

ANNUAL REPORT

2020

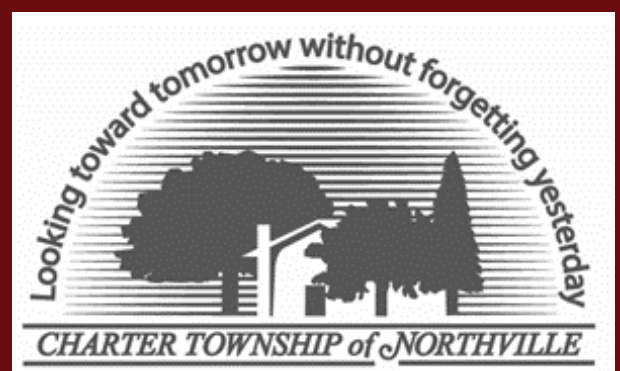
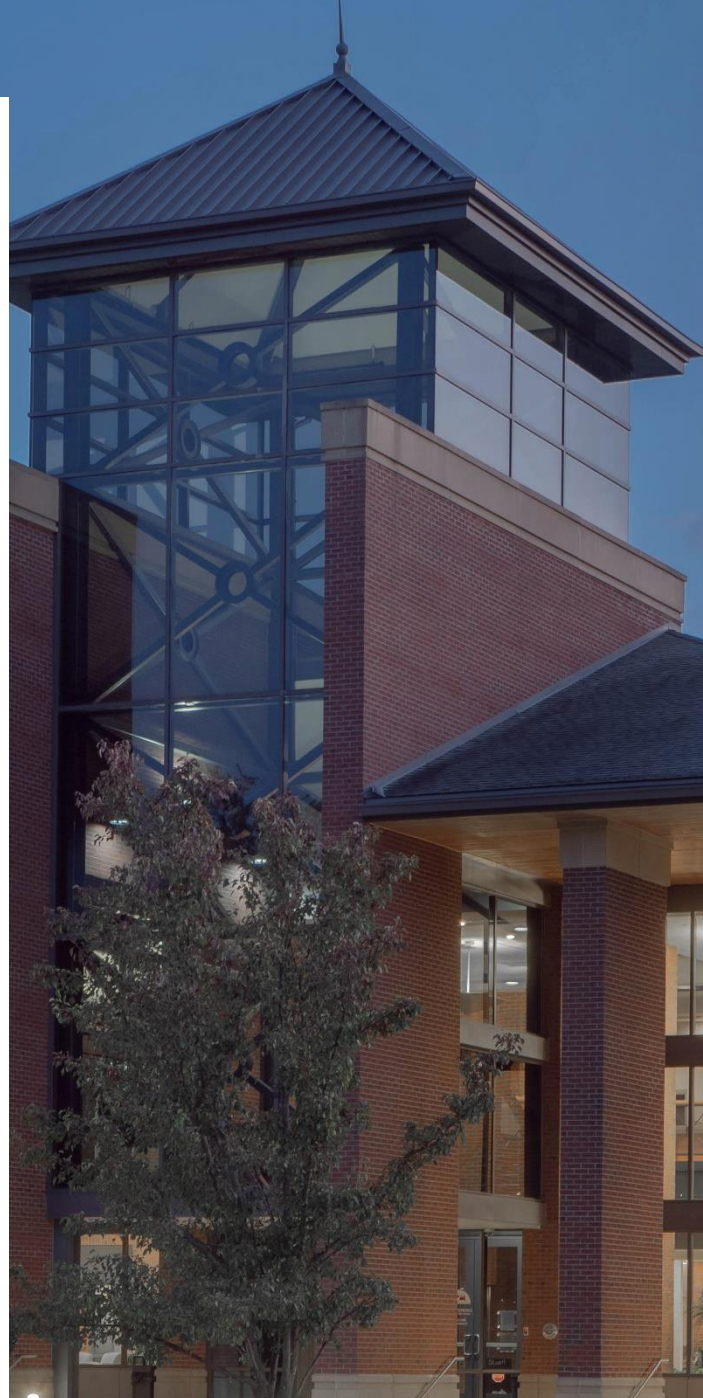


SERVICE • TRUST • RESPECT



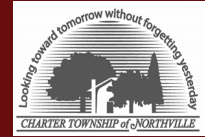
FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Message from the Supervisor

MARK J. ABBO



When I was elected Supervisor of Northville Township in November 2020, I joined a team committed to providing quality services to residents under any circumstances. With each passing day, I learned the extent of the pandemic's toll on this municipality and the bold response your local government provided. I knew this community needed to hear it, too.

