



City of East Grand Rapids
Regular City Commission Meeting
Agenda

March 21, 2016 – 6:00 p.m.
(EGR Community Center – 750 Lakeside Drive)

Note: A Goals & Objectives worksession will take place following the regular meeting.

1. Call to Order and Pledge of Allegiance.
2. Public Comment by persons in attendance.
3. Report of Mayor and City Commissioners.

Regular Agenda Items

4. Public Safety Annual Report Presentation (no action requested).

Consent Agenda – Approval Requested

5. Receipt of communications.
6. Minutes of the regular meeting held March 7, 2016 (approval requested).
7. Report of Finance Committee on disbursement of funds: payroll disbursements of \$211,535.43; county and school disbursements of \$43,162.64, and total remaining disbursements of \$510,403.84 (approval requested).
8. Approval of inventory project for trees in city right-of-way (approval requested).
9. Contract for spring sidewalk replacements (approval requested).
10. Contract for sanitary sewer relining projects (approval requested).
11. Contract for lake treatment services (approval requested).
12. Public Safety quarterly report for the period ending December 31, 2015 (no action requested).
13. Preliminary minutes of the Parks & Recreation Commission meeting held February 8, 2016 (no action requested).

FY 2016-17 Budget

14. Goals & Objectives Worksession (no action requested).

* * *

The City will provide reasonable auxiliary aids for individuals requiring them for effective communication in programs and services of the City. Notice must be made to the City five (5) days prior to the program or service requesting the specific auxiliary aid.



*City of East Grand Rapids
Department of Public Safety*

*Annual Report
2015*

*“Complacency is the last hurdle any winner,
any team must overcome before attaining potential greatness.
Complacency is the success disease;
it takes root when you’re feeling good about
how you are and what you’ve achieved”*

PAT RILEY

Table of Contents

Section 1: Overview

Introduction and Service Philosophy	3
Accomplishments 2015	4

Section 2: Crime Statistics

Part I - Violent Crime	5
Part I - Property Crime.....	6
State of Michigan City Crime Comparison: Total Part I Crime Rankings	7
State of Michigan City Crime Comparison: Total Violent Crime Rankings	8
State of Michigan City Crime Comparison: Total Property Crime Rankings	9
Part II Crime.....	10-11
Part III Offenses	12
Comparison of Part I Crime, Part II Crime & Part III Offenses for 2015	13
The Crime/Crash Clock	14
City Comparison: Part I Crime 2015	15
Calls for Service by Month.....	16

Section 3: Arrests

Part I Crime Arrests	17
Part II & Part III Crime Arrests	18

Section 4: Traffic Statistics & Calls for Service

Traffic Crash Offenses	19
Traffic Enforcement.....	20

Section 5: Organization and Structure

Department of Public Safety Organizational Chart	21
Police Services Division.....	22
Criminal Investigations	23
Support Services Division	24-28
Fire Services Report.....	29
Internal Affairs.....	30-31
Citizen Surveys.....	32-33
Local Area Law Enforcement Staffing Comparisons.....	34

Section 6: Historical Perspective

Selected Activity 1968 - Present.....	35
30 Years of Selected Activity: 1978 – Present (Bar Charts).....	36-37
Vehicle Crashes 1970 – Present	38
Vehicle Crashes 1978 – Present (Bar Charts)	39



Section 1

OVERVIEW

*“Planning is as natural to the process
of success as its absence is to the process of failure.”*

ROBIN SIEGLER

Introduction:

Attached for your review is the 2015 Annual Report for the East Grand Rapids Department of Public Safety. It was a significant year for the Department of Public Safety.

The Department of Public Safety is committed to working closely with the community, all levels of government, and key stakeholders to move forward on key law enforcement and fire safety concerns. While the department must clearly lead in public safety issues, community security is a shared responsibility. The efforts and partnerships

of today are the foundations for a safe and peaceful East Grand Rapids tomorrow. Our goal is to make East Grand Rapids the safest and most livable city. We will work with all who are committed to public safety to achieve this desired end.

We are very pleased and thankful for your support and the backing of the community. We will work hard to maintain your trust and confidence.

Service Philosophy:

The East Grand Rapids Department of Public Safety embraced the philosophy of Community Policing long before the term became a popular buzzword throughout the country. The Department strongly believes the respect of citizens combined with a collaborative working partnership with the community they protect and serve leads to a safer city and “a better place to live.”

Mark A. Herald
Director



Because of the Department's location in the “Heart of the City”, and its close proximity to schools and walking distance to the central business district, the Department and its citizens are able to co-mingle. This creates and fosters the best feelings of what a small town offers. Many times a week, students, parents and

groups come to the Department for visits. The officers and citizens find the Department's “Central Location” eases the communication process, which is vital for community policing.

The Department has always had a close working relationship with schools both in and out of the district. With the addition of the summer bike patrol in 1997, the Department was able to target youth and issues that affect youth such as bike helmet ordinances, tours and positive interaction. Many Department members are actively involved in youth centered activities such as coaching and other various events. Members of the Department regularly attend school assemblies and classroom discussions.

Respectfully,

Handwritten signature of Mark A. Herald in black ink.

Mark A. Herald
Director of Public Safety

Handwritten signature of Ric Buikema in black ink.

Ric Buikema
Captain

Handwritten signature of Brian Williams in black ink.

Brian Williams
Captain

Accomplishments:

During 2015, the East Grand Rapids Department of Public Safety was able to:

- Send Staff Sergeant Eric Smith and Officer Jason Bradley to assist the Grand Rapids Police Department with a search of the Grand River utilizing our Department Air Boat which resulted in the recovery of the body of a woman who was reported missing several weeks earlier.
- With the assistance of Detective Mark Lindner, arrest and charge a subject for stealing a motor vehicle from a resident in the City of East Grand Rapids. The subject was also suspected of breaking into several other vehicles in our city.
- Present Life Saving Awards to Sergeant Scott Kolster and Officer Pete Gruzin and a Chief's Citation to East Grand Rapids Elementary School Teacher Jacki Burdick for their outstanding actions while tending to an individual having a medical emergency. Their prompt and decisive actions resulted in the saving of the patient's life.
- Present Officer Scott Grams and Officer David Katje with the Medal of Honor for their outstanding life-saving actions and disregard for their own personal safety when they saved the life of one of our own Public Works Employees, Lannie Ross, who became trapped in an excavated hole during a water main repair.
- Present Public Works Employees Jeff Stultz, Jason Huggert, and Cody Browneye with the Chiefs Citation for their quick actions and disregard for their own personal safety when they helped save Lannie Ross who became trapped in an excavated hole during a water main repair.
- Hold a bike registration even at the East Grand Rapids Middle School in conjunction with the school's open house at the beginning of the school year. Ofc. Dave Hollis was able to obtain funding from the East Grand Rapids Community Foundation for bike locks purchased from the Grand Rapids Bike Company. The locks were given to students free of charge when they registered their bike with the Public Safety Department. The event was a huge success as it resulted in over a hundred bike registrations.
- Hold the first ever "Public Safety Day" in October. The event drew hundreds of residents and – due to its success - will become an annual event designed to improve relationships and educate the community on police, fire and medical first response initiatives.

East Grand Rapids Department of Public Safety
Annual Report – 2015



Section 2

CRIME STATISTICS

“Today is yesterday’s effect and tomorrow’s cause.”

PHILLIP GRIBBLE

Part I - Violent Crime:

Part I Violent Crimes involve the use or threat of force and are defined as follows:

- *Aggravated Assault* – is the unlawful attack by one person upon another with a weapon for the purpose of inflicting severe injury likely to produce death or aggravated bodily harm.
- *Forcible Rape* – is the carnal knowledge of a person forcibly and/or against that person’s will. Assaults or attempts to commit rape by force or threat are also included.
- *Murder & Non-Negligent Manslaughter* – is the willful killing of one human being by another.
- *Robbery* – is the taking or attempt to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or placing the victim in fear.

	Year					%
	2011	2012	2013	2014	2015	Change 14 to 15
Part I – Violent Crime*						
Aggravated Assault	0	1	2	0	2	200%
Forcible Rape/CSC	2	0	2	4	6	50%
Murder & Non-Negligent Manslaughter	0	0	0	0	0	0%
Robbery	0	0	0	0	0	0%
<i>Total Violent Crime:</i>	2	1	4	4	8	100%

Commentary:

For the past five years, East Grand Rapids has averaged 3.8 violent crimes a year. There are no significant trends in this area. In general, violent crime is a rare occurrence in East Grand Rapids.

**Note: Beginning with the 2010 Annual Report, all Part I Crimes, except for the current year, will be recorded from the annual FBI Uniform Crime Report.*

Part I - Property Crime:

Part I Property Crimes are defined as follows:

- *Arson* – is any willful or malicious burning or attempt to burn, with or without intent to defraud, a dwelling, house, public building, motor vehicle or aircraft, personal property of another, etc. Only fires determined through investigation to have been willfully or maliciously set are classified as arsons. Fires of suspicious or unknown origins are excluded.
- *Breaking & Entering* – is the unlawful entry of a structure to commit a felony or a theft. The use of force to gain entry is not required to classify as an offense of burglary.
- *Larceny* – is the unlawful taking, carrying, leading or riding away of property from the possession or constructive possession of another. Larceny includes but is not limited to retail fraud, purse snatching, and thefts from motor vehicles.
- *Motor Vehicle Theft* – is the theft or attempted theft of a motor vehicle. This includes the stealing of automobiles, buses, trucks, snowmobiles, motorcycles, mopeds, etc. The definition excludes the taking of a motor vehicle for temporary use by those persons having unlawful access.

Part I – Property Crime	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Arson	0	0	0	0	0	0%
Breaking & Entering	25	31	28	23	11	-52%
Larceny	90	58	107	110	84	-23%
Motor Vehicle Theft	4	3	1	3	6	100%
<i>Total Property Crime:</i>	101	92	136	136	101	-26%

Commentary:

During the last year, property crime declined significantly due to a reduction in burglaries and larcenies. Our goal is to consistently reduce the total number of property crimes. Burglaries and larcenies can be significantly reduced if residents remember to lock their doors and windows at all times, and secure all valuables inside their houses or garages. Larcenies of property from automobiles can be greatly reduced if residents remove all valuables from their vehicles and secure the windows and doors, even if their automobile is parked in their driveway.

**State of Michigan:
Crime Comparison to Cities & Townships over 10,000**

Total Part 1 Crime Rankings*:

Cities	Part 1 Crime	Rank
2011		
South Lyon	78	1
Clawson	110	2
Flushing Township	116	3
Beverly Hills	126	4
East Grand Rapids	128	5
2012		
New Baltimore	66	1
Grosse Ile Township	89	2
East Grand Rapids	93	3
Riverview	103	4
South Lyon	120	5
Bath Township	125	6
Beverly Hills	125	7
Clawson	127	8
2013		
Grosse Ile Township	48	1
New Baltimore	77	2
Milford	102	3
Clawson	105	4
South Lyon	114	5
Rochester	118	6
Beverly Hills	127	7
Farmington Hills	128	8
East Grand Rapids	141	9
2014		
Grosse Ile	42	1
Flushing Township	55	2
South Lyon	75	3
Beverly Hills	88	4
Clawson	94	5
Milford	95	6
Farmington	106	7
Hamburg Township	107	8
New Baltimore	108	9
Rochester	119	10
East Grand Rapids	140	11

*Note: Beginning with the 2010 Annual Report, all Part I Crimes, except for the current year, will be recorded from the annual FBI Uniform Crime Report.

**State of Michigan:
Crime Comparison to Cities & Townships over 10,000**

Total Violent Crime Rankings*:

<i>Cities</i>	<i>Part I- Violent Crime</i>	<i>Rank</i>
2010		
East Grand Rapids	7	1
Grosse Point Park	10	2
Riverview	10	3
Bath Township	12	4
2011		
East Grand Rapids	2	1
Beverly Hills	5	2
Flushing Township	6	3
2012		
East Grand Rapids	1	1
Grosse Ile	1	1
South Lyon	4	3
Grosse Pointe Woods	5	4
2013		
East Grand Rapids	3	1
Grosse Ile Township	4	2
Hamburg Township	5	3
Beverly Hills	6	4
2014		
Grosse Ile Township	1	1
Beverly Hills	2	2
East Grand Rapids	3	3
Milford	4	4

**Note: Beginning with the 2010 Annual Report, all Part I Crimes, except for the current year, will be recorded from the annual FBI Uniform Crime Report.*

*East Grand Rapids Department of Public Safety
Annual Report – 2015*

**State of Michigan:
Crime Comparison to Cities & Townships over 10,000
Total Part 1 Property Crime Rankings*:**

<i>Cities</i>	<i>Part 1 Crime</i>	<i>Rank</i>
2010		
Clawson	108	1
Bath Township	114	2
East Grand Rapids	123	3
2011		
South Lyon	90	1
Clawson	117	2
Flushing Township	122	3
East Grand Rapids	130	4
2012		
New Baltimore	56	1
Grosse Ile Township	88	2
East Grand Rapids	92	3
Riverview	92	3
Bath Township	103	5
Beverly Hills	107	6
Clawson	114	7
South Lyon	116	8
2013		
Grosse Ile	44	1
New Baltimore	68	2
Milford	90	3
Clawson	95	4
South Lyon	97	5
Rochester	109	6
Farmington	115	7
Beverly Hills	121	8
East Grand Rapids	138	9
2014		
Flushing Township	38	1
Grosse Ile Township	41	2
South Lyon	64	3
Beverly Hills	86	4
Clawson	87	5
Milford	91	6
Farmington / Hamburg Township	97	7
New Baltimore	101	8
Rochester	107	9
East Grand Rapids / Berkley	137	10

Note: Beginning with the 2010 Annual Report, all Part I Crimes, except for the current year, will be recorded from the annual FBI Uniform Crime Report.

Part II Crime:

Part II or Non-Index Crimes are less serious offenses committed against persons and/or property. Some key definitions for Part II Crimes are:

- *Disorderly Conduct* – is any behavior that tends to disturb public peace or decorum, scandalize the community, or shock the public sense of morality.
- *Embezzlement* – is the illegal taking, misapplying, or misappropriating of money, property, or other items of value entrusted to a person's care, custody, or control.
- *Forgery & Counterfeiting* – is the altering, copying, or imitation of something without authority or right with the intent to deceive a person that it is original or genuine.
- *Fraud* – is the intentional perversion of the truth with the purpose of inducing another person, or entity to part with something of value or surrender a legal right.
- *Narcotics Laws* – are the violation of laws prohibiting the production, distribution, and/or use of controlled substances and the equipment/devices utilized in their preparation or use.
- *Non-Aggravated Assault* – is an unlawful physical attack where neither the offender displays a weapon, nor does the victim suffer obvious severe or aggravated bodily injury.
- *Operating While Impaired (OWI)* – is driving or operating a motor vehicle, boat, or snowmobile while mentally or physically impaired as a result of consuming alcohol or drugs/narcotics.
- *Sex Offenses* – are illegal acts done for sexual gratification, involving display or exposure of sexual organs or gross indecency. Rape and prostitution are not included.
- *Stolen Property* – is buying, receiving, selling, concealing, transporting, or possessing property of another with the knowledge that it has been criminally taken.
- *Weapons Offenses* – are the violation of laws or ordinances prohibiting the manufacturing, selling, purchase, transportation, possession, concealment, or use of firearms or deadly weapons.

East Grand Rapids Department of Public Safety
Annual Report – 2015

Part II Crime	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Assault & Battery	16	3	2	23	11	-52%
Bomb Threats	0	0	0	1	0	-100%
Disorderly	51	*N/A	33	26	13	-50%
Narcotic Law Violations	38	40	94	92	79	-14%
Embezzlement	0	2	0	1	1	0%
Forgery/Counterfeiting	0	5	2	0	1	100%
Fraud	21	25	18	46	31	-33%
Liquor Law Violations	12	29	44	39	23	-41%
No Account/NSF Check Violations	0	1	1	0	0	0%
Obscene/Threatening Phone Calls	5	10	11	2	9	350%
Other Federal, State, Local Violations	5	5	0	6	46	667%
Operating While Impaired	57	102	73	63	27	-57%
Resisting/Obstructing	1	6	0	14	7	-50%
Sex Offenses/Indecent Exposure	0	0	0	3	2	-33%
Stalking/Harassment/ Intimidation	0	10	3	0	5	500%
Stolen Property	-	-	2	4	3	-25%
Trespassing	0	2	4	3	5	67%
Vandalism/MDOP	15	35	41	30	35	17%
Weapons Violations	0	3	2	7	0	-700%
<i>Total Part II Crime:</i>	221	*275	330	360	298	-17%

Commentary:

Strong enforcement efforts by the Department along with an observant community willing to report criminal or suspicious activity are responsible for the low Part II crime statistics

*Data not available due to data conversion in 2012.

Part III Offenses:

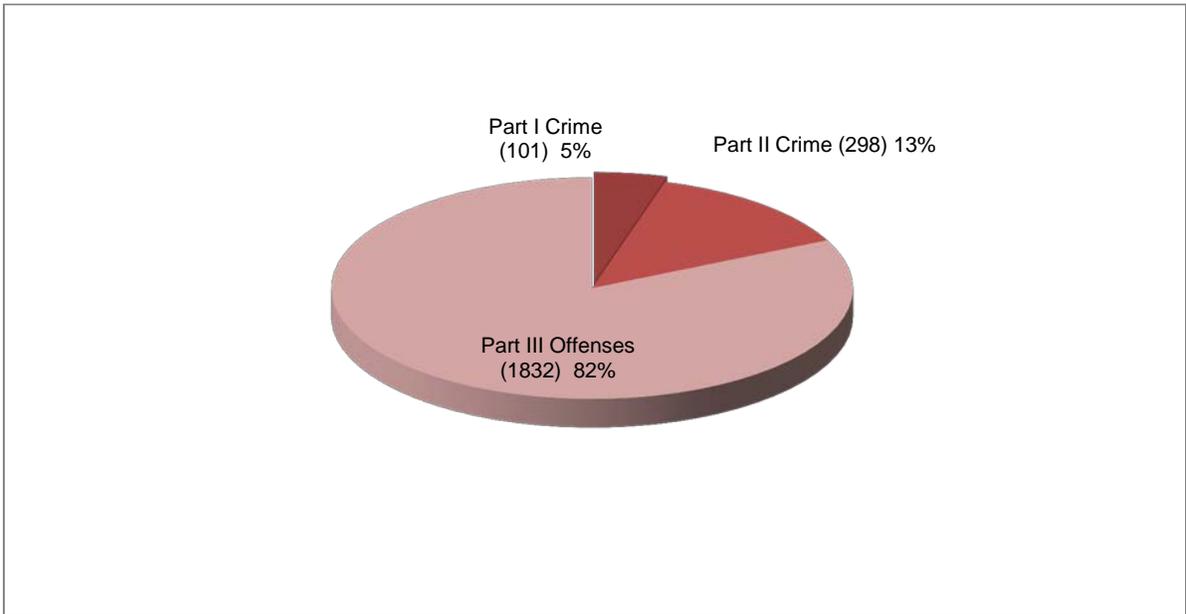
Part III Offenses	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Animal Offenses						
Animal/Dog Bites	0	0	5	1	3	200%
Animal Violations/Compl.	71	107	62	67	43	-36%
Juvenile Offenses						
Curfew/Loitering Violations	0	*N/A	2	0	2	200%
Juv. Runaway/Missing Per.	6	*N/A	0	8	1	-87%
Medical Activity						
Medical Response/Emergency	208	271	209	205	194	-5%
Natural Deaths	0	0	3	6	3	-50%
Overdose	0	0	0	0	1	100%
Suicides & Attempts	4	3	10	14	7	-50%
Miscellaneous Offenses						
Assist Citizens/Other PD's	956	*N/A	678	889	356	-60%
Court Viol./Warrant Arrests	71	*N/A	99	88	80	-9%
Domestic/Neighbor/Disputes	44	*N/A	67	50	48	-4%
False Alarms	167	*N/A	50	44	98	123%
Fire Calls/Haz. Conditions	163	*N/A	63	95	53	-44%
Lost/Found Property	*N/A	*N/A	93	68	45	-34%
Misc. Public Complaints	93	*N/A	*N/A	*N/A	0	N/C
Open Building/Door/Window	17	*N/A	10	6	3	-50%
Susp. Vehicles/Persons/Etc.	439	*N/A	471	410	274	-33%
Voided Complaints	109	*N/A	48	55	1	-98%
Traffic Activity						
Traffic Accidents, Total	144	186	140	213	123	-42%
Traffic Offenses, Misc.	232	*N/A	*N/A	*N/A	394	394%
Traffic Hazard/Directed	248	*N/A	39	46	11	-76%
Parking Complaints	173	*N/A	182	270	92	-66%
<i>Total Part III Offenses:</i>	3145	*3812	2138	2535	1832	-28%

Commentary:

Part III Offenses include non-criminal activity, court violations, & juvenile status violations.

**Estimated Part III Offense count for 2012 due to data conversion in 2012.*

**Comparison of Part I Crime,
Part II Crime, & Part III Offenses for 2015:**



Commentary:

In relation to overall activity for the year, The City of East Grand Rapids reports few actual crimes. As indicated by the above pie chart, the vast majority of incidents are Part III Offenses (i.e., non-criminal or routine calls for service).

The Crime/Crash Clock:



Part I Violent Crime	2015 Total	Per Week	Per Month	Crime Clock Comments
Aggravated Assault	2	.04	.17	
Forcible Rape	6	.12	.50	
Murder/Non-Negligent	0	0	0	
Manslaughter	0	0	0	
Robbery	0	0	0	
<i>Total Violent Crime:</i>	8	.15	.67	1 every 46 days
Part I Property Crime				
Arson	0	0	0	
Burglary	11	.21	.92	
Larceny	84	1.61	7.00	
Motor Vehicle Theft	6	.12	.50	
<i>Total Property Crime:</i>	101	1.94	8.42	
<i>Total All Part I Crime:</i>	109	2.10	9.08	1 every 3.3 days
Accidents/Crashes				
Fatal Crashes	0	0	0	
Non-Fatal Injury / Property Damage	101	1.9	8.42	
Private Property	17	.33	1.42	
Hit & Run	9	.17	.75	
<i>Total Crashes:</i>	127	2.44	10.58	1 every 2.9 days

Commentary:

The crime/crash clock shows the annual ratio of crime to a fixed time interval. In East Grand Rapids, “it conveys the annual reported crime/crash experience showing a relative frequency of occurrences of Part I Crimes and crash offenses.” In general, crime and accidents are infrequent occurrences in our city.

City Comparison - Part I Crime 2015:

City	<i>Part I Violent Crime 2015</i>				<i>Total Violent Crime</i>	<i>Violent Crime Rate per 1000</i>
	Aggrav. Assault	Rape	Murder Mansl.	Robbery		
Grand Rapids	N/A	N/A	N/A	N/A	N/A	
Grandville	17	22	1	13	53	3.34
Kentwood	96	21	0	41	158	3.15
Walker	18	15	0	4	37	
Wyoming	N/A	N/A	N/A	N/A	N/A	
E. Grand Rapids	2	6	0	0	8	.72

City	<i>Part I Property Crime 2015</i>				<i>Total Property Crime</i>	<i>Property Crime Rate per 1000</i>
	Arson	B & E	Larceny	MV Theft		
Grand Rapids						
Grandville	0	49	573	17	639	40.29
Kentwood	8	243	1169	57	1447	28.81
Walker	6	59	240	22	327	
Wyoming						
E. Grand Rapids	0	11	84	6	101	9.10

Commentary:

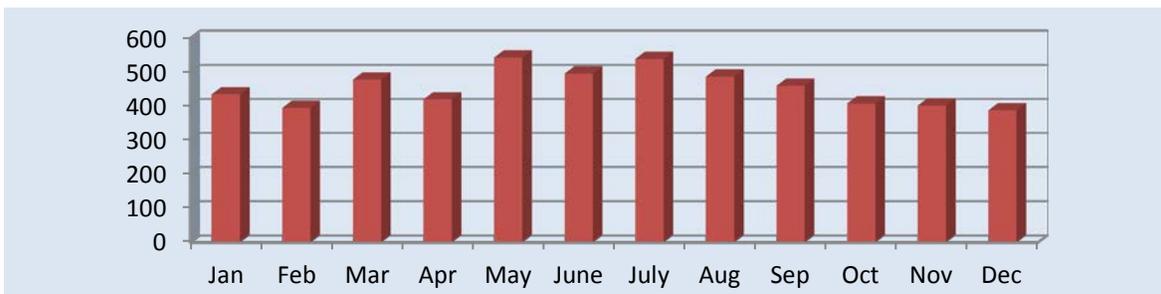
East Grand Rapids has the lowest crime rate in the Grand Rapids Metropolitan area. For municipalities with a population base of over 10,000, we are also one of the safest cities in the nation.

**Grand Rapids and Wyoming's 2015 crime stats were not available at the time this report was published.*

Calls for Service by Month:

Month:	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
January	252	296	395	428	435	1.64%
February	259	268	371	414	395	-4.59%
March	252	347	371	444	478	7.66%
April	256	286	407	419	420	.24%
May	330	427	469	506	543	7.31%
June	346	410	453	497	496	-.20%
July	355	390	501	485	529	9.07%
August	361	363	528	478	487	1.88%
September	347	342	470	459	460	.22%
October	330	330	447	423	408	-3.55%
November	393	257	431	385	402	4.42%
December	285	463	426	439	388	-11.61%
<i>Total Calls for Service:</i>	3666	*4179	5253	5366	5441	1.40%

Calls for Service by Month for 2015:



Commentary: The East Grand Rapids Department of Public Safety reflects state and national trends when responding to calls for service.

East Grand Rapids Department of Public Safety
Annual Report – 2015



Section 3

ARRESTS

"Genius is perseverance in disguise."

MIKE NEWLIN

Part I Crime – Arrests:

	Arrests					%
	2011	2012	2013	2014	2015	Change 14 to 15
Part I – Violent Crime Arrests						
Aggravated Assault	0	1	0	0	0	N/C
Forcible Rape/CSC	0	0	0	0	1	100%
Murder & Non-Neg. Mans.	0	0	0	0	0	N/C
Robbery	0	0	0	0	0	N/C
<i>Total Violent Crime Arrests:</i>	2	1	0	0	1	100%
Part I – Property Crime Arrests						
Arson	0	0	0	0	0	N/C
Breaking & Entering	2	2	5	1	0	-100%
Larceny	2	7	1	2	2	N/C
Motor Vehicle Theft	3	3	1	0	6	600%
<i>Total Property Crime Arrests:</i>	7	12	7	3	3	N/C
<i>Total Part I Crime Arrests:</i>	9	13	7	3	4	33%

Commentary:

The cumulative arrest totals for each year include both juvenile and adult arrests. When reviewing the figures above, please keep the following in mind: Arrests represent the actual number of individuals arrested. An individual may have been charged with multiple offenses. The reader is cautioned against comparing arrests and offenses, as many times they do not occur in the same years.

East Grand Rapids Department of Public Safety
Annual Report – 2015

Part II & Part III Crime – Arrests:

Part II Crime – Arrests	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Assault & Battery	8	2	2	5	2	-60%
Bomb Threats	0	0	0	0	0	N/C
Disorderly	4	0	0	1	1	N/C
Narcotic Law Violations	50	64	93	41	50	22%
Embezzlement	0	0	0	0	0	N/C
Forgery/Counterfeiting	0	1	2	0	0	N/C
Fraud	0	1	18	4	1	-75%
Liquor Law Violations	48	44	44	23	8	-65%
No Account/NSF Check Violations	0	0	1	0	0	N/C
Obscene Phone Calls	0	0	11	0	0	N/C
Other Federal, State, Local Violations	0	0	0	3	2	-33%
Operating While Impaired	64	75	73	49	27	-44%
Resisting/Obstructing	3	4	0	4	1	-75%
Sex Offenses/Indecent Exposure	2	0	0	0	0	N/C
Solicitation	0	*N/A	0	0	0	N/C
Stalking/Intimidation	0	*N/A	3	0	0	N/C
Threatening/Harassing Complaints	0	*N/A	0	0	2	200%
Trespassing	0	2	4	41	1	400%
Vandalism/MDOP	0	*N/A	41	0	0	N/C
Weapons Violations	0	*N/A	2	2	0	-200%
<i>Total Part II Crime Arrests:</i>	179	*193	250	133	99	-26

Part III Crime – Arrests	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Court Violations – Misc.	96	70	71	84	71	-16%
Parole/Probation Violations	7	3	7	0	0	N/C
Traffic Offenses	224	149	189	129	161	25%
Curfew & Juvenile Runaways	0	0	1	0	0	N/C
Miscellaneous Offenses	5	3	5	0	5	500%
<i>Total Part III Crime Arrests:</i>	332	*225	273	221	167	-24%

*Data not available due to data conversion in 2012.

**Total for 2012 may be underrepresented due to 2012 data conversion.



Section 4

TRAFFIC STATISTICS & CALLS FOR SERVICE

*“Every failure, obstacle, or hardship is an opportunity in disguise.
Success in many cases is failure turned inside out. The greatest
pollution problem we face today is negativity.
Replace, If I can, I hope, maybe, with I can, I will, I must.”*

ENGLISH PROVERB

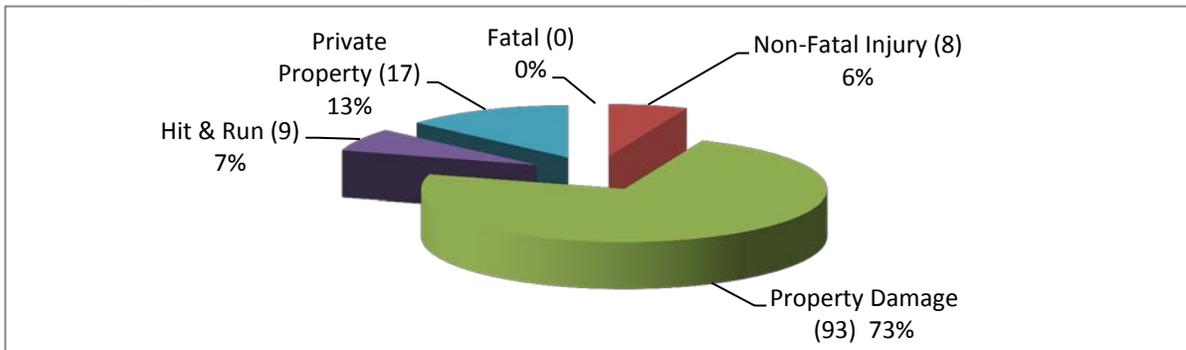
Traffic Crash Offenses:

Traffic crashes are classified as follows:

- *Fatal* – A crash in which a death occurs to any of the occupants of any vehicle or pedestrian involved in the crash.
- *Non-Fatal Injury* – Any injury other than death of any vehicle occupant or pedestrian involved in the crash.
- *Property Damage* – A crash involving no injuries to any occupant of any vehicle but does involve property damage.
- *Private Property* – A crash which occurs on private property such as a parking lot or driveway.
- *Hit and Run* – A crash in which at least one of the vehicles and/or driver involved leaves the scene.

Traffic Crash Offenses	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Fatal	0	0	0	0	0	N/C
Non-Fatal Injury	18	23	12	16	8	-50%
Property Damage	131	115	127	136	93	-32%
Hit & Run	25	33	27	19	9	-53%
Private Property	17	14	17	23	17	-26%
<i>Total Traffic Crashes:</i>	191	185	183	194	127	-35%

Traffic Crash Offenses by Accident Type for 2015:



Traffic Enforcement:

Uniform law citations include:

- *Hazardous* – Violations such as careless and reckless driving, failing to stop for a stop sign and failing to stop in assure clear distance are examples of hazardous violations.
- *Speeding* – Speeding is technically a hazardous violation but is separated for purposes of this report.
- *Non-Hazardous* – Some examples of non-hazardous violations are equipment violations, no license on person, vision obstructions, etc.
- *Parking* – Parking violations are issued to vehicles in violation of any city ordinance or state law such as parking to close to a driveway, overtime parking, etc. Fire lane and handicap violations are the only violations that can be enforced on private property.

Traffic Enforcement Activity:	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Uniform Law Citations	1361	*N/A	844	799	862	8%
Verbal Warnings	2176	*N/A	1536	1110	1227	11%
<i>Total:</i>	3537	*N/A	2380	1909	2089	9%
Parking Enforcement:						
<i>Parking Citations Issued:</i>	238	291	319	369	547	48%

Commentary:

The basic speed in East Grand Rapids is 25 mph unless otherwise posted. Speed limits and other local and state laws are strictly enforced. Officers use radar to aid in enforcement efforts. The department also uses a portable speed trailer equipped with a visual speed display to alert motorists of their speed.

Uniform law citations are actual numbers of tickets written. Each ticket can have up to three charges.

*Data not available due to data conversion in 2012.



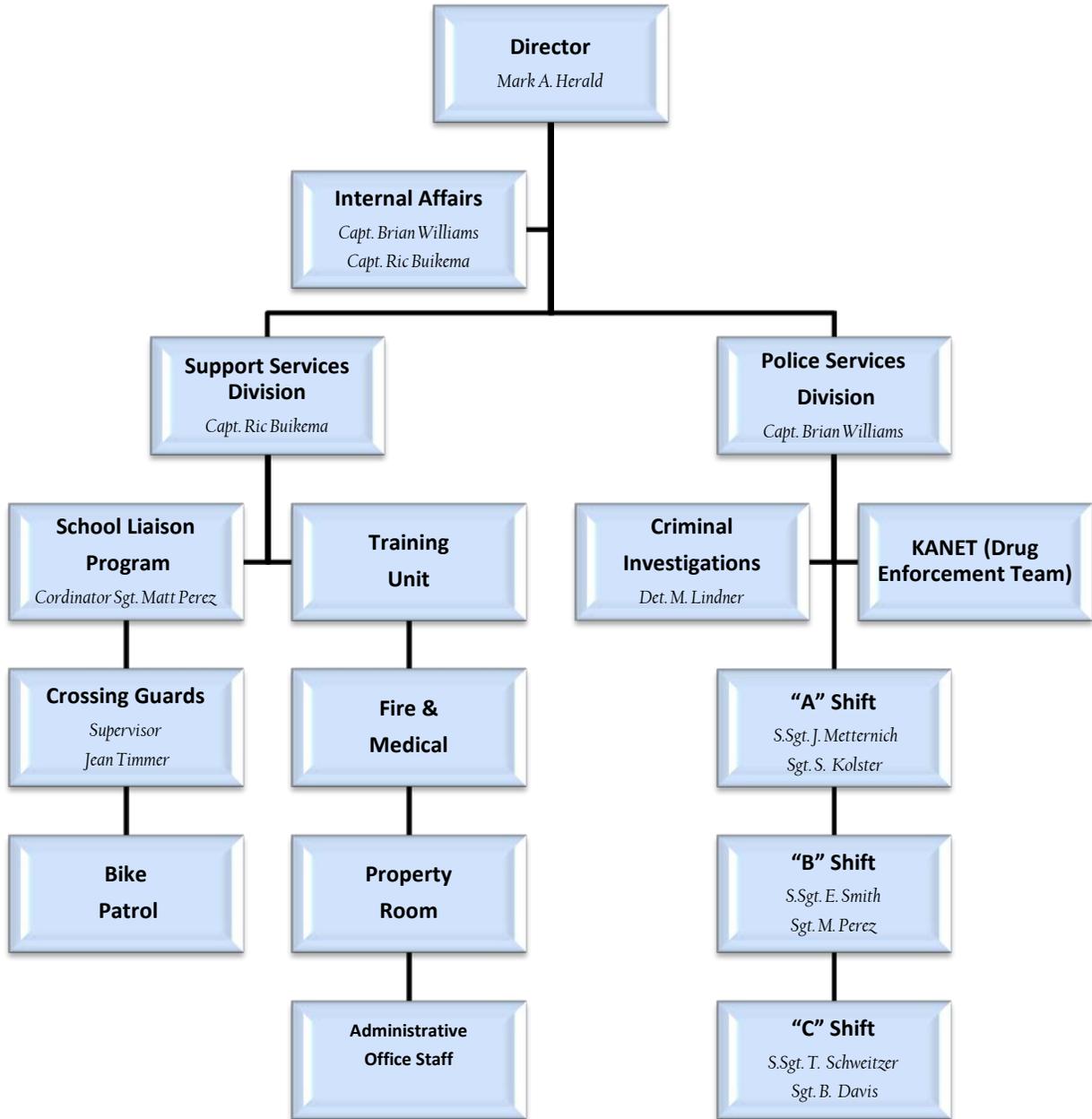
Section 5

ORGANIZATION & STRUCTURE

*“My father always used to say, ”Don’t raise your voice improve your argument.”
Good sense does not always lie with the largest shouters, nor can we say that a
large, unruly crowd is always the best arbiter of what is right.*

DESMOND TUTU

**Department of Public Safety
Organizational Chart:**



Police Services Division:

An East Grand Rapids Public Safety Officer performs many different duties during their assigned shift. At any time, an officer may be called upon to perform police actions, suppress fire, or perform as a Medical First Responder. All of these skills are unique and subject to many variables. Continuous training is required in each discipline in order for Officers to maintain quality of service.

Public safety services are provided utilizing a 24-hour work schedule. A 24-hour shift is traditionally used to staff departments in the fire service. East Grand Rapids is unique in that it has adopted a modified 24-hour operations schedule to staff its consolidated police and fire services. This schedule maximizes the Department's available personnel.

The Department uses three separate rotating shifts, each working a 24-hour tour of duty. Every shift is staffed with one Staff

Sergeant, one Sergeant, and five Public Safety Officers. The Sergeants administer and supervise the officer's daily activities. A separate 8-hour midnight shift is employed to ensure 24-hour road patrol coverage.



Capt. Brian Williams

The department, through its patrol operations, is continually emphasizing a "Community First" approach to public safety. The Department's tradition of answering calls for service that many departments will not normally handle is an example of our efforts to better serve the community. Assigned foot patrols

and business property checks add to the safety and security of our city. The use of in-car videos, citizen questionnaires, and performance evaluations ensure all citizens are receiving the highest quality service we can offer.

Criminal Investigations:

Clearance Status of Assigned Cases:	Year					% Change 14 to 15
	2011	2012	2013	2014	2015	
Open	2	0	5	0	2	200%
Unfounded	36	24	3	2	0	-100%
Closed	*N/A	*N/A	118	126	95	-25%
Otherwise (i.e., victim failed to cooperate)	19	20	4	0	0	N/C
Inactive	67	98	2	0	0	N/C
Arrest	65	91	58	33	20	-39%
TOT Other Agency	22	8	9	14	16	14%
Warrant Issued	11	10	9	14	16	14%
Cleared by Citation	*N/A	*N/A	1	4	0	-100%
<i>Total Assigned Cases:</i>	223	241	209	193	149	-23%

Commentary:

The Detectives receive initial reports taken by uniformed patrol officers that require follow-up or further investigation, or they are assigned cases directly. Their responsibilities include but are not relegated to:

Identifying and locating criminal offenders

- Arresting criminal offenders
- Collecting and preserving physical evidence
- Recovering and returning stolen property
- Testifying in court
- Coordinating cases
- Investigations with other agencies



Mark Lindner
Detective



Sgt. Matt Perez
Coordinator School Liaison Program

Support Services Division:

The Support Services Bureau is responsible for the Fire Division, Training Division, Office Support Staff and Property Room management. Bureau personnel are comprised of one (1) administrative captain and two (2) public safety office clerks.

Fire Division:

The Fire Division is a significant link in the public safety concept. By having all officers

cross-trained in both police and fire disciplines, the department effectively doubles the number of personnel available at all fire scenes.



Capt. Ric Buikema

Although infrequent, it can be argued that firefighting is the most dangerous task our officers face. The fire service has seen an ever-increasing growth of regulations and mandated policies.

Requirements for safety equipment and training, and subsequent fines for non-compliance make present day firefighting a true public safety challenge.

- In 2015, the Fire Division responded to 151 fire related incidents.
- The Fire Division continues to work closely with area Fire Departments, particularly in matters concerning mutual aid and fire suppression/response. This collaborative effort is a positive development for both Departments and the citizens we serve. The Fire Division responds in a mutual aid capacity primarily with the Grand Rapids, Ada, and Grand Rapids Charter Township Fire Departments when requested.



Training Division:

One of the most demanding tasks of any Public Safety Department is the continuous training required to maintain the knowledge and skills essential for public safety work. The Training Division is responsible for training all staff, both sworn and civilian, in a wide variety of mandatory and non-mandatory police, fire, and emergency services programs. Personnel receive instruction in-house and also attend specialized external programs when necessary. Because of the unpredictable nature and potential danger our officers face day in and day out, training will continue to be a regular part of the officer’s duty day. Some examples of training provided in 2015 include:



<i>Police</i>	<i>Fire</i>	<i>Medical</i>
<ul style="list-style-type: none"> • Weapons Qualification • Rapid Deployment Training • Precision Driving • Defensive Tactics • Simmunitions • Legal Updates • Cultural Diversity • Felony Car Stops 	<ul style="list-style-type: none"> • Fires: Strategies and Tactics • Airboat Ops • Haz-Mat • Ice Rescue • Aerial Operations • Confined Spaces • Extrication • Apparatus Driving 	<ul style="list-style-type: none"> • CPR/AED Certification • Medical First Aid • Blood Borne Pathogens • Patient Assessment • Pediatric Treatment • Airway/Ventilation

Office Support Staff:

The responsibilities of assisting the Patrol and Support Services Divisions were handled by two civilian personnel, which compromise the Office Support Staff. In East Grand Rapids, office staff answers all calls made to the Public Safety non-emergency number of 949-7010 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. At all other times, the Kent County Sheriff’s Department answers the non-emergency phone line. All 911 calls are answered by the Kent County Sheriff Department’s Emergency Dispatch Center allowing for immediate transmission of calls for service within the City of East Grand Rapids. Additional duties carried out by Office Support Staff include but are not limited to the following:

- Front desk operations: Assist walk-in and telephone customers, process report copies, cashier, process and issue gun permits, sex offender registrations, impound releases, notary services, background checks, block party registrations, etc.

- Police, fire, and EMS records processing, storage, retrieval, and management
- Warrant Unit management
- Administrative tasks involving statistics, hiring, personnel, presentations, and publications
- Parking ticket processing and collections
- OWI and False Alarm Cost Recovery Program

Property Room:

The Department takes in approximately 400 items of property each year. In 2004, the Department replaced civilian staff with sworn personnel for property room management responsibilities. Currently, Public Safety Officer Beth Moore is primarily responsible for managing the property room under the direct supervision of Captain Ric Buikema. The property room management team is responsible for the labeling, tagging, packaging and disposition of all property. As a result, all property is tracked from initial storage to eventual disposition in such a manner as to maintain the integrity of the “chain of evidence.”

Property is divided into four categories. They are found property, evidence, property entered for safekeeping, and forfeiture. Each can require numerous report filings with local, state, and federal authorities. The Department conducts an annual audit of the property room and makes found property available for return to finders. Unclaimed property is donated to charitable organizations.

School Liaison:

In 2015, Sergeant Matt Perez became the Coordinator of the Community/School Liaison Program. He coordinates the activities of three school liaison officers - PSO's Troy Brown, Dave Hollis and Zach Nagtzaam - whose duties include all juvenile investigations, bike patrol, child safety seat technician, national night out and liaison between the schools and the public safety department. In addition, the officers coordinate the following programs:

- **T.E.A.M. (Teaching, Educating, and Mentoring)**

In 2015, school liaison officers provided elementary, middle, and high school lessons. Each lesson is approximately 30 to 45 minutes in length and deals with various topics such as fire safety, internet safety, bicycle and pedestrian safety, gun safety, homeland security, defensive driving, etc. “T.E.A.M. is a proactive effort to make schools and communities safer, promote responsible citizenship, and encourage positive character traits.”

- **C.A.C. (Community Action Council)**

We continue to support the C.A.C. by active participation in the group.

- **Crossing Guards**

The Department employs 20 crossing guards. They provide a safe environment for students travelling to and from school. Officer Perez handles all traffic related issues relative to their duties.

The Support Services Division will continue to work behind the scenes to facilitate the Department's needs and ensure the quality of service our citizens deserve.

Support Services Division Report:

Year End Report:	2011	2012	2013	2014	2015	% Change 14 to 15
Report Activity:						
Accident Report Copy Requests	96	83	116	20	52	160%
Accident Reports Processed	225	320	168	239	194	-19%
Bikes Registered	62	72	68	75	289	285%
Freedom of Information Requests Processed	49	70	120	131	90	-31%
Video Copy Requests	30	38	18	20	11	-45%
Insurance Copy Requests	157	150	122	*N/A	*N/A	*N/A
Gun Related Processes:						
Purchase Permit Applications Processed	61	97	46	179	172	-4%
Purchase Permits Issued	187	238	*38	25	24	-4%
Total Guns Registered	115	163	181	179	172	-4%
Miscellaneous Activity:						
Walk-in PBT's	441	289	331	335	205	-39%
Background Checks	156	134	336	145	292	101%
Sex Offenders Registered	5	3	3	3	5	67%
Parking Tickets Processed	588	291	319	369	556	51%
Uniform Law Citations	1554	958	844	799	926	16%
Vehicle Impounds Processed	60	68	79	91	64	-30%
Vehicles Auctioned	2	5	6	10	11	10%
Street Released	0	0	0	0	0	N/C
Warrants /PPO's Processed	218	177	190	148	15	-90%
Revenue:						
False Alarms	\$1,250	\$150	\$950	\$1,200	\$1,960	\$760
Local Checks	\$240	\$50	\$100	\$160	\$220	\$60
OWI Cost Recovery	\$10,472	\$9,392	\$13,252	\$15,541	\$9,149	-\$6,392
Parking Violations	\$10,442	\$7,691	\$3,712	\$8,053	\$11,017	\$2,964
Report/Video Copies	\$3,301	\$3,600	\$1,800	\$2,011	\$1,945	-\$66
Preliminary Breath Tests	\$3,450	1,445	\$2,034	\$2,230	\$1,945	-\$285
Drug Seizure/Other	\$140	\$72,682	\$48,136	\$52,859	\$50,225	-\$2,634
<i>Total Revenue:</i>	\$29,295	\$95,010	\$69,984	\$82,054	\$76,461	\$5,593

*Purchase permits are now obtained by going on line.

East Grand Rapids Department of Public Safety
Annual Report – 2015

-29-

Fire / EMS Report:

	Year					%
	2011	2012	2013	2014	2015	Change 14 to 15
Fire Service Activity:						
Single Family Dwelling	4	3	3	7	6	-14%
Multiple Family Dwelling	0	0	0	0	0	N/C
Commercial/Other Building	0	9	3	0	0	N/C
Vehicles	0	2	1	3	2	-33%
Miscellaneous Outdoor	18	2	14	15	34	137%
Fire inspections	N/A	N/A	N/A	100	75	-25
Fire Investigations	N/A	N/A	N/A	4	3	-25
<i>Fire Runs:</i>	22	16	21	25	42	68%
Other Fire Service Runs:						
Smoke Investigation	12	24	16	7	5	-29%
Wires Down	29	10	7	1	29	2800%
Carbon Monoxide Alarms	10	1	1	2	3	50%
False or Unfounded Alarms	56	29	33	35	44	26%
Mutual Aid Given	2	*N/A	2	3	2	-33%
Mutual Aid Received	0	*N/A	1	1	2	100%
All Other Runs	32	35	20	32	84	163%
<i>Total Other Fire Service Runs:</i>	142	115	80	81	109	35%
<i>Total All Fire Activity:</i>	164	131	101	106	151	42%
Emergency Medical Services:	360	298	298	326	233	-29%

Commentary:

None.

*Data not available due to data conversion in 2012.

Internal Affairs:

The Internal Affairs function ensures department personnel perform their duties in a lawful and professional manner while respecting the rights and dignity of all persons.

Internal Affairs Complaints:	Year					Total By Type 11 to 15
	2011	2012	*2013	2014	2015	
Abuse of Authority						
Excessive/Use of Force	0	0	0	0	0	N/C
Improper Touching/Behavior	0	0	0	0	0	N/C
Misuse of Position/Authority	0	1	0	1	2	4
Racial Profiling/Discrim.	0	2	0	0	1	3
Tactical Intimidation	0	0	0	0	0	0
Illegal Activity	0	0	0	0	0	0
Improper Procedure	0	1	0	0	0	1
Mishandled Personal Property	0	0	0	0	0	0
Enforcement Decision	0	0	0	0	0	0
Falsification of Documents	0	1	0	0	0	1
Rules & Regulation Violation	0	0	0	0	0	0
Inappropriate Detainment	1	0	0	0	1	2
Improper Questioning	0	0	0	0	0	0
Inappropriate Child Interview	0	0	0	0	0	0
Mishandling Evidence	0	0	0	0	0	0
Unsafe Vehicle Operation	0	0	0	0	0	0
Viol. Of Dispatch Procedure	0	0	0	0	0	0
Unprofessional Conduct						
Rudeness/Threatening	2	2	0	0	0	4
Inappropriate Statement	0	0	0	1	1	2
Unprofessional Conduct	3	7	0	0	1	11
<i>Total Complaints:</i>	6	14	0	2	5	32

Commentary:

Complaints concerning the performance of the Department or its members are reviewed by the director and assigned to Capt. Williams or Capt. Lark, who ensures all complaints are thoroughly investigated in a timely manner. Cases are returned to the Director for final disposition. In 2015, of the 5 complaints 3 resulted in 6 separate allegations.

Internal affairs complaints may be closed in one of four ways:

- *Sustained* – Investigation proved that the act or acts did happen and the complaint is valid.
- *Not Sustained* – Investigation could not prove or disprove the complaint.
- *Exonerated* – Investigation showed that the act or acts did occur, but they were legal or justified or appropriate.
- *Unfounded* – Investigation showed that the act or acts complained of did not occur.

Internal Affairs Complaint Dispositions:	Year					Total 11 to 15
	2011	2012	*2013	2014	2015	
Sustained/ Sustained in Part	3	1	0	1	3	8
Not Sustained	0	1	0	0	1	2
Exonerated/ Exonerated in Part/ Not Sustained in Part	0	3	0	1	2	6
Unfounded/ Unfounded in Part/ Sustained in Part	0	3	0	0	1	4
<i>Total Dispositions per Year:</i>	3	8	0	2	7	20
<i>% Not Sustained/Exonerated/Unfounded:</i>	0%	88%	*N/A	50%	57%	60%

Citizen Surveys:

The Department periodically mails citizen surveys to recipients of tickets issued in the course of a traffic stop or accident complaint to monitor the quality of customer service/satisfaction and identify training needs. They are also used to monitor officer compliance with department rules and regulations.

Question #1: "Did the officer greet you?"	Year					Grand Total 11 to 15
	2011	2012	2013	2014	2015	
Yes	17	4	10	0	40	71
No	0	0	4	0	4	8
No Response/Not Applicable	0	0	0	0	0	0
Total Responses:	17	4	14	0	44	79
% Yes Responses:	100%	100%	71%	0%	91%	90%

Question #2: "Did the officer explain the reason for the stop?"	Year					Grand Total 11 to 15
	2011	2012	2013	2014	2015	
Yes	17	4	11	0	44	76
No	0	0	3	0	0	3
No Response/Not Applicable	0	0	0	0	0	0
Total Responses:	17	4	14	0	44	79
% Yes Responses:	100%	100%	76%	0%	100%	96%

Question #3: "Did the officer inform you of your options in handling the citation?"	Year					Grand Total 11 to 15
	2011	2012	2013	2014	2015	
Yes	17	3	10	0	40	70
No	0	1	4	0	3	8
No Response/Not Applicable	0	0	0	0	0	1
Total Responses:	17	4	14	0	43	79
% Yes Responses:	100%	75%	71%	0%	93%	89%

East Grand Rapids Department of Public Safety
Annual Report – 2015

Cumulative Officer Performance Rating:	Year					Grand Total 11 to 14
	2011	2012	2013	2014	2015	
5 – Very Professional and Polite	15	1	5	0	24	45
4 – Professional, Polite	1	3	3	0	14	21
3 – Businesslike, Efficient	1	0	4	0	3	8
2 – Unprofessional, Impolite	0	0	1	0	2	3
1 – Very Unprofessional, Rude	0	0	1	0	0	1
No Response						
<i>Total Responses:</i>	17	4	14	0	43	78
<i>% Good or Excellent (4 & 5):</i>	94%	100%	57%	0%	88%	85%

Commentary:

Survey results clearly indicate drivers receiving citations are treated professionally and respectfully when stopped in East Grand Rapids. It is important to note that all survey results returned are discussed with the officers and considered during their performance reviews.

**Local Area Sworn Law Enforcement
Staffing Comparison - 2015:**

<i>City</i>	<i>Sworn Personnel</i>	<i>City's Estimated Population</i>	<i>Officers per 1000 Population</i>
Grand Rapids	282	193,792	1.46
Grandville	24	15,857	1.51
Kentwood	69	50,233	1.37
Walker	34	24,003	1.42
Wyoming	83	73,371	1.13
East Grand Rapids	28	10,807	2.59

Commentary:

The national average for police officers per 1000 population for all cities is 2.3. The East Grand Rapids Department is able to staff our city at a rate higher than the national average because of the public safety concept. Prior to 1986, the separate police and fire departments in East Grand Rapids had a total of 40 personnel. Today, our combined sworn strength stands at 30. This represents a 25% reduction in manpower. Even though the Department is comprised of fewer actual bodies, we are able to provide nearly twice the police and fire coverage because of consolidation. Municipalities struggling with financial difficulties would do well to study our public safety model.



Section 6

HISTORICAL PERSPECTIVE

*“The path of progress has never taken a straight line,
but has always been a zigzag course amid the conflicting forces
of right and wrong, truth and error,
justice and injustice, cruelty and mercy.”*

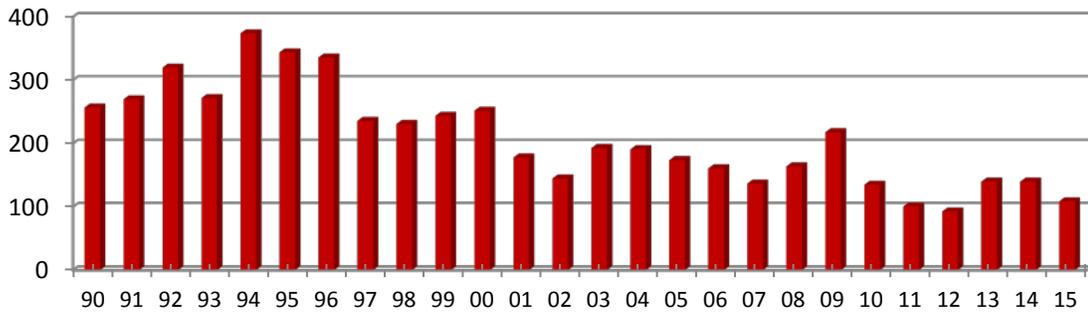
KELLY MILLER

Historical Perspective: Selected Activity from 1968 – Present

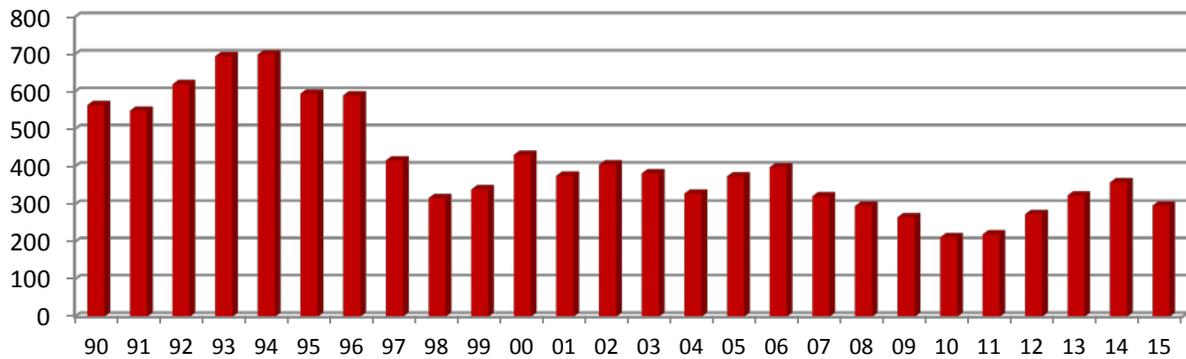
Year:	Activity					
	Part I Crime	Part II Crime	Part III Offense	Home Invasion	Larceny Compl.	False Alarms
1971				59	447	
1972				29	439	
1973				48	379	
1974				30	478	
1975				48	418	
1976				36	306	
1977				62	417	
1978				45	318	
1979	551			53	413	
1980	551			74	412	
1981	576			69	421	
1982	525			29	408	
1983	451	626	2586	42	313	500
1984	338	496	2841	45	278	548
1985	365	485	3124	25	302	476
1986	405	534	3041	16	323	431
1987	313	449	3055	17	248	387
1988	442	490	3365	71	275	375
1989	298	465	3161	15	232	365
1990	257	565	3032	12	208	320
1991	270	550	3279	18	204	337
1992	320	621	3296	13	256	293
1993	272	696	3256	9	226	311
1994	374	701	3397	23	316	363
1995	344	596	3331	8	308	340
1996	336	591	3175	15	270	228
1997	236	417	3181	14	165	250
1998	231	318	3307	40	138	244
1999	244	341	3068	52	125	264
2000	252	432	3523	38	154	284
2001	178	378	3471	29	98	281
2002	145	406	3602	11	91	287
2003	193	384	3564	21	122	272
2004	191	330	3178	26	123	247
2005	174	376	3265	18	115	217
2006	129	399	3018	31	88	140
2007	138	323	3313	26	100	178
2008	164	298	3420	42	116	192
2009	219	267	3133	42	168	177
2010	135	234	2902	39	86	169
2011	101	221	3145	25	90	167
2012	93	275	3812	31	58	N/A
2013	140	325	2186	28	107	162
2014	140	360	2335	23	110	198
2015	109	298	1832	11	84	198

**Historical Perspective:
Selected Activity from 1990 – 2015**

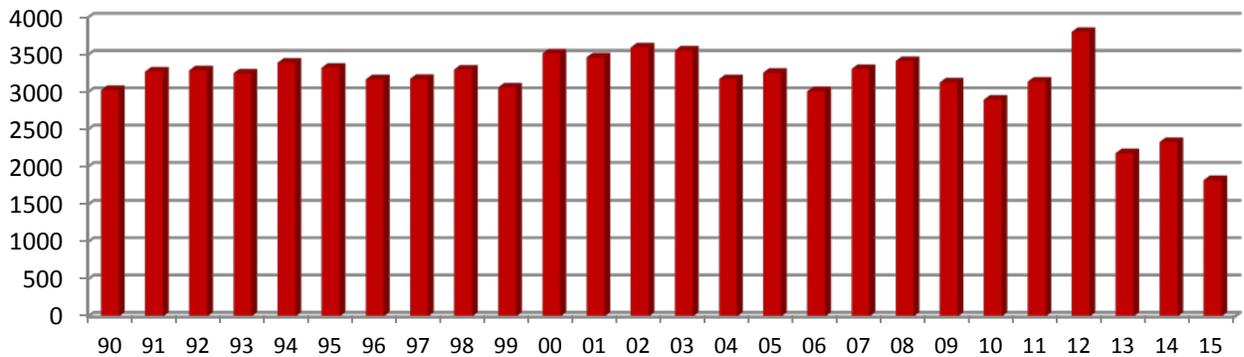
Part I Crime: 1990 – 2015



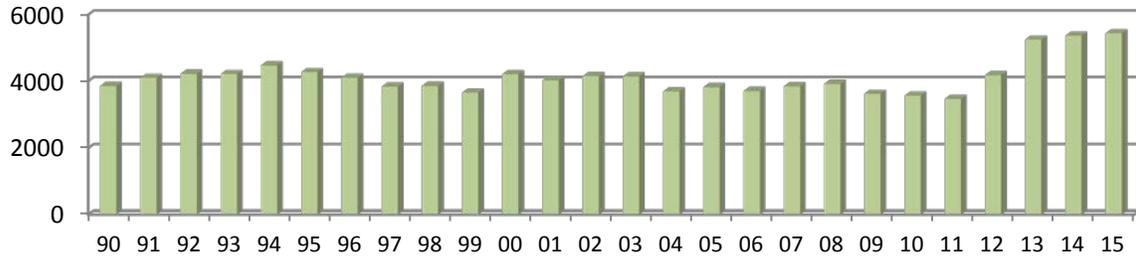
Part II Crime: 1990 – 2015



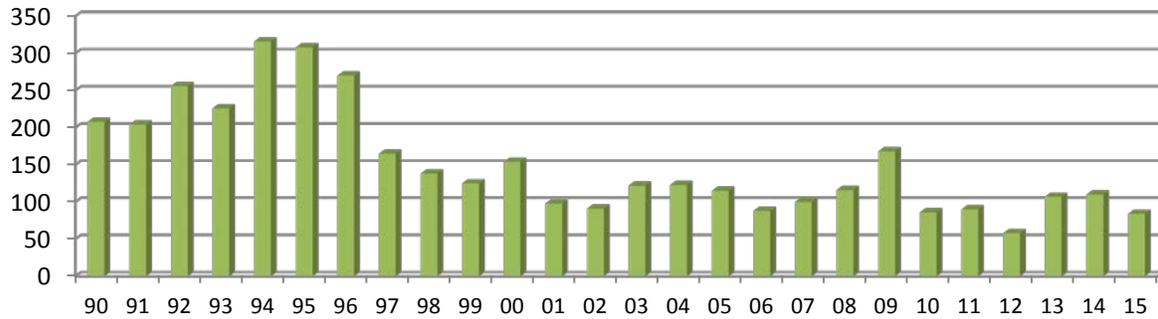
Part III Offenses: 1990 – 2015



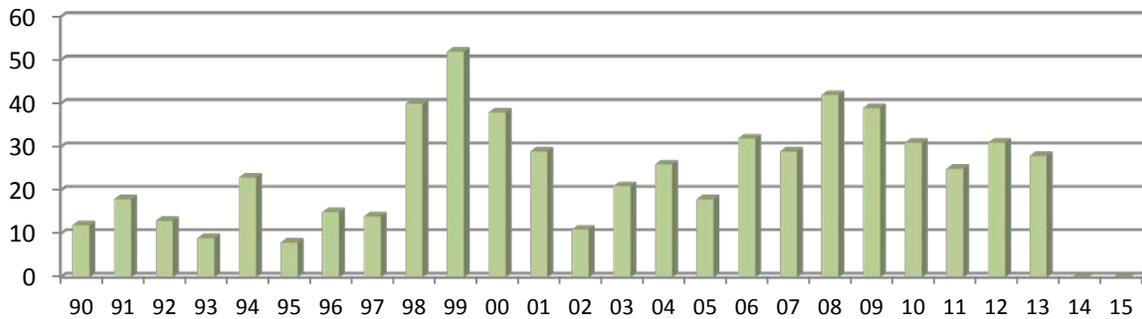
Total Incidents: 1990 - 2015



Selected Criminal Activity - Larceny Complaints: 1990 -2015



Selected Criminal Activity - Burglary: 1990-2015

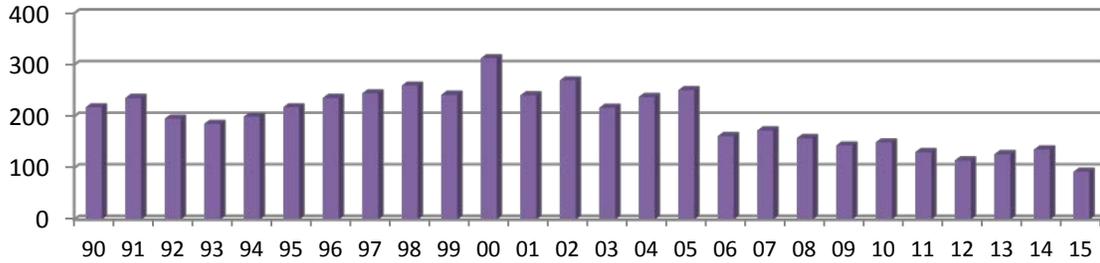


Historical Perspective: Vehicle Crashes 1970 – Present:

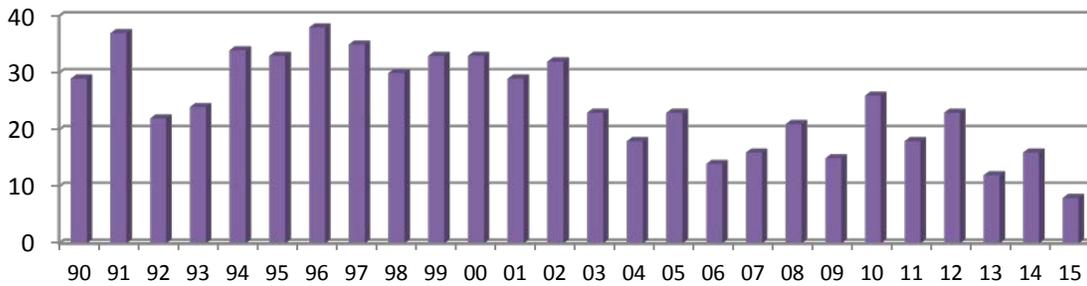
Year & Decade	Property Damage	Personal Injury	Fatal Injury	Total Accidents
80's				
1980	176	29	2	207
1981	144	36	0	180
1982	161	39	1	201
1983	171	47	0	218
1984	151	45	0	196
1985	205	28	0	233
1986	219	30	0	249
1987	178	45	0	223
1988	230	28	1	259
1989	198	25	1	224
90's				
1990	218	29	0	247
1991	236	37	0	273
1992	196	22	0	218
1993	186	24	0	216
1994	200	34	1	235
1995	218	33	1	235
1996	236	38	0	251
1997	245	35	0	274
1998	260	30	0	290
1999	242	33	0	275
00's				
2000	314	32	0	346
2001	232	30	0	262
2002	270	32	1	303
2003	219	21	0	240
2004	238	18	0	256
2005	251	23	0	274
2006	162	14	0	221
2007	173	16	0	253
2008	158	21	0	237
2009	144	15	0	209
10's				
2010	150	26	0	242
2011	131	18	0	191
2012	115	23	0	185
2013	127	12	0	183
2014	136	16	0	194
2015	93	8	0	127

Historical Perspective: Vehicle Crashes 1990 – 2015:

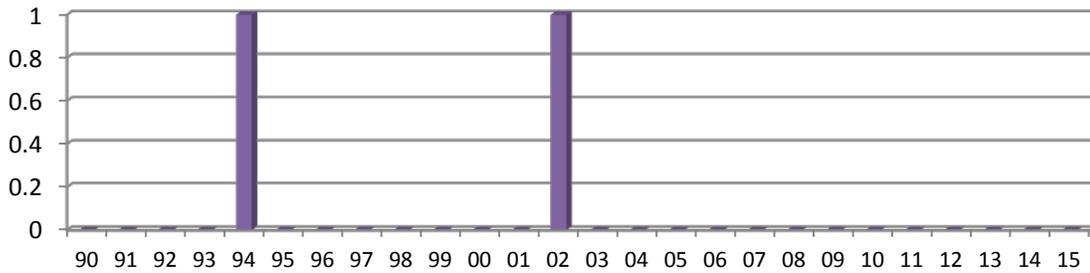
Property Damage Crashes: 1990 - 2015



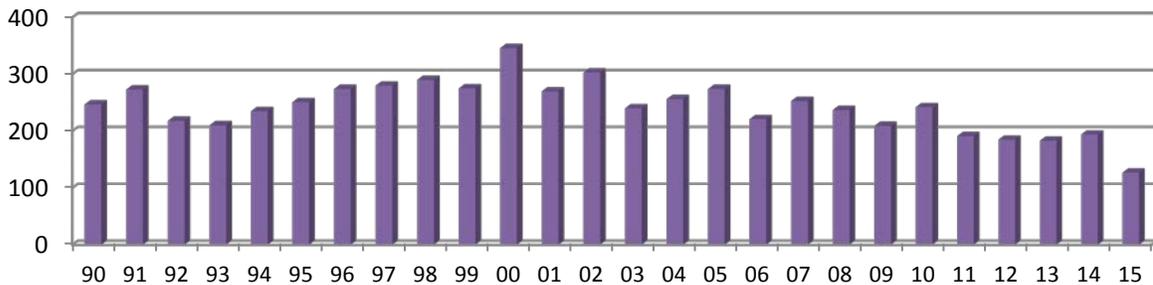
Personal Injury Crashes: 1990 - 2015



Fatal Traffic Crashes: 1990 - 2015



Total Traffic Crashes: 1990 - 2015



PROCEEDINGS OF THE CITY COMMISSION
CITY OF EAST GRAND RAPIDS

Regular Meeting Held March 7, 2016

Mayor Seibold called the meeting to order at 6:00 p.m. in the City Commission Chambers at the East Grand Rapids Community Center and led the audience in the Pledge of Allegiance.

Present: Commissioners Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Mayor Seibold

Absent: None

Also Present: Assistant City Attorney Buchanan; City Manager Donovan; Assistant City Manager LaFave; Parks & Recreation Director Bunn; Zoning Administrator Faasse; City Clerk Brower

2016-23. No public comment was received.

2016-24. Commissioner Dills commented on how different it was to chair the last meeting as opposed to participating without being in charge of the meeting.

Commissioners Hamrick and Skaggs reminded everyone to vote on Tuesday, March 8.

Commissioner Zagel urged caution when venturing onto the ice with the recent warmer temperatures.

City Manager Donovan announced the city would be starting the yard waste pickup program early on Monday, March 14 due to recent windstorms causing downed limbs and because of the recent warm weather.

Mayor Seibold thanked the Public Works crews for their work during recent snow storms and water main breaks. She noted Commissioner Skaggs was present during a presidential campaign stop by Hillary Clinton earlier in the day.

2016-25. A zoning variance hearing was held regarding the request of Andrew & Sara Baudo, owners of 725 Croswell, to allow the construction of a new home with a front yard setback of 8.2' instead of the required 25.0.'

Zoning Administrator Faasse reviewed the request to build a new home closer to the front setback than allowed by ordinance. He noted the City Commission had amended a motion at the last meeting to allow the home to be built at 8.2' from the front yard setback to better match the adjacent properties.

Joel Peterson of J. Peterson Homes, stated the proposed home would meet all other zoning requirements. He felt building the home closer to the front setback would create a better aesthetic look to the street.

Mayor Seibold opened a public hearing. No public comment was received. Mayor Seibold closed the public hearing.

2016-25-A. Skaggs-Miller. That the request of Andrew & Sara Baudo, owners of 725 Croswell, to allow the construction of a new home with a front yard setback of 8.2' from the front-porch canopy instead of the required 25.0' be approved as amended at the meeting held February 15, 2016.

Commissioner Skaggs thanked the applicants for their patience and stated he looked forward to seeing the new home built.

Commissioner Duncan spoke in favor of the amended request as she felt it would look much better than building the home 25' from the sidewalk.

Yeas: Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Seibold – 7

Nays: -0-

- 2016-26. A zoning variance hearing was held regarding the request of Paul & Kerry Hegele of 2073 Hall to allow the construction of a front porch creating a front yard setback of 26.7' instead of the established setback of 28.5' and the construction of a new detached garage with a side setback of 0.8' instead of the required 3.0.'

Zoning Administrator Faasse explained the plan to build a new garage farther back on the lot but with the same side setback as the existing garage. The applicants also wish to add a front porch to the home.

Jeff Stoltz, builder for the applicant, showed photos of the existing front door and explained the proposal to add a better front porch with a seating area and to maximize the back yard space by moving the garage closer to the rear property line.

Mayor Seibold opened a public hearing. No public comment was received. Mayor Seibold closed the public hearing.

- 2016-26-A. Zagel-Miller. That the request of Paul & Kerry Hegele of 2073 Hall to allow the construction of a front porch creating a front yard setback of 26.7' instead of the established setback of 28.5' be approved.

Commissioner Zagel felt the front porch request was reasonable and would add a nice useable space.

Mayor Seibold stated her support to allow the front porch encroachment because it was impractical to move the whole house to allow a new porch.

Yeas: Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Seibold – 7
Nays: -0-

- 2016-26-B. Hamrick-Dills. That the request of Paul & Kerry Hegele of 2073 Hall to allow the construction of a new detached garage with a side setback of 0.8' instead of the required 3.0' be approved.

Commissioner Dills did not support the request because of the difficulties in building and maintaining a structure so close to the property line. He felt there was enough space behind the house to allow vehicles to maneuver without placing the garage so close to the lot line.

Commissioner Duncan agreed and stated the side setback requirements were in place to prevent buildings so close to the lot lines for this very reason.

Commissioner Miller spoke against placing the garage so close to the lot line because it would be hard to maintain in the future.

Mayor Seibold noted the city commission tried to be consistent across the entire city and did not generally grant variances where structures were being demolished and rebuilt when there was enough room to comply.

Yeas: -0-
Nays: Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Seibold – 7

- 2016-27. Final Reading of an ordinance amendment to add Chapter 99A to Title IX of the City Code pertaining to preliminary emergency ground ambulance service.

City Manager Donovan explained the agreement reached by several communities to formalize arrangements for ambulance service. He stated the agreements would continue the great working relationships already in place and allow the standardization of procedures and reporting.

Mayor Seibold asked if the ambulance consortium would report to the local governments periodically on the process. Mr. Donovan stated the KEMS group would be able to make presentations and submit regular reports. Mr. Donovan further noted the agreements provide a procedure to work through service issues and to rebid the services if necessary.

Patrick Lickiss of AMR was present to support the agreements and the very collaborative process that had developed the service areas, standards and procedures. He stated the new agreements would allow the ambulance companies to better plan for staffing and to streamline some areas of their operations.

2016-27-A. Miller-Skaggs. That an ordinance amendment to add Chapter 99A to Title IX of the City Code adopting an agreement for ground ambulance services be introduced as set forth in Exhibit "A" attached hereto.

Yeas: Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Seibold – 7
Nays: -0-

2016-28. Final Reading of an ordinance amendment to add Section 9.703 to Chapter 99A of Title IX of the City Code pertaining to the primary ambulance service area.

2016-28-A. Zagel-Duncan. That an ordinance amendment to add Section 9.703 to Chapter 99A of Title IX of the City Code pertaining to the primary ambulance service area be introduced as set forth in Exhibit "B" attached hereto and the agreement approved as set forth in Exhibit "C" attached hereto.

Yeas: Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Seibold – 7
Nays: -0-

2016-29. Duncan-Miller. To approve the consent agenda as follows:

2016-29-A. To approve the minutes of the regular meeting held February 15, 2016.

2016-29-B. Report of Finance Committee on disbursement of funds: payroll disbursements of \$422,547.37; county and school disbursements of \$369,843.97, and total remaining disbursements of \$689,265.26.

2016-29-C. Resolution authorizing the Mayor and City Clerk to sign project contracts with the Michigan Department of Transportation for the Lake Drive/Breton project as set forth in Exhibit "D" attached hereto.

2016-29-D. List of FY 2016-17 meeting dates for the City Commission and advisory boards.

2016-29-E. Approval of a fireworks permit for Great Lakes Fireworks on behalf of the City of East Grand Rapids for the July 4, 2016 fireworks show.

2016-29-F. The purchase of computer hardware from Southern Computer Warehouse in the amount of \$8,998.00 for routine computer replacements.

Yeas: Dills, Duncan, Hamrick, Miller, Skaggs, Zagel and Seibold – 7
Nays: -0-

The meeting adjourned at 6:41 p.m., subject to the call of the Mayor until March 21, 2016.

Karen K. Brower, City Clerk

Attachments: A – Ordinance Amendment to Chapter 99A regarding ambulance service
B – Ordinance Amendment to Section 9.703 regarding ambulance service
C – Contract for ambulance service
D – Resolution for Lake Drive/Breton Rd project

Attachments listed above are available for inspection at the office of the City Clerk.

**AN ORDINANCE TO AMEND THE CODE OF THE CITY OF EAST GRAND RAPIDS BY
ADDING A NEW CHAPTER 99A TO TITLE IX OF SAID CODE**

THE CITY OF EAST GRAND RAPIDS ORDAINS:

Section 1. A new Chapter 99A entitled "Ambulance Service" is hereby added to Title IX of the Code of the City of East Grand Rapids to read as follows:

**Chapter 99A
Ambulance Service**

An Ordinance to adopt an Agreement for the designation of preliminary emergency ground ambulance service areas among EMS providers.

Section 9.701 Findings. The City Commission of the City of East Grand Rapids finds the following:

(a) There is a need to ensure that residents in the Grand Rapids metropolitan area that are the recipients of emergency medical services receive enhanced care in an efficient manner.

(b) Part 209 of the Michigan Public Health Code, Act No. 368 of the Public Acts of 1978, as amended, authorizes local governmental units to do the following:

(i) Contract for ambulance pre-hospital life support services;

(ii) Regulate ambulance pre-hospital life support operations providing the standards are not in conflict or less stringent than those provided in the Public Health Code; and

(iii) Defray costs through the collection of fees for services or by the creation and levy of special assessments.

(c) A number of local governments comprised of the cities of East Grand Rapids, Grandville, Grand Rapids, Kentwood, Rockford, and Wyoming, as well as Plainfield Charter Township, ("Participating Municipalities") and American Medical Response, Life EMS, and Rockford Ambulance (collectively, the "EMS Providers") have developed an agreement to define emergency ground ambulance service areas for each EMS Provider and establish standards for such services.

Section 9.702 Adoption of Agreement. The City hereby approves and adopts the agreement for allocation of primary emergency ground ambulance service areas among EMS Providers dated January 14, 2016, between the Participating Municipalities and the EMS Providers pursuant to the provisions of the Municipal Partnership Act, Act No. 258 of Public Acts of 2011, as amended, and the Michigan Public Health Code, Act No. 368 of Public Acts of 1978, as amended.

Section 2. This Ordinance shall be effective on March 18, 2016.

Section 3. This Ordinance shall be published in full pursuant to the provisions of Chapter VII, Section 7.5 of the Charter of the City of East Grand Rapids.

**AN ORDINANCE TO AMEND CHAPTER 99A OF TITLE IX
OF THE CODE OF THE CITY OF EAST GRAND RAPIDS BY ADDING NEW
SECTION 9.703 TO SAID CHAPTER**

THE CITY OF EAST GRAND RAPIDS ORDAINS:

Section 1. Chapter 99A of Title IX of the Code of the City of East Grand Rapids is amended by adding a new Sections 9.703 to said Chapter to read in its entirety as follows:

Section 9.703 Primary Ambulance Service Area

A. Findings. The City Commission of the City of East Grand Rapids finds the following:

(1) There is a need to ensure that residents and recipients of emergency medical services receive enhanced care in an efficient manner.

(2) The City of East Grand Rapids along with other municipalities in Kent County ("Participating Municipalities") have joined together pursuant to the Municipal Partnership Act, Act No. 258 of the Public Acts of 2011, as amended, and Part 209 of the Michigan Public Health Code, Act No. 368 of the Public Acts of 1978, as amended, to develop and enter into an agreement with three emergency ground ambulance providers, American Medical Response, Life EMS, and Rockford Ambulance (collectively, the "EMS Providers"), for ambulance pre-hospital life support services, to regulate ambulance pre-hospital life support operations by providing standards, and to defray costs through the collection of fees for services or by the creation and levy of special assessments.

(3) The Participating Municipalities and the EMS Providers have entered into a formal agreement originally dated January 14, 2016, to designate primary emergency operating rights in certain areas, to improve patient and system outcomes by ensuring continuity of services, to establish transparency in operations, and to develop data reporting standards ("Agreement").

B. Designation of Primary Service Area. Pursuant to the Agreement, the City has designated a primary emergency ground ambulance service area to the provider or providers listed in the Agreement. The Agreement contemplates periodic review of emergency ground ambulance service providers and the service areas to which they are primarily assigned. During this review process, it is possible for other emergency ground ambulance service providers to be authorized to act and to be assigned a primary service area. Unless and until such assignment is made, only a currently authorized emergency ground ambulance service provider may operate within the City.

C. Penalties. Any violation of subsection B is a municipal civil infraction. Each and every time a violation occurs is a separate offense. In addition to seeking civil fines for the violation of this Ordinance, the City may also seek injunctive relief to bar future violations.

Section 2. This Ordinance shall be effective on March 18, 2016.

Section 3. This Ordinance shall be published in full pursuant to the provisions of Chapter VII, Section 7.5 of the Charter of the City of East Grand Rapids

**AGREEMENT FOR THE DESIGNATION OF PRIMARY EMERGENCY GROUND
AMBULANCE SERVICE AREAS AMONG EMS PROVIDERS**

This Agreement for the Designation of Primary Emergency Ground Ambulance Service Areas Among EMS Providers (the "Agreement") is entered into as of _____, 2015, among the Participating Municipalities as defined herein (the "Consortium") and the emergency ground ambulance providers of American Medical Response, LIFE EMS, and Rockford Ambulance (collectively, the "EMS Providers").

RECITALS

A. Pursuant to the Municipal Partnership Act, Act No. 258 of the Public Acts of 2011, as amended the local governments of the Cities of East Grand Rapids, Grandville, Grand Rapids, Kentwood, Rockford, and Wyoming, as well as Plainfield Charter Township (collectively the "Participating Municipalities"), by separate contract, previously entered into a partnership to establish the Consortium to ensure that residents and recipients of emergency medical services as described herein receive enhanced care in an efficient manner.

B. Part 209 of Michigan's Public Health Code, Act No. 368 of the Public Acts of 1978, as amended, also known as the Emergency Medical Services Act, and Section 20948, in particular, authorizes local governmental units to do the following:

- to contract for ambulance pre-hospital life support services;
- to regulate ambulance pre-hospital life support operations providing the standards are not in conflict with or less stringent than those provided in the Public Health Code; and
- to defray costs through the collection of fees for services or the creation and levy of special assessments.

C. As a result of the work of the Consortium in partnership with the EMS Providers, the parties desire to enter into a formal agreement to (i) recognize and formalize Primary Emergency Ground Ambulance Service Areas (as defined in Section 2 below) for each EMS Provider, (ii) improve patient and system outcomes by ensuring continuity of services, (iii) improve transparency in operations, and (iv) develop data reporting standards.

D. The parties further desire to provide for the implementation of and compliance with this Agreement by providing for oversight and accountability with periodic reports to the Participating Municipalities.

TERMS AND CONDITIONS

NOW, THEREFORE, for good and valuable consideration including the covenants and pledges contained herein, the adequacy and sufficiency of which is acknowledged, the parties agree as follows:

SECTION 1. PURPOSE

The Consortium, on behalf of itself and its individual members, enters into this Agreement with the EMS Providers to achieve the following:

- A. Contract with the designated EMS Providers for emergency ground ambulance services within the Participating Municipalities.
- B. Contractually recognize each EMS Provider's Primary Emergency Ground Ambulance Service Area(s) and the corresponding responsibilities and limitations.
- C. Establish general standards and requirements for EMS Providers that are delivering emergency ground ambulance services in the Participating Municipalities.

- D. Establish reporting standards and formats for service level data to be provided by the EMS Providers to the Kent County Emergency Medical Services, the Kent County Medical Control Authority for Kent County ("KCEMS") and the Consortium, which can be analyzed to improve patient outcomes.
- E. Establish accountability measures to ensure that performance metrics established by KCEMS and the Consortium are achieved by the EMS Providers.
- F. Ensure continuity of emergency ground ambulance services for the Participating Municipalities.

It is not the intent or purpose for Participating Municipalities to provide emergency ground ambulance services.

SECTION 2. DESIGNATION OF PRIMARY EMERGENCY GROUND AMBULANCE SERVICE AREAS

- A. The parties recognize that the EMS Providers have established emergency ground ambulance service areas that the EMS Providers have generally and informally respected. By this Agreement the parties are formally designating those historically respected emergency ground ambulance service areas as depicted on the attached Appendix A as the Primary Emergency Ground Ambulance Service Area(s) for each of the EMS Providers as shown on that Appendix A.
- B. The 9-1-1 Public Safety Answering Points (call taking and dispatch centers) in Kent County ("PSAPs") will dispatch emergency ground ambulance service in accordance with this designation regardless of how those centers receive the request for service, who makes the request, or the Med or Priority level assigned to the request. Police, fire and other public safety agencies and personnel serving the Participating Municipalities shall also request emergency ground ambulance services in accordance with the Primary Emergency Ground Ambulance Service Areas designated on Appendix A. PSAP dispatches and public safety agency requests for emergency ground ambulance service will be addressed in this manner regardless of any contractual or other arrangement an EMS Provider may have with any other individual, institution, health care provider or other consumer. Unless (i) requested by the EMS Provider dispatched by the PSAP or receiving a public safety agency call for emergency ground ambulance service, or (ii) as provided in any applicable mutual aid agreement, no other EMS Provider shall respond to that incident.
- C. It is not the intent of this Agreement to affect contracts any EMS Provider has to provide ground ambulance services to a licensed health care facility. An EMS Provider may respond to a request made directly to the EMS Provider (i.e., not via a PSAP or public safety agency) made by a person or entity that is located outside of the EMS Provider's Primary Emergency Ground Ambulance Service Areas who has a contract for such services with the EMS Provider provided the EMS Provider complies with the provisions of subsection 2.D.
- D. Each EMS Provider will respond to requests for emergency ground ambulance services as provided in the applicable KCEMS Protocol in effect when the call is received. (KCEMS Protocols in effect on the date of this Agreement include the "Request for Ambulance Service Policy" (Section 6-47) and the "Medical Priority Dispatch Policy" (Section 6-19), both of which were approved by the KCEMS Board on July 1, 2013, and by the Michigan Department of Community Health [now Michigan Department of Health and Human Services] on January 23, 2014, and were implemented by KCEMS on March 1, 2014.)
- E. Any mutual aid arrangements either existing on or created after the date of this Agreement, shall be respected by the parties to this Agreement.
- F. The Consortium, in consultation with KCEMS and the EMS Providers, may by a majority vote of the Consortium Board, approve modifications to the boundaries of the Primary Emergency Ground Ambulance Service Areas at the request of the Participating Municipality.
- G. The Participating Municipalities may coordinate the adoption of ordinances and policies reasonably necessary to effectuate this Agreement.

SECTION 3. GENERAL STANDARDS OF THE DESIGNATED EMERGENCY GROUND AMBULANCE PROVIDERS

In accordance with the terms of this Agreement, the EMS Providers shall:

- A. Provide ambulance stations, equipment and personnel needed to provide emergency ground ambulance services within its recognized Primary Emergency Ground Ambulance Service Areas as provided in this Agreement.
- B. Provide emergency ground ambulance services in accordance with all applicable, city, township, County, State, and Federal laws, ordinances, policies, rules, standards and regulations.
- C. Maintain accreditation with the Commission on Accreditation of Ambulance Services throughout the term of this Agreement and any renewal or extension.
- D. Be an ambulance service provider that is accountable to KCEMS, as authorized by Part 209 of Act No. 368 of the Public Acts of 1978, as amended.
- E. Maintain compliance with all protocols, administrative policies, guidelines, directives and reporting requirements developed and published by KCEMS.
- F. Remain in good financial standing with KCEMS, as approved by KCEMS Executive Committee.
- G. Maintain compliance with the terms of all agreements between the Kent County Dispatch Authority and the EMS Providers, and with all dispatching protocols of the Kent County Dispatch Authority and PSAPs.

SECTION 4. GENERAL RESPONSIBILITIES OF THE CONSORTIUM

Consistent with the partnership contract establishing the Consortium, the Consortium or its designee, shall be responsible to enforce the terms of this Agreement and to provide regular reports to the Participating Municipalities related to the provision of emergency ground ambulance services and patient outcomes when available. The Consortium shall seek to create uniform standards and requirements to better ensure that recipients of emergency medical services receive the best possible care in the most efficient manner.

SECTION 5. SPECIFIC SERVICE REQUIREMENTS OF EMERGENCY GROUND AMBULANCE PROVIDERS

Notwithstanding an EMS Provider's Primary Emergency Ground Ambulance Service Area(s), an EMS Provider will send an ambulance consistent with the following:

- A. All requests for ambulance service referred to the EMS Provider that are received through a PSAP, including 9-1-1 callers who may lie outside the EMS Provider's designated Primary Emergency Ground Ambulance Service Area(s).
- B. All requests for appropriate resources for mass casualty incidents and disasters as required in applicable local and regional protocols and policies.
- C. All requests for ambulance service originating in the Participating Municipalities that were calls received by other means if the call is triaged using KCEMS-approved dispatch protocols to receive a Priority-1, Priority-2, or Priority-3 response.
- D. All requests for medical stand-by at working fires and other significant fire operations incidents – at no cost to the requesting jurisdiction.

SECTION 6. SPECIFIC REQUIREMENTS OF DESIGNATED EMERGENCY GROUND AMBULANCE PROVIDERS.

While this Agreement remains in effect, each EMS Provider agrees to provide emergency ground ambulance services consistent with the following:

A. MAINTAIN ACCREDITATION WITH THE COMMISSION ON ACCREDITATION OF AMBULANCE SERVICES (CAAS)

An EMS Provider shall maintain accreditation with the Commission on Accreditation of Ambulance Services. Any notice or violation of an accreditation standard received by an EMS Provider shall be reported to the Consortium and KCEMS. The Consortium and KCEMS may request and, when requested, each EMS Provider shall provide documentation of compliance with accreditation standards at any time during the term of this Agreement.

B. AMBULANCE MEMBERSHIP PROGRAM RECIPROCITY

All EMS Providers designated through this Agreement shall provide and accept full reciprocity in ambulance service memberships offered by other EMS Providers.

C. PROCESS PERFORMANCE REQUIREMENTS

EMS Providers will comply with process performance requirements including clinical quality data consistent with the current KCEMS Quality Improvement (QI) Plan as updated from time to time by KCEMS.

D. AMBULANCE MARKINGS

All markings and color schemes for vehicles used for emergency ground ambulance services shall affirmatively promote vehicle safety, public safety, and a professional image. Any advertising and marketing for emergency service vehicles shall emphasize the "9-1-1" emergency telephone number. The advertising of any other telephone numbers for any type of emergency service is not permitted.

E. GPS

If the Consortium and PSAPs request the EMS Providers to do so, the EMS Providers will provide all PSAPs in Kent County with a web-based link or other such technological solution as approved by the Consortium to provide the real-time location of its emergency ground ambulance response units. The EMS Providers will install a CAD-to-CAD interface which will allow real-time location information to be available in the PSAPs as the technology for the same becomes reasonably available and the PSAPs have it available. It is not the intent of the Consortium to apply a penalty to this requirement except for failing to supply the required real-time link to the information requested.

F. MEDICAL EQUIPMENT LIST

All EMS Providers shall be in compliance with equipment standards established by KCEMS and the State of Michigan Department of Health and Human Services (or successor agency), as revised from time to time.

G. AGREEMENT REVIEW MEETINGS

The EMS Providers shall participate in review meetings with the Consortium or its designee on a mutually agreed schedule. The EMS Providers shall each have a representative in attendance at all regularly scheduled review meetings, which representative shall have the authority to respond to and resolve issues, problems, disputes, and other matters that may come before the Consortium, or its designee. Nothing herein shall be interpreted to limit the ability of the parties to hold other meetings.

H. AMBULANCE RATE DISCLOSURE

The EMS Provider shall, within 30 days after the effective date of this Agreement and before the effective date of any modifications provide the Consortium with an updated list of all rates assessed by the EMS Provider. The Consortium may publish the rates on the Consortium's website or in

another publicly available venue.

I. RIGHT TO INSPECT RECORDS, FACILITIES, VEHICLES AND PROCESSES¹,

The EMS Providers shall allow the Consortium and/ or its designee, to inspect, audit, and copy all records related to the delivery of services under this Agreement, including, but not limited to, inspection of records from the State, training and certification records of EMS Provider staff, patient care records, dispatch records, and any other applicable records upon advance notice of at least two (2) business days. Such records shall be made available for inspection, auditing and copying at a location within Kent County, Michigan.

The Consortium or its designee shall have the right to inspect, audit, and observe processes in any facilities, or ride along on ambulances used by the EMS Provider in monitoring this Agreement. Should the Consortium or its designee, in coordination with KCEMS, determine that a vehicle or equipment item is not in good condition, the Consortium, may request replacement and the EMS Provider will comply within an agreed-upon time-frame.

J. CRITICAL FAILURE REPORTING

Any time an ambulance is dispatched to an emergency call or the ambulance is transporting a patient from an emergency request for service and cannot complete the transport due to mechanical or other reason not related to system management (reassignment of priority) this will constitute a "Critical Failure" and must be reported by the EMS Provider within 72-hours of the occurrence to the Consortium or its designee.

K. CLIENT SATISFACTION SURVEY

To gauge client satisfaction with the emergency services provided pursuant to this Agreement, the EMS Providers shall annually conduct client satisfaction surveys and will provide to the Consortium and KCEMS a copy of those surveys no later than July 1 of each year, or upon another mutually agreed upon date. The Consortium may conduct a client satisfaction survey. The EMS Providers will comply with all requests for information necessary to complete the Consortium's survey, subject to any legal requirements and/or limitations.

L. TIME SYNCHRONIZATION

The parties acknowledge and agree that it is important that all EMS Providers' time-keeping devices be synchronized. Each EMS Provider will be responsible to comply with the following standards:

- Ambulance CAD server time shall be configured to sync with the National Institute of Standards and Technology Internet Time Service.
- Electronic patient care report devices shall be configured to sync with the National Institute of Standards and Technology Internet Time Services. Monitors/Defibrillators and other biomedical equipment with time logging features shall be configured to sync with electronic patient care report devices upon download.

At any time during the term of this Agreement, the Consortium or its designee may request a demonstration that equipment is in compliance with the foregoing standards.

¹ The access to, inspection or copying of any patient care record or other document or recording which may contain Protected Health Information (PHI) may only be released to the Consortium under HIPAA or through a KCEMS Professional Standards Review Organization (PSRO) committee. The Consortium shall not retain any permanent copy of a protected patient care record outside of KCEMS PSRO process and shall not disclose or disseminate any case specific information related to protected materials to the extent permitted by law.

M. ELECTRONIC PATIENT CARE REPORT SYSTEM

The EMS Provider will utilize an electronic patient care report ("ePCR") system using emergency medical services data collection software in conjunction with an electronic data collection tool appropriate for bedside/field use. The specific software and hardware system must be compliant and compatible with current National EMS Information System ("NEMSIS"), the State of Michigan EMS Bureau data standards and requirements, and require approval from KCEMS prior to implementation.

All data collected by the ePCR will be made available for use by KCEMS and for quality management, research and auditing purposes, in data file formats, mapped exports or reports produced by the EMS Provider as specified by KCEMS in coordination with the Consortium or its designee.²

SECTION 7. DURATION OF AGREEMENT

A. INITIAL TERM OF AGREEMENT

The initial term of this Agreement will be 18 months beginning on _____, 2015. Within six months, the EMS Providers shall comply with and implement all KCEMS data reporting standards necessary to meet the data and reporting standards established by KCEMS Administrative Policy/Protocol as updated and amended from time to time. Twelve months after the effective date of this Agreement, the Consortium or its designee will begin a review of compliance with the terms of this Agreement for each EMS Provider. Thereafter, and based on its compliance review, in the 15th month of this Agreement, the Consortium may, in its sole discretion:

- Extend this Agreement by offering a five year extension of this Agreement to some, all, or none of the EMS Providers
- Extend this Agreement for 12 months or in other increments chosen by the Consortium.
- In the event that an EMS Provider fails to meet the terms of this Agreement after eighteen months and is found by the Consortium to be in major breach of the terms of this Agreement, the Consortium may place all, or part, of the EMS Provider's allocated Primary Ground Ambulance Service Area(s) out to bid through a competitive RFP process

The EMS Providers agree to provide service under any extensions to this Agreement, if requested by the Consortium, subject to the terms of this Agreement.

B. LONG TERM AGREEMENT AND POTENTIAL EXTENSIONS

This Agreement takes into consideration the fact that the establishment of an effective and sustainable emergency ground ambulance service is complex and requires considerable on-going investments. In addition to the provisions set forth in Section 7.A., the parties agree that the Consortium may, with the approval of the EMS Providers, enter into additional extensions of this Agreement subject to the provisions of Section 7.C..

C. MANDATORY RFP PROCESS

To ensure that the Participating Municipalities are receiving and providing high-quality services that meet best-practices and are consistent with providing the best services available at the most efficient costs, and notwithstanding any other provision herein, the Consortium shall issue a "Request for Proposals" not later than December 31, 2025. There is no obligation on behalf of the Consortium to

² See fn. 2, supra.

change providers or the existing service delivery model after issuing the RFP; the purpose is to ensure that the Consortium has the best available information regarding best-practices for emergency ground ambulance services. The mandatory RFP Process may be waived if, by a majority vote of the Consortium, it is agreed that the RFP Process will not improve the quality of EMS services which are provided pursuant to this Agreement.

D. NOTICE ON EXTENSION

Except as otherwise provided for herein, notice of any extension approved by the Consortium shall be provided in writing to the EMS Providers not less than three months prior to the effective date of any such extension.

SECTION 8. COMPENSATION

The sole compensation to the EMS Providers for services rendered under this Agreement are:

- the designation of emergency ground ambulance service market rights in its assigned Primary Ground Ambulance Service Area(s);
- the ability to collect revenues from fee-for-service or other third-party payers.

Neither the Consortium nor the Participating Municipalities will provide any compensation for emergency medical services provided pursuant to this Agreement.

SECTION 9. PERFORMANCE REQUIREMENTS AND REPORTING STANDARDS

Quarterly the EMS Provider will submit a report to KCEMS which accurately identifies the medical outcome data set forth in KCEMS Administrative Policy/Protocol as updated and amended from time to time. The data and information provided to KCEMS shall minimally include the following:

1. Number of calls
2. Response priority
3. Transport priority
4. Response Time Intervals Performance, using the criteria and methods described in attached Appendix B which is incorporated by reference.
5. Cases falling out of response time intervals
6. Cardiac arrests as part of the CARES data for the community.
 - a. Number of arrests
 - b. Number worked by ALS
 - c. Number transferred to hospital
 - d. Number discharged from hospital
 - e. Survival of witnessed shockable arrests
7. STEMIS – A specific type of heart attack
 - a. Scene time
 - b. Time to EKG
 - c. Overcall/undercall rate
8. RAPS score.

To reflect changes in advances in medical science and industry best practices, this Section 9 may be modified by the Consortium in collaboration with KCEMS and notice of such changes provided to the EMS Providers. Nothing herein shall prohibit the ability of the Consortium to establish specific performance data and measurement standards independent of those set forth in this Agreement, which authority is specifically reserved to the Consortium and KCEMS. Any such changes to this Agreement or to other medical performance standards must be approved by the Consortium.

SECTION 10. COMPLIANCE INCENTIVES AND PENALTIES

During the initial term (18-months) of this Agreement, the application of penalties is suspended unless the response time falls below a compliance rate of 80% based upon monthly aggregate data.

As an incentive for EMS Providers to maintain the highest levels of service, following the initial term of the Agreement, individual response penalties on calls within the applicable zone standard for a given month are waived if aggregate performance for that month equals or exceeds 92% compliance.

In an effort to improve patient and system outcomes based upon evidenced based data, the Consortium, at the request and recommendation of KCEMS, may approve changes to the response time criteria, suspend penalties to allow for adjustment to revised response time criteria, or develop new response time incentives and penalties. EMS providers shall be given notice at least 45-days prior to the effective date of any such changes to the response time criteria. The current Response Times are established to be consistent with KCEMS policy related to "Ambulance Provider Standards." It is expected that these response times will continue to be updated throughout the term of this Agreement in coordination with KCEMS.

Non-compliance for individual cases and monthly aggregate data shall subject an EMS Provider to penalty fees as set forth herein. Higher tiers in the incentive / penalty structure apply to recurring non-compliance situations.

A. Response Time Intervals: Priority I

- Response time must be in compliance $\geq 90\%$ in monthly aggregate based upon the zone stated below:
 - Urban Zone: 8 minutes zero seconds
 - Suburban Zone: 12 minutes zero seconds
 - Rural Zone: 15 minutes zero seconds
- Non-Compliance Penalties for Priority I Response Time:
 - Individual responses: \$5/whole minute increment
 - Monthly aggregate: \$100 for each 1% increment $< 90\%$ compliance
- Incentive for Above Minimum Compliance
 - Individual response penalties on calls within 8 minutes of applicable zone standard for a given month are waived if aggregate performance for that month equals or exceeds 92% compliance.
 - Inclusion / Exclusion Criteria: As described in Appendix B.

B. Response Time Intervals: Priority II.

- Response time must be in compliance $\geq 90\%$ in monthly aggregate based upon the zone stated below:
 - Urban Zone: 20 minutes zero seconds

- Suburban Zone: 20 minutes zero seconds
- Rural Zone: 20 minutes zero seconds
- Non-Compliance Penalties:
 - Individual responses: \$5/whole minute increment
 - Monthly aggregate: \$100 for each 1% increment <90% compliance
- Incentive for Above Minimum Compliance
 - Individual response penalties on calls within 10 minutes of applicable zone standard for a given month waived if aggregate performance for that month equals or exceeds >92% compliance
 - Inclusion / Exclusion Criteria: As described in Appendix B.

C. Response Time Intervals: Priority III

- There are no currently adopted response times for Priority III calls. KCEMS in coordination with the Consortium will be adopting response times when quantitative data is available.
- Response time must be in compliance $\geq 90\%$ in monthly aggregate based upon the zone stated below:
 - Urban Zone:
 - Suburban Zone
 - Rural Zone:
- During periods of inclement or dangerous weather, and when a patient is known to be outside in the elements, Medical First Responders must be sent to the call unless the ambulance will arrive to the scene within 10 minutes of the initial request.
- Non-Compliance Penalties:
 - Individual responses: \$5/whole minute increment
 - Monthly aggregate: \$100 for each 1% increment <90% compliance
 - In the event an EMS provider fails to notify Medical First Responders for a patient known to be outside in dangerous or inclement weather: \$100 for each minute beyond 10 minutes until the arrival of the ambulance
- Incentive for Above Minimum Compliance
 - Individual response penalties on calls within 10 minutes of applicable zone standard for a given month waived if aggregate performance for that month equals or exceeds >92% compliance
 - Inclusion / Exclusion Criteria: As described in Appendix B.

D. Patient Contact Time Documentation

- Standard: Documented in a discrete data field for each response with patient contact with >95% reliability
- Non-Compliance Penalties:
 - \$10/missing time stamp

- \$100 for each whole 1% <95% reliability in monthly aggregate data
- Above Minimum Compliance Incentive
 - Individual missing time stamp fines waived with >97% reliability
- Exceptions:
 - Multiple patient incidents

Each EMS Provider will be expected to maintain 100% compliance with all KCEMS administrative standards, policies, procedures, and protocols as amended from time to time. Failure to maintain 100% compliance will be considered a minor breach of agreement and subject to escalation to a major breach as outlined in Section 11.

SECTION 11. BREACH OF AGREEMENT

A. MINOR BREACH

The following shall constitute a minor breach of this Agreement:

1. Following the initial term of the Agreement, meeting the scheduled response time interval standards for Priority I, Priority II, or Priority III calls with less than 90% but greater than 88% reliability in a calendar month in the Primary Ground Ambulance Service Area(s) as set forth in Appendix A.
2. Following the initial six months of this Agreement, less than 100% compliance with any of the performance and reporting standards established KCEMS administrative standards, policies, procedures, and protocols apart from those listed below:
 - a. Response Time Interval Standards
3. Failure to comply with any KCEMS data / reporting request within 5 business days unless additional time is granted by KCEMS Executive Director or Medical Director.
4. Except as provided otherwise herein, failure to comply with any other requirement of this Agreement

Upon written notice to the EMS Provider by registered mail, receipt confirmed courier delivery, receipt confirmed email, or hand delivery advising that a minor breach has occurred, the EMS Provider shall have 45 days to submit documentation establishing that the breach has been corrected and provide documentation that steps have been taken to ensure that the breach will not recur. The Consortium reserves the right to verify compliance by any means it deems appropriate. If the verification does not support that the breach has been corrected and the 45 day timeframe has been exceeded, the violation shall then be deemed to constitute a major breach pursuant to Section 11.B. The EMS Provider may request an extension to the 45- day correction period from the Consortium which may be granted in the sole discretion of the Consortium.

B. MAJOR BREACH

The following shall constitute a major breach of this Agreement:

1. Two minor breaches in any 90 day period.
2. Failure of the EMS Provider to remain in substantial compliance with the requirements of Federal, State, or local laws, ordinances, policies, and regulations, including any loss or suspension of any necessary license or authorization;
3. Failure of the EMS Provider to remain in substantial compliance with the requirements, policies, procedures, regulations and fee obligations of KCEMS.

4. Failure of the EMS Provider to respond to all calls for service within their Primary Ground Ambulance Service Area(s) or ensure a response to all calls for service within their Primary Ground Ambulance Service Area(s);
5. Failure of the EMS Provider to comply with any particular response time interval performance requirement for the Consortium Service Area in the aggregate for two consecutive months, or for any four months in a 12 month period;
6. Failure of the EMS Provider to arrive at the scene for emergency response calls within the timeframes specified below 80 percent of the time in any month, excluding calls which meet the exception criteria outlined in Appendix B.
7. Failure by the EMS Provider to comply with required payment of fines or penalties within 30 days of written notice of the imposition of such fine or penalty;
8. Failure of the EMS Provider to maintain compliance with the insurance requirements specified in this Agreement;
9. The institution of proceedings for relief by EMS Provider under any chapter of the United States Bankruptcy Code or under any state bankruptcy code, or the consent by the EMS Provider to the filing of any bankruptcy or insolvency proceedings against EMS Provider in any state or federal court, or the entry of any order adjudging the EMS Provider insolvent or appointing a receiver, liquidator, or a trustee in bankruptcy for EMS Provider or its property in any state or federal court;
10. The voluntary or involuntary dissolution of EMS Provider;
11. At any time during the term of this Agreement or any extension the EMS Provider is suspended, excluded, barred or sanctioned under the Medicare Program, any Medicaid programs, or any other Federal or State programs for the payment or provision of medical services;
12. Any other willful acts or omissions of the EMS Provider that endanger the public health or safety;
13. Any other breach of the terms of this Agreement by an EMS Provider set forth in Section 11.A. which remains uncorrected after 45 days written notice from the Consortium without extension for cure granted by the Consortium; and
14. A third breach of the same provision of this Agreement (whether such breach by itself would constitute a Major or Minor Breach) in a 12 month period after written notice of the first two breaches has been provided to EMS Provider by the Consortium, even if the prior breaches were cured by the EMS Provider during an applicable cure period, if any.

In the event that the Consortium determines that a Major Breach has occurred, the Consortium shall provide written notice of the breach to the EMS Provider. The notice shall contain a reasonable period for EMS Provider to cure such breach, taking into account the nature of the breach. In the event that a major breach remains unresolved for more than the authorized cure period, in addition to any and all rights and remedies available to the Consortium, the Consortium shall have the right upon written notice to declare the EMS Provider in default of this Agreement and take one or more of the following actions:

- Impose fines on the EMS Provider in the amount of \$1,000 per day, per Major Breach, until such time as the breach or breaches are completely cured or this Agreement is terminated.
- Terminate this Agreement with that EMS Provider upon a date set by the Consortium.

All remedies available to the Consortium shall be cumulative and the exercise of any rights and remedies shall be in addition to the exercise of any other rights and remedies available to the Consortium at law or in equity.

SECTION 12. INSURANCE REQUIREMENTS

A. QUALIFICATIONS

At all times while this Agreement remains in effect, the EMS Provider shall maintain on file with the Consortium or its designee all required insurance coverages as set forth in this Agreement, which coverages shall also comply with the following:

- All insurance policies shall be issued by companies authorized to do business under the laws of the State of Michigan and acceptable to the Consortium.
- The policies shall clearly indicate that the EMS Provider has obtained insurance of the type, amount and classification as required in strict compliance with this Section 12.
- No modification or change or cancellation of insurance shall be made without 30 days prior written notice to the Consortium, except for cancellation for non-payment for which ten days prior written notice shall be provided.

B. INSURANCE

1. WORKER'S COMPENSATION

Each EMS Provider shall provide Workers' Compensation coverage for all employees. The limits will meet statutory obligations for Workers' Compensation and \$100,000 for Employer's Liability. Said coverage shall include a waiver of subrogation in favor of the Consortium, Participating Members, KCEMS and their agents, employees and officials.

2. COMPREHENSIVE GENERAL LIABILITY

Each EMS Provider will provide general liability coverage for all operations including, but not be limited to, contractual, products and completed operations, and personal injury. The limits will be not less than \$2,000,000 Combined Single Limit (CSL) provided on a per occurrence basis.

3. COMMERCIAL AUTOMOTIVE LIABILITY

Each EMS Provider shall provide coverage for all owned and non-owned vehicles used in its operations under this Agreement for limits of not less than \$2,000,000 Combined Single Limit (CSL) or its equivalent.

4. MEDICAL MALPRACTICE LIABILITY

Each EMS Provider shall obtain and maintain medical malpractice liability insurance for each employee, agent, or servant responsible for providing medical care during the course of his/her employment. Such liability insurance shall not be less than \$1,000,000 per person and shall be issued on a per occurrence basis.

5. EXCEPTIONS

Any exceptions to these insurance requirements must be approved in writing by the Consortium. Should any EMS Provider be unable to meet the insurance requirements set forth in this Agreement, the EMS Provider may, at its discretion and on a case-by-case basis, request the Consortium to accept a modified qualification. The EMS Provider will be required to present justification and documentation to the Consortium, or its designee, before said request can be evaluated, reviewed, or acted upon.

C. AUTHORIZED INSURANCE PROVIDERS

If at any time any of the policies shall be or become unsatisfactory to the Consortium as to form or substance, or if any carrier issuing policies for insurance required herein shall be or becomes reasonably unsatisfactory to Consortium, EMS Provider shall immediately obtain a new evidence of insurance

satisfactory to the Consortium in replacement thereof.

D. NON-RELIEF OF LIABILITY AND OBLIGATIONS

Compliance with the foregoing insurance requirements shall not relieve an EMS Provider of its liability and obligations under any part of this Agreement.

E. PARTICIPATING MUNICIPALITIES AS ADDITIONAL INSUREDS

To the extent allowed by law, all insurance coverages, except medical malpractice insurance, shall name the Participating Municipalities, KCEMS, the Consortium and their officers, employees and agents as additional insureds or as the beneficiaries of the policy as required by the Consortium. Neither the Participating Municipalities, the Consortium, nor their employees, officers or agents shall be liable for any sums of money that may represent a deductible in any insurance policy.

F. SUBJECT TO CONSORTIUM APPROVAL

All insurance policies submitted by an EMS Provider are subject to approval by the Consortium. Insurance companies shall be rated "A" or "A-" by A.M. Best Inc., or equivalent.

G. DOCUMENTATION

Prior to the effective date of this Agreement, documentation reasonably satisfactory to the Participating Municipalities shall be filed with the Consortium evidencing the EMS Provider's maintenance of required insurance coverages and establishing the endorsements specified herein and compliance with the provisions of this Agreement. Each EMS Provider shall also file with the Consortium documentation reasonably satisfactory to the Participating Municipalities for those policies that are renewed during this Agreement or for any policies replaced or modified during the term of this Agreement.

H. SELF-INSURANCE

An EMS Provider may propose a self-funded insurance alternative (self-insurance) in lieu of purchasing insurance as specified in this Section 12. The Consortium reserves the right in its reasonable discretion to evaluate and approve the EMS Provider's self-insurance alternative. The Consortium reserves the right to require commercial insurance in the amounts and types as set forth above. Approval of a self-insurance alternative should not be assumed.

The Consortium reserves the right to approve or deny an EMS Provider's request to switch to a self-insured alternative or to condition approval upon such measures reasonably required by the Consortium including, without limitation, obtaining a satisfactory umbrella policy or other surety to protect against catastrophic claims. The EMS Provider shall not assume such approval will be granted and must allow sufficient time for the Consortium to review such a request.

SECTION 13. INDEMNITY REQUIREMENTS

Nothing in this Agreement shall be interpreted or construed to constitute a waiver of the Participating Municipalities entitlement to rely on a defense of governmental immunity to the extent otherwise permitted by law, which right is affirmed.

A. HOLD HARMLESS PROVISIONS

Each EMS Provider shall hold harmless and indemnify the Consortium, the Participating Municipalities and their respective officers, elected officials, employees and agents (each, an "Indemnitee") from all claims, suits, legal actions, demands, damages, liabilities, losses, costs and expenses, including reasonable attorney fees, arising out of any negligent act or omission of that EMS Provider in connection with its performance of the services under this Agreement (the "EMS Provider Indemnification"). The EMS Provider indemnification shall not be interpreted to waive or release any legal defense, immunity or exemptions afforded to EMS Providers under Michigan law. The EMS Provider indemnification shall not be applicable where the claims, suits, legal actions, demands, damages, liabilities, losses, costs and

expenses, including attorney fees, arise from the negligence, gross negligence and/or willful misconduct of the Consortium or any of the Participating Municipalities.

In the event that any claims, suits, legal actions, and/or demands are brought against an Indemnitee and fall within the EMS Provider Indemnification as outlined in the preceding paragraph, then the applicable EMS Provider shall provide the Consortium and any Participating Municipalities named in such actions or demands with a legal defense, including the payment of all reasonable legal expenses associated with such a defense, to the extent provided under the insurance coverage set forth in section 12 of this Agreement. The EMS Provider, in consultation with its insurer, shall have the exclusive right to select counsel of the EMS Provider's choice and shall direct all defense in connection any such claims, suits and demands. The provisions of this section 13.A. shall survive termination of this Agreement.

B. LIMITATION OF DAMAGES

In no event shall the Consortium or Participating Municipalities be liable to an EMS Provider or to any third party for any incidental, indirect, consequential, special or punitive damages arising out of or relating to this Agreement, including but not be limited to any claims for lost business or profit, consequential damages or otherwise, regardless of whether the Consortium and Participating Municipalities had been advised of the possibility of such damages. By way of example and not limitation, neither the Consortium nor the Participating Municipalities shall be liable to any EMS Provider for any claims of lost business or profit arising out of any finding of breach or declaration of default by the Consortium or Participating Municipalities. In furtherance of the foregoing, the EMS Providers voluntarily and knowingly waive and release any claim for business, consequential or similar damages resulting from the existence or implementation of this Agreement.

C. NOTIFICATIONS

The EMS Provider shall notify the Consortium whenever the State of Michigan Bureau of Emergency Medical Services or other State agency is conducting an investigation of any of its personnel or the operations that provide ambulance service to the Consortium.

SECTION 14. VACATED SERVICE AREA SERVICE GUARANTEE

In order to promote public safety and to ensure that emergency ground ambulance services are available in designated services areas, the parties covenant that if during the term of this Agreement (including any extension term) an EMS Provider is unable to provide emergency ground ambulance services in its designated Primary Ground Ambulance Service Area(s) for whatever reason, then the remaining EMS Providers will jointly provide such services in the impacted areas as designated and requested by the Consortium or its designee.

SECTION 15. WITHDRAWAL FROM OR TERMINATION OF AGREEMENT

Any Participating Municipality or individual EMS Provider may withdraw from this Agreement without terminating this Agreement. Any withdrawal or termination must comply with the following provisions:

A. To the extent consistent with the foundational documents establishing the Consortium, at any time a Participating Municipality may withdraw from participation in the Agreement for cause by providing written notice to the Consortium subject to the following:

- In the event that a Participating Municipality withdraws from participation, the Consortium will immediately notify the affected EMS Provider of the withdrawal. The EMS Provider agrees to provide services for a period of up to 180-days, or until such time as mutually agreed between the EMS Provider and the withdrawing Participating Municipality.
- Withdrawal by a Participating Municipality does not impact the application of the terms of this Agreement to other parties to this Agreement.

B. In the event that an EMS Provider desires to withdraw from this Agreement it must provide written notice of the withdrawal not less than 180 days in advance of terminating services and must continue to provide service throughout the 180 day period at the expected levels as stated in this Agreement or until such time as the EMS Provider and Consortium mutually agree to terminate services. Withdrawal from this Agreement by an EMS Provider does not impact the application of the terms of this Agreement to other parties.

C. This Agreement may be terminated by the mutual consent of the parties subject to the following:

- The termination must be documented in writing between the Consortium and the EMS Providers
- The EMS Providers agree to fully comply with the obligations set forth in Section 16.

SECTION 16. OUTGOING EMS PROVIDER PROVISIONS

A withdrawing EMS Provider must continue to provide services in compliance with the provisions of this Agreement as set forth in Section 15.B. during the withdrawal period.

The parties agree that no records, data, or information, regardless of source, shall be erased, discarded, modified or removed from the premises of the EMS Provider outside the normal course of business activities, or modified without the specific written approval of the Consortium. Any information, spreadsheets, documents, data, or electronic media shall become the property of the Consortium. Any loss or damage to such records, materials or information, for any reason, may be replaced/recreated by the Consortium and the cost for such restoration paid by withdrawing EMS Provider.

Personnel records of employees shall, with the proper consent of employees, be released to the Consortium or its designee in a timely manner.

Unless otherwise specifically instructed, all requests pursuant to this Section 16 shall be met within two (2) weeks of written request for said documents.

It is expressly understood and agreed to by all parties that any delay, lack of submittal of requested or required information, or impedance of any kind on the part of the withdrawing EMS Provider as the Consortium attempts to exercise any or all of these provisions shall constitute a major breach of Agreement.

Section 17. Miscellaneous

A. SUCCESSORS AND ASSIGNS

This Agreement shall not be assigned by any party without the written consent of the other parties to this Agreement. All the terms and provisions of this Agreement shall be binding upon, shall inure to the benefit of, and shall be enforceable by the successors and permitted assigns of the parties to this Agreement.

B. SEVERABILITY

The unenforceability of any provision of this Agreement shall not affect the enforceability of the remaining provisions of this Agreement. In the event any provision of this Agreement is found to be invalid or unenforceable in any manner, that provision shall be deemed amended in as minimal a manner as possible so as to make the provision valid and enforceable.

C. THIRD PARTIES

This Agreement is for the benefit of the parties, their successors and assigns, and is not for the benefit of any third party.

D. NOTICES

All notices and other communications provided for in this Agreement shall be in writing and shall be

deemed to have been given (i) when delivered in person to the recipient, (ii) 48 hours after deposit in the United States Mail, by certified mail, postage prepaid, addressed to the party at its address set forth above or at another address as the party shall designate by providing notice under this Section; (iii) when Federal Express or comparable express delivery services delivers the notice to the recipient; (iv) when the recipient receives the notice by electronic mail to the correct electronic mail address of the recipient, as confirmed in electronic notice to the sender.

E. COUNTERPART EXECUTIONS; FACSIMILES AND ELECTRONIC MAIL

The parties may execute this Agreement in any number of counterparts with the same effect as if all parties had signed the same physical document. Each party may transmit the executed copies in an imaged format to the other parties by facsimile or electronic mail, and the imaged copies shall have the same effect as if all parties had signed the same physical document. All executed counterparts, whether originals or copies sent by facsimile, electronic mail, or a combination, shall be construed together and shall constitute one and the same Agreement.

The parties have signed this Agreement as of the date first written above.

[SIGNATURES ON FOLLOWING TWO PAGES]

EMS CONSORTIUM, a joint endeavor pursuant to
2011 PA 258

LIFE EMS, INC., a Michigan corporation

By: _____
Kenneth Krombeen, Board Chairperson

By: _____
Mark Meijer, President

By: _____
Cameron Van Wyngarden, Board Secretary

Date signed: _____, 2016

Approved: January 14, 2016

Date signed: _____, 2016

CITY OF EAST GRAND RAPIDS, a Michigan
municipal corporation

PARAMED, INC., a Michigan corporation, d/b/a
AMERICAN MEDICAL RESPONSE

By: _____
Amna Seibold, Mayor

By: _____
Richard Whipple, General Manager

By: _____
Karen Brower, Clerk

Date signed: _____, 2016

Approved: _____, 2016

Date signed: _____, 2016

CITY OF GRAND RAPIDS, a Michigan municipal
corporation

ROCKFORD AMBULANCE, INC., a Michigan
nonprofit corporation

By: _____
Rosalynn Bliss, Mayor

By: _____
Roger C. Morgan, CEO

By: _____
Darlene O'Neal, Clerk

Date signed: _____, 2016

Approved: _____, 2016

Date signed: _____, 2016

CITY OF GRANDVILLE, a Michigan municipal corporation

By: _____
Steve Maas, Mayor

By: _____
Mary Mienes, Clerk

Approved: _____, 2016

Date signed: _____, 2016

PLAINFIELD CHARTER TOWNSHIP, a Michigan municipal corporation

By: _____
Jay Spencer, Supervisor

By: _____
Ruth Ann Karnes, Clerk

Approved: _____, 2016

Date signed: _____, 2016

CITY OF KENTWOOD, a Michigan municipal corporation

By: _____
Stephen Kepley, Mayor

By: _____
Dan Kasunic, Clerk

Approved: _____, 2016

Date signed: _____, 2016

CITY OF WYOMING, a Michigan municipal corporation

By: _____
Jack Poll, Mayor

By: _____
Kelli VandenBerg, Clerk

Approved: _____, 2016

Date signed: _____, 2016

CITY OF ROCKFORD, a Michigan municipal corporation

By: _____
Jerry Coon, Mayor

By: _____
Christine Bedford, Clerk

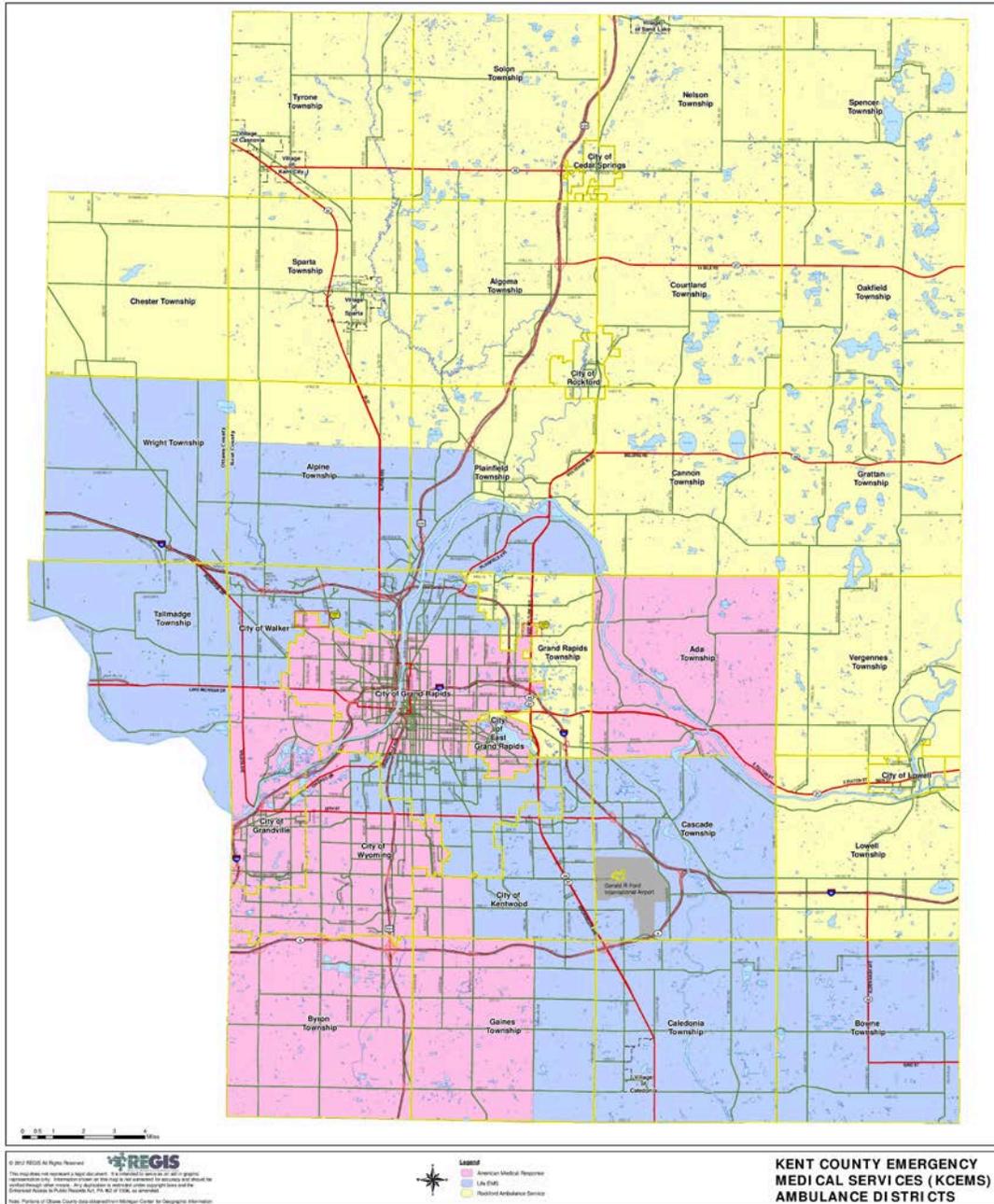
Approved: _____, 2016

Date signed: _____, 2016

Appendix A

Ambulance Service Area Map as mutually agreed between KCEMS, AMR, LIFE EMS, and Rockford Ambulance for the purpose of defining the Service Areas for PSAP 911 Emergency Referrals. KCEMS maintains detailed description of boundaries agreed to December 23, 2009.

Ambulance Territory Map – Areas in Yellow are covered by Rockford Ambulance Service; Pink by AMR; Blue by Life EMS.



Appendix B

I. Response Time Interval Measurement Methodology

EMS Providers response time interval performance shall be calculated on a monthly basis to determine compliance with the standards set forth in this contact. The EMS Provider will be held accountable for their response time interval performance regardless of how the request for service is received. In the monthly calculation of EMS Providers compliance to response time interval performance standards, every request from the Consortium service area shall be included. The following provisions will apply to how response time event data and intervals are captured and calculated.

A. Reporting Frequency & Data Validity

Each EMS Provider shall submit its monthly response time interval performance report the Consortiums designee no later than the third Friday of the following month. The Consortiums designee shall validate the individual reports through the data submitted to ensure compliance. Failure to submit monthly reports or to inaccurately report data outside of the predetermined data definition and submission process will be considered a major breach. The Consortiums designee shall provide quarterly reports to the Consortium including summaries of operational successes and challenges.

B. Geo-Fencing

As technology continues to evolve, the EMS Provider agrees to implement use of geo-fencing technology, or functional equivalent technology that meets with the approval of the Consortium, to reliably automate the time stamping of vehicle movement events (e.g., enroute to scene; at scene; enroute to hospital; at hospital). The implementation of geo-fencing technology shall be considered in future extensions of this Agreement.

C. Response Time Interval Calculation – Individual Response

The Response Time is defined as the interval, in exact minutes and seconds, between the Call Receipt time and arrival At Scene time, or, between the Call Receipt and the time the ambulance is cancelled by a public safety agency.

D. Call Receipt

Call Receipt is defined as when the EMS Provider's dispatch center receives adequate information to identify the location of the call and the Medical Priority Dispatch Protocol priority level.

E. At Scene

"At Scene" time means the moment the first ambulance service licensed ALS vehicle, appropriately staffed, arrives and stops at the exact location where the vehicle shall be parked while the paramedic(s) exits to approach the patient and notifies dispatch (via MDC, AVL or voice). Crews will not report at scene until the vehicle has come to a complete stop.

A supervisory or other non-transport capable unit, licensed as an emergency response vehicle, that arrives prior to an ambulance and has ALS capability will count as the 'At Scene' time for the purposes of response time interval calculations. If a non-transporting supervisor vehicle arrives and meets the on-scene time requirement, the transporting ambulance must arrive to the scene, from the time of call receipt to arrival, under the subsequent time response standards for that response zone so as to avoid unnecessary delays in transporting the patient. For example, if a licensed ALS capable vehicle arrives on-scene within the response time standard for the prioritized medical call, the arriving transporting ambulance must arrive within the response times for a Priority II call. EMS Providers shall provide documentation on the response time arrival for the transporting ambulance that arrives on-scene.

In situations where the Ambulance has responded to a location other than the scene (e.g. staging areas for hazardous materials/violent crime incidents, non- secured scenes, gated communities or complexes, or

wilderness locations), arrival 'at scene' shall be the time the Ambulance arrives at the designated staging location or nearest public road access point to the patient's location.

F. Failure to Report at Scene Time

In instances when ambulance crews fail to report At Scene, the time of the next communication between dispatch and the ambulance crew shall be used as the At-Scene time. However, EMS Provider may document the actual arrival time through another means (e.g. First Responder, AVL, communications tapes/logs, etc.) so long as an auditable report of any edits is produced or the edit is validated through secure technological means.

II. Calculating Response Time Interval with Upgrades, Downgrades, Cancellations, Mutual Aid, and Turn-Overs

In the event any of the following events occur during an Emergency ambulance response (with or without lights and sirens), the calculation of the response time interval determination of compliance with Agreement standards and penalties for non-compliance will be as follows:

A. Upgrades

If an assignment is upgraded to Priority 1 from Priority 2 or 3 prior to the arrival on scene of the ambulance, EMS Provider's compliance and penalties will be calculated based on time elapsed from call received to at scene at longer response time interval standard.

B. Downgrades

If a call is downgraded prior to arrival on scene of the ambulance from Priority 1 to Priority 2 or 3, EMS Provider's compliance and penalties will be determined as follows:

- i) If the time of the downgrade occurs before the ambulance has exceeded the higher priority response time standard, the less stringent standard will apply. If the downgrade occurs after the ambulance has exceeded the higher priority response time standard, the more stringent standard will apply
- ii) Prioritization of Assignments to Responses Priority 1 calls will take precedence over Priority 2 and 3 responses. Priority 2 responses will take priority over Priority 3 responses.

C. Canceled Calls

If an assignment is canceled prior to arrival on the scene by the emergency ambulance, EMS Providers compliance and penalties will be calculated based on the elapsed time from call receipt to the time the call was canceled if that time was greater than the time allowed for that priority time standard. Calls that are cancelled prior to arrival and where the cancellation occurs before the applicable response time will be not be counted or included in the monthly compliance reports.

D. Mutual Aid Responses

EMS Provider shall not be held accountable for response time compliance for any assignment originating outside its Primary Ground Ambulance Service Area(s) that is turned over from another EMS Provider or in mutual aid outside of the Consortium service area.

E. Turn-Overs

If the EMS Provider turns-over a response in its own Primary Ground Ambulance Service Area(s) to another EMS Provider the EMS Provider turning over the response will still be held accountable for the response time interval performance to include their response time and that of the EMS Provider taking the response. The EMS Provider taking the response will be held accountable for their performance from their own time of call receipt from the EMS Provider that turned-over the response.

- i) Each Incident a Separate Response

Each incident will be counted as a single response regardless of the number of units that are utilized. The response time interval for the first arriving ambulance will be used to compute the response time interval for that incident.

III. PRIORITIZATION OF ASSIGNMENTS TO RESPONSES³

Priority 1 calls will take precedence over Priority 2 and 3 responses. Priority 2 responses will take priority over Priority 3 responses. If an ambulance is reassigned enroute or cancelled prior to arrival on the scene (e.g. to respond to a higher priority request), compliance and penalties will be calculated based on the assigned priority of the initial or the upgraded priority - whichever is shorter. Response times will be calculated from the time a call is received until the assigned ambulance arrives on scene, diverted, or original response.

IV. RESPONSE TIME EXCEPTIONS AND EXCEPTION REQUESTS

Extended delays at hospitals for transferring patients to receiving facility personnel will not be a criterion for potential good cause exceptions.

Equipment failure, traffic congestion not caused by the incident, ambulance failure, lost ambulance crews, or other causes deemed to be within the EMS Provider's control or awareness will not be grounds to grant an exception to compliance with the Response Time Standard.

Exceptions may be requested and must be submitted in writing to the Consortium or designee. A request must be submitted no later than the submission date of the monthly response time compliance report (in which the event or exclusion is requested) or be included within the report, unless otherwise specified within the Agreement. Exception requests may be submitted to the Consortium or designee for the following:

A. Unusual System Overload

EMS Provider shall maintain mechanisms for backup capacity, or reserve production capacity to increase production should a temporary system overload persist. However, it is understood that from time to time unusual factors beyond EMS Provider's reasonable control affect the achievement of specified response time standards.

Unusual system overload is defined as one-hundred twenty-five (125) percent of the service area average demand for the day of the week and hour of day. The average demand for each day and hour is to be calculated on an annual basis using the prior calendar year's actual run volume. It will be up to the EMS Provider to provide the historical demand data analysis to show the average demand for the day or week / hours of day applicable to the for an unusual overload exception. The Consortium or designee may request an audit of the data used to generate the historical demand data analysis before granting the exception.

B. Multi-Casualty Incidents, Multi-Patient, Disasters, or Severe Weather

The Response Time requirements may be suspended at the sole discretion of the Consortium or designee during a declared multi-casualty or multi-patient incident in the designated service area.

Requests during a disaster confirmed by local or regional authorities in which the EMS Provider is rendering assistance will be considered. During such periods, the EMS Provider shall use best efforts to simultaneously maintain coverage within their service area while providing disaster assistance as needed.

³ Med 1, Med 2 and Med 3 are used interchangeably with Priority 1, Priority 2 and Priority 3, respectively, for the purposes of responses to scenes. Medical first responders are typically assigned a Med level, where ambulances are assigned a Priority level. MFR vehicles respond with lights and siren to Echo, Med 1 and 2 calls. Ambulances respond with lights and siren only to Echo and Priority 1 calls.

Upon resolution of the disaster event, the EMS Provider may apply to the Consortium or designee for retrospective exemptions on late responses accrued during the period of disaster assistance and for a reasonable period of restocking and recovery thereafter.

Requests occurring during a period of unusually severe weather conditions; such response time compliance is either impossible or could be achieved only at a greater risk to EMS personnel and the public than would result from delayed response. During these periods, the EMS Provider may apply retrospectively to the Consortium or designee for exemptions to late runs. To qualify, the EMS Provider must provide sufficient documentation supporting such conditions. Reasonable effort must be shown by the EMS Provider that mitigation measures were employed (i.e. additional unit hours added) if an advance weather warning was issued by the weather service.

C. Mutual Aid

If the EMS Provider responds to requests for mutual aid in times of disaster, the Consortium or designee may also grant response time interval performance exceptions.

D. Hospital Divert

The Consortium recognizes that when area hospitals go on ambulance divert the result is an increase of a longer transport distance that places demands on the system beyond the EMS Providers control. During these periods the EMS Provider may apply retrospectively to the Consortium or designee for exemption to late runs. To qualify the EMS Provider must provide sufficient documentation showing the impact to unit status availability, the location of the available ambulances and responding ambulance, and hospital divert times and duration.

E. Access

The Consortium recognizes specific conditions that limit access to the location of a call and are beyond the EMS Provider's control. To qualify the EMS Provider must provide sufficient documentation showing one of the following three conditions listed above was met:

- Access blocked by train without an alternate route with equal or superior time of travel and without railroad crossing;
- Slowed by following first responder unit to scene of call;
- Construction if not previously known by the EMS Provider or if known the EMS Provider did not have reasonable means to mitigate its impact.

Audible notification to dispatch of the circumstance, does not, in and of itself provide adequate documentation of the cause of the delay. Notification to Dispatch, combined with AVL or other secure technology or other methods may be acceptable, as determined by the Consortium or designee.

F. Good Cause

The Consortium or designee may allow exceptions to the Response Time Standards for good cause as determined at his or her sole discretion. At a minimum, the asserted justification for exception must have been a substantial factor in producing a particular excess Response Time, and EMS Provider must have demonstrated a good faith effort to respond to the call(s).

V. EXCEPTION REQUEST PROCEDURE

If EMS Provider feels that any response or group of responses should be excluded from the calculation of response time interval compliance due to unusual factors beyond EMS Providers reasonable control, the EMS Provider must provide detailed documentation for each response in question to the Consortium or designee and request that those responses be excluded from calculations and late penalties. Any such request must be in writing and received by the Consortium or designee along with that month's

performance reports. A request for an exception received after that time will not be considered. The Consortium or designee will review each exception request and make a decision for approval or denial. It is the EMS Provider's responsibility to request an exception.

At the sole discretion of the Consortium or designee, calls with extended Chute Times (the time interval from Dispatch to ambulance enroute) of more than two (2) minutes may be excluded from consideration as Exceptions.

All decisions by the Consortium (or designate) shall be considered final.

VI. DOCUMENTATION OF INCIDENT TIME INTERVALS

The EMS Provider shall document all times necessary to determine total ambulance Response Time intervals, including, but not limited to, time call received by the ambulance dispatch center, time location verified, time ambulance crew assigned, time enroute to scene, arrival at scene time, time departed patient, time enroute to hospital, and arrival at hospital or emergency department, Urgent Care, Procedure Facility, Nursing Home, Patients Home, or other medically acceptable location). Other times may be required to document specific activities such as arrival at patient side, times of defibrillation, administration of treatments and medications and other instances deemed important for clinical care monitoring and research activities. All times shall be recorded on the electronic Patient Care Report (ePCR) and/or in EMS Providers computer aided dispatch system.

RESOLUTION

WHEREAS, the City of East Grand Rapids intends to grind and resurface and reconstruct Lake Drive between Bagley and Conlon to include hot mix asphalt, sidewalk ramps, traffic signal, permanent signing, pavement markings, decorative brick crosswalk and ornamental traffic signal, storm sewer, concrete curb and gutter and bulb out curbing; and

WHEREAS, pursuant to federal regulations, funds have been provided for the construction of improvements to eligible roads and projects; and

WHEREAS, the Michigan Department of Transportation administers federal funds for local eligible projects.

NOW, THEREFORE, BE IT RESOLVED That the City of East Grand Rapids enter into Contract No. 16-5044, Job No. 120894A; 124399A with the Michigan Department of Transportation in order to obtain federal funds for the construction of said project.

FURTHER RESOLVED That the Mayor and City Clerk shall sign said contract pursuant to Section 1.138 of the City Code.

Adopted by the East Grand Rapids City Commission on March 7, 2016



Karen Brewer, City Clerk



CITY OF EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE-EAST GRAND RAPIDS, MICHIGAN 49506

DOUG LA FAVE
ASSISTANT CITY MANAGER

MEMORANDUM

TO: Honorable Mayor and City Commissioners
FROM: Doug La Fave, Assistant City Manager
DATE: 2/25/2015

RE: Department of Natural Resources Urban and Community Forestry Grant Program-
Tree Inventory Project

Action Requested: That the City Commission approve a contract with Davey Resource Group of Kent, OH (through local staff in Grand Rapids, MI) in the amount of \$30,750 for a public right-of-way tree inventory and condition report of the tree canopy in the City.

Background: As part of the approved FY 2015-2016 budget, staff has been working with the Michigan Department of Natural Resources (DNR) and consultants on a tree inventory grant for the City. The DNR awarded the City \$15,000 towards this project in December.

The inventory of the estimated 7,500 trees in the right-of-way will include an assessment of each tree location, size, species, condition and recommended maintenance activities. Once complete the City will utilize the data to mitigate tree risk concerns, prioritize maintenance activities, budget more effectively for future years, and develop a proactive tree care program. The City plans to utilize geographic information system (GIS) and possibly other software applications to assist in managing right-of-way tree assets.

An RFP was developed and sent to all firms registered with the DNR. Proposals were submitted in February by two firms. The submitted RFP's were evaluated on methodology, experience, references, cost of the proposal and staff. The results of the evaluation are as follows:

	Davey Resource Group	Knowles Municipal Forestry
Methodology:	30%	30%
Experience:	25%	20%
References:	15%	10%
Cost:	20% \$30,750	25% \$29,500
Staff:	<u>5%</u>	<u>3%</u>
Total:	95%	88%

The difference in cost between both vendors is \$1,250. After careful review of the submitted RFP's and completed projects in Michigan and reference checks, staff is recommending that the contract be awarded to Davey Resource Group.

If the contract is approved, the project will begin in late March and be completed before the end of the current FY in June. When the project is completed the contractor will share the findings/ results of inventory in a presentation to the City Commission and community.

The budgeted amount for this project was \$40,000 and will be amended down to reflect the actual cost of the project, with the City contribution being \$15,750 after accounting for the awarded \$15,000 grant.

This has been reviewed by the Finance Committee and found to be in order.

Brian Donovan, City Manager



CITY OF EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE-EAST GRAND RAPIDS, MICHIGAN 49506

DOUG LA FAVE
ASSISTANT CITY MANAGER

MEMORANDUM

TO: Honorable Mayor and City Commissioners
FROM: Doug La Fave, Assistant City Manager
DATE: 2/24/2016

RE: Sidewalk Replacement Program-Spring 2016

Action Requested: That the City Commission award the spring 2016 sidewalk replacement contract to Lodestar Construction, INC. of Grand Rapids, MI in the amount of \$135,000 (including contingency).

Background: This past year the City utilized grinding and cutting as a cost effective alternative to remove trip hazards from City sidewalks beyond complete removal and replacement. This past fall contractors removed 7,954 lineal feet of hazards for a total of \$90,000.

The sidewalk replacement policy in conjunction with the streets and sidewalks millage has allowed for \$150,000 towards sidewalk repairs and an additional \$50,000 towards new sidewalk sections through resident petitions and special assessment process (80% city contribution up to \$50,000).

The sidewalk inventory for replacement sections is estimated at \$125,120 for the areas that had grinding and cutting completed this past fall (see attached map-note 2015 area). The City of Grand Rapids recently bid out sidewalk replacement in early February. The quantities for the City of Grand Rapids is nearly double that of what East Grand Rapids has planned for this spring. The contractor that was the low bid award for the City of Grand Rapids sidewalk program, Lodestar Construction, INC was contacted by the City of East Grand Rapids and they agreed to offer the same low bid quantity pricing for all similarly specified quantities. The low bid unit pricing offered is as follows: \$8.25 per square foot for sidewalk concrete-4", \$8.75 per square foot for sidewalk concrete for 6", \$8.25 per square foot for ADA ramps, \$20 per cubic yard for granular material, and \$20 per cubic yard for subbase. The proposal utilizing the pricing from the City of Grand Rapids low bid is \$101,487.50, which is a savings of \$23,632.50.

Staff has not received any complete petition requests for new sidewalk sections to date for the current fiscal year. If a completed petition request is submitted, to complete the entire process, any construction would not take place until next fiscal year. Design work was completed for sidewalk connecting the Reeds Lake Trail at the new boardwalk to Remington Park and its facilities. The proposal utilizing the City of Grand Rapids low bid with Lodestar Construction for similar quantities is \$29,287.50.

If approved work will be scheduled to begin as soon as weather conditions are appropriate and the work will be completed before the end of the fiscal year. Lodestar Construction, INC has successfully completed projects with the City of East Grand Rapids in the past.

This has been reviewed by the Finance Committee and found to be in order.

Brian Donovan, City Manager

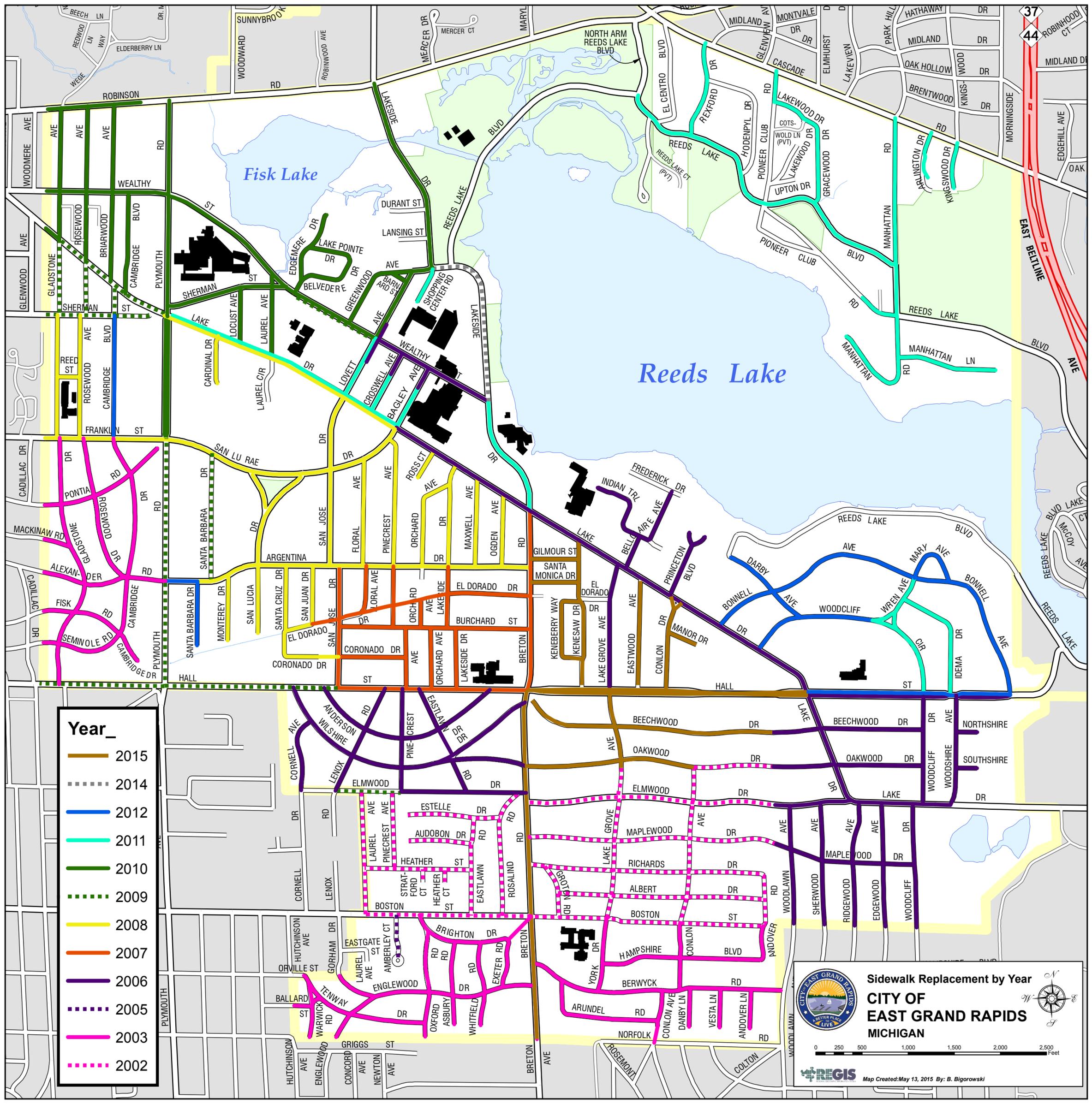


CITY OF EAST GRAND RAPIDS

SIDEWALK REPLACEMENT CRITERIA

1. Sidewalk stone is cracked in more than three (3) pieces.
2. Sidewalk stone has surface spalding in more than 25% of stone area.
3. Sidewalk stone vaulted from adjacent stone by 3/4 "or more.
4. Sidewalk stone does not drain well or is sunken and can be corrected while adjacent stones are repaired
5. Sidewalk stone has holes(s), chips or broken off edges such that a trip hazard is apparent.

July 2005
KJ Feldt



Year

2015	Orange line
2014	Dashed black line
2012	Blue line
2011	Cyan line
2010	Green line
2009	Dotted green line
2008	Yellow line
2007	Red line
2006	Purple line
2005	Dotted purple line
2003	Magenta line
2002	Dotted magenta line

Sidewalk Replacement by Year
CITY OF EAST GRAND RAPIDS
MICHIGAN




0 250 500 1,000 1,500 2,000 2,500 Feet

REGIS Map Created: May 13, 2015 By: B. Bigorowski



CITY OF EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE-EAST GRAND RAPIDS, MICHIGAN 49506

DOUG LA FAVE
ASSISTANT CITY MANAGER

MEMORANDUM

TO: Honorable Mayor and City Commissioners
FROM: Doug La Fave, Assistant City Manager
DATE: 2/25/2016

RE: Wastewater Collection System Improvements-Cured in Place Pipe

Action Requested: That the City Commission authorize the extension through a change order of the cured in place pipe, CIPP (sewer main lining) contract with Corby Energy Services, Inc. of Belleville, MI.

Background: The City bid out CIPP lining this past March for lining of sanitary sewer main on Manhattan Rd. In November additional sewer lining was approved for the current fiscal year for:

- Audobon Drive-Sanitary and Storm
- Elmwood Drive/Wilshire Drive-Storm
- Conlon Drive-Storm
- Lake Drive- Beneath EGRPS track to Lakeside Drive to Wealthy Street-Sanitary
- Frederick Drive-Sanitary

These sewer mains have all been lined/completed with the exception of Elmwood Drive/Wilshire Drive which is currently in process.

The lining completed this FY as noted above totals \$238,942 from the approved \$260,731 in November. Additional sanitary sewers identified as ideal candidates for lining based on pipeline assessment certification program or PACP rating are:

- Idema Drive-Sanitary (multiple sections)
- Southshire Avenue-Sanitary
- Hall Street-Sanitary (multiple sections)
- Ogden Avenue-Sanitary (outlawn sewer)
- Barnard Street-Sanitary
- Northshire-Sanitary (outlawn sewer)
- Bellclaire Sanitary (downstream from Frederick Drive)
- Briarwood Sanitary (Lake Drive to Wealthy Street)

The total cost for additional lining is \$105,000 (through extended pricing) and with savings from the previous project phase of \$21,789, the additional work recommended for approval would be a net increase of \$83,211. This additional sewer lining will be adjusted for as a budget amendment.

Corby Energy Services, Inc. has successfully completed previous projects with the City. The additional projects, if approved, will be completed by the end of the current FY.

This has been reviewed by the Finance Committee and found to be in order.

Brian Donovan, City Manager



CITY OF EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE-EAST GRAND RAPIDS, MICHIGAN 49506

DOUG LA FAVE
ASSISTANT CITY MANAGER

MEMORANDUM

TO: Honorable Mayor and City Commissioners
FROM: Doug La Fave, Assistant City Manager
DATE: 2/24/2016

RE: Reeds Lake-Lake Management Services Contract

Action Requested: That the City Commission approve lake management treatment services with PLM Lake and Land Management Corp. of Caledonia, MI for services to be rendered for 2016-2020 for an annual average cost of \$12,000-\$16,000.

Background: The City annually treats Reeds Lake for treatment of weeds and algae along with annual water quality testing of pH, D.O., conductivity, alkalinity and nutrient sampling of nitrates and total phosphorus. The treatment, testing and monitoring of Reeds Lake helps keep the lake healthy and protect it as a community asset.

PLM Lake and Land Management Corp. has treated Reeds Lake for many years. There are also very few lake management companies in west Michigan. It should also be noted that the portion of Reeds Lake that is in Grand Rapids Township is also under contract to be treated by PLM Lake and Land Management, so coordination of treatment by both government jurisdictions with the same vendor provides coordination that is needed for the overall health of Reeds Lake.

Reeds Lake has historically required entire lake treatments approximately every 5 years, with smaller, targeted treatments for weeds and algae for the remaining 4 years in the treatment cycle.

The proposed multi-year contract is as follows:

	Low	High
2016	\$50,000	\$60,000 (entire lake treatment)
2017	\$6,000	\$8,000
2018	\$8,000	\$11,000
2019	\$10,000	\$14,000
2020	\$12,000	\$16,000

The City has been and will continue to only be charged for what is treated, which is why there is a cost range.

The 2015 water quality report is also provided with this proposal for review.

This has been reviewed by the Finance Committee and found to be in order.

Brian Donovan, City Manager

PLM Lake & Land Management Corp.



October 12, 2015

Reeds Lake/City of East Grand Rapids
Attn: Doug LaFave
750 Lakeside Dr. S.E.
East Grand Rapids, MI 49506

PLM Lake & Land Management Corp. will provide lake management services for Reeds Lake. The following proposal is for your review for Reeds Lake for the 2016-2020 seasons with a variety of services available. To highlight a few of the advantages to working with PLM: All billings are post service/treatment with itemized billing details. Reports and follow up information is readily available following service. In addition to any scheduled service, PLM is always available via phone call for treatment/lake evaluation if something changes unexpectedly. Please review the following proposal and if any changes, additions, or modifications are required to suite your specific program needs, please contact me without hesitation.

Management program for 2016-2020: Aggressively controlling exotic species throughout Reeds Lake utilizing systemic herbicides when available. Native pondweeds may be controlled using contact herbicides where appropriate. Management will also include performing surveys (AVAS surveys when required), pre/post treatment surveys, water quality analysis (optional), and algae treatments if required.

Products to be applied: Restrictive products such as Diquat, Renovate, Aquathol K, Navigate, Sculpin, Clipper, Aqua Pro, Imazapyr and nonrestrictive products such as copper sulfate, chelated copper products, shade and any new products approved for use through the DEQ.

Note: Our existing multiple year agreement has expired. As an incentive to establish a new multiple year agreement, unit pricing for the 2016 season has not increased from 2015.

Unit Costs per Acre

Systemic Herbicides:

Navigate:	\$368.00
Sculpin G:	\$360.00
Renovate 3:	\$300.00
Renovate OTF:	\$495.00
Renovate MaxG:	\$390.00

Contact Herbicides:

Diquat, Exotics	\$185.00
Diquat, Natives	\$230.00
Aquathol K/Hydrothol 191, Exotics	\$185.00
Aquathol K/Hydrothol 191, Natives	\$310.00
Clipper, Exotics & Natives	\$750.00 - \$1400.00 (dependent on plant type)

Other Services

Nautique (Eel Grass)	\$390.00
Komeen Crystals	\$500.00
Algae, filamentous	\$46.00
Algae, chara	\$60.00
SeClear, algaecide	\$200.00

Technical Services

Cost per hour of harvesting:	\$220.00 (minimum \$3,000.00)
Cost per AVAS Survey	\$430.00
Water Quality Program	\$590.00

Terrestrial Treatment of Exotic plants along the shoreline of the lake: ~\$1,500.00 (Dependent of growth at time of treatment)

DEQ Permit - \$800.00

Suggested Budget (Cost of Management) for 2016 - 2020

	<u>Low</u>	<u>High</u>
2016:	\$50,000.00	\$60,000.00 (Sonar A.S., thermocline depth)
2017:	\$ 6,000.00	\$ 8,000.00
2018:	\$ 8,000.00	\$11,000.00
2019:	\$10,000.00	\$14,000.00
2020:	\$12,000.00	\$16,000.00

Budget Totals: \$86,000.00 to \$109,000.00

Average per Year: \$17,200.00 to \$21,800.00

Note: A lake wide Sonar A.S. (fluridone) treatment is needed as soon as budgets allow. Until the fluridone treatment is conducted, annual management expenses will continue to increase. The low and high end budgets vary based on how much EWM, algae & native plant control is requested or required. You will only be charged for the actual amount of control required, at the unit per acre prices listed above. Prior to each treatment and/or services performed by PLM Lake & Land Management Corp will require prior approval by the City of East Grand Rapids. This protocol allows the Lake Board to confirm budget/monies are being used efficiently and not exceeding recommendations.

Description of Optional Management Services:

On-site Lake Evaluations: Each time a PLM representative is on Reeds Lake, to perform a survey, WQ testing, treatment, etc, the following will typically occur: Pre notice to Lake Representative of schedule (i.e Phone call the week before of estimated date). Following the service a follow up evaluation to Lake Representative of services provided, condition of lake, future recommendations are made. Arrangement can be made to send information via email or voicemail. This is standard as part of our program to keep Lake Board/Association aware and involved in all decision making and serves as a checks and balances of lake management.

Water Quality Program: The water quality program consists of two samplings, occurring in the spring and late summer each season. Parameters such as secchi disc, pH, D.O., conductivity, alkalinity and nutrient sampling of nitrates and total phosphorus give us the ability to monitor lake trends more efficiently. This information will enable us to include the tropic status of your lake. Reports are issued annually in the fall. E.coli testing will be done during the summer months, consisting of three samples for an overall lake average. A total of three sites will be sampled for E.coli and results will be included in the annual report if levels are not out of normal range. If results are elevated, immediate contact will be made and actions can be taken at that time.

Mechanical Harvesting: *\$220.00 per hour for harvester based on a minimum of \$3,000.00 per cutting.*

We will cut down to a maximum depth of five (5) feet and require a minimum of 18 inches of water depth for harvester flotation. Harvested vegetation will be dumped at a predetermined location designated by the client within a ten (10) mile radius of the lake. Any cost associated with the disposing of vegetation is the responsibility of the client, i.e., landfill

disposing costs. There will be no set-up or breakdown fees of our equipment if a suitable access site is available. A representative of the client will be required to periodically evaluate workmanship. The representative will also be required to sign a "release form" at the conclusion of each harvest to verify that the harvest has been completed according to expectations.

Surveys: Performing surveys is a vital part of any lake management program. PLM surveys a lake in the spring and fall as well as surveying for pre/post treatments. Lake representatives are welcome to arrange joining PLM for a survey. Depending on the type of survey performed, a cost may apply. An AVAS survey is a more specific survey performed for specific reasons. Performing spring and fall AVAS surveys of the lake will allow for all vegetation within the lake, native and exotic, to be recorded along with density. This data is important in determining management plans and treatment areas. A full understanding of the vegetation growing within the lake can indicate problems within an aquatic environment. Surveys will be supplied to the lake association upon completion with a break down of what the survey indicates.

Meeting Attendance/Presentation: A representative of PLM is available to attend lake association/board meetings upon request. This request has to be made prior to meeting to allow for conflict in representatives schedule. If conflict in meeting time does arise, alternative dates and times need to be determined between representative and board. Residential concerns can always be brought to the lake association/board and then to PLM or directly to PLM by calling our office.

Contract Period:

Multiple Year Treatment Program: As an incentive to establish a multiple year agreement we will treat your lake or pond at the same price structure as 2016 for 2017!! The remaining three years (2018, 2019, 2020) will have cost increases of (3%) three percent per year or less. If total chemical cost increases 10% from the previous year a new agreement will have to be mutually acceptable. During the life of the contract, either party may terminate this agreement for any reason, upon giving ninety (90) days advance written notice thereof.

One Year Treatment Program: Pricing is based on the type and the amount of vegetation or algae present at the time of treatment, as well as, the products applied. Unlike the multiple year program, an agreeable price structure is not contracted into a one-year program. Therefore, an increase in the cost of products, labor, or changes made by the DEQ or other regulatory agencies may have a drastic effect on the pricing for following years.

Permit Fee: PLM Lake & Land Management Corp. is responsible for completing and submitting aquatic nuisance permit applications. PLM Lake & Land Management Corp. will send an invoice or statement for the yearly DEQ permit application fee. It is your responsibility to send a check made out to the "State of Michigan" to our office. We must include this check with the DEQ permit application.

Posting of Treatment Areas: Posting of shoreline treatment areas is the responsibility of PLM Lake & Land Management Corp. and will be conducted according to DEQ regulations. Due to DEQ guideline changes and specific residential concerns, posting fees may apply. Signs will be attached to thick barked trees, posts or other suitable fixtures already on site. If homeowners wish to have signs posted in designated areas or on specific fixtures they must notify PLM Lake & Land Management Corp., providing lake address, location of property, and where the signs are to be posted. Pictures are the most informative way to relay this information. Notification of alternate posting must be made at least 14 days prior to treatment and additional fees may apply. The removal of posting signs after the restrictions have expired is the responsibility of the homeowner.

Notification of Treatments: It is your responsibility to notify each resident within **100 feet** of the treatment area at **least seven days** in advance, **but no more than forty-five days** prior to the first treatment date, which products will be applied to the lake. This notification requirement **must** be administered to each and every property owner within 100 feet of any treatment area. PLM Lake & Land Management Corp. will provide a tentative treatment schedule and the **Notice** of proposed products to be used during the spring of each year. We will also notify resident within 100 feet of the treatment areas on the day of treatment.

Non-Target Species: Please be aware that we only control weeds and algae **present** at time of treatment. Emergent vegetation (cattails, bulrush, purple loosestrife), lily pads, eel grass and sago pondweed require separate programs for control and are not addressed unless specifically mentioned in the management program. We have no control over future weed or algae growth based on the current chemicals registered for aquatic use in Michigan.

Invoicing and Payments: PLM Lake & Land Management Corp. will submit an invoice following treatment that will include the following information; lake and/or pond(s) treated, date of treatment and type of treatment or acres treated. Monies will be due net thirty (30) days after each treatment. The invoice may be subject to a fuel surcharge of up to 1% of the total treatment cost. Interest of 1.25% will be added to your bill for each additional sixty (60) days that payment is not received.

Liability Issues:

We are responsible for workman's compensation and liability insurance for the duration of the contracted period.

PLM Lake & Land Management Corp. is not responsible for fish loss due to low oxygen levels caused during warm water conditions.

Please sign, check optional multiple year program or one year program.

Return one copy of this proposal by November 15, 2015.

For further clarification or modifications please contact.



Jaimee Conroy, Environmental Scientist
Western MI Regional Manager
PLM Lake & Land Management Corp.

For: City of East Grand Rapids - Reeds Lake

Multiple Year Program _____

One Year Program _____

Print Name

Signature



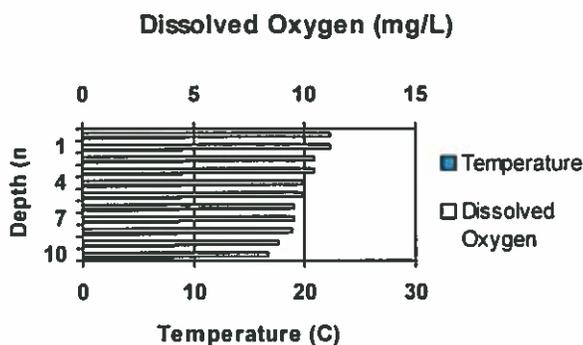
2015278

LAKE CHECK Water Quality Monitoring Report

Customer	Waterbody	Sample Information
Reeds Lake	Reeds Lake	Date: 4/17/2015
		Site: Deep Hole

On-Site Results

Depth (m)	Temperature (degrees C)	Dissolved Oxygen	
		mg/L	%
0	9.1	11.1	96
1	9.0	11.1	97
2	9.0	10.4	91
3	8.9	10.4	91
4	8.8	9.9	85
5	8.8	9.9	85
6	8.7	9.6	83
7	8.6	9.5	82
8	8.5	9.4	81
9	8.2	8.8	76
10	8.0	8.4	72



Secchi Disk Depth 1.5 meters

Thermocline Depth meters

Analytical Results

Parameter	Result	Units	Interpretation
Fecal Bacteria (E. coli)		CFU/100 mL	N/A
Conductivity	774	uS/cm	
Total Dissolved Solids	500	mg/L	Moderate concentration of dissolved salts
pH	8.4	S.U.	Water is slightly alkaline
Alkalinity	137	mg CaCO ₃ /L	Water is hard
Total Phosphorus	21	ug/L	Moderately phosphorus enriched
Nitrates	200	ug/L	Not nitrogen enriched
Chlorophyll	N/A		

Trophic State Evaluation

	TSI	Trophic Status
Based on Secchi Disk Depth	54	moderately eutrophic
Based on Total Phosphorus	44	mesotrophic
Based on Chlorophyll	N/A	

Conclusions

- Conditions are good for fish growth.
- Minimum dissolved oxygen is adequate for good fish production.
- pH is within acceptable limits.
- Sample is somewhat phosphorus enriched. Create natural buffer between lawn & lakeshore.
- Repeat LakeCheck in Fall.

-
- WARNING. condition requires immediate attention.
 - CAUTION. condition requires further evaluation.
 - OK. condition within acceptable limits.
 - NEUTRAL. condition neither good nor bad.

Notes

Report describes conditions at the time the sample was collected.

Approved by

Jaimee Conroy

Date 11/11/2015

Mrs. Jaimee Conroy, Technical Services Manager

FROM YOUR **WQ
PRO** DEALER



PLM Lake & Land Management Corp
P.O. Box 132
Caledonia MI 49316-
Phone: (616) 891-1294

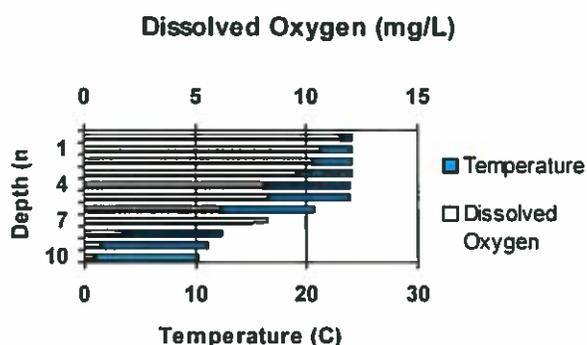
LAKE CHECK Water Quality Monitoring Report

2015279

Customer	Waterbody	Sample Information
Reeds Lake	Reeds Lake	Date: 8/12/2015
		Site: Deep Hole

On-Site Results

Depth (m)	Temperature (degrees C)	Dissolved Oxygen	
		mg/L	%
0	24.0	11.5	121
1	24.1	10.6	120
2	24.1	10.2	115
3	24.1	9.6	103
4	24.0	8.1	92
5	23.9	8.3	92
6	20.6	6.1	65
7	15.1	8.3	76
8	12.3	1.7	14
9	11.2	0.7	7
10	10.3	0.4	5



Secchi Disk Depth 2.0 meters

Thermocline Depth 5.5 meters

Analytical Results

Parameter	Result	Units	Interpretation
Fecal Bacteria (E. coli)		CFU/100 mL	N/A
Conductivity	747	uS/cm	Moderate concentration of dissolved salts
Total Dissolved Solids	486	mg/L	
pH	8.4	S.U.	Water is slightly alkaline
Alkalinity	130	mg CaCO ₃ /L	Water is hard
Total Phosphorus	12	ug/L	Moderately phosphorus enriched
Nitrates	230	ug/L	Not nitrogen enriched
Chlorophyll	N/A		

Trophic State Evaluation

	TSI	Trophic Status
Based on Secchi Disk Depth	50	moderately eutrophic
Based on Total Phosphorus	36	meso-oligotrophic
Based on Chlorophyll	N/A	

Conclusions

- Conditions are good for fish growth.
- Minimum dissolved oxygen is nearly low enough to adversely affect sensitive fish.
- Bottom water is deoxygenated, preventing fish from living in cooler water at bottom of lake.
- pH is within acceptable limits.
- Sample is somewhat phosphorus enriched. Create natural buffer between lawn & lakeshore.
- REPEAT LakeCheck NEXT YEAR!

-
- WARNING. condition requires immediate attention.
 - CAUTION. condition requires further evaluation.
 - OK. condition within acceptable limits.
 - NEUTRAL. condition neither good nor bad.

Notes

Report describes conditions at the time the sample was collected.

Approved by

Jaimee Conroy

Date 11/11/2015

Mrs. Jaimee Conroy, Technical Services Manager

FROM YOUR



DEALER



PLM Lake & Land Management Corp
P.O. Box 132
Caledonia MI 49316-
Phone: (616) 891-1294



Bacteria Sampling Report

Waterbody:
Reeds Lake

Reeds Lake

Date Sampled:
7/27/2015

Location	E. coli	Total Coliforms	Interpretation
#1	4.0	100	● Water meets bacteriological standards for safe swimming.
#2	4.0	180	● Water meets bacteriological standards for safe swimming.
#3	4.0	410	● Water meets bacteriological standards for safe swimming.

Bacterial counts are expressed as the number of Colony Forming Units per 100 milliliters (CFU/100mL).

For full body contact recreation (including swimming) counts of E. coli should not exceed 130 (CFU/100mL) as a monthly geometric mean of at least five samples per the State of Michigan standard, or single samples should not exceed 298 (CFU/100mL) [235 CFU/100mL in a designated bathing beach area] per Federal (EPA) guidelines.

Current recreational water quality standards do not rely on Total Coliform counts.

Approved by


Mrs. Jaimee Conroy, Technical Services Manager

Date 12-Aug-15



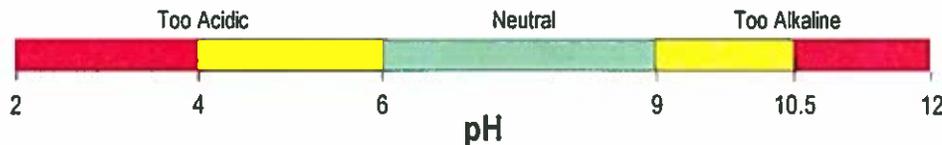
PLM Lake & Land Management Corp
P.O. Box 132
Caledonia MI 49316-
Phone: (616) 891-1294

LAKE CHECK WATER QUALITY MEASUREMENTS

Conductivity and Total Dissolved Solids (TDS) measure the total amount of material dissolved in the water. Higher values indicate potentially richer, more productive water, whereas lower values indicate potentially cleaner, less productive water. Localized increases in conductivity and TDS may indicate inputs of groundwater or other nutrient-enriched water. [Note: Human activities that result in nutrient pollution (e.g., fertilizer runoff) can increase the productivity of algae and other organisms without raising conductivity/total dissolved solids very much. If nutrient pollution is occurring, the total phosphorus concentration is a much better indicator of potential productivity.]



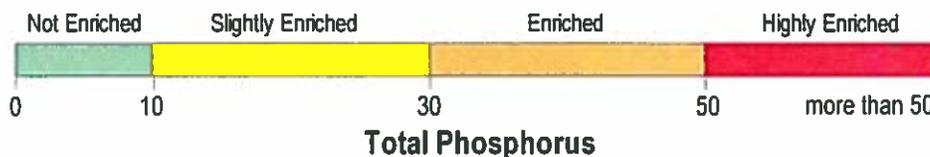
pH describes the balance between acids and bases in the water. Neutral values of pH (between 6 and 9) are desirable. Low pH values typically result either from the growth of bog vegetation (such as peat moss), acid precipitation ("acid rain"), or acid runoff (as in acid mine drainage). Excessive growth of certain plants and algae can raise pH values above 9.0 or 10.0.



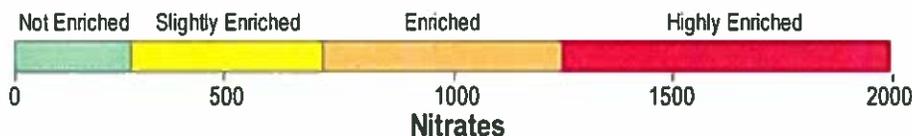
Alkalinity measures the concentration of carbonates and bicarbonates in the water. These compounds and other ions associated with them make water "hard". High alkalinity lakes are hardwater lakes, while low alkalinity lakes are softwater lakes. Different kinds of plants, algae, and other aquatic organisms live in hardwater than in softwater. Alkalinity also influences the effectiveness of some herbicides and algicides. Alkalinity is a basic characteristic of water, but is neither inherently good nor bad.



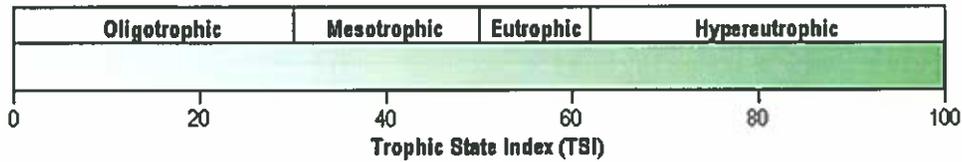
Total Phosphorus measures the total (organic and inorganic, dissolved and particulate) amount of phosphorus in the water. Phosphorus is usually the plant nutrient (i.e., fertilizer) that controls the amount of algal growth in lakes and ponds. Most Midwestern lakes have more phosphorus and more algae than is desirable, so lower values are generally better, though very unproductive water bodies typically support little fish production.



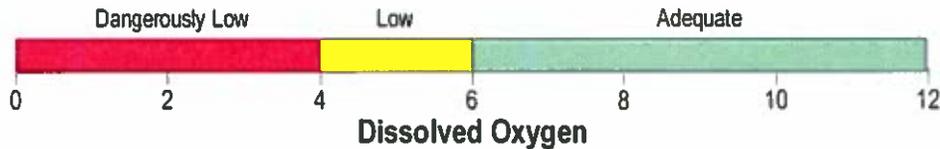
Nitrate measures the total inorganic amount of nitrogen in the water. Nitrogen is the plant nutrient (i.e., fertilizer) most likely to control the amount of rooted plant growth in lakes and ponds. Most Midwestern lakes have more nitrogen and more rooted plant growth than is desirable, so lower values are generally considered better.



Trophic State Indices calculate the trophic status of the waterbody. Waterbodies are classified as oligotrophic, mesotrophic, eutrophic or hypereutrophic depending on the overall amount of plants, algae and other organisms the waterbody supports. Lakes of different trophic states vary in a number of chemical characteristics and support different types of organisms (see the enclosure “Lake Trophic States and Eutrophication”). Thus the trophic state of a waterbody provides a wealth of information concerning the types of organisms living in the waterbody, the processes likely to occur there and the kinds of problems to be expected. Trophic State Index values can be calculated from a number of variables. LakeScan calculates Carlson’s Trophic State Index (TSI) from total phosphorus, Secchi disk depth and chlorophyll (separate TSI values are calculated for each of the variables that was measured as part of your LakeCheck package).

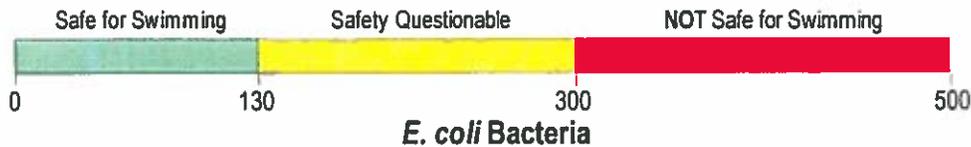


Dissolved Oxygen is a measure of the amount of oxygen dissolved in the water. Oxygen is needed by fish and other aquatic organisms to allow them to “breathe” underwater. Plants and algae produce oxygen by photosynthesizing during the day and use oxygen for respiration at night.



Temperature provides information about the kinds of fish that can grow in a lake, information necessary for interpretation of other parameters, and information about the extent to which a lake is stratified into layers having water of different temperatures. If the lake is stratified, the thermocline depth tells how deep the surface layer of warm water is.

Fecal Indicator Bacteria (*E. coli*) measurements count the number of live fecal indicator bacteria in the sample. These bacteria are considered reliable indicators of fecal contamination—when they are found in a pond or lake, it is very likely that the water is being contaminated by animal feces. Contamination can potentially be derived from a number of sources, including failed septic systems, agricultural runoff, or waterfowl or wildlife droppings.



- *E. coli* counts of 300 (CFU/100 mL) and above in a single sample are considered to represent conditions that are UNSAFE for swimming and other body contact recreation.
- *E. coli* counts of 130 (CFU/100 mL) and above averaged (using a geometric mean) over measurements made during a 30-day period are considered to represent conditions that are UNSAFE for swimming and other body contact recreation. When values of 130 (CFU/100 mL) or higher but less than 300 are encountered, LakeCheck rates the safety of the water for swimming as questionable.
- *E. coli* counts below 130 are considered safe for swimming and other body-contact recreation

We recommend prompt retesting whenever Fecal Indicator Bacteria counts exceed 100 (CFU/100 mL) to determine whether contamination is an ongoing problem. If frequent contamination is detected, steps to identify and eliminate the source of contamination are highly recommended.



City of East Grand Rapids
Department of Public Safety

4th Quarter Report - 2015
October 1 – December 31, 2015

*“Peace of mind is attained not by ignoring
problems, but by solving them.”*

RAYMOND HULL

Table of Contents:

Department Highlights & Accomplishments	2
Crime Statistics.....	3-5
Part I Crime Arrests.....	6
Part II & III Crime Arrests	7
Traffic Offense & Enforcement Activity	8
Criminal Investigations.....	9
Support Services Division Report.....	10
Medical & Fire Service Report	11
Internal Affairs Report	12
Budget Report	13
Selected Community Service Activity	14
Search & Seizure	15
Response to Resistance (Use of Force).....	16

Department Highlights & Accomplishments:

During the 4th Quarter of 2015, the East Grand Rapids Department of Public Safety was able to:

- Present Officer Jon Karnes with a Life Saving Award for his outstanding lifesaving actions on a patient who had just suffered a heart attack.
- Present Staff Sergeant Eric Smith, Officer Kelly Kreiner, Officer Pete Gruzin, and Officer Dan Lobbezoo the Unit Citation for their outstanding lifesaving actions on a patient who had just suffered a heart attack.
- Present Joseph Vanessendels the Chief’s Citation for assisting with lifesaving actions on a patient who had just suffered a heart attack.
- Conduct Hazmat refresher training on October 19, 20, and 21. Conduct Narcan Administration training on October 7, 8, and 9.
- Hold the first ever “Public Safety Day” on Saturday, October 24. The event drew hundreds of residents and the Department plans on making it an annual event.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Crime Statistics:

Part I – Violent Crime	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Aggravated Assault	1	1	0	2	2	0	0	0	0	3	3	0
Forcible Rape	0	0	0	1	0	-100	1	0	-100	2	0	-200
Murder & Non-Neg. Mansl.	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Violent Crime:</i>	1	1	0	3	2	-33	1	0	-100	5	3	-40

Part I – Property Crime	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Arson	0	0	0	0	0	0	0	0	0	0	0	0
Breaking & Entering	3	1	-66	5	2	-60	2	0	-200	10	3	-70
Larceny	11	10	-9	10	7	-30	20	8	-60	41	25	-39
Motor Vehicle Theft	1	1	0	0	0	0	1	2	100	2	9	350
<i>Total Property Crime:</i>	15	12	-10	15	10	-33	23	10	-56	53	37	-30

Commentary:

No significant trends.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Part II Crime	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Assault & Battery	1	0	-100	0	1	100	1	0	-100	2	1	-50
Bomb Threats	0	0	0	0	0	0	0	0	0	0	0	0
Disorderly	2	2	0	1	1	0	0	0	0	3	3	0
Drug Violations	5	3	-40	10	10	0	9	9	0	24	22	-8
Embezzlement	1	0	-100	0	0	0	0	0	0	1	0	-100
Forgery/Counterfeiting	2	1	-50	0	0	0	1	1	0	3	2	-33
Fraud	1	1	0	0	1	100	4	1	-75	5	3	-40
Liquor Law Violations	4	1	-75	6	4	-33	4	0	-400	14	5	-64
No Account/NSF Check Viol.	0	0	0	0	0	0	0	0	0	0	0	0
Obscene/Threatening TX Calls	2	1	-50	0	0	0	0	0	0	2	1	-50
Other Fed. St., Local Viol.	0	0	0	0	0	0	0	0	0	0	0	0
Operating While Impaired	7	0	-700	2	0	-200	1	3	200	10	3	-70
Resisting/Obstructing	1	0	-100	1	1	0	0	1	100	2	2	0
Sex Offenses/Ind. Exposure	1	0	-100	0	0	0	0	1	100	1	1	0
Stalking/Harassment/Intimid.	0	0	0	0	0	0	1	0	-100	1	1	0
Trespassing	0	1	100	0	1	100	0	0	0	0	2	200
Vandalism/MDOP	2	1	-50	4	3	-25	5	0	-500	11	4	-64
Weapons Violations	<u>0</u>	<u>0</u>	<u>0</u>									
<i>Total Part II Crime:</i>	29	11	-62	24	22	-8	26	16	-38	79	49	-38

Commentary:

No significant trends.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Part III Offenses	Oct '14	Oct '15	% +/-	Nov '14	Nov 15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Animal Offenses												
Animal/Dog Bites	0	1	100	0	1	100	0	0	0	0	2	200
Animal Viol./Compl.	5	4	-20	5	6	20	4	3	-25	14	13	-7
Juvenile Offenses												
Curfew/Loitering	0	0	0	0	0	0	0	0	0	0	0	0
Juv. Runaway/Miss.	0	0	0	1	1	0	0	0	0	1	1	0
Misc. Offenses												
Assist Cit./ Other PD	11	13	18	11	13	18	7	12	71	29	38	31
Court Viol./War.Arst	1	10	900	5	3	-40	7	7	0	13	20	54
Domestic/Neig. Dispute	8	2	-75	3	5	67	1	8	700	12	15	25
False Alarms	13	16	23	3	6	100	14	23	64	30	45	50
Misc. Public Compl.	49	50	2	55	43	-22	50	45	-10	154	148	-4
Open Bldg/Door/etc.	0	0	0	0	1	100	1	0	-100	1	1	0
Susp. Veh/Person.	37	32	-14	22	33	50	35	30	-14	94	95	1
Voided complaints	2	1	-50	5	0	-500	0	2	200	7	3	-57
Traffic Activity												
Traffic Accidents	20	10	-50	20	11	-45	11	18	63	51	39	-24
Traffic Offs., Misc.	17	38	123	24	23	-4	33	33	0	74	94	27
Traffic Haz./Directed	9	14	56	2	5	150	3	10	233	14	29	107
Parking Complaints	<u>18</u>	<u>15</u>	<u>-17</u>	<u>8</u>	<u>28</u>	<u>250</u>	<u>13</u>	<u>11</u>	<u>-15</u>	<u>39</u>	<u>54</u>	<u>38</u>
<i>Total Part III Offenses:</i>	176	189	7	164	101	-38	179	202	13	533	597	12

Commentary:

Part III Offenses include non-criminal activity, court violations, and juvenile status violations. No significant trends.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Part I Crime - Arrests

Part I–Viol. Crime Arrests	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Aggravated Assault	0	0	0	0	0	0	0	0	0	0	0	0
Forcible Rape	0	0	0	0	0	0	0	0	0	0	0	0
Murder & Non-Neg. Mansl.	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	<u>0</u>	<u>0</u>	<u>0</u>									
<i>Total Violent Crime Arrests:</i>	0	0	0									

Part I–Prop. Crime Arrests	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Arson	0	0	0	0	0	0	0	0	0	0	0	0
Breaking & Entering	0	0	0	0	0	0	1	0	-100	1	0	-100
Larceny	5	0	-500	0	0	0	0	4	400	5	4	-20
Motor Vehicle Theft	<u>0</u>	<u>0</u>	<u>0</u>									
<i>Total Property Crime Arrests:</i>	5	0	-500	0	0	0	1	4	300	6	4	-33

Commentary:

The cumulative arrest totals for each year include both juvenile and adult arrests. When reviewing the figures above, please keep the following in mind: Arrests represent the actual number of individuals arrested. An individual may have been charged with multiple offenses. The reader is cautioned against comparing arrests and offenses, as many times they do not occur in the same quantities.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Part II & Part III Crime - Arrests

Part II Crime - Arrests	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Assault & Battery	0	0	0	0	0	0	0	0	0	0	0	0
Bomb Threats	0	0	0	0	0	0	0	0	0	0	0	0
Disorderly	0	1	100	0	0	0	0	0	0	0	1	100
Drug Violations	5	2	-60	11	9	-18	9	10	11	25	21	-16
Embezzlement	0	0	0	0	0	0	0	0	0	0	0	0
Forgery/Counterfeiting	0	0	0	0	0	0	0	0	0	0	0	0
Fraud	0	0	0	0	0	0	1	0	-100	1	0	-100
Liquor Law Violations	5	1	-80	4	4	0	5	0	-500	14	5	-64
No Account/NSF Check Violations	0	0	0	0	0	0	0	0	0	0	0	0
Obscene Phone Calls	0	0	0	0	0	0	0	0	0	0	0	0
Operating While Impaired	7	0	-700	1	0	-100	0	3	300	8	3	-63
Resisting/Obstructing	2	0	-200	0	1	100	0	1	100	2	2	0
Sex Offenses/Indecent Exp.	0	0	0	0	0	0	0	0	0	0	0	0
Solicitation	0	0	0	0	0	0	0	0	0	0	0	0
Stalking/Intimidation	0	0	0	0	0	0	0	0	0	0	0	0
Threatening/Harassing Compl.	1	0	-100	0	0	0	0	0	0	1	0	-100
Trespassing	0	0	0	0	0	0	0	0	0	0	0	0
Vandalism/MDOP	0	0	0	0	0	0	0	0	0	0	0	0
Weapons Violations	<u>0</u>	<u>0</u>	<u>0</u>									
<i>Total Part II Crime Arrests:</i>	20	4	-80	16	14	-12	15	14	-7	51	32	-37

Part III Crime - Arrests	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Court Violations – Misc.	1	5	400	3	1	-66	5	7	40	9	13	44
Parole/Probation Viol.	0	1	100	0	0	0	0	0	0	0	1	100
Traffic Offenses	9	17	89	10	7	-30	13	16	23	32	40	25
Curfew & Juv. Runaways	0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Offenses	<u>0</u>	<u>1</u>	<u>100</u>	<u>1</u>	<u>0</u>	<u>-100</u>	<u>0</u>	<u>2</u>	<u>200</u>	<u>1</u>	<u>3</u>	<u>200</u>
<i>Total Part III Crime Arrests:</i>	10	24	140	14	8	-43	18	25	39	42	57	36

Commentary:

No significant trends.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Traffic Crash Offenses & Enforcement Activity:

	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Traffic Crash Offenses												
Fatal	0	0	0	0	0	0	0	0	0	0	0	0
Non-Fatal Injury	4	2	-50	4	1	-75	3	1	-67	11	4	-64
Property Damage	13	8	-38	15	8	-47	4	15	275	32	31	-3
Hit & Run	3	2	-33	0	1	100	2	1	-50	5	4	-20
Private Property	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>2</u>	<u>1</u>	<u>-50</u>	<u>3</u>	<u>2</u>	<u>-33</u>
<i>Total Traffic Crashes:</i>	20	12	-40	20	11	-45	11	18	64	51	41	-20

	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Traffic Enforcement Activity:												
Uniform Law Citations	24	33	38	34	29	-15	45	32	-29	103	94	-9
Verbal Warnings	89	110	24	113	113	0	154	91	-41	356	314	-12
<i>Total Enforcement Activity:</i>	113	143	27	147	142	-3	199	123	-38	459	408	-11
Parking Enforcement:												
<i>Parking Citations Issued:</i>	15	25	67	3	23	667	9	10	11	27	58	115

Commentary:

No significant trends.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Criminal Investigations:

Assigned Cases:	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Detective	25	15	-40	13	11	-15	13	14	8	51	40	-22
School Liaison Officers:	<u>2</u>	<u>5</u>	<u>150</u>	<u>7</u>	<u>2</u>	<u>-71</u>	<u>3</u>	<u>2</u>	<u>-33</u>	<u>12</u>	<u>9</u>	<u>-25</u>
<i>Total Assigned Cases:</i>	27	20	-26	20	13	-35	16	16	0	63	49	-22

Clearance Status of Assigned Cases:	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Open	0	0	0	0	1	100	0	1	100	0	2	200
Unfounded	0	0	0	0	0	0	0	0	0	0	0	0
Closed	15	19	27	16	7	-56	8	6	-25	39	32	-18
Otherwise (i.e., victim failed to cooperate)	0	0	0	0	0	0	0	2	200	0	2	200
Inactive	0	0	0	0	0	0	0	0	0	0	0	0
Arrest	8	0	-800	1	2	50	1	6	500	10	8	-20
TOT Other Agency	2	0	-200	2	1	-100	1	1	0	5	2	-60
Warrant Issued	1	1	0	1	2	100	8	4	-50	10	7	-30
Cleared by Citation	<u>1</u>	<u>0</u>	<u>-100</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>-100</u>
<i>Total Assigned Cases:</i>	27	20	-26	20	13	-35	18	20	11	65	53	-18

Commentary:

Multiple arrests and/or clearance codes may be issued for one criminal complaint resulting in the number of clearance codes being greater than number of assigned cases.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Support Services Division Report:

Year End Report:	Oct	Oct	%	Nov	Nov	%	Dec	Dec	%	YTD	YTD	%
	'14	'15	+/-	'14	'15	+/-	'14	'15	+/-	'14	'15	+/-
Report Activity:												
Accident Report Copy Requests	2	0	-200	4	1	-75	0	2	200	6	3	-50
Accident Reports Processed	20	11	-45	14	10	-29	12	18	50	46	39	-15
Bikes Registered	3	3	0	4	11	175	2	0	-200	9	14	56
FOIA Requests Processed	15	7	-53	13	7	-46	12	7	-42	50	21	-58
Video Copy Requests	3	0	-300	0	2	200	2	0	-200	5	2	-60
Insurance Copy Requests	9	3	-67	6	2	-67	3	0	-300	18	8	-56
Gun Related Processes:												
Purchase Permit Applications	0	1	100	1	1	0	1	2	100	2	4	100
Purchase Permits Issued	0	1	100	1	1	0	1	2	100	2	4	100
Total Guns Registered	13	16	23	13	14	8	5	15	200	31	45	45
Miscellaneous Activity:												
Walk-in PBT's	37	19	-49	36	17	-53	57	8	-86	130	44	-66
Background Checks	40	65	63	56	28	-50	22	16	-27	118	109	-8
Sex Offenders Registered	5	5	0	5	5	0	5	5	0	15	15	0
Vehicle Impounds Processed	6	3	-50	2	4	100	8	4	-50	16	11	-31
Vehicles Auctioned	0	0	0	0	0	0	3	0	-300	3	0	-300
PPO's Processed	3	0	-300	0	2	200	0	0	0	3	2	-33
Revenue:												
False Alarms	0	150	150	50	450	800	0	200	200	50	400	700
Local Checks	0	60	60	0	0	0	20	0	-20	20	60	200
OWI Cost Recovery	585	565	-3	500	675	35	375	740	114	1460	2645	81
Parking Violations	450	1348	200	100	660	560	1215	400	-67	1765	2408	36
Report/Video Copies	210	21	-90	0	27	2700	0	0	0	210	48	-77
Preliminary Breath Tests	<u>245</u>	<u>385</u>	<u>57</u>	<u>245</u>	<u>240</u>	<u>-2</u>	<u>360</u>	<u>120</u>	<u>-67</u>	<u>860</u>	<u>645</u>	<u>-25</u>
<i>Total Revenue:</i>	2190	2529	15	895	2052	129	1970	1560	-21	4366	6216	42

Commentary:

FOIA costs changed on July 1, 2015.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Medical & Fire Service Report:

	Oct	Oct	%	Nov	Nov	%	Dec	Dec	%	YTD	YTD	%
	'14	'15	+/-									
Medical Activity												
Medical Resp./Emergency	18	13	-28	17	20	18	23	20	-13	58	55	2
Natural Death	0	1	100	0	0	0	0	0	0	1	0	-100
Overdose	0	0	0	0	0	0	0	0	0	0	0	0
Suicides/Attempts	<u>2</u>	<u>1</u>	<u>-50</u>	<u>1</u>	<u>0</u>	-100	<u>2</u>	<u>1</u>	<u>-50</u>	<u>5</u>	<u>2</u>	<u>-60</u>
<i>Total Medical Activity:</i>	18	15	-17	18	20	11	25	21	-16	64	57	-11
Fire Service Activity:												
Single Family Dwelling	6	3	-50	8	2	-75	6	3	-50	20	8	-60
Multiple Family Dwelling	0	0	0	0	0	0	0	0	0	0	0	0
Commercial/Other Building	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles	0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Outdoor	<u>0</u>											
<i>Fire Runs Total:</i>	6	3	-50	8	2	-75	6	3	-50	20	8	-60
Other Fire Service Runs:												
Smoke Investigation	0	0	0	0	0	0	0	0	0	0	0	0
Wires Down	2	3	50	2	4	100	1	2	100	5	9	80
Carbon Monoxide Alarms	0	2	200	0	1	100	1	2	100	1	5	400
False or Unfounded Alarms	3	3	0	3	6	100	3	9	200	9	18	100
Mutual Aid Given	0	0	0	0	0	0	0	0	0	0	0	0
Mutual Aid Received	0	0	0	0	0	0	0	0	0	0	0	0
All Other Runs	<u>0</u>											
<i>Other Fire Service Runs Total:</i>	5	8	60	5	11	120	5	13	160	15	32	113
<i>Total Medical and Fire Activity:</i>	29	32	10	31	33	6	36	37	3	99	97	-2

Commentary:

No significant activity.

East Grand Rapids Department of Public Safety
4th Quarter Report – 2015

Internal Affairs Report:

Internal Affairs	Oct	Oct	%	Nov	Nov	%	Dec	Dec	%	YTD	YTD	%
Complaints:	'14	'15	+/-	'14	'15	+/-	'14	'15	+/-	'14	'15	+/-
Abuse of Authority												
Excessive/Use of Force	0	0	0	0	0	0	0	0	0	0	0	0
Improper Touching/Behavior	0	0	0	0	0	0	0	0	0	0	0	0
Misuse of Position/Authority	0	0	0	0	1	100	0	0	0	0	1	100
Racial Profiling/Discrim.	0	0	0	0	0	0	0	0	0	0	0	0
Tactical Intimidation	0	0	0	0	0	0	0	0	0	0	0	0
Illegal Activity												
Improper Procedure												
Mishandled Pers. Property	0	0	0	0	0	0	0	0	0	0	0	0
Enforcement Decision	0	0	0	0	0	0	0	0	0	0	0	0
Falsification of Documents	0	0	0	0	0	0	0	0	0	0	0	0
Rules & Regulation Violation	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate Detainment	0	0	0	0	0	0	0	0	0	0	0	0
Improper Questioning	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate Child Interview	0	0	0	0	0	0	0	0	0	0	0	0
Mishandling Evidence	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe Vehicle Operation	0	0	0	0	0	0	0	0	0	0	0	0
Viol. Of Dispatch Procedure	0	0	0	0	0	0	0	0	0	0	0	0
Unprofessional Conduct												
Rudeness/Threatening	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate Statement	0	0	0	0	0	0	0	0	0	0	0	0
Unprofessional Conduct	0	0	0	0	1	100	0	0	0	0	1	100
<i>Total Complaints:</i>	0	0	0	0	2	200	0	0	0	0	2	200

Internal Affairs	Oct	Oct	%	Nov	Nov	%	Dec	Dec	%	YTD	YTD	%
Complaint Dispositions:	'14	'15	+/-	'14	'15	+/-	'14	'15	+/-	'14	'15	+/-
Sustained	0	0	0	0	2	200	0	0	0	0	2	200
Sustained in Part	0	0	0	0	0	0	0	0	0	0	0	0
Not Sustained	0	0	0	0	0	0	0	0	0	0	0	0
Exonerated	0	0	0	0	0	0	0	0	0	0	0	0
Exon. in Part/Not Sus. in Part	0	0	0	0	0	0	0	0	0	0	0	0
Unfounded	0	0	0	0	0	0	0	0	0	0	0	0
Unf. in Part/Sustained in Part	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Dispositions per Year:</i>	0	0	0	0	2	200	0	0	0	0	2	200
<i>% Not sustained/Exoner./Unfounded:</i>	0	0	0	0	0	0	0	0	0	0	0	0

Commentary: Both complaints of misconduct stemmed from the same single incident.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Budget Report:

**Fund 101 – General Fund
Appropriations GL Number: FY 14/15**

Dept. 345 – Public Safety

	FY 15/16 Budget	YTD Expenditures	Available Balance	% Budget Used
7060 Sal. & Wages Perm.	79,800	36,796.37	43,003.63	46.11
7070 Sal. & Wages Part-time	60,000	22,991.67	37,008.33	38.32
7110 Sal. & Wages Perm.	1,958,600	931,746.27	1,026,853.73	47.57
7130 Sal. & Wages OVT	190,000	107,175.68	82,824.32	56.41
7150 Employer Soc. Sec.	41,000	18,977.17	22,022.83	46.29
7160 Workers' Comp.	35,000	19,229.88	15,770.12	54.94
7170 Health Care	689,900	282,419.09	407,480.91	40.94
7190 Pension	1,169,700	584,145.54	585,554.46	49.94
7400 Operating Supplies	0	678.32	(678.32)	100
8010 Contractual Services	61,900	38,572.71	23,327.29	62.31
8110 County Dispatch Agree.	69,000	34,690.28	34,309.72	50.28
9300 Repairs & Maintenance	9,000	630.23	8,369.77	7.00
9470 Auto Expense	175,000	86,168.60	88,831.40	49.24
9550 Miscellaneous Expense	8,000	1,885.95	6,114.05	23.57
9560 Dues & Subscriptions	3,000	58.00	2,942.00	1.93
9570 Prof. Development	10,000	627.41	9,372.59	6.27
9571 In-service Training	12,000	3,836.46	8,163.54	31.97
9700 Capital Expenditures	45,200	37,491.00	7,709.00	82.94
9701 Small Capital	<u>2,1000</u>	<u>2,091.10</u>	<u>8.90</u>	<u>99.58</u>

345 Public Safety Total:

Dept. 346 – P.S. State Prog.

9580 St. Training Grant	<u>5,500</u>	3,821.77	1,678.23	69.49
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Dept. 347 – Drug Seizure

9700 Capital Expenditures	77,500.00	210.00	77,290.00	0.27
9701 Small Capital	<u>11,200.00</u>	<u>1,675.00</u>	<u>9,525.00</u>	<u>14.96</u>

Totals:

**Fund 101 – General Fund Revenues GL
Number: FY 14/15**

Dept. 655 – Fines & Forfeits

6560 Police & Court Fees	30,000	19,003.58	10,996.42	63.35
6580 Drunk Driving (OWI) Charges	10,000	3,885.00	6,115.00	38.85

Dept. 671 – Other Revenue

6740 Drug Seizure Proceeds	48,700.00	0.00	48,700.00	0.00
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Revenue Total:

Overtime Expenditures

Case Investigation		3,235.22		
Court		2,057.19		
Fire Call Back		799.06		
FTO		0.00		
Other				
Special Event		8,616.72		
Staffing		12,599.38		
Training		85,196.85		
		18,281.29		

Total YTD:

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Selected Community Service Activity:

	Oct	Oct	%	Nov	Nov	%	Dec	Dec	%	YTD	YTD	%
	'14	'15	+/-									
School/Community Liaison:												
School Presentations	0	5	500	0	0	0	0	1	100	0	6	600
School Safety Drills	0	10	1000	0	5	500	0	0	0	0	15	1500
Station Tours	0	1	100	0	0	0	0	0	0	0	1	100
Car Seat Installations	0	1	100	0	0	0	0	0	0	0	1	100
Other Community Activity	<u>0</u>	<u>15</u>	<u>1500</u>	<u>0</u>	<u>9</u>	<u>900</u>	<u>0</u>	<u>9</u>	<u>900</u>	<u>0</u>	<u>33</u>	<u>3300</u>
				0								
<i>Total Community Activity:</i>	0	32	3200	0	14	1400	0	10	1000	0	56	5600

Commentary:

New category added to the 2015 report, therefore there is no comparable data for 2014.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Search & Seizure:

	Oct '14	Oct' 15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Search & Seizure Exceptions												
Incident to Arrest	0	4	400	0	0	0	0	0	0	0	4	400
P.C. and Exigent Circumstances	0	3	300	0	1	100	0	1	100	0	5	500
Plain View	0	0	0	0	0	0	0	0	0	0	0	0
Consent	0	7	700	0	1	100	0	6	600	0	14	1400
Stop & Frisk	0	0	0	0	0	0	0	0	0	0	0	0
Veh. Impound & Inventory	0	1	100	0	0	0	0	0	0	0	0	0
Emergency	0	0	0	0	0	0	0	0	0	0	0	0
Hot Pursuit	0	0	0	0	0	0	0	0	0	0	0	0
<i>Searches Total:</i>	0	15	1500	0	2	200	0	7	700	0	23	2300

Commentary:

New category added to the 2015 report, therefore there is no comparable data for 2014.

*East Grand Rapids Department of Public Safety
4th Quarter Report – 2015*

Response to Resistance (Use of Force):

	Oct '14	Oct '15	% +/-	Nov '14	Nov '15	% +/-	Dec '14	Dec '15	% +/-	YTD '14	YTD '15	% +/-
Calls for Service:	436	424	-3	402	418	4	458	408	-11	1296	1250	-4
Responses to Resistance:	0	1	100	0	0	0	0	1	100	0	2	200

Commentary:

Officers will generally contact at least one individual during a call for service, but have numerous contacts with citizens that are not documented throughout the course of a 24hr. shift. Calls for service include all contacts with individuals that would involve an arrest or a response to resistance.

**EAST GRAND RAPIDS
PARKS & RECREATION COMMISSION MEETING
EGR COMMUNITY CENTER
COMMISSION CHAMBERS
6:00 PM
MONDAY, FEBRUARY 8, 2016**

The regular meeting of the Parks and Recreation Commission was held in the City Commission Chambers in the East Grand Rapids Community Center.

Stacey Wykoski called the meeting to order at 6:03 pm.

PRESENT: Brad Andrzejewski, Judith Baxter, Carol Campbell, Mark Hessler, Brian Miller, Rick Sprague, Pam Witting and Stacey Wykoski
ABSENT: Dirk Buth
STAFF: Fred Bunn, Susan Perry and Diane Ritzke

Report of Commissioners

Carol Campbell - none

Judith Baxter – none

Brian Miller – none

Rick Sprague - none

Brad Andrzejewski – Great job with the Daddy Daughter Dance.

Pam Witting – none

Mark Hessler – none

Stacey Wykoski – none

Minutes for the December 14, 2015 Parks and Recreation Commission meeting were presented for approval. A motion was made to approve the minutes for the December 14, 2015 Parks and Recreation Commission meeting.

MOTION: Judith Baxter

SUPPORT: Brad Andrzejewski

YES: Andrzejewski, Baxter, Campbell, Hessler, Miller, Sprague, Witting and Wykoski (8)

NO: (0)

Special Event Permit Applications were submitted for approval for the following events:

- a. Taste of East, August 18, 2016
- b. Gobble Wobble, November 24, 2016
- c. Resolution Run, December 31, 2016

Fred Bunn reported the Gobble Wobble event will be using the route approved for their event last year which will have participants going around Reeds Lake. Even though this route was approved last year it was not used but will be this year.

A motion was made to approve the Special Event Permits for the following:

- a. Taste of East, August 18, 2016
- b. Gobble Wobble, November 24, 2016
- c. Resolution Run, December 31, 2016

MOTION: Judith Baxter

SUPPORT: Rick Sprague

YES: Andrzejewski, Baxter, Campbell, Hessler, Miller, Sprague, Witting and Wykoski (8)

NO: (0)

Regarding the Special Event Calendar for 2016, Fred Bunn reported the organizers for the Walk & Remember Special Event have decided not to hold their event this year in East Grand Rapids. The organizers for the Aveda Walk are looking at changing their date to a date in May 2016.

Director's Report

Fred Bunn, Director of Parks and Recreation reported on the following:

- The Daddy Daughter Dance was held this last weekend and had 300 couples and an extra 80 single participants.
- The Polar Plunge Special Event will be held on Saturday, February 13, 2016.
- Staff is working on our Summer 2016 Program Guide which will be mailed out to the Community in April.

Stacey Wykoski inquired about the following:

- Has the Ice Hockey Tournament moved in another direction? Fred reported this event is now held at Richmond Park.
- Are Standup Paddleboard rentals returning? Fred reported he had met with the owners of Coastal Cruisin' Threads and renewed their agreement for this year.
-

Brad Andrzejewski inquired about Peter Dimitriou who came to the September 14, 2015 Parks and Recreation Commission meeting to discuss Climate issues. Fred reported he has come to the City Commission and spoke, he provided a link to a webinar which Fred will forward to the Commission

Fred Bunn reported road construction will be done on Lake Dr. from Conlon to Bagley this summer. Construction will start approximately June 13th and will be completed in September. This construction will impact the July 4th Parade and staff are reviewing parade route options.

The meeting was adjourned @ 6:18 pm.

MOTION: Judith Baxter

SUPPORT: Brian Miller

YES: Andrzejewski, Baxter, Campbell, Hessler, Miller, Sprague, Witting and Wykoski (8)

NO: (0)



CITY OF
EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE • EAST GRAND RAPIDS, MICHIGAN 49506

BRIAN DONOVAN
CITY MANAGER

MEMORANDUM

TO: Mayor and City Commissioners
 FROM: Brian Donovan, City Manager
 DATE: March 15, 2016
 RE: FY 2016-17 Goals & Objectives Report

Enclosed for your review is the FY 2016-17 City of East Grand Rapids Goals & Objectives report. A brief presentation of the goals will be made at the conclusion of the March 21, 2016 City Commission meeting.

I look forward to reviewing the Goals & Objectives with you on Monday evening.

BD/kb/9117
Enclosure



City of East Grand Rapids

FY 2016-17

Goals & Objectives

Presented to the City Commission March 21, 2016

GOALS & OBJECTIVES 2016-17

Table of Contents

<i>City Manager Memorandum</i>	<i>1</i>
<i>City-Wide Goals & Objectives</i>	<i>2</i>
<i>Organizational Chart</i>	<i>3</i>
<i>Long-Range/Strategic Plan Matrix</i>	<i>4</i>
<i>City Manager Department</i>	<i>13</i>
<i>Finance Department</i>	<i>17</i>
<i>Parks & Recreation Department</i>	<i>31</i>
<i>Public Works Department</i>	<i>36</i>
<i>Public Safety Department</i>	<i>45</i>



CITY OF EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE • EAST GRAND RAPIDS, MICHIGAN 49506

BRIAN DONOVAN
CITY MANAGER

MEMORANDUM

TO: Mayor and City Commissioners
FROM: Brian Donovan, City Manager
DATE: March 11, 2016

RE: Goals and Objectives – 2016-17

The City of East Grand Rapids Goals and Objective Report for 2016-17 is presented for your review. This report documents that each City department is moving forward on numerous projects and initiatives that will keep East Grand Rapids a vibrant community into the future.

The City Strategic Plan is a five year plan that looks into the future City trends and identifies strategies for sustaining the future high quality of life in East Grand Rapids. With the development of the Strategic Plan, the Goals and Objectives Report is a yearly tactical planning tool to achieve the strategies as outlined in the City Strategic Plan.

The City Strategic Plan was updated in 2012 during a day-long retreat of the Mayor, City Commissioners and City staff. From the retreat a new set of initiatives and action plans were added to the Strategic Plan. The status of the individual categories and action plan is also updated on a yearly basis. The City Strategic Plan will be updated in 2017.

The Goals and Objectives Report is formatted with an overview of the departmental tasks and past year statistics, prior year accomplishments, and goals and objectives for 2016.

The City Department Directors and I look forward to reviewing the Departmental Goals and Objectives Report with the City Commission.

BD/kb

2016-17 CITY-WIDE GOALS AND OBJECTIVES

Review and update internal service operations in order to continue the City's strong financial position and support City employees to provide the highest quality services.

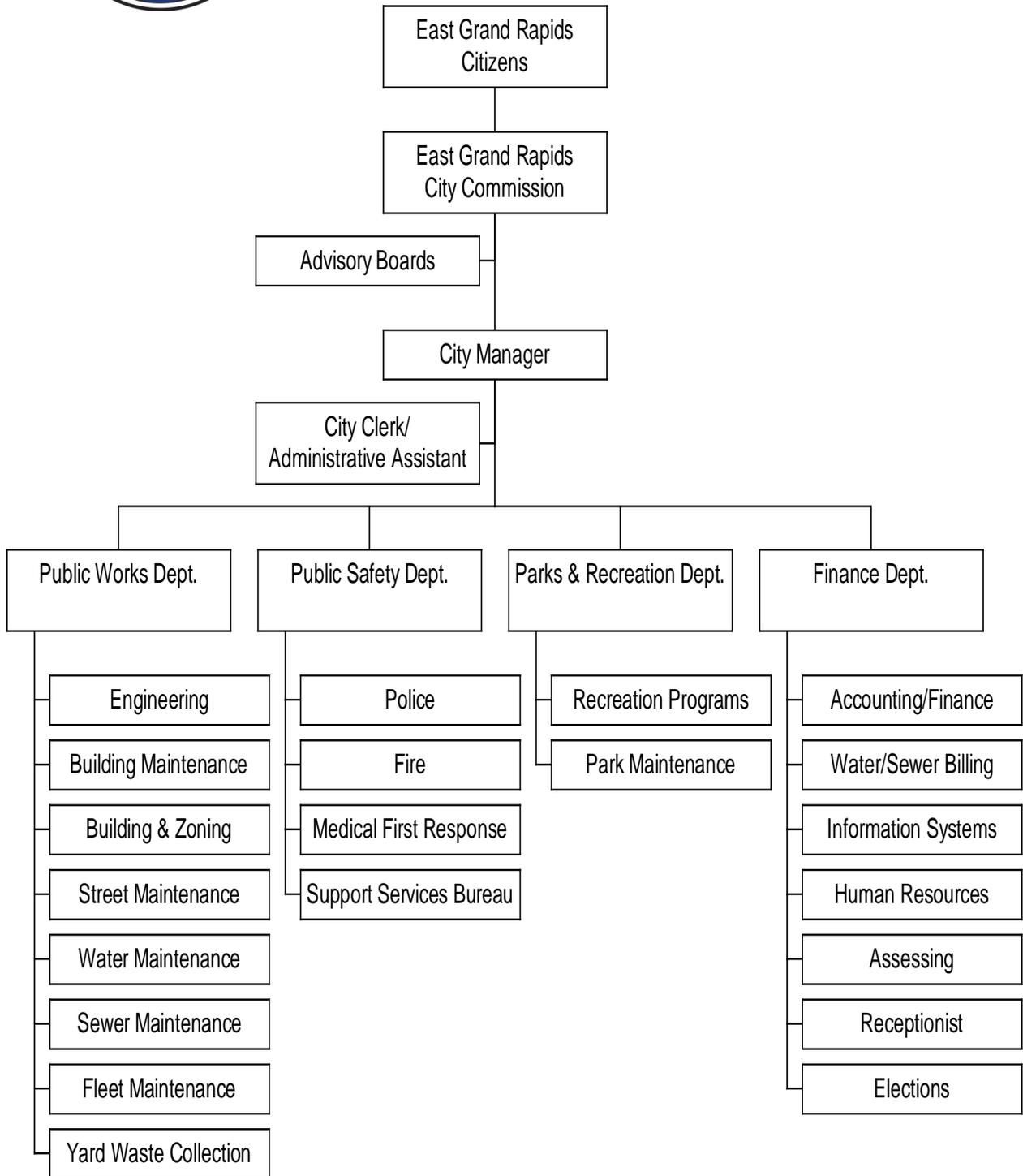
- Create a balanced budget through the examination of operations and costs and identifying alternative funding sources.
- Monitor revenues and expenditures to evaluate financial condition on a quarterly basis.
- Improve customer communication through the City's website, Facebook pages and other social media.
- Recodify the City code book on the City's website.
- Update the employee handbook.

Create the most efficient and high quality City operations while upgrading the existing infrastructure.

- Continue cooperative operations (strategic partnerships) with the East Grand Rapids School District and other public and private organizations.
- Work with Kent County and City of Grand Rapids on a unified county-wide dispatch.
- Initiate a sanitary and storm sewer study to create a 10-year capital improvement program.
- Continue to be a community with the lowest crime rate in the State of Michigan.
- Reconstruct Lake Drive/Breton/Lakeside intersection.
- Update the City's Master Plan, in particular the subarea Gaslight Village and Blodgett Hospital plans.
- Align water/sewer rates with capital needs.



City of East Grand Rapids Organizational Chart



**CITY OF EAST GRAND RAPIDS
LONG RANGE STRATEGIC PLAN
Updated by City Commission March 26, 2012
Staff Updated February 2016**

*Mission Statement:
As a leadership team, we commit
to continuously improving
the quality and efficiency of City services.*

Status Code: C = Complete
PC = Partially Complete
O = Ongoing

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
PROPERTY DEVELOPMENT - Gaslight Village	Vibrant Downtown	2007	1. Work with Gaslight Village Assoc. to maintain Gaslight Village through special events, advertising and streetscape appearance. 2. Staff to attend GVBA meetings.		Ongoing
PROPERTY DEVELOPMENT - Gaslight Village	Promotion and Marketing programs	2007	1. Work with GVBA on marketing program 2. Contact Eastown association for possible coordination.		Ongoing
PROPERTY DEVELOPMENT - Gaslight Village	Branding program	2012	Work with GVBA on marketing program	City Communications Specialist will work with GVBA.	
PROPERTY DEVELOPMENT - Gaslight Village	Growth and Tax Revenue	2007			
PROPERTY DEVELOPMENT - Gaslight Village	Amenities	2007	1. Continue to provide flowers and general upkeep of streetscape. 2. Work with GVBA on additional landscaping.		Ongoing
PROPERTY DEVELOPMENT - Gaslight Village	Wifi for central business district and John Collins Park	2012	1. Research options. 2. Identify funding and/or costs. 3. Determine viability.	Equipment/services costs are expensive. No sponsors found.	
PROPERTY DEVELOPMENT - Gaslight Village	Wayfinding initiative (signs)	2012	1. Upgrade existing signs and explore additional signs.		
PROPERTY DEVELOPMENT - Gaslight Village	Work with GVBA to promote city sanctioned special events in concert with GVBA	2012	Work with GVBA and establish staff liaison to all events.	Parks Director coordinating GVBA events	Ongoing
PROPERTY DEVELOPMENT - Neighborhoods/Housing	Maintain affordable housing	1999			
PROPERTY DEVELOPMENT - Neighborhoods/Housing	Encourage remodeling	1999	1. Keep variance applications easy/ affordable.		
PROPERTY DEVELOPMENT - Spectrum Health Care	Encourage continued health care development and connection to GLV.	1999	1. Work with hospital to update office building 2. Link campus to Gaslight Village	Ongoing discussion with hospital officials.	Ongoing
INFRASTRUCTURE - City Buildings	Fire training facility	1999 2007	1. Determine location, possibly with other community. 2. Approve site. 3. Seek donations		

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
INFRASTRUCTURE - City Buildings	Long-term facility maintenance standards and replacement program.	2007	1. Explore building repair/replacement fund.	Budgeting repairs to Public Safety and Community Center buildings. Creating long-term building repair schedule.	
INFRASTRUCTURE - Water/Sewer	Well maintained water infrastructure	1999 2007	1. Continue to upgrade old mains in conjunction with street improvements. 2. Refurbish elevated water tower.	1. Creating long-term replacement schedule.	Complete 2015
INFRASTRUCTURE - Water/Sewer	Replace storm and sanitary sewer mains and lift stations.	1999 2007	1. Citywide evaluation of system. 2. Update CIP requests for 5, 10, 20 years into the future. 3. Explore funding for stormwater improvements.	Received grant to televiser sanitary sewer mains and create long-term repair/replacement schedule.	
INFRASTRUCTURE - Transportation	Best streets in Michigan: less potholes, smooth drive	2007	Continue pothole, spray patching and crack sealing program.		Ongoing
INFRASTRUCTURE - Transportation	Provide sidewalks in areas where pedestrian traffic warrants.	2012	1. Inventory of locations without sidewalks. 2. Decide where sidewalks are needed and prioritize. 3. Develop plan/policy for funding.	Identified streets lacking sidewalks	Ongoing
INFRASTRUCTURE - Transportation	Bury utility wires to improve look and minimize outages. Transit Improvements	2007 2012	Work with ITP Board on service improvements		
INFRASTRUCTURE - Transportation	Complete street plan	2012	1. Reeds Lake Trail Phase 4 2. Separate bikes from pedestrians. 3. Look at streets as more than cars. Assess each street for use. 4. Develop plans in cooperation w/surrounding cities.		Complete
INFRASTRUCTURE - Transportation	Audible traffic signs	2012	Evaluate intersection for possible improvements		
INFRASTRUCTURE - Transportation	Permanent speed signs	2012	Investigate permanent signs telling motorists of their speed.		
INFRASTRUCTURE - Transportation	Bike lane/loop around Reeds Lake	2012	Analyze in-street bike lanes during road improvements.		
INFRASTRUCTURE - Parks	Manhattan Park improvements	1999 2007	1. Secure funding		
INFRASTRUCTURE - Parks	Complete improvements to Hodenpyl Woods trail system.	2007	1. Secure funding		
INFRASTRUCTURE - Parks	Pursue Waterfront Park Phase II improvements	1999 2007	1. Make presentations to local foundations. 2. Apply for DNR grants		
INFRASTRUCTURE - Parks	Better lake access	2012	1. Investigate possible add'l kayak launch		

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
CITY OPERATIONS -	Continue to research/implement value added services	1999	1. Survey residents about trash hauling contract.		
CITY OPERATIONS -	Work on benchmarking program.	1999		Establish goals and stats to monitor city services	
CITY OPERATIONS -	City-wide scientific survey on services/operations	2007	1. Add survey to budget		
CITY OPERATIONS -	Improve efficiency of procedures/methods at Public Works.	2007			
CITY OPERATIONS - Public Safety	Plan for school engagement	2007	1. Work with C.A.C. 2. Maintain TEAM for elementary schools 3. Continue internships with high school and college students. 4. Maintain SALT program.		Ongoing
CITY OPERATIONS - Public Safety	Maintain low crime rate.	2007	1. Maintain "courtesy security awareness program" 2. Maintain bike patrol program. 3. Maintain foot patrol program. 4. Continue directed patrol program. 5. Research Schod Silent Observer program. 6. Research community crime prevention programs.		Ongoing
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Work with surrounding colleges for internships, placement programs, cultural events and facility use.	1999	1. Use interns for various special projects.		
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Work with governmental units on lake quality and control.	1999	1. Implement wier agreement with Aquinas College to control lake levels. 2. Work with LGROW on stormwater and lake issues.		Ongoing.
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Be part of a regional transportation planning commission.	1999	1. Continue to seek grants. 2. Work with GVMC.	Received grant for Lake/Brelon/ Lakeside intersection reconstruction	
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Continue to explore state/ federal grant sources to fund projects.	1999	1. Continue to seek DNR grants for parks. 2. Investigate federal grants for bike trails.		
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Encourage more involvement in GVMC and by GVMC.	1999	1. Mayor and Commissioners need to be more invdved with GVMC and MML.	City Manager appointed to GVMC Exec. Committee	Partially Complete
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Share facilities with other governmental units. Trade program planning for facility use.	1999	1. Continue existing programs and explore additional.		

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Be more active in the lobbying of state and federal governments for our interests	1999	1. City Commission members to be more involved with Michigan Municipal League and GVMC.		
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Research joint functions that may share resources: * technology * human resources * purchasing * parks and recreation * public safety * finance	1999	1. Work with schools. 2. Work with other units of government	Establish ambulance consortium. County-wide dispatch Fuel sharing with schools	Complete Ongoing Complete
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Continue to develop emergency operations plans.	1999	1. Work with neighboring communities on mutual aid		
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Improve relations with surrounding business districts.	1999	1. Contact Eastown and Breton Village groups for possible coordination of marketing or events.		
INTERGOVERNMENTAL RELATIONS - Neighboring Governmental Units	Greater regional participation. Improve relations with border communities and neighborhood associations.	2007	1. Continue to discuss zoning issues. 2. Cooperate on joint operations.		
INTERGOVERNMENTAL RELATIONS - Joint Facilities	Provide joint maintenance of facilities between city and schools.	1999	1. Ongoing projects.		
INTERGOVERNMENTAL RELATIONS - Joint Facilities	Share technology with the schools.	1999	1. Study using school technology for Gaslight Village wifi 2. Continue use of shared software/technology systems for pool maintenance, scheduling of facilities.		
INTERGOVERNMENTAL RELATIONS - Joint Facilities	Implement joint administrative services with the school district	1999	1. Continue to investigate.		
FINANCIAL VITALITY	Seek grants for projects.	1999	1. Road work. 2. Reeds Lake Trail. 3. Park projects. 4. Public Safety	Lake/Breton intersection - 2016.	2016 Complete

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
FINANCIAL VITALITY	Review and study alternative revenue sources.	1999	1. Consider Headfee vote. 2. Consider debt. 3. Fees, etc. 4. State revenues. 5. 1% admin fee on tax bills. 6. EVIP program 7. Fee to collect school taxes.	Street & Sidewalk millage approved by voters - May 2015	Complete
FINANCIAL VITALITY	Protect/Enhance tax base: * active/current assessments * encourage redevelopment	1999	1. Continue 20% per year property reappraisals.		Ongoing
FINANCIAL VITALITY	Research additional revenues as revenue sharing decrease.	2007	1. Cell tower leases/expansion. 2. Review/Update recreation fees annually. 3. Explore advertising and sponsorships.		Ongoing
FINANCIAL VITALITY	Maintain AAA bond rating	2012	1. Work with rating agencies during future evaluations	Kept AAA Fitch rating in 2014. Kept AA+ S&P rating in 2015.	
COMMUNITY ENGAGEMENT	Maintain and improve information and services available online.	1999	1. Use website to attract potential residents. 2. Centralize marketing efforts to promote EGR. 3. Update ordinances on website.	Hired communication specialist 2015. Codification proposals.	Ongoing
COMMUNITY ENGAGEMENT	Develop comprehensive social media policy and plan.	2012	1. Create plan and implement.	Facebook pages used weekly to promote events, share information, engage users	Ongoing
COMMUNITY ENGAGEMENT	Involve more citizens on boards, committees and activities.	1999	2. Policy on use by employees.		
COMMUNITY ENGAGEMENT	Promote EGR to current and potential residents.	1999	1. Update website. 2. Develop city-wide marketing or branding program.	Hired communications specialist.	Ongoing
COMMUNITY ENGAGEMENT	Aggressive marketing program.	2007	1. Develop social media presence. 2. Improve online involvement with citizens. 3. Promote property values and services received. 4. Educate public on duties of all depts. 5. Use survey results to develop communication plan	Using website notify feature, Facebook and Twitter to inform residents of developing situations, reminders, events.	Ongoing
COMMUNITY ENGAGEMENT	Change perception that EGR housing is all expensive.	2007			
ENVIRONMENT & SUSTAINABILITY	Internalize, educate and promote initiatives.	2007	1. Continue to use e-news, water bill inserts and news articles.		Ongoing
ENVIRONMENT & SUSTAINABILITY	Publicize stormwater "best practices"	2007	1. Continue to use e-news, water bill inserts and news articles.		Ongoing
ENVIRONMENT & SUSTAINABILITY	Education of public on keeping environment healthy.	2007	1. Continue to use e-news, water bill inserts and news articles.		Ongoing

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
ENVIRONMENT & SUSTAINABILITY	Preserve natural environment (lakes, fish, forests).	2007	<ol style="list-style-type: none"> 1. Continue lake testing. 2. Improve wetlands at Waterfront Park. 3. Encourage tree planting in gap areas. 4. Add recycling stations in parks, trailside and Gaslight Village. 5. Develop plan to address goose/swan invasion. 6. Implement SWPPI plan 7. Increase awareness of phosphorous fertilizer issues. 	<ol style="list-style-type: none"> 2. Pilot recycling program at Collins Park 3. Tree inventory grant - 2016 5. Egg collection continues 6. Stormwater permit application due April 1, 2015. 	<p>Ongoing 2016 2016</p> <p>Ongoing</p> <p>Complete</p>
ENVIRONMENT & SUSTAINABILITY	Improve private property storm water management	2007	<ol style="list-style-type: none"> 1. Encourage/regulate property owners to naturalize riparian zones. 		

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
COMPLETED ITEMS					
PROPERTY DEVELOPMENT - Gaslight Village	Decide between creating a "Holland" destination vs. serving EGR resident needs.	1999	1. Involve merchants and landlords.		
PROPERTY DEVELOPMENT - Gaslight Village	Develop and research redevelopment guidelines	1999	1. Involve merchants and landlords. 2. Work with merchants, City Comm. and Planning Comm. to determine timing, etc.		
PROPERTY DEVELOPMENT - Gaslight Village	Develop Gaslight Village streetscape	1999	1. Update existing plan 2. Review cost estimates. 3. Investigate grant sources. 4. Work with merchants, landlords, City Comm. and Planning Comm. to determine timing, etc.		
PROPERTY DEVELOPMENT - Gaslight Village	Memorial Stadium	1999			
PROPERTY DEVELOPMENT - Gaslight Village	Zoning	2007	Update zoning and parking ordinances.		
PROPERTY DEVELOPMENT - Neighborhoods/Housing	Identify residential redevelopment zones near Gaslight Village.	1999			
PROPERTY DEVELOPMENT - Neighborhoods/Housing	Develop guidelines for redevelopment.	1999		Zoning ordinances updated.	Complete
PROPERTY DEVELOPMENT - Spectrum Health Care	Establish alternative uses for buildings.	2012			
INFRASTRUCTURE - City Buildings	Expansion of Library and remodeling of City Hall	1999	1. Investigate possible zoning changes. 2. Zoning changes	Keep communication open.	
INFRASTRUCTURE - Water/Sewer	Replace remaining 4" water mains.	1999	1. Review Task Force recommendation 2. Make decision. 3. Seek donations and/or bond issue		
INFRASTRUCTURE - Water/Sewer	Phase II storm water permit	1999	1. Approve funding and implement CIP request over the next three years. 1. Obtain permit.		
INFRASTRUCTURE - Roads	Reconfigure Lakeside/Wealthy intersection.	1999	1. Apply for grant funding 2. Approve other funds and determine timeliness. 3. Link to streetscape project. 4. Study intersection relating to Collins Park, Gaslight & City Hall complex	Requires further discussion and study Will need to update cost.	
INFRASTRUCTURE - Roads	Reconfigure Reeds Lake Blvd to enhance Gilmore waterfront property and intersection safety.	1999	1. Apply for grants. 2. Approve other funding and determine timeline.	Requires further discussion and study.	

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
INFRASTRUCTURE - Roads	Implement landscaping and beautification projects.	1999	1. Review Lake Drive/Breton intersection.	Entries will be studied as roads are reconstructed.	
INFRASTRUCTURE - Roads	Prominent display of property addresses at street.	2007			
INFRASTRUCTURE - Parks	New/remodeling of Wealthy Pool.	1999	1. Construction during 2002. 2. Open 2003.		
INFRASTRUCTURE - Parks	Plan for replacement of artificial fields.	2007	1. School bond will replace existing fields. 2. Sinking fund for future field replacement.		
INFRASTRUCTURE - Parking	Signage and regulations for Gaslight Village.	2007	Review and update parking ordinance.		
INFRASTRUCTURE - Parks	Wealthy Field improvements	2007	1. Architect review site. 2. Present to Joint Facilities for action/funding.		
INFRASTRUCTURE - Parks	Improve lower practice field (inside track)	2007			
INFRASTRUCTURE - Parks	Improvement of bikewalk path around Reeds Lake.	1999 2007	1. Resurface portion from DPW to rock. 2. Improve bridge over channel between lakes		Complete
INFRASTRUCTURE - Parking	Improve school parking and drop off issues.	2007	Incremental changes rather than significant changes. As other changes take place with buildings, parking, issues will be considered. High School is currently making minor changes to address parking issue. Special events create significant issues. Directional signs to Jade Pig parking ramp and enhance maps on website. Possibly establish a task force to work on these issues and boat ramp traffic.		
INFRASTRUCTURE - Transportation	Systematic approach to road/sidewalk maintenance.	1999 2007	Analyze funding amounts from General Fund and State	City and state ballot proposals to increase street funding - May 2015	Complete
CITY OPERATIONS -	Human Resources	1999	1. Continue to evaluate and develop employee benefits and programs to retain employees		
CITY OPERATIONS -	Review zoning to recognize lot size, highest and best use.	2007	1. Update Gaslight Village Subarea Plan 2. Update Gaslight Village zoning district per Subarea Plan update.		
INTERGOVERNMENTAL RELATIONS - Joint Facilities	Memorial Field	1999	1. Finalize funding and approve bids 2. Debate funding for future repairs.		

Category	Goal	Year	NEW Action Plan	Comments/Notes	Status
INTERGOVERNMENTAL RELATIONS - Joint Facilities	Improve Remington Field.	1999	1. Construct restroom facility.		
INTERGOVERNMENTAL RELATIONS - Joint Facilities	Improve practice football field.	1999	1. Approve plan. 2. Seek funding		
FINANCIAL VITALITY	Tax abatement in Gaslight Village.	1999	1. Consider short-term abatement for more revenue long-term	Check State laws for feasibility.	
PROPERTY DEVELOPMENT - Gaslight Village	Business Development Techniques	1999	1. Investigate * DDA * Tax abatement incentives * Improved relationships		
INFRASTRUCTURE - Transportation	Develop and implement components of traffic calming program.	1999	1. Review Traffic Commission's recommendation. 2. Determine priorities. 3. Determine funding. 4. Consider for all streets in the future. 5. Develop plan for resident requests.		
INFRASTRUCTURE - Transportation	Review gravel roads policy.	1999 2007	1. Infrastructure to review policy. 2. City Commission to finalize plans. 3. Meet with residents.		
INFRASTRUCTURE - City Buildings	Remodel/rebuild Streets & Utilities building with emphasis on LEED certification and improving efficiency and worker productivity.	1999 2007	1. Choose design/build firm. 2. Preliminary design. 3. Final design. 4. Construction		
INFRASTRUCTURE - City Buildings	Storage facility for grounds maint/recreation operations.	2007	1. Review options to build now or consolidate with Streets & Utilities building		
INFRASTRUCTURE - Parks	Review Phase II of John Collins Park.	1999	1. Take to Parks & Rec. Comm for prioritizing 2. City Comm to finalize plans 3. Meet w/residents.		
PROPERTY DEVELOPMENT - Gaslight Village	Target retail/commercial needs.	1999 2007	1. Involve merchants and landlords. 2. Work with merchants, landlords, City Comm. and Planning Comm. to determine timing, etc.		
CITY OPERATIONS - Public Safety	Update/Improve/Add technology for police operations.	2007	1. Implement Core RMS records program 2. Monitor technology advancements for improvements	1. CORE program complete	
FINANCIAL VITALITY	Monitor state-shared revenue	1999	1. EVIP compliance	Complete with full funding	
FINANCIAL VITALITY	Determine pension funding	2012	1. Work with MML on MERS issues	Completed changes through MERS Board.	
COMMUNITY ENGAGEMENT	Maintain and improve information and services available online.	1999	1. Update website 2. Use website to attract potential residents. 3. Update forms, online payment options.	New website launched Feb 2013. Continually updating content.	

OFFICE OF THE CITY MANAGER 2016-17 GOALS AND OBJECTIVES

Summary of Departmental Tasks:

The City Manager serves as the chief administrative officer of the City of East Grand Rapids. The manager is responsible for the implementation of city policy; budget preparation; program evaluation; coordination of city boards, commissions and other citizen organizations; and for making recommendations to the City Commission regarding the needs and operations of the city. The City Manager is also the Personnel Director for the city.

The City Clerk is also located in the City Manager's Department. Duties of the City Clerk include agenda preparation and distribution, records management, publication of required legal notices, election management, and working with the public on various issues. Several resident publications and communication efforts are also coordinated by the City Clerk.

Workforce Profile: Full-Time Employees = 2 Part-Time Employees = 0

Departmental Statistics:

	2013	2014	2015
City Commission Packets	25 packets = 1,743 pages of information	25 packets = 2,046 pages of information	25 packets = 1,356 pages of information
Community Foundation Packets	10 agendas	12 agendas	12 agendas
Community Foundation Year-End Solicitation	500 letters + Website + Waterbills	500 letters + website + waterbills + RLT postcard	500 letters + Website + Water bills + Facebook/ texting campaign
Community Foundation donations processed	150 donations	186 donations	133 donations
Community Foundation 4 th of July Race	500+ , \$20,000 raised	500+ , \$11,500 raised	300 + \$7,000 raised
Community Foundation Pancake Breakfast	300 participants	150 participants	175 participants
Budget/CIP/Goals Books	100 books yearly	80 books yearly	80 books yearly
Elections	1 election: 575 ballots processed.	3 elections: 9,460 ballots processed.	2 elections: 5,025 ballots processed
E-Newsletters/Communications	24 scheduled newsletters + special items	24 e-newsletters + email blasts	24 e-newsletters; 350+ FB/TW posts; 12 water bill inserts
Board Participation: GVMC Board & Executive Board, REGIS Board & Executive Board, LGROW Board, State of MI Forms Develop. Committee, West Mich Regional Clerks Assn Board			

Status of 2015-16 Goals and Objectives:

- Goal: Develop balanced city budget for FY 2015-16 without cutting services
- Objective: Work with each department and the City Commission through the budget process to continue to provide top quality services at a value to the Citizens of East Grand Rapids
- Status: FY 2015-16 budget balanced without any decrease in services.**
- Goal: Continue and expand strategic partnership with East Grand Rapids Schools, other government units and the private sector.
- Objective: Review city operations and work with other units of government to create higher levels of service and/or reduce costs. Specifically, work on merging the regional GIS system with other GIS systems to reduce costs. Work with other communities on creating options for assessing services.
- Status: Working with Kent County to create a central county-wide dispatch. Built an unleaded fuel storage facility at Public Works that cut costs for city and school district. Worked with GVMC to reorganize REGIS to reduce costs.**
- Goal: Update City Code Book
- Objective: Updated code sections are being reviewed and will be presented to the City Commission by summer of 2015. Bids and selection of a codification company will be presented to the City Commission in the fall of 2015.
- Status: Ordinance updates will be presented to the City Commission in the spring and codification will begin in the summer.**
- Goal: Assist East Grand Rapids Community Foundation with fundraising campaign for Reeds Lake Trail Boulevard Bridge project.
- Objective: Work with EGRCF Board members on various campaigns and special events designed to raise funds for Reeds Lake Trail Boulevard Bridge project.
- Status: Completed.**
- Goal: Expand communication with citizens and public at large.
- Objective: Work with Communication Specialist to develop additional social media to provide city information, increase recreation participation, and educate citizens concerning city services.
- Status: Developed comprehensive calendar to schedule website updates, water bill inserts, social media posts and other communications to residents. Completed.**

Goal: If the Streets & Sidewalks Millage is approved by voters in May, implement the additional \$2 million in street projects.

Objective: If approved, work with Public Works staff to design and bid grind and resurface projects for construction in Fall of 2015 and Spring of 2016.

Status: Completed for 2015.

Goal: Update Records Retention Schedule.

Objective: Work with all departments to revise and/or add relevant information.

Status: Moved to FY 2016-17

Goal: Work with Kent County municipalities to create and implement an Ambulance Consortium

Objective: EGR representatives on the Ambulance Consortium Board are working with KEMS to establish effective pre-hospital emergency medical services in Kent County through the establishment of contracts with area ambulance providers. It is anticipated that the contracts will be ready by the fall of 2015.

Status: Completed.

Goal: Work with each Department to create a contingency work plan in the event of an absence from work.

Objective: Each department needs to create a contingency work plan in the event that a department director or other manager is absence from work for a period of time.

Status: Moved to FY 2016-17.

2016-17 Goals and Objectives:

Goal: Develop balanced city budget for FY 2016-17 without cutting services.

Objective: Work with each department and City Commission through the budget process to continue to provide top quality services at a value to the citizens.

Goal: Continue to expand strategic partnership with East Grand Rapids Schools, other government units and the private sector.

Objective: Review city operations and work with other units of government to create higher levels of service and/or reduce costs. Specifically, work on creating a county-wide dispatch.

- Goal: Work with each department to create a contingency work plan in the event of a long-term absence by key staff members.
Objective: Each department needs to create a contingency work plan in the event that a department director or other manager has a long-term absence.
- Goal: Update records retention schedule.
Objective: Work with all departments to revise and/or add relevant information.
- Goal: Update City Comprehensive Master Plan.
Objective: Begin process of selecting planning consultant and develop process and timetable for updating the plan.
- Goal: Manage Presidential election process.
Objective: Supervise very complex and high turnout election. Work with schools to provide additional room for voting booths while maintaining safety precautions. Schedule part-time help if needed to process absentee ballots. Train election workers for busy election with separate absent voter counting board.

FINANCE DEPARTMENT DEPARTMENT ORGANIZATION 2016

The Finance Department exists to not only support the residents through customer service matters, but the other City departments for accounting, technology and human resource matters. In addition, the Finance Department supports other governmental agencies for elections, assessing and tax collection.

Workforce Profile: 6 Full-time employees
 3 Part-time employees

Assessing

- Inspect and maintain records of all property in the City
- Produce annual assessed values for all property
- Produce annual taxable values for all property
- Process assessment appeals through Assessor's Appeals, Board of Review, MI Tax Tribunal

Information Systems

- Network and application administration
- Capital technology outlook planning
- Hardware and software maintenance
- Security and data recovery
- Phone system administration

Election Administration

- Maintenance of voter files
- Election administration

Treasurer

- Billing, administration and collection of property taxes
- Water and sewer billing, administration and collection
- Receipt and custody of all City monies
- Investment of excess funds
- Cash flow management

Human Resources

- Human resource administration
- Assistance to City Manager on personnel policies
- Benefit plans and retirement administration

Accounting/Finance

- Financial reporting and analysis
- Debt management
- Annual audit preparation
- Budget development assistance to City Manager
- State reporting and compliance
- Payroll processing
- Quarterly/yearly payroll tax reporting
- Internal control and process review
- Capital asset tracking
- Accounts payable and check processing
- Risk management administration

Departmental Statistics

On a calendar year basis, the following activity flows through the Finance Department (not all inclusive). Numbers that have been rounded have been estimated based on average volumes.

<u>2015</u>	<u>2014</u>	
47,100	46,800	Water & sewer bills created (includes 8,700 emailed)
8,700	8,700	Tax bills created
21,500	26,300	Cash/check payments received, manually processed
9,000	5,400	Electronic bank checks posted
15,900	15,000	ACH utility payment receipts processed
4,200	4,200	Assessment notices issued
44	58	Appeals for March, July and December Board of Review and Michigan Tax Tribunal
466	496	Residential and commercial sales processed in assessing
324	287	Building permits processed in assessing/field checking
2	0	Properties reappraised and updated
2	467	Letters sent to reappraisal properties
205	226	Personal property statements mailed
2,900	2,900	Accounts payable checks processed
4,400	4,600	Accounts payable invoices processed
275	250	ACH payables processed
210	115	Debit card payments processed
1,100	1,600	Election changes processed (QVF)
90		New hires
350		Background checks processed
1,800	1,800	Payroll checks issued for regular employees
2,300	2,300	Payroll checks issued for seasonal/contract employees
53	46	Monthly Bank reconciliations prepared
622	716	Manual journal entries entered
350	350	W-2s issued
96	91	1099s issued
108	173	EGR Community Foundation donations processed
60,000	59,100	Internet service hits on the data maintained online:
38,700	42,300	Assessing information
14,100	9,500	Tax information
7,200	7,300	Utility billing

FINANCE DEPARTMENT 2015 ACCOMPLISHMENTS

Assessor

- Due to retirement of previous Assessor, successful transition of successor
- Promotion of Deputy Assessor from Assessing Clerk
- Completed 5 Michigan Tax Tribunal Small Claim appeals, which required research and analysis
- Successfully passed the Audit of Minimum Assessing Requirements (AMAR) conducted by the State
- Completed 8 different land parcel splits or combinations
- Processed 324 building permits, which exceeds last year's record by 12%

Information Systems

- Successfully evaluated and selected new phone system
- Audit of phone services completed with consultant for an estimated yearly savings of \$10,500
- Exchange (email) migrated to Office 365 cloud service providing better remote connectivity and reducing overhead
- Storage Area Network project was bid and vendor was selected. Once it is installed in February 2016, it will increase redundancy and flexibility in server infrastructure.

Election Administration

- Effectively administered 2 elections with assistance of the entire Finance Department
- Successful transition and training of the new Deputy Clerk in election procedures.

Human Resources

- Successful implementation and education of new benefits and changes.
- Positive achievement of the Finance Department restructuring, which included the hiring of new Assessor, Accounting Clerk and Administration Clerk.
- Completion of an employee engagement survey resulting in departmental goals and action plans.
- Maintained compliance and managed leave cases successfully.

Accounting/Finance

- Assistance in the information campaign related to the roads and sidewalk millage
- Centralization of receivables into the BS&A Miscellaneous Receivables program
- Processing of motor pool equipment through the BS&A Timesheet program
- Implementation of quarterly budget amendments
- Formalization of the budget process directly into BS&A General Ledger program
- Reconfiguration of procedures in utility billing to become more accurate and efficient
- Addition of financial record keeping duties related to the EGR Community Foundation into the Finance Department
- Successfully maintained bond ratings through review process

FINANCE DEPARTMENT STATUS OF 2015 GOALS

ASSESSOR

- **Goal:** Complete field inspections on 5% of City properties and input updates into the assessing system in order to remain compliant with State Tax Commission guidelines.

Status: Not complete due to retirement of Assessor. We will continue this goal for 2016.

- **Goal:** Implement Pictometry Change Finder to assist in maintaining the accuracy of record cards.

Status: In progress. We will continue to review aerial photography, comparing to current aerial photography to identify differences. This will assist in maintaining the accuracy of our record cards.

- **Goal:** Scan historical photographs of properties into BS&A software to allow homeowners to view/print their historical pictures from the City's website.

Status: Not complete. We will continue this goal for 2016.

INFORMATION SYSTEMS

- **Goal:** Create technology policies/reminders to employees to reinforce the proper use of the City's technology assets. In addition, the creation of policies related to technology retention and recovery also needs to be addressed.

Status: Expanded scope and will be completed in 2016

- **Goal:** To successfully bid and select a new phone system vendor and assist in the implementation of a new phone system.

Status: The bid process and selection of the vendor have been completed. Implementation is in progress.

Finance Department 2015 Goals and Objectives

INFORMATION SYSTEMS (continued)

- **Goal:** Implement new RecTrac server and network attached storage system
Status: Project scheduled to be completed February 2016
- **Goal:** Review the City's copier needs and replace outdated and poorly functioning devices. Also review and update maintenance contract on the copiers.
Status: Complete

HUMAN RESOURCES

- **Goal:** Conduct a job study for non-union employees. The study will include updating job descriptions, evaluating roles, and benchmarking pay. By reviewing this information, the City will be able to ensure fair and equitable pay to employees.
Status: In progress
 - **Goal:** To update the employee handbooks to ensure current practices are documented and consistent with existing City policies.
Status: Will be completed in 2016
- Goal:** Make changes to the current structure in the Finance Department and successfully implement these changes. This will entail updating job descriptions and placing employees in the proper position based on their competencies.
- Status:** Complete. This has allowed the Finance Department to complete all of the objections originally stated:
- Create segregation of duties between Human Resources and payroll
 - Additional time created for essential Human Resource projects
 - Fully take over the Foundation accounting
 - Allow for additional hours (approximately 350) in assessing.
 - Additional time created for uncompleted accounting projects

Not only were we able to add capacity to the Finance and Assessing staff, we were able to save \$20,000 per year in staffing costs.

Finance Department 2015 Goals and Objectives

ACCOUNTING/FINANCE

- **Goal:** To complete the review of utility billing process.

Status: Complete. Many changes have resulted from the review of the previous process:

- Consistency in account numbers by changing to Location IDs
- Creation of policies and procedures to ensure consistency with residents
- Major reduction in customer billing complaints by becoming more efficient with billing steps (i.e. using excel to sort for abnormal reads)
- Clean up of incorrect accounts
- Audit of border properties and multi-family properties

- **Goal:** Formalize the budget amendment process by creating a policy that would receive the amendments directly from each department and have the amendments approved each quarter by the Commission.

Status: Complete. In addition, the entire budget process has also been updated to allow for direct entry by the departments into the BS&A General Ledger program for both budget amendments and for the yearly budget. This will help streamline the process and help with efficiency.

- **Goal:** Centralize receivables between departments to ensure all money owed to the City is properly tracked and collected through the BS&A Miscellaneous Receivable program. In addition, this allows for the Engineering Department to print invoices that can be paid in the Finance Department by cash or credit card for those with the desire to pay with something other than a check.

Status: Complete

- **Goal:** To hold cash handling procedure and workplace safety training as it relates to front desk duties. The training will include an understanding cash handling controls, detecting against counterfeit money and procedures in the case of a robbery or other suspicious activity.

Status: Complete. This training was attended by ten employees and was well received.

**Finance Department
2015 Goals and Objectives**

ACCOUNTING/FINANCE (continued)

- **Goal:** To encourage each department to use the Kent County Reverse Auction and MiDeal for purchasing.

Status: Ongoing. Although it has not become a *standard* practice for some of the departments to use the Kent County Reverse Auction system, with the new upgrade to Kent County's system, the Finance Department is going to push more items be bid through this system. MiDeal has been used for vehicle purchases.

- **Goal:** Review of procedures for tracking program expenditures in the Parks and Recreation Department and perform a formal review of direct costs plus administrative/overhead charges.

Status: Procedures were reviewed for tracking program expenditures in the Parks and Recreation Department and it was determined that it would be best to wait for the upcoming major upgrade in RecTrak. Although a formal review of direct costs plus administrative costs was not completed, fees for programs were reviewed and raised accordingly.

- **Goal:** Enter the motor pool equipment into the BS&A Timesheets program versus manually tracking in excel to create efficiencies.

Status: Complete

FINANCE DEPARTMENT GOALS AND OBJECTIVES 2016

ASSESSOR

- **Goal:** Complete field inspections on one neighborhood and input updates into the assessing system.

Background: State Tax Commission guidelines state that all City properties need field inspections completed every five years.

Objective: These reappraisals ensure the City has the most current values assigned to the properties.

- **Goal:** Implement Pictometry Change Finder.

Background: To compare sketches from previous aerial photography to current aerial photography to identify differences.

Objective: This will assist in maintaining the accuracy of the record cards.

- **Goal:** Scan historical photographs of properties into BS&A software.

Background: On the online access, some parcels do not have the historical pictures available.

Objective: To allow homeowners to view/print their historical pictures from our website.

- **Goal:** Finalize the reorganizing of Assessing division to continue the high quality of service to our residents.

Background: In 2015, changes were made to the Finance Department that significantly changed the Assessing division. Currently, there are two part-time employees as opposed to one full-time and one part-time employee.

Objective: Although we were able to add capacity to Assessing with these changes, the actual duties need to be adjusted for actual workload between the two positions. Items such as the increase in building permits, the reappraisal requirements and the training of the Deputy Assessor all need to be worked into the work plan; all of which will be additional time that was not spent in previous years.

**Finance Department
2016 Goals and Objectives**

INFORMATION SYSTEMS

- **Goal:** Create a comprehensive Technology Disaster Recovery Plan for the City

Background: Employees use technology in almost every task they perform. Desktop computers and wireless devices are used by employees to create, process, manage and communicate information. Servers process information and store large amounts of data. The impact of data loss or corruption from hardware failure, human error, hacking or malware could be significant.

Currently, all data is backed-up each night and is stored onsite. Once a week, this data is taken offsite. The City does not have a formal recovery plan of restoring data in the event of a major loss.

Objective: Develop a documented plan for data backup and restoration of electronic information. Determine and document acceptable backup and recovery windows for various systems. This will include reviews of our current and available backup systems (capital), remote services and considering the need for cyber insurance.

We would also like to manage the expectations of the various departments and what they can expect in the event of a major loss.

- **Goal:** To create a policy based on best practices and legal requirements for retaining and archiving email and other electronically stored data on computer hard drives and networks.

Background: City began to archive email several years ago to comply with potential legal and other (FOIA) requirements. Archiving was implemented with the simple *save everything* retention plan. As the amount of data retained has grown, this policy needs to be updated and revised. In addition, the amount of old files stored on the network needs to be cleaned-up and evaluated to determine if necessary to keep.

Objective: To manage electronic records, minimize workplace risks, and maximize employee compliance with policy and procedures:

- Establish a clear definition of *business record* on a City-wide basis
- Know – and adhere to – the legal rules governing email and other electronically stored data
- Communicate the City's *business record* definition clearly and consistently to all employees.
- Establish written policies and schedules governing the retention and disposition of email records, as well as the purging of non-records.

This will also cover the account payable scanning goal discussed below.

Finance Department 2016 Goals and Objectives

INFORMATION SYSTEMS (continued)

- **Goal:** Create and enforce a mobile device acceptable usage policy for applicable users. The overall goal of the policy is to protect the integrity and confidentiality of data.

Background: Multiple City staff use a personal mobile device that is linked to City email and other data. In addition, there are various mobile devices provided by the City to staff. The use of mobile devices and applications in the City has significantly increased in the last few years.

Objective: This policy will protect this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it can potentially be compromised. A breach of this type could result in loss of information, damage to critical applications, financial loss, or damage to the City's image. This will include a reviews of and possible implementation of a mobile device management application or service.

- **Goal:** Provide general staff training on various technology matters, starting with mobile device acceptable use and retention matters discussed above, along with acceptable internet usage, proper use of city email and potential risks related to cybercrimes.

Background: As technology changes and more users are required to use it to complete their jobs, knowledge of safe/best practices are important for safeguarding data as well as the functionality and availability of systems.

Objective: Explore options for on-site trainings and seminars that could be offered to employees. Look into available content via news letters or other sources that can be provided as reference material to employees.

HUMAN RESOURCES

- **Goal:** To update the employee handbooks to ensure current practices are documented and consistent with existing City policies. In addition, policies need to be updated for new laws that have gone into place.

Background: The City's employee handbook was last updated on April 1, 2008.

Objective: It is vital that the employee handbook be maintained and updated regularly to comply with legal requirements, to safe guard the city from litigation, and to create streamlined policies and practices that help create a more consistent work environment.

Finance Department 2016 Goals and Objectives

HUMAN RESOURCES (continued)

- **Goal:** Completion of various payroll audits.

Background: Employers are required to comply with wage and hour and employment tax laws that occur on a federal, state and local level. Conducting periodic audits at least once or twice per year helps us maintain compliance and strengthen our City's internal controls.

Objective: The audit will enable us to verify that payroll records are correct and to fix issues that could lead to an external audit. A qualified member of our staff can perform the audit.

- **Goal:** Comply with the Affordable Care Act (ACA) Shared Responsibility compliance and reporting requirements.

Background: Included in the Affordable Care Act were requirements for employers to report employee medical plan information. As a self-insured employer the burden reporting falls to the employer to complete. As a result, Human Resources is responsible for system updates in programs, reporting/audit procedures and education/distribution strategies.

Objective: This will ensure the City is compliant with ACA requirements preventing the City from litigation and steep fines.

ACCOUNTING/FINANCE

- **Goal:** Six months before the City's general liability and auto insurance renewal, solicit a number of agents/brokers to present in a written and oral format an overall presentation of their capabilities, systems and personnel. Ask the potential vendors to present the City with three possible markets to which they could present our account.

Background: The City historically requests competitive bids for the agent and insurance company (as a package) once every three to five years. The City completed a competitive bid six years ago with a full review from a professional consultant. Berends Hendricks Stuit representing Travelers Insurance was selected at that time. Due to open claims the last few years, the City has not completed a formal insurance review.

Objective: The overall objective is to *unbundle* this process and narrow the group to an agent/broker to represent the City. This firm, after selected, will then go to market with the three listed insurance companies outlined in the initial presentation. It has not been decided if the City will complete a full review with a professional consultant.

Finance Department 2016 Goals and Objectives

ACCOUNTING/FINANCE (continued)

- **Goal:** To compile a written set of financial policies to be adopted by the City Commission.

Background: The City has financial policies; some are written and some are *spoken*. Some of the policies to be reviewed or created include: Investment, Cash Management, Debt Management, Procurement, Budget Management and Fund Balance Reserves.

Objective: The objective would be to look at policies already written and update as necessary and formally document the others. Financial policies are central to a strategic, long-term approach to financial management. Some of the most powerful arguments in favor of adopting formal, written financial policies include their ability to help governments:

- Institutionalize good management practices. Formal policies usually outlive their creators, and, thus, promote stability and continuity.
 - Clarify and develop strategic intent for management. Financial policies define a shared understanding of how the organization will develop its financial practices and manage its resources to provide the best value to the community.
 - Define boundaries. Financial policies define limits on the actions staff may take. The policy framework provides the boundaries within which staff can innovate in order to realize the organization's strategic intent.
- **Goal:** Renumbering chart of accounts to fully comply with the State of Michigan requirements and to add efficiencies to the organization of the chart of accounts.

Background: A standard chart of accounts is a numbered list of the accounts that comprise an organization's general ledger. The chart of accounts is basically a filing system for categorizing all of the accounts and classifying all transactions according to the accounts they affect. The standard chart of accounts is sometimes also called the uniform chart of accounts, and for municipalities, this has been dictated by the State of Michigan.

For a majority of our accounts, the City has been following the State of Michigan requirements. However, the City's chart of accounts has *evolved* over time and many of the accounts no longer follow any sort of pattern. Many accounts are duplicated.

Objective: The overall objective would be to clean up the list and organize for efficiency purposes. Although it sounds simple enough, it will be a major undertaking for all departments.

Finance Department 2016 Goals and Objectives

ACCOUNTING/FINANCE (continued)

- **Goal:** Begin scanning accounts payable invoices into the BS&A Accounts Payable program and start the process of eliminating paper copies.

Background: Currently, a paper copy is maintained for all invoices and held according to a retention schedule. In addition, many departments keep one or more copies of various invoices in addition to the copies maintained in the Finance Department.

Objective: Scanning invoices after approval is relatively quick to implement and won't require a change to our current process. Some of the advantages will be as follows:

- Speedy and easy retrieval for all departments without the need to maintain separate copies.
- Saves paper storage space, especially when multiple copies of the same invoice are maintained by various departments.
- Low cost to implement (purchase of scanner only)

To be successful in this goal, City staff will need to be trained on the BS&A Accounts Payable program. We would look to begin scanning invoices for fiscal year 2016/2017 only; there would be no retroactive scanning.

Most importantly, this would be step one of fully implementing a paperless accounts payable system.

- **Goal:** A comprehensive water and sewer rate study to be completed that will include additional funds for capital projects. Once completed, a presentation will be made to the City Commission of the proposed rates that will include the appropriate background and other information useful for the City Commission in making an informed decision.

Background: With the aging water and sewer infrastructure it is important for the City to keep pace with the capital projects that are necessary for efficient system operations.

Objective: The City's main objective in setting rates is equitable cost sharing among residents and to charge what is required to operate and maintain the system in good working order. If rates are not appropriately set, there could be a reduction in the planned maintenance, repair and replacement. This could result in an increase in water line breaks and sewer line failures, unreliable service to residents, safety issues for employees and unexpected costs for emergency fixes.

**Finance Department
2016 Goals and Objectives**

ACCOUNTING/FINANCE (continued)

- **Goal:** Review updated projections from Municipal Employees' Retirement System of Michigan (MERS) for the City's defined benefit pension plan and determine a revised plan for funding based on the updated projections from MERS. In addition, determine a revised funding plan for the City's Other Post-Employment Benefits (OPEB).

Background: The City's defined benefit pension plan, administered by MERS, was closed to new employees on July 1, 1999 and a defined contribution plan was established. The City plans to have the defined benefit pension plan mostly funded in the foreseeable future. In addition, the City administers a defined benefit healthcare plan (OPEB Plan).

MERS has recently enacted various changes to their actuarial assumptions. These changes will result in increased costs each year. In addition to increased future costs, the *cliff* the City has been trying to reach has also been now pushed out for a number of years.

Objective: The City had developed an unfunded accrued liability plan that included additional funding for OPEB once the pension *cliff* was reached. With the changes discussed above, both plans will need to be updated and reconfigured in conjunction with the multi-year budget discussed next.

- **Goal:** Create a multi-year budget document in BS&A General Ledger program that can be used to closely monitor projected funding sources for the City and to continually evaluate expenditures for potential on-going savings or for recurring new expenditures. The overall goal would be to keep a fund balance of 20-25% in the General Fund in these future years.

Background: Local governments are facing significant challenges due to limited revenues and increasing expenditures. Municipalities must utilize longer-term financial planning to avoid unforeseen revenue shortfalls and overspending. A multi-year budget allows local governments to take a proactive approach to a number of financial demands.

Objective: Budget issues are not limited to a single fiscal year; they trend over several years. The development of a model for the City would be a joint effort involving each department. Use of multi-year budgeting will allow the City to capture and deal with those trends. The document created would be *rolling*, meaning when making amendments, having those amendments impact multiple years as well. For example, if a new position is added, the cost will impact the future years shown. In addition, benefit changes, newly enacted laws and revised union contracts are other examples of changing trends that could be adjusted in the future years. The document would not be formally adopted, but would be updated internally and kept current for 3 future years for the General Fund, Street Funds and the Water and Sewer Fund.

PARKS AND RECREATION DEPARTMENT ACCOMPLISHMENTS 2015

- The Channel Bridge project was completed.
- Increased Huntington Reeds Lake Run Participation as well as Rhoades McKee Reeds Lake Triathlon/Duathlon.
- Cindy Maleski was hired as a part-time receptionist.
- Ryan Russell was hired full-time as grounds maintenance laborer.
- All irrigation systems located on City and School property were audited and repaired.
- Grounds Maintenance staff received certifications in Pesticide applications.
- Drainage was added and existing lines cleaned in John Collins Park to prevent ponding on the walkways.
- New collaborations were reached with USA Football and Flag Football to offer a National Flag Football program.
- New collaboration was reached with East Pride Lacrosse Board taking over and administering the boy's lacrosse program. They will rent fields from the City for practices, games and tournaments.
- Summer tennis program was restructured and netted the City an additional \$12,000.
- Joint Facilities projects completed; Repaired and stained boathouse in John Collins Park, installed softball outfield fence at Manhattan Park, leveled and re-turfed the Rusty Swaney Baseball Field at Remington Park outfield and leveled/re-stripped tennis courts at the Middle School.

PARKS AND RECREATION DEPARTMENT STATUS OF GOALS AND OBJECTIVES 2015-16

Goal: Create and build a strategic marketing plan to increase advertising for all publications

Objectives:

- Work with new Communications Specialist to improve website layout and departmental publications
- Increase advertising revenue for the quarterly brochure by \$1,000 per year
- Increase advertising revenue for the triathlon booklet by \$500 per year

Status: Revenue for brochure adds increased by \$,1489 and the Triathlon booklet was eliminated.

Goal: Increase online activity registration from 18% to 25%

Objectives:

- Email all new households their user names and passwords
- Increase the frequency of email blasts with user names and passwords
- Address all on-line issues in a timely manner
- Investigate different module options with Rec-Trac like pool and fitness passes on-line

Status: Online activity increased by 20.3% and we continue to investigate added rec-trac features.

Goal: Increase volunteer groups to assist with invasive species and plant management

Objectives:

- Find groups for Hodenpyl, Waterfront and Manhattan parks
- Create an activity number for volunteer registration in conjunction with a sports activity to work on the eradication of specific invasive species

Status: Not complete.

Goal: Educate patrons on the benefits of Parks and Recreation and why they should choose Parks and Recreation in our quarterly brochure

Objectives:

- Obtain patron quotes about our department
- Promote outdoor and trail fitness options
- Use specific quotes regarding the benefits of Recreation

Status: on-going and complete by promoting exercise/walking on our Facebook page.

Goal: Investigate creative ways to increase special event revenue

Objectives:

- Increase Reeds Lake Run revenue by 5%
- Increase Reeds Lake Tri/DU revenue by 5%
- Increase Mom/Son revenue by 7%
- Seek Title and minor sponsors for Movies in the Park
- Seek Title and minor sponsors for July 4th Celebration

Status: Partially complete by increasing Reeds Lake Run revenue by 4.7%, Reeds Lake Tri/Du increased participation by 89, Mom Son revenue increased by 25%, still seeking sponsors for Movies in the Park and 4th of July.

Goal: Increase marketing efforts to non-residents and education of non-residents regarding enrollment

Objectives:

- Utilize large posters in lobbies
- Facebook posting and brochures
- Approach sponsors regarding having fliers and brochures in their lobbies
- Contact home school associations
- Create and manage a Twitter account

Status: All completed except the Twitter account.

Goal: Determine and implement control measures for Goose feces in John Collins Park

Objectives:

- Research other agencies to determine management guidelines
- Partner with other agencies to eliminate geese
- Investigate ways to make John Collins unattractive for geese

Status: Not complete.

Goal: Complete Wetland Mitigation Requirements

Objectives:

- Determine the best location for the wetland mitigation
- Allocate appropriate funds during the budget process for the project

Status: On-going.

Goal: Complete the channel bridge project

Objectives:

- Work jointly with the Public Works Department staff and M.C. Smith Associates to finalize plans, bid out project and oversee construction

Status: Complete.

PARKS AND RECREATION DEPARTMENT GOALS AND OBJECTIVES 2016-17

Goal: Implement a volunteer program to assist with invasive species and plant management

Objectives:

- Find and instruct groups for Hodenpyl Woods, Waterfront and Manhattan parks
- Create an activity number for volunteer registration in conjunction with a sports activity to work on the eradication of specific invasive species

Goal: Increase online activity registration from 20% to 25%

Objectives:

- Send email blasts quarterly with user names and passwords
- Address all on-line issues within 24 hours
- Email all new households user names and passwords within 24 hours

Goal: Acquire knowledge to create GIS Map of all irrigation valves for city and school properties

Objectives:

- Attend Regis training
- Attend training regarding hand held GPS tracking systems
- Attend training regarding line locator to be able to locate the irrigation valves

Goal: Create and Use Record logs for Grounds Maintenance

Objectives:

- Create log books
- Record in log book

Goal: Increase safety awareness for all Parks and Recreation Department staff

Objectives:

- Update safety manuals for staff
- Attend safety training meetings
- Emergency plan review

Goal: Review and update departmental policies and procedures:

Objectives:

- Review and update what we publicize for minimum and maximums for classes
- Make sure cancellation policy for sports leagues are printing on proper receipts
- Investigate charging for waiting lists for certain programs

Goal: Plan and prepare for upgrade to Rec-Trac 3.1, scheduled for 2017

Objectives:

- Assess and determine if current activity codes are currently working
- Determine if certain codes should be purged
- Conduct staff training on RecTrac 3.1 demo and bring questions to monthly meetings
- Attend RecTrac user group training and discuss at conference

Goal: Increase social media presence in our department

Objectives:

- Continue to research trends in social media (Pinterest, Instagram)
- Reach 1,000 likes on Facebook

PUBLIC WORKS DEPARTMENT

Summary of Department Tasks:

- The Public Works Department has responsibility for management of the following: City services, infrastructure and facilities.
- Design, construction and maintenance of roads, walkways, buildings, sanitary and storm sewers and water distribution system.
- Zoning Reviews
- Code Enforcement
- Permitting
- Street tree maintenance and planting program.
- Reeds Lake Management including sampling and treatment.
- Community Service Worker program.
- Staff liaison to the Planning Commission and Traffic Commission.
- Yard waste collection services.
- Street lighting system.
- Public Works Complex and Motor Pool.
- Community Center Complex.
- Engineering records and Geographic Information System.
- Gaslight Village Streetscape.

2014 Workforce Profile:

Full-Time:	22 (2 current vacancies)
Part-Time:	4
Seasonal Part-Time:	5

Department Statistics:

PUBLIC WORKS STATISTICS	Annual Totals 2014	Annual Totals 2015
Building Permit applications processed	227	322
Comcate Service Requests – Public Works Administration	551	466
Comcate Service Requests – Public Works Operations	816	767
House Prints Scanned	400	249
Sign Permits Issued	9	4
Trustee/Community Service Workers hours	5,642	6,221
Variances, Land Divisions, Site Plan Reviews	30	15
Water Quality Reports	4,000	4,085
Water, Sewer, Right of Way Permits Issued and Inspected	144	124

PUBLIC WORKS STATISTICS	Annual Totals 2014	Annual Totals 2015
Goose Eggs	73	62
Nest Removal (Numbers low due to Spring flooding)	16	11
Trees Planted	43	12
Trees removed by contractors	29	20
Trees removed by EGR DPW	51	35
Winter Salt Loads [tons]	1,464	792
Winter Storm Plowing/ Clean up - [hours]	2,609	1,464
Sweeping - Curb Miles Swept	1,121	2,335
Sweeping - Debris/Settlement collected [yards]	823	1,208
Yard Waste Hauled Out [yards]	23,100	32,103
Sidewalk repaired or replaced by Contractor [lineal feet]	0	412
Sidewalk repaired or replaced [slabs] by DPW	92	48
Sidewalk Trip Hazard Removal [Lineal Feet]	0	7,954
Curb repaired or replaced [feet]	0	2,187
Roads Paved in Miles	4	4
Spary Patch [Miles]	2	5.77
Street Crack Sealing Pounds of Rubber	6,000	32,490
Streets Reconstructed in Miles	0.33	0.13
Curbstop repair/replacement	0	21
Fire Hydrant Replacement by Contractor	0	3
Fire Hydrant Replacement by DPW	7	10
Water Main Lined in Lineal Feet	0	0
Miss Digs	1,393	1,228
Water Main New in Lineal Feet	1,750	1,449
Valve repair/replacement by Contractor	0	4
Valve repair/replacement by DPW	9	9
Valves Turned	763	882
Water Main Leaks Repaired	33	14
Water Main Zones Flushed	5	5
Water Service leaks	10	11
Water Taps	2	7
Sanitary Sewer Lined in Lineal Feet	0	2,052
Storm Sewer Lined in Lineal Feet	0	1,535
Manholes repaired	0	14
Sanitary Sewer Cleaned [feet]	43,259	72,336
Sanitary Sewer Repairs [feet]	3	194
Storm Basins Cleaned	0	111
Storm Basins Repaired	0	7
Storm Sewer Repairs [feet]	6	31
Storm Sewers Cleaned [feet]	18	7,230

PUBLIC WORKS DEPARTMENT
2015-2016 GOALS AND OBJECTIVES UPDATE

ZONING:

GOAL #1: Property Development-Encourage remodeling and development guidelines for redevelopment.

Objectives:

1. Create sub-committee of Planning and City Commissioners to study and make a recommendation to the Planning Commission to address zoning code lot coverage requirements for additions and redevelopments. **Status: Completed.**
2. Work with the Planning Commission to approve a recommendation to the City Commission to address zoning code lot coverage requirements for additions and redevelopments. **Status: Completed.**
3. Work with the City Commission to approve recommended changes to amend the zoning code lot coverage requirements additions and redevelopments. **Status: Completed.**

FACILITIES:

GOAL #2: Infrastructure-Facility maintenance plan.

Objectives:

1. Create a facility capital improvement plan for City Hall/Community Center/Library and the DPW Complex. **Status: In Process. The facility capital improvement plan is nearing completion. It is estimated that it will be completed by March 2016.**

ENGINEERING:

GOAL #3: Infrastructure-Create asset ratings maps for water mains, sanitary sewer mains and storm sewers.

Objectives:

1. Create water main condition assessment ratings for 100% of City water mains. **Status: Completed.**
2. Create sanitary sewer main condition assessment ratings through the MDEQ SAW grant for 20% of City sanitary sewer mains linked to current and projected CIP streets projects. **Status: The MDEQ SAW grant for televising and assigning asset management ratings for the sanitary sewer system will be starting in February/March 2016.**
3. Create storm sewer main condition assessment ratings through the MDEQ SAW grant for 20% of City storm sewer mains linked to current and projected CIP streets projects. **Status: The MDEQ SAW grant for televising and assigning asset management ratings for the storm sewer system will begin after the sanitary sewer system is rated.**
4. Create a water main, sanitary sewer and storm sewer condition assessment maps. **Status: Completed.**
5. Create overlay condition assessment map layering streets, water main, sanitary sewer main, and storm sewer mains to update strategically guide the CIP for infrastructure. **Status: Completed.**

OPERATIONS:

GOAL #4: Utilize and integrate technology to increase operational efficiencies.

Objectives:

1. Upgrade diesel fuel tracking system to an electronic tracking and report generating system. **Status: In process. The new system will be completed in February/March 2016.**
2. Purchase tablet(s) for operations staff to access the REGIS system for on-site utility repairs and logging site inspections. **Status: Completed.**
3. Create computer work stations for operations staff. **Status: Completed.**
4. E-mail addresses for all operations staff. **Status: Completed.**
5. Scan 400 house files and upload them to BS&A software and link the files to REGIS. **Status: 249 house files have been scanned in 2015.**

GOAL #5: Internal and external departmental collaboration.

Objectives:

1. Work with the Finance department on transaction process for permits. Utilize BS&A to generate invoices and collaborate with Finance staff to take payments to increase the methods that citizens can use. **Status: Completed.**
2. DPW Operations staff will create working partnerships with regional local governments. **Status: Staff has coordinated and collaborated with all local metro area communities with respect to operations and purchasing and will continue to do so.**

GOAL #6: Utilize MiDeal and other bid purchasing consortiums to maximize savings for the City.

Objectives:

1. Purchase all vehicles through MiDeal. Status: **Completed and ongoing.**
2. LED street lighting retrofits. Status: **Completed and ongoing.**
3. Community Center carpet replacement. Status: **Completed.**
4. Review all operational purchasing and match any purchasing possible with consortium purchasing. Status: **Completed and ongoing.**

GOAL# 7: Enhance communication regarding city services between operations staff and residents as well as within the department.

Objectives:

1. Create city service door hangers and place them in all operations vehicles. Status: **Completed.**
2. Work with Communications Specialist to review all notification templates. Status: **Completed.**
3. Integrate meetings between departments. Status: **Ongoing.**

GOAL# 8: Set targets for city services and infrastructure improvements for the upcoming year.

Update: See below. Staff has added more services to track via statistics or goals through the year and to establish more metrics for next FY.

Objectives:	Target:	Status:
1. Water Quality Reports:	4000	4085
2. House Prints Scanned:	400	249
3. Rental Property Registration, Inspection and Certification:	65	65
4. Storm Sewers Cleaned:	1,000 feet	7,230 feet
5. Sanitary Sewer Cleaned:	40,000 feet	72,336 feet
6. Storm Basins Cleaned:	100	111
7. Storm Sewer Separators Cleaned:	1	3
8. Fire Hydrants Replaced:	10	13
9. Water Main Zones Flushed:	4	5
10. Water Valves Turned:	500	882
11. Curb Miles Swept:	1,000	2,335
12. Trees removed by contractors:	20	20
13. Trees removed by EGR DPW:	35	35
14. Trustee/Community Service Worker's hours:	5,600	6,221
15. Roads miles paved:	0.44	4
16. Street Crack Sealing pounds of rubber:	6,000	32,490
17. Streets Spray Patching miles:	7	5.77
18. Lined Sanitary Sewer in lineal feet:	1600	2,052
19. Sidewalk sections repaired lineal feet:	3,000	412 (carryover)
20. Trees Planted:	40	12
21. Streets Reconstructed in miles:	0	.13
22. New Water Main in lineal feet:	1,400	1,449
23. New Storm Main in lineal feet:	200	31
24. City owned street lights retrofitted to LED:	56	

2016-2017 GOALS AND OBJECTIVES

PLANNING/ZONING:

GOAL #1: Review and implement changes with respect to property development/redevelopment.

Objectives:

1. Review public hearing process for both Planning Commission and City Commission.
2. Work with Planning Commission and City Commission on new and redevelopment.

GOAL #2: Review and implement changes to planning and zoning.

Objectives:

1. Review sign ordinance and work with the City Commission to update.
2. Review registration requirements for temporary dumpsters and storage containers and work with the Planning Commission and City Commission on any changes.
3. Review café permit requirements and work with the City Commission on any changes.

GOAL #3: Update the City Master Plan.

Objectives:

1. Selection of a consultant.
2. Develop process and timetable for updating the plan.
3. Begin the process with planning commission and stakeholders.

FACILITIES:

GOAL #3: Create Long Range Capital Improvement Asset Management Plan.

Objectives:

- 1.) Complete a facility capital improvement plan for City Hall/Community Center/Library and the DPW Complex and work with the Infrastructure Committee.
- 2.) Work with consultants and staff to address acoustical issues at City Hall/Community Center/Library.

ENGINEERING:

GOAL #4: Conduct a review of water and sewer utility rates with utility capital needs.

Objectives:

- 1.) Work with finance department to assess utility rates with respect to infrastructure needs.
- 2.) Utilize asset management best practices to create and implement a public utility capital improvement plan that coincides with the current streets capital improvement plan.

GOAL #5: Continue work on assessment of sanitary sewer through PACP ratings.

Objective:

- 1.) Work with contract vendor on televising assessment and ratings of sanitary sewer main in the City.

GOAL #6: Successful completion of the 2016 Lake Drive Project.

Objectives:

- 1.) Work with and amongst key stakeholders before and during the project.
- 2.) Maintain construction timeline to complete the project during the allotted timeframe when school is not in session.
- 3.) Coordinate local utility work with the State/Federal project.

GOAL #7: Successfully implement local streets projects for the summer of 2016.

Objectives:

- 1.) Collaborate with the Kent County Road Commission by bidding streets projects together to maximize cost savings.
- 2.) Utilize materials testing best practices to ensure high quality of materials.

OPERATIONS:

GOAL #8: Implement a water valve replacement plan similar to hydrant replacement plan.

Objectives:

- 1.) Budget for the replacement of 12 water valves.
- 2.) Plan and schedule replacement of valves.

GOAL #9: Implement hydrant rehabilitation-asset inventory plan.

Objectives:

- 1.) Adequately assign staff to lubricate and paint hydrants.
- 2.) Work between DPW operations, engineering and public safety to create a uniform asset inventory system.

GOAL #10: Universal Department Statistics and Goals:

Statistics and Goals 2016	
Building Permit applications processed	Statistic
Comcate Service Requests – Public Works Administration	Statistic
Comcate Service Requests – Public Works Operations	Statistic
House Prints Scanned	500
Sign Permits Issued	Statistic
Trustee/Community Service Workers hours	5,500
Variances, Land Divisions, Site Plan Reviews	Statistic
Water Quality Reports	4,000
Water, Sewer, Right of Way Permits Issued and Inspected	Statistic
Goose Eggs	Statistic
Goose Nest Removal	Statistic
Trees Planted	35
Trees Removed by Contractors	Statistic
Trees Removed by EGR DPW	Statistic
Winter Salt Loads [Tons]	Statistic
Winter Storm Plowing/ Clean up - [Hours]	Statistic
Street Sweeping - [Miles]	1,500
Street Sweeping - Debris/Settlement collected [Yards]	Statistic
Yard Waste Hauled Out [Yards]	Statistic
Sidewalk Repaired/Replaced by Contractor [Lineal Feet]	10,000
Sidewalk Repaired/Replaced [Slabs] by DPW	Statistic
Sidewalk Trip Hazard Removal [Lineal Feet]	6,000
Curb Repaired or Replaced [Feet]	2,000
Roads Paved [Miles]	3
Spray Patching [Miles]	4
Street Crack Sealing [Pounds of Rubber]	10,000
Streets Reconstructed [Miles]	0.25
Curb stop repair/replacement	Statistic
Fire Hydrant Replacement by Contractor	6
Fire Hydrant Replacement by DPW	14
Fire Hydrant Rehabilitation-Paint-Numbering-Service	200
Water Main Lined [Lineal Feet]	TBD

Miss Digs	Statistic
Water Main New [Lineal Feet]	TBD
Valve repair/replacement by Contractor	TBD
Valve repair/replacement by DPW	12
Valves Turned	600
Water Main Leaks Repaired	Statistic
Water Main Zones Flushed	4
Water Service Leaks	Statistic
Water Taps	Statistic
Sanitary Sewer Lined [Lineal Feet]	TBD
Storm Sewer Lined [Lineal Feet]	TBD
Manholes Repaired	Statistic
Sanitary Sewer Cleaned [Feet]	75,000
Sanitary Sewer Repairs [Feet]	Statistic
Storm Basins Cleaned	100
Storm Basins Repaired	Statistic
Storm Sewer Repairs [Feet]	Statistic
Storm Sewers Cleaned [Feet]	1,000

Note: Items with “statistic” next to them will be reported based on what actually occurs. It is not possible to set goals or predict quantities for these items. Reporting for these items will be based on what is completed as needed and will be tracked and reported. Items with TBD (to be determined) are subject to capital improvement projects that will be considered and approved by the Infrastructure Committee and the City Commission at a future date. When capital projects are approved the corresponding goals will be set.

Public Safety Department

Summary of Department Tasks:

Our mission is to safeguard the community by providing police, fire, and medical first response services that protect life and property through prediction, prevention and reduction of crime and fire incidents while upholding and defending the individual liberties secured by the Constitution. The East Grand Rapids Department of Public Safety is one of the few fully consolidated public safety departments in the United States and in the State of Michigan. The Department provides police, fire and medical first response, 24 hours a day, 7 days a week, 365 days a year. In addition, a full range of investigative services are provided for residents and three juvenile specialists serve as school/community resource officers.

Workforce Profile:

Full-time	2	Sworn Officers	Part-time	2	Crossing Guards
Employees:	8		Employees:	0	
	<u>2</u>	Public Safety		<u>4</u>	Bike Patrol
		Clerks			Interns
	3	Total		2	Total
	0			4	

Departmental Statistics:

Sworn Action Type:	2014	2015	%
Arrest	501	444	-11
Assigned Complaints	4,045	4,114	2
Assist Other Agency	132	154	17
Back-up Officer	736	808	10
Citizen Contacts	4,982	5,405	8
Complaint Follow-up	144	134	-7
Fire Inspections	14	20	43
Fire/Medical Calls	266	374	41
Foot Patrol	747	499	-33
Missing Persons	7	7	0
OWI/OUID/MIP	96	50	-48
Officer Initiated	951	835	-12
Parking Calls	270	239	-11
Parking Violation	435	532	22
SALT	419	340	-19
School Patrol/Crossing	160	115	-28
Security Awareness	105	81	-23
Suicides Attempts	14	8	-43
Traffic Hazardous Viol.	223	305	37
Traffic Stops	1,110	1,467	32
Traf. Verbal Warning	1,354	1,573	16
Warrant Arrest	<u>111</u>	<u>116</u>	<u>5</u>
Total Sworn Activity:	16,822	17,620	5

Civilian Action Type:	2014	2015	%
Accident Report Copies	68	52	-24
Accident Rpt. Processed	239	194	-19
Bikes Registered	75	289	285
FOIA Requests	83	90	8
Video Copy Requests	33	11	-66
Insurance Copy Requests	58	18	-69
Purchase Permits Processed	179	172	-4
Purchase Permits Issued	13	24	85
Total Guns Registered	179	172	-4
Walk-in PBT's	336	205	-39
Background Checks	271	292	7
Sex Offenders Registered	4	5	25
Parking Tickets Processed	371	556	50
Uniform Law Citations	807	926	15
Veh. Impounds Processed	89	64	-28
Vehicles Auctioned	10	11	10
Warrants/PPO's Processed	151	15	-90
Phone Calls Answered	*13,000	*15,600	20
Walk-ins	*2,600	*5,200	100
Crossing Guard Posts	<u>2,880</u>	<u>2,880</u>	<u>0</u>
Total Civilian Activity:	*21,446	*26,776	25

*Estimated Activity

The East Grand Rapids Department of Public Safety was able to:

- Send Staff Sergeant Eric Smith and Officer Jason Bradley to assist the Grand Rapids Police Department with a search of the Grand River utilizing the Department Air Boat which resulted in the recovery of a woman's body who was reported missing several weeks earlier.
- Present Life Saving Awards to Sergeant Scott Kolster and Officer Pete Gruzin and a Chief's Citation to East Grand Rapids Elementary School Teacher Jacki Burdick for their outstanding actions while tending to an individual having a medical emergency. Their prompt and decisive actions resulted in the saving of the patient's life.
- In April, successfully suppress a house fire on Estelle which was caused by a faulty dishwasher.
- Present Officer Scott Grams and Officer David Katje with the Medal of Honor for their outstanding life-saving actions and disregard for their own personal safety when they saved the life of one of our own Public Works Employees, Lannie Ross, who became trapped in an excavated hole during a water main repair.
- Present Public Works Employees Jeff Stultz, Jason Huggert, and Cody Browneye with the Chiefs Citation for their quick actions and disregard for their own personal safety when they helped save Lannie Ross who became trapped in an excavated hole during a water main repair.
- Hold a bike registration event at the East Grand Rapids Middle School in conjunction with the school's open house at the beginning of the school year. Ofc. Dave Hollis was able to obtain funding from the East Grand Rapids Community Foundation for bike locks purchased from the Grand Rapids Bike Company. The locks were given to students free of charge when they registered their bike with the Public Safety Department. The event was a huge success as it resulted in over a hundred bike registrations.
- In August, send PSO Jeff DeJonge to Secret Service training for "Basic Mobile Device Investigations" paid for by the federal government. Upon graduation he became a member of the West Michigan Electronic Crimes Workgroup which meets quarterly to discuss internet crimes and investigations for the Western District of Michigan.
- Hold the first ever "Public Safety Day" in October. The event was a huge success as hundreds of residents attended.

Goal #1: Maintain the City of East Grand Rapids low rates of crime and fire incidents.

Objective 1.1: Continuously try to achieve the “Safest City over 10,000 People in Michigan” designation by lowering Part 1 crimes through reasonable law enforcement and community policing efforts.

Status: In 2015, Part 1 Violent Crimes increase by 100% from 4 in 2014 to 8 in 2015. Part 1 Property Crimes decreased by 35% from 136 in 2014 to 101 in 2015.

Objective 1.2: Uphold the strong relationship with the schools by working with the “Citizens Action Council” (CAC) in an effort to develop programs that reduce youth participation in illegal drugs and inappropriate prescription drug and alcohol use.

Status: Captain Williams and the school liaison officers regularly attend CAC meetings. The school liaison officers continue to make numerous drug and alcohol presentations within the school system.

Objective 1.3: Work with the East Grand Rapids Public Schools to evaluate appropriate security measures in light of the passed bond proposal.

Status: Department personnel have successfully worked with the schools to assist with the implementation of new school security measures (i.e., building redesign, door locking mechanisms, internal and external cameras, etc.).

Objective 1.4: Train additional sworn personnel as crisis intervention specialists (i.e., increase mental health issues knowledge).

Status: PSOs Beth Moore, Mark Lindner and Dave Hollis became “Crisis Intervention Specialists” after successfully completing 40 hours of mental health/crisis intervention training. Due to the program’s strong content and reviews, the Department plans on training all officers as soon possible. The Department has met with Sgt. Rafael Diaz, the program coordinator for Kalamazoo DPS who plans on outlining how to implement crisis intervention training countywide to the Kent County Chiefs of Police in February of 2016.

Objective 1.5: Provide needed education to the community to assist us in attaining Goal #1.

Status: Working with the City's Media specialist – Amy Snow-Buckner, members of the Department conducted numerous t.v., and radio interviews as well as providing numerous printed safety and security bulletins to the community via social media.

Goal #2: Continue exploration of service options with other jurisdictions.

Objective 2.1: Maintain positive relationships with all countywide public safety agencies in an effort to create unique methods of sharing services with other jurisdictions that have the potential to provide more efficient and effective services in a fiscally responsible manner.

Status: Ongoing. The Department has assigned personnel to the Kent Area Narcotics Enforcement Team, Kent County Dive Team, Metropolitan Honor Guard, the United States Secret Service West Michigan Electronic Crimes Workgroup, MABAS, and the respective Kent County Police and Fire Chiefs organizations.

Goal #3: Deliver public safety service levels to our residents in a fiscally responsible manner.

Objective 3.1: On a continuous basis, maintain high levels of preventative patrol, officer visibility, and personal interaction in the community.

Status: No Change. Officers' conducted 340 SALT visits to the schools on a daily basis. 499 foot patrols were also conducted on a daily basis in the business district. High visibility patrol is conducted 24/7/365. Officers now ensure the security of the City Hall Building complex.

Objective 3.2: On a continuous basis, sustain the Department's excellent response times to calls for service.

Status: Response times remain excellent. For 2015, the average enroute to arrival time for police response was **3.96 minutes**. The average enroute to arrival for fire response was **3.87 minutes**. The average enroute to arrival for medical response was **3.03 minutes**.

Objective 3.3 Research and plan for purchase of new patrol vehicles over the course of the next few fiscal years.

Status: Doug LaFave, Captain Williams, and Staff Sergeant Eric Smith have coordinated the purchase of two new Ford Police Interceptors. The new vehicles should be entering the fleet in late January or early February.

Objective 3.4 Research and plan for purchase of body worn cameras.

Status: Sgt. Brian Davis and Officer Beth Moore have conducted extensive body worn camera research. Before implementing or not implementing body worn cameras, the Director would like to fully involve the City Manager, Mayor, and City Commissioners in the vetting process as pros and cons exist.

Goal #4: Find efficient and effective ways to reduce public safety costs due to the anticipated loss of revenue from decreased property taxes and state revenue sharing.

Objective 4.1: Continue working with all officers, sergeants, staff sergeants, Captains, civilians, POAM/POLC representatives, and volunteers in an ongoing effort to creatively improve the Department both operationally and fiscally.

Status: Ongoing

Objective 4.2: Keep up efforts to reduce overtime.

Status: Due to the hiring of PSO's Katje and Stuart and personnel medical issues and injuries, shift staffing will have to be augmented with overtime to maintain minimum staffing levels for the remainder of the fiscal year. As a result, the Department anticipates going over the allotted overtime budget for FY 2015/16.

Goal #5: Improve administrative and support services capabilities.

Objective 5.1 Begin exploration of a paperless Department. This will include research and analysis of using handheld computers such as the I-Pad, etc.

Status: Ongoing

Objective 5.2 Conduct mandatory – every three years – Department-wide emergency vehicle operations for all sworn personnel through the West Michigan Training Consortium.

Status: Ongoing

Objective 5.3 Ensure the Manual of Policy & Procedure meets all Michigan Municipal League Risk Management criteria for police and fire administration.

Status: Work in progress.

Objective 5.4: Implement a new revised “Quarterly Public Safety Report.”

Status: Completed.

Objective 5.5 Send Captain Buikema to the FBI National Academy within the next three years.

Status: Captain Buikema was accepted into the FBI National Academy for the 10 week 2016 summer session.

Objective 5.6 Send at least one sergeant to Northwestern University’s School of Staff & Command.

Status: Staff Sergeant Eric Smith will attend Northwestern University’s School of Staff & Command at the Ottawa County Sheriff’s Department from February – October of 2016.

- Goal #1:** Maintain and reduce the City of East Grand Rapids low rates of crime and fire incidents.
- Objective 1.1: Consistently try to achieve the “Safest City over 10,000 People in Michigan” designation by lowering Part 1 crimes through prediction, prevention, and reduction of criminal activity and behavior.
- Objective 1.2: Uphold the strong relationship with the schools by working with the “Citizens Action Council” (CAC), principals, teachers, staff and students in an effort to develop programs that reduce youth participation in illegal drugs and inappropriate prescription drug and alcohol use.
- Objective 1.3: On a continuous basis, maintain high levels of preventative patrol, officer visibility, SALT visits, foot patrols, and personal interaction in the community.
- Objective 1.4: On a continuous basis, sustain the Department’s excellent response times to calls for service.
- Objective 1.5: Provide needed education to the community to assist us in attaining Goal #1.
- Goal #2:** Continue exploration of service options with other jurisdictions.
- Objective 2.1: Maintain positive relationships with all countywide public safety agencies in an effort to create unique methods of sharing services with other jurisdictions that have the potential to provide more efficient and effective services in a fiscally responsible manner.
- Goal #3:** Deliver public safety services to our residents in a safe, efficient, effective and fiscally responsible manner.
- Objective 3.1: Plan for purchase of two new patrol vehicles in FY 2016/17
- Objective 3.2: Research and plan for purchase of body worn cameras and/or new in-car video system which is in need of an upgrade.
- Objective 3.3: Train all sworn personnel as crisis intervention specialists (i.e., increase mental health knowledge).

Objective 3.4 Research and plan for TASER replacements in FY 2016/17

Objective 3.5 Conduct terrorism/active shooter training for all City employees.

Objective 3.6 Conduct and expand "Public Safety Day" to all residents in October and make it an annual event.

Goal #4: Find efficient and effective ways to reduce public safety costs.

Objective 4.1: Continue working with all officers, sergeants, staff sergeants, Captains, civilians, and POAM / POLC representatives, in an ongoing effort to creatively improve the Department both operationally and fiscally.

Objective 4.2: Keep up efforts to reduce overtime.

Goal #5: Improve administrative and support services capabilities.

Objective 5.1: Continue exploration of a paperless Department. This will include research and analysis of using handheld computers such as the I-Pad, etc.

Objective 5.2: Ensure the Manual of Policy and Procedure meets all Michigan Municipal League Risk Management criteria for police and Fire Administration.

Objective 5.3 Begin exploration of accrediting the Department according to Michigan Law Enforcement Standards by 2017.

Objective 5.4 Conduct de-escalation/disengagement training for all sworn personnel.

Objective 5.5 Send at least one staff sergeant/sergeant to Northwestern University School of Staff & Command.

Objective 5.6 Send appropriate personnel to Grand Rapids Leadership Institute