS**

Thanks for attending!