In the following pages, you'll understand why I am so proud. Our department heads cataloged every precaution, every adjustment, every innovation we implemented to make the community a better place to live, work and play. Not all of it is COVID-19 related, but a lot of it is. You'll learn about:

- Firefighters spending 75 percent more time responding to incidents than they did the year previously because of stringent decontamination protocols
- Which departments were awarded nearly \$5 million in grants to help our community
- Water & Sewer Services preventing wholesale water rates from increasing by emphasizing the water demand-management program
- The Information Technology Department securing hard-to-find laptops to make it possible for our team to serve you remotely
- The reason behind the 2020 presidential voter turnout jumping 44 percent from the 2016 election cycle
- The Finance Department introducing an online payment service, which helped 2,840 utility accounts sign up for Autopay and 1,121 utility accounts registered with Invoice Cloud in only six months
- The Police Department's progressive efforts to build community partnerships which helped train officers for calls involving mental health crises
- Northville Youth Network assisting 965 youths and their families during isolating times
- Constructing a new soccer field and rebuilding infields on three ballfields at Marv Gans Community Park

Yes, 2020 was a formidable year, but that didn't stop Northville Township from thriving. We found creative solutions while keeping an eye on the bottom line. It is what good stewards do.

Thank you for caring about your great community. Thank you for being the reason we do what we do.

After reading this report, you will be as proud as I am of the true professionals dedicated to Northville Township.

Sincerely,

Mark J. Abbo

Message from the Manager

TODD L. MUTCHLER



The Northville Township Management Team is pleased to present you with the Township's 2020 Annual Report. This report is meant to satisfy the requirements of the Charter Township Act and provide our residents with a complete overview of 2020 operations. This report is a compilation of each department's annual report.

The challenges presented in 2020 provided our staff an opportunity to put our Mission, Vision, and Values to the test; delivering exceptional public services in a professional, creative and responsible manner enhancing the quality of life for the community. Our vision of being the leading innovative community further drove our decision making in the planning and execution of our COVID-19 response plan.

Our overarching goal throughout the pandemic was continuity of service. We were able to achieve this through the work of our valued team; our Information Technology Department took quick steps to ensure the Board was able to fulfill its responsibilities through virtual meetings; our public safety team adjusted their schedule and partnered with another community to minimize risk of exposure to our most essential workers; our facilities staff implemented cleaning and disinfecting steps including improved filtration within the ventilation systems in our buildings. Our staff quickly adjusted to providing essential governmental services while working remotely.

A copy of this report will be on file in the Clerk's Office and posted on the Township's website at www.twp.northville.mi.us

Please feel free to contact me should you have any questions regarding this report. We will continue our efforts working as a team united to achieve the vision of the Board of Trustees in service to our 31,000 residents.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Todd L. Mutchler", is positioned below the "Respectfully Submitted," text.

Todd L. Mutchler

Meet Your Board of Trustees



From left to right: Scott Frush - Trustee, Cynthia Jankowski - Trustee, Roger Lundberg - Township Clerk, Mark Abbo – Township Supervisor, Christopher Roosen – Trustee, Mindy Herrmann – Trustee, Jason Rhines – Township Treasurer

CONTACT INFO

Mark J. Abbo, Township Supervisor
mabbo@twp.northville.mi.us

Roger Lundberg, Township Clerk
rlundberg@twp.northville.mi.us

Jason Rhines, Township Treasurer
jrhines@twp.northville.mi.us

Scott Frush, Trustee
sfrush@twp.northville.mi.us

Mindy Herrmann, Trustee
mherrmann@twp.northville.mi.us

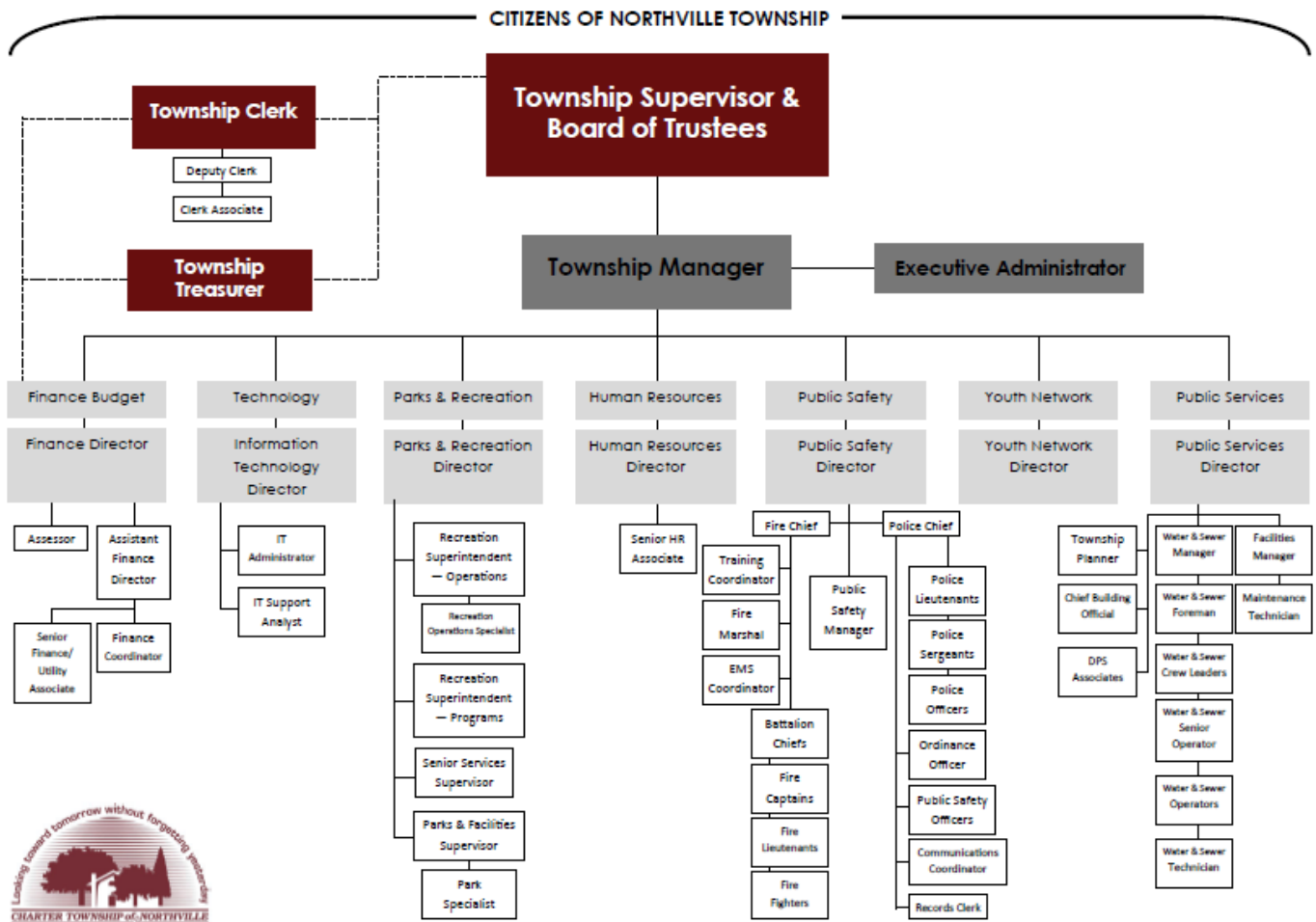
Cynthia Jankowski, Trustee
cjankowski@twp.northville.mi.us

Christopher Roosen, Trustee
croosen@twp.northville.mi.us

Organizational Chart



Charter Township of Northville | Organizational Chart





Northville Township's CORE PURPOSE:

To CONNECT, ENGAGE and SERVE the COMMUNITY

OUR MISSION:

We will deliver exceptional public services in a professional, creative, and responsible manner to enhance the quality of life for those who live in, work in and enjoy our community.

OUR VISION:

Be the leading, innovative community built through a legacy of excellence.

OUR VALUES:

INTEGRITY

TRUST

RESPECT

DEDICATION

COLLABORATION



- **Northville Township was established in 1898 and became a Charter Township in 1985**
- **Population is approximately 31,000 + and growing**
- **16 Square Miles**
- **Shared Services with the City of Northville**
- **Pathways:**

PUBLIC*

5' – 220,380 Feet or 41.7 Miles

8' – 137,300 Feet or 26 Miles

Unknown – 32,664 Feet or 6.2 Miles

Public Total – 390,344 Feet or 73.9 Miles

PRIVATE*

5' – 106,330 Feet or 20.1 Miles

8' – 3,485 Feet or 0.7 Miles

Unknown – 19,863 Feet or 3.8 Miles

Private Total – 129,678 Feet or 24.6 Miles

UNKNOWN*

5' – 24,159 Feet or 4.6 Miles

8' – 8,789 Feet or 1.7 Miles

Unknown – 6,975 Feet or 1.3 Miles

Unknown Total – 39,923 Feet or 7.6 Miles

TOTAL 559,945 Feet or 106.1 Miles

**Information was sourced from GIS*

Vibrant Neighborhoods & Public Places



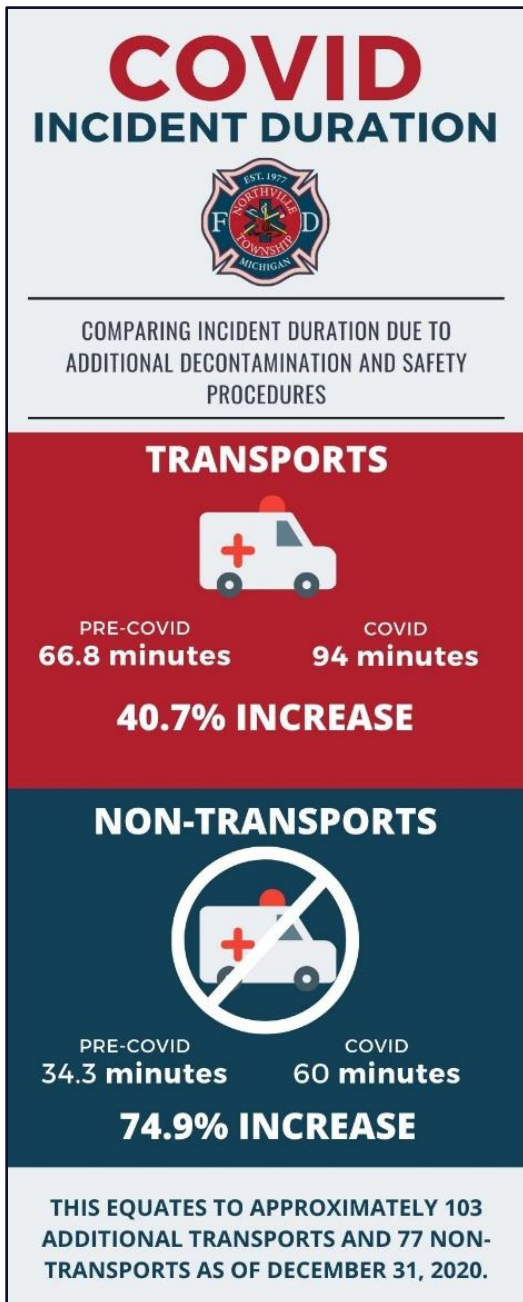
Ensure a safe community & well-maintained public infrastructure.





Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), the virus that causes COVID-19, hit our community in early 2020. Since February, the response required for this pandemic required immense planning, preparation and execution to meet its ever-changing, rapidly evolving critical factors. COVID-19 has required modification of almost all aspects of our operations including our response, personal protective equipment, dispatch procedures, engineering controls, staffing models, communications and more.

COVID-19 has changed almost every aspect of our operation. In an effort to provide effective response while protecting both the staff and the community, numerous policies, procedures and practices were established.



Increased Incident Duration

During periods of the year, incident duration increased by 41% for transports and 75% for non-transport incidents. This is directly related to the potential exposure and the need to implement stringent decontamination protocols.

These increases caused additional staffing shortages as units were out-of-service and unavailable to respond to concurrent emergencies. It further equates to additional equivalent workload while not reflected in the total daily run volume.

Increased Hazard & Exposure

As new information was identified, the Department reacted swiftly to incorporate new scientific information into our response plans.

Increased Employee Stress

Both on and off duty, employee stress during the ongoing pandemic increased. This was due to the hazard, the concern of taking home this disease and spreading it to loved ones, the difficulty in conducting regular departmental duties due to the PPE, masks, etc.

Increased PPE

PPE evaluation, and more importantly, procurement are strategic factors in preparing for response.

On COVID-19 incidents, all staff remove clothing and PPE and shower immediately. This increases the total time required on each incident.

Increased Equipment & Resources

Electrostatic foggers, decontamination chemicals, and vehicular and equipment modifications were all required to protect staff and continue to deliver effective operations. This includes alternative scheduling for additional drivers to maintain a "clean cab" and to limit the spread of COVID-19 into the driver/passenger compartment of the vehicle.

COVID-19

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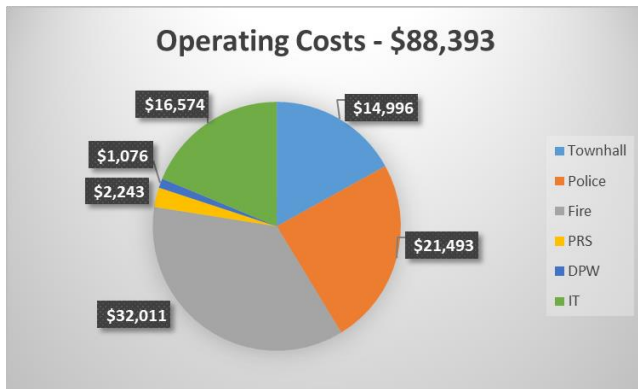


Increased Financial Cost

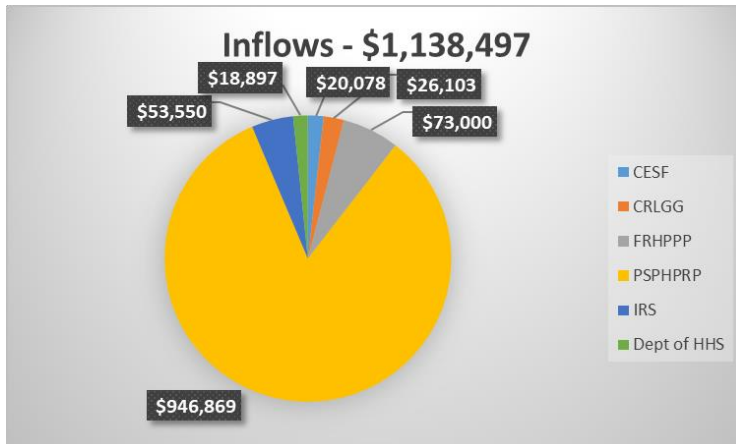
PPE, the modification of vehicles, staffing and overtime, etc. have all caused a financial impact. Increased and dynamic mitigation strategies Communication and quick response was critical to adapting to this crisis and mounting an effective response. This included daily communication, implementation of telework technologies, tracking mechanisms, creating training videos, etc.

The following represents a summary of the costs incurred by Northville Township due to the COVID pandemic as well as inflows of grant revenue and reimbursements to offset those costs:

Expenditures: Total Labor and Operating Costs - \$1,187,915



Inflows: Total Inflow of Grant and Reimbursement Revenue - \$1,138,497



CESF – Coronavirus Emergency Supplemental Funding

CRLGG – Coronavirus Relief Local Government Grant

FRHPPP – First Responder Hazard Pay Protection Program

PSPHPRP- Public Safety Public Health Payroll Reimbursement Program

Dept of HHS – Department of Health and Human Services

Grant Program Funding



DEPT	GRANT	ITEM	AMOUNT
F I R E	System Maintenance of Knowledge & Education (SMOKE)	Fire, Staff & Command	\$ 3,000
	Assistance to Firefighters (AFG)	Fire Hose	\$ 60,000
	Assistance to Firefighters (AFG)	Truck Radios	\$ 90,000
	Assistance to Firefighters (AFG) (To Be Completed in 2021)	Station Diesel Exhaust Removal System	\$ 112,480
	Assistance to Firefighters (AFG)	Ambulance Cots	\$ 160,000
P O L I C E	MMRMA – RAP Grant	Lock Up Monitoring Software	\$ 5,000
	United States Secret Service	Computer Forensics Equipment	\$ 30,000
	Department of Justice	Computer Forensics Equipment	\$ 45,000
C L E R K S	Center For Tech and Civic Life	Election Costs	\$ 10,000
D I P S	U.S. E.P.A. - Great Lakes Restoration Initiative	Fish Hatchery Park	\$ 1,100,000
	U.S. E.P.A. - Great Lakes Restoration Initiative	Johnson Creek ICD Project	\$ 3,000,000
P & R	Private Donation	New tennis hitting boards	\$ 5,000
	MDHHS	Senior Health & Wellness Programs & Equipment/COVID-19	\$ 5,000
	Area Agency on Aging - The Senior Alliance	Senior Services - Transportation & Staffing	\$ 9,792
	St. Mary Mercy Livonia	St. Mary Mercy Livonia	\$ 10,000
	SMART Municipal Credit	Specialized Services Contracts	\$ 40,039
	MDNR/USFWS	Outdoor Archery Range	\$ 109,627
	SMART - Federal 5310 Program	Two new vans	\$ 181,072
TOTAL			\$ 4,976,010

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- **Department of Public Safety**
 - **Fire**
 - **Police**
- **Clerk's**
- **Department of Public Services**
 - **Building**
 - **Planning**
 - **Engineering**
 - **Water & Sewer**
 - **Facilities**
- **Financial Services**
- **Human Resources**
- **Information Technology & Communications**
- **Northville Youth Network**
- **Parks, Recreation & Senior Services**

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PUBLIC SAFETY

2020



**NORTHVILLE
TOWNSHIP**
FIRE DEPARTMENT
BE THE STANDARD



SERVICE • TRUST • RESPECT

FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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History of Fire Department –



- **Year Built: 2004; 24,289 sq. ft.**
- **Public Safety Director, Todd L. Mutchler**
- **Chief Brent Siegel**
- The Department maintains a daily minimum staffing of seven personnel with nine personnel assigned to each shift.
- Vehicle staffing & response capabilities vary based on the available staffing.
- At a minimum, the Department operates:
 - One ALS (Advanced Life Support) fire engine
 - One BLS (Basic Life Support) command vehicle
 - Two ALS ambulances
 - One BLS ladder truck that operates with shared staffing from one of the two ambulances
- Firefighter/paramedics staff all front line units that are equipped with self-contained breathing apparatus (SCBA) and full PPE (turnouts)



ACCOMPLISHMENTS

Technology Implementation

Microsoft Office applications were implemented into a number of operations to improve efficiency. This includes SharePoint, Planner and Teams. These systems increase collaboration, improve communication and allows remote work. Additionally, the Department leveraged such software as Adobe DC, Adobe Premium Rush, Canva and others to produce high-quality videos, signage and other deliverables.

Website

All fire department sections of the Township website were updated with supporting documents where necessary. The Township is undergoing a website redevelopment project in early 2021 and staff will serve as part of the development team.

Map Update

Emergency Response Guidebooks were updated with a new GIS overlay. Additional features include bodies of water and Quick Reference guides, additional multi-family complexes and schools. All of these additions provide valuable information to first responders while they are enroute for quick reference and efficient response.

CPSE Fire Marshal Designation

Fire Marshal Tom Hughes successfully completed the process that awards the professional designation of “Fire Marshal” (FM). The Commission on Professional Credentialing (CPC) met on December 1, 2020, to confer the designation. Fire Marshal Hughes was unanimously approved and becomes only one of four in the state of Michigan and one of only 194 FMs worldwide.

ISFSI Board Appointment

Training Coordinator Jesse Marcotte was appointed by leaders in his field to the Mentoring and Coaching Committee and the Professional Development Task Force for the International Society of Fire Service Instructors (ISFSI). In his service, his peers selected him as Chair of the Mentoring and Coaching Committee. The ISFSI is a world-renowned organization that focuses their efforts on training and development within the fire service. The ISFSI leads fire and EMS instructors in their efforts to reduce firefighter fatalities and injuries, increase firefighter safety, and improve professionalism through education and training.

Chief Siegel Appointed as Special Operations Oversight Chief

Chief Siegel was appointed to the position of Special Operations Oversight Chief responsible for both the Western Wayne Hazardous Materials (HazMat) and Urban Search and Rescue (USAR) teams.

Education

Firefighter Jeff Darby received his bachelor’s degree in 2020. With his degree, Jeff becomes one of the over 65% of our staff with a bachelor’s or master’s degree.

Staff and Command

EMS Coordinator Will Caruso completed Eastern Michigan University’s School of Fire Staff and Command. He becomes the 14th member of the Department to complete this program.

Battalion 1

The Apparatus Committee completed specifications on a new command vehicle that was completed and placed in service in 2020. This vehicle is a major upgrade over previous versions and is truly purpose built to support the operations of the Department. This includes a variety of improved safety features to protect both staff and the public.

Public Safety – Fire Department

(Continued)



Patch Logo

The Department completed a patch redesign and all affiliated work to complete implementation. This includes an update of all uniforms, vehicles, paperwork, etc. An internal committee developed the design of the patch to incorporate our history and the services that we provide to the community.



Figure 1: Retired



Figure 2: New patch

Operations Manual

Three new sections of the Operations Manual were completed in 2020:

- Chapter 6. Incident Organization and Escalated Command Operations
- Chapter 7. On-Going Command Operations: Operational Planning Cycle
- Chapter 8. Demobilization, De-escalation and Termination of Command

Mental Health

First responders are exposed to horrific tragedy that has been proven to take a toll on mental health and emotional wellness. In 2020, we made a commitment to support the mental health and wellness of our first responders through a new initiative in partnership with other agencies. The following items represent the core components of this initiative:

- Health/wellness training
- Peer support team
- Annual mental health checks
- Critical Incident Stress Management support

Awards & Recognition

Department awards are conferred in the year following the act or action that lead to their award. This means that 2020 awards are presented in 2021. The below awards for 2019 were received in 2020. COVID caused us to delay our annual award distribution and caused us to cancel our in-person ceremony. However, awards were presented to all staff for their accomplishments in 2019.

Firefighter of the Year

The Firefighter of the Year Award is bestowed to the department member who, over the course of the year, has continually put forth an effort of the highest degree. This may involve fire suppression, emergency medical service, fire prevention, training, or any combination of the above. Further, it may involve an individual event or a collection of exceptional performances. The 2019 Firefighter of the Year was awarded to Lieutenant Jason Hendrian.

Lifesaving Awards

Lifesaving Awards are presented annually to those individuals or collection of individuals whose actions are directly responsible for saving a human life. Lifesaving awards may be granted as a result of a fire, medical, or rescue incident. The following members received lifesaving awards:

A. Burton	J. Darby	D. Desloover	C. Kolinski
S. Leach	K. Lewis	C. Madzik	L. Mancini
R. McAllister	D. Micallef	B. Muller	B. Neuhart
B. Siriani	P. Sutherland	C. Wiggins	

Department Citations

Department Citations are awarded to an individual or collection of individuals, for their display of extraordinary performance for any of the following: any departmental member whose actions involved an extraordinary performance that was displayed on the scene of an incident in which the individual overcame any and all

Public Safety – Fire Department

(Continued)



challenges and/or obstacles that would have otherwise prevented a successful outcome of the incident or any departmental member whose actions involved an extraordinary contribution to the overall mission of the Northville Township Fire Department and thereby contributed to a higher degree of professional excellence. The following members received department citations:

A. Burton	W. Caruso	J. Darby	D. Desloover
D. Dipple	J. Fedel	J. Hendrian	H. Jordan
C. Kolinski	C. Koth	K. Lewis	J. Marcotte
D. Micallef	F. Molina	B. Muller	M. Obermiller
G. Ryan	J. Sims	B. Siriani	K. Susewitz
P. Sutherland	C. Wiggins		

Meritorious Service

Meritorious Service Awards are presented to an individual or collection of individuals, whose actions have distinguished them from the standard performance expected of the position; either in the execution of a specific task or in the outstanding performance of general duties over an extended period. The following members received meritorious service awards:

A. Burton	T. Hughes	M. Obermiller	J. Sims
H. Jordan	D. Dipple	D. Micallef	F. Molina
W. Caruso	J. Hendrian	J. Darby	B. Muller
D. Desloover	P. Sutherland	B. Siriani	C. Wiggins

Completion of Probation

Firefighter Jacob Fedel and Firefighter Logan Mancini successfully completed their probationary program in 2020. The Probationary Firefighter Training Program sets the bar for what is expected of our newest members. Our probationary training program is compliant with the requirements and standards referenced in MIOSHA Part 74 and NFPA 1001. This program exceeds these requirements in every facet. Our probationary firefighters averaged 336 hours of training during their first year, exceeding the requirements of ISO. We believe that the probationary training program is the foundation of the organization and sets employee expectation at all levels.

Professional Affiliations

Members of the Northville Township Fire Department actively participate in professional associations locally, regionally and statewide. Membership in these organizations allow Northville Township to impact and influence legislation, code, policy standards and training for departments in the area. These organizations include Metro Detroit Fire Inspectors Society, Michigan Fire Inspectors Society, Health Emergency Medical Services (HEMS) – Medical Control Authority of Western Wayne County, The International Association of Fire Chiefs, Michigan Association of Fire Chiefs, Southeastern Michigan Association of Fire Chiefs, Western Wayne County Mutual Aid Association, and the State of Michigan Emergency Medical Services Coordination Committee.

COVID-19

COVID-19 is the biggest challenge the Department has faced. It affected every aspect of our operation and was truly our greatest success. We responded to almost 400 COVID incidents and were able to keep our staff safe with improved PPE, planning, engineering controls, etc. Our workforce is our single greatest asset and its health and safety are paramount to our success. Working together, every member of the Department took part in creating and adapting to the ever-changing demands of the pandemic.

Public Safety – Fire Department

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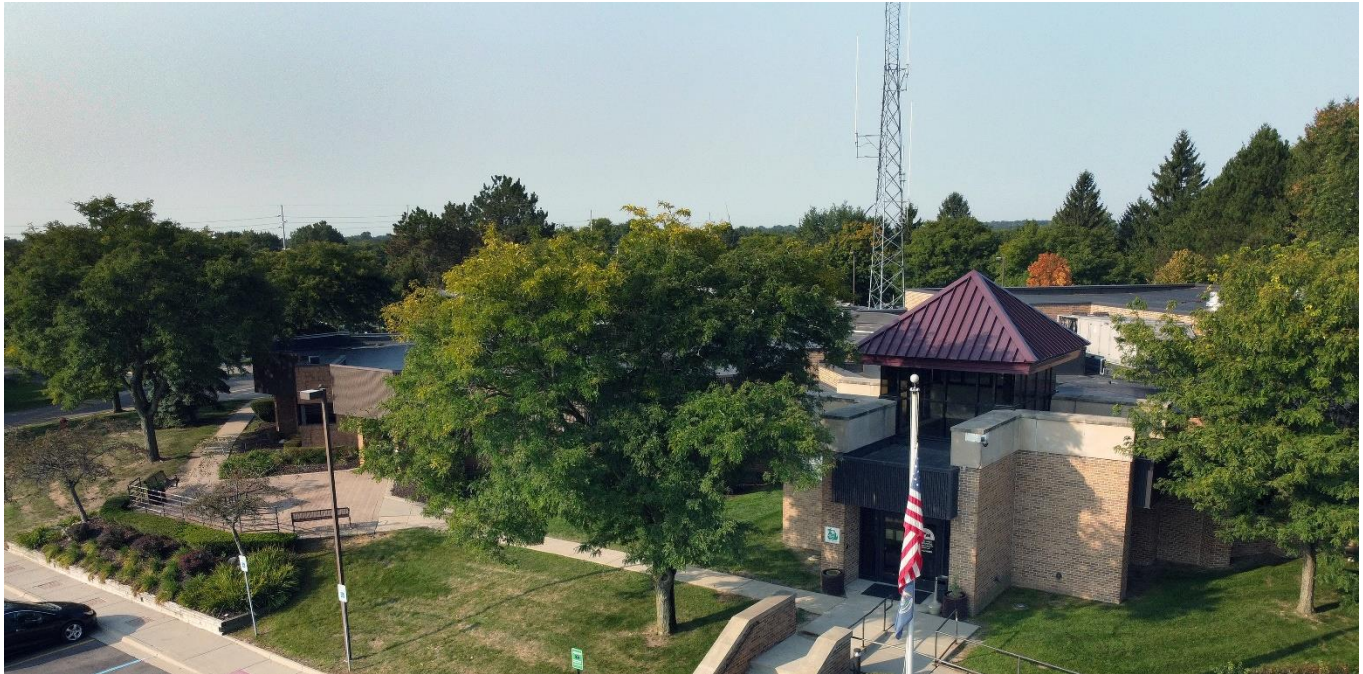
2020 BY THE NUMBERS

TRAINING AND PREPAREDNESS	
TRAINING HOURS	4,934
COMPLETIONS	3,607
COVID DEDICATED	670 hours
INCIDENT MANAGEMENT	1,575 hours
FIREGROUND	715 hours
EMS	1,554 hours
VEHICLE OPERATIONS	498 hours
PREVENTION	187 hours
HAZMAT	213 hours
SPECIAL OPERATIONS	193 hours

INCIDENT RESPONSE SUMMARY	
INCIDENTS	3,138 Total incidents 723 Fire, rescue or hazardous condition 2,415 Emergency medical service
PERSONNEL	27 Operations / 4 Administration
INCIDENTS/DAY	8.6
CHANGE	37% increase in incident volume since 2010
TRANSPORTS	1,490 advanced life support transports
2007-2010	2,136 average incidents
2017-2020	3,296 average incidents
% INCREASE	54% (between 2007-2010 and 2017-2020)

COMMUNITY RISK REDUCTION	
INSPECTIONS	199
SQ. FT. INSPECTED	7,025,287
OCCUPