

average range. In addition to the NCS there are a number of other supplemental reports such as Demographic and Geographic Subgroups that she did not go into detail about, but said they are a great tool to have and great way to dig deeper if you want to look at particular questions and see if there were differences in the way people answered based on where they lived.

Ms. Mann said one of the really good benefits of the NCS is the National Benchmarking Database. She went over a map in her presentation that was an overview of the coverage they have in their database. She said there were about 600 communities and for each item in the survey they have been able to create an average rating. She said they can tell us Novi's results and they can also tell us if we are higher than that average, similar to it or lower than it. Novi also chose to have some custom benchmarks comparisons. When looking at the 2016 ratings in the survey compared to the 2014 ratings in the survey, almost all were similar from 2014 to 2016. She said some were lower, but they were more about mobility and traffic flow. From 2006 to 2016 there has been some movement in the data points, but everything is higher than it started out in 2006. Overall everything is moving in the right direction according to the 2016 National Benchmark Comparisons. The survey showed that 95 received similar ratings, 26 received higher ratings and 6 received lower ratings. She said they intentionally made it extremely difficult to achieve a higher the average rating or lower than the lowest rating. It was set up that way to show you where you are excelling or where you need to improve. The areas that Novi did score lower were not reflective our service.

Ms. Mann highlighted some of the key findings: residents continue to enjoy a high quality of life; residents place importance on safety; the economy in Novi is strong and rated as a top focus area; and mobility is a top priority among residents, with room for improvement.

Ms. Mann said Novi chose to ask a couple of customized questions. First was about specific city priorities. Residents were told the City of Novi was interested in knowing what priorities they think are important for a municipal government. The survey asked the residents to rate how important they think each of the following priorities should be to the City of Novi over the next 5 years. She said the City has been asking the same custom questions and overall the residents' response has been stable over time. She said there is more support now for annual investments in municipal infrastructure, facilities and equipment for police and fire since 2006. There was always a majority of support for it although that has increased. The final custom question asked about information sources. Overall these have also remained stable over time as well. The Novi Newsletter (Engage), word of mouth, Novi website and the Homeowners Associations were the top information sources. The only movement is that more people say they are getting information from social media.

Mayor Gatt thanked Ms. Mann for a very comprehensive display. He has been on Council since the first time we had the NRC conduct this survey and he was happy to say every time it has been a very positive report. As a citizen of Novi he is very happy.

Member Mutch said it is always gratifying that residents continue to give high rankings for things like Public Safety and Library. It speaks to the quality of services we are providing in those areas. He also said he was pleased with the ratings for our city employees which scored pretty high and are consistent. He also touched on the mobility issues and noted that this past year the construction season was horrendous in Novi and in the surrounding communities. He wondered what time the survey was done and how that might impact people. Ms. Mann said it was mailed in early September and collected through the beginning of October. Member Mutch said that the construction season was fresh on their minds. He said that is an area the City always has to work on. He also had another area he was concerned with which was the city government category where there was specific decline in overall direction. What are the elements that would have impacted those ratings? Ms. Mann said it was tough to know what people have in mind with that rating. She said she noticed it, and said it is still higher than the baseline in 2006. She noted the highest rating was in 2012 and 2014. Looking at the 10 year trend, it is still higher than 2006 when Novi started. She emphasized it was not lower than the national benchmark. Member Mutch agreed residents are still very pleased with some of the services we are providing, but he felt we should be looking into it a little bit further to know what are the concerns. He mentioned this could be a leading indicator that we are missing something. He also commented on open spaces and said residents know that he is big on preservation of natural resources and open spaces. He said that also was an area that took a hit in terms of total numbers going from 70% to 58% over a 2 year period. He said we have had a lot of development happen in the City during the last couple of years as the economy has turned around. He felt that was affecting residents perception and likewise in open space we saw a decline of 10%. He noted that Ms. Mann said we were in the range of similar communities. He felt that was an area in the City that we should focus more resources on and creating more of a balance. Seeing that much of a decline in resident's response show it's an area of concern. He mentioned Ms. Mann had touched on the street repair, which we get complaints about. He said if we go back to 2006 we were at 51% and it has fallen to 37% in 2016. Member Mutch said that was definitely an indicator that we need to focus on. He said with street lighting we don't have to spend a lot of money to see improvement. Adding additional street lighting at key intersections could improve that rating without spending a lot. He said we can learn more from this survey to see what areas they can focus on at goal setting.

2. Keep Michigan Beautiful Award for Novi Cemetery Restoration – Wendy Duvall

Community Outreach & Events Specialist, Wendy Duvall presented the "Keep Michigan Beautiful Award" for the Novi Cemetery Project. She said this project started about 5 years ago. We received a lot of complaints from some of the citizens about the conditions of our cemeteries. The Parks Department hired a professional to help with gravestone repairs and he has restored over 150 stones already. She wanted to thank all of the staff members that have helped out and also thank the volunteers that came out to keep the cemetery clean. Mayor Gatt wondered what type of work was being done. Ms. Duvall said we hired a professional that would restore the stones to the best

of his abilities. Unfortunately some of them were beyond repair. She mentioned they had "Care Days" in which volunteers come out and we clean up the cemetery. We take out the trash; do some plantings, and anything else that needs to be done. Mayor Gatt thanked everyone for helping keep this historic cemetery looking as good as possible. Ms. Duvall noted that 5 years ago you couldn't see any stones when driving past the cemetery, but now you can see stones.

REPORTS:

1. MANAGER/STAFF – None
2. ATTORNEY – None

AUDIENCE COMMENT - None

CONSENT AGENDA REMOVALS AND APPROVALS:

CM 16-11-153 Moved by Mutch, seconded by Casey; UNANIMOUSLY CARRIED:

- A. Approve Minutes of:
 1. November 14, 2016 – Regular meeting
- B. Enter Executive Session immediately following the regular meeting of November 28, 2016 in the Council Annex for the purpose of discussing privileged correspondence from legal counsel. **REMOVED**
- C. Approval of Zoning Ordinance Text Amendment 18.276 to amend the City of Novi Zoning Ordinance at various sections primarily related to the TC and TC-1, Town Center Districts in order to implement recommendations of the 2014 Town Center Area Study. **SECOND READING**
- D. Approval of Zoning Ordinance Text Amendment 18.278 to amend the City of Novi Zoning Ordinance at various sections, in order to correct inconsistencies, bring ordinance language up to date, and update standards for pet boarding and training facilities. **SECOND READING**
- E. Approval to award an amendment to the engineering services agreement with Spalding DeDecker Associates for construction engineering services for the Country Place Force Main Replacement project in the amount of \$38,313.
- F. Approve issuance of Request for Proposals (RFP) for purchase of City-owned property located on Eleven Mile Road, east of Beck Road, near the City's former Fire Station No. 4.
- G. Approval of Claims and Accounts – Warrant No. 976

Roll call vote on CM 16-11-153

Yeas: Casey, Markham, Mutch, Wrobel, Gatt,
Staudt

Nays: None

Absent: Staudt, Wrobel

MATTERS FOR COUNCIL ACTION

1. Approval of Collective Bargaining Agreement between the Novi Police Lieutenants and Sergeants Association (NPLSA) and the City of Novi for a four-year term July 1, 2016 through June 30, 2020.

CM 16-11-154 Moved by Burke, seconded by Casey; UNANIMOUSLY CARRIED:

To approve the Collective Bargaining Agreement between the Novi Police Lieutenants and Sergeants Association (NPLSA) and the City of Novi for a four year term, July 1, 2016 through June 30, 2020.

Mayor Gatt thanked Human Resource Director, Tia Gronlund-Fox and her staff, including the Police Chief for their hard work in negotiating this contract. He also wanted to thank the Police Lieutenants and Sergeants for their hard work and cooperation in getting this approved. He said there are 168 hours in a week and out of 168 hours, 40 of those hours are manned by our Police Administration. He said 128 hours of the week the Sergeants run the show. He wanted to say that the Novi Police Department is one of the finest in the State of Michigan which is headed by one of the finest Police Chiefs in the State, and we also have a fine Command Staff which includes our Sergeants.

Roll call vote on CM 16-11-154

Yeas: Markham, Mutch, , Gatt, Burke, Casey

Nays: None

Absent: Staudt, Wrobel

2. Approval to award a construction contract for the Country Place Force Main Replacement project to Giannetti Building Development LLC., the low bidder, in the amount of \$294,049, subject to final review and approval of form of agreement by City Manager's office and the City Attorney.

CM 16-11-155 Moved by Casey, seconded by Mutch; UNANIMOUSLY CARRIED:

To approve award of a construction contract for the Country Place Force Main Replacement project to Giannetti Building Development LLC., the low bidder, in the amount of \$294,049, subject to final review and approval of form of agreement by City Manager's office and the City Attorney.

Roll call vote on CM 16-11-155

Yeas: Mutch, Gatt, Burke, Casey, Markham

Nays: None

Absent: Staudt, Wrobel

COMMITTEE REPORTS - None

MAYOR AND COUNCIL ISSUES - None

CONSENT AGENDA REMOVALS FOR COUNCIL ACTION

COMMUNICATIONS - None

ADJOURNMENT – There being no further business to come before Council, the meeting was adjourned at 7:31 P.M.

Cortney Hanson, City Clerk

Robert J. Gatt, Mayor

Transcribed by Deborah S. Aubry

Date approved: December 5, 2016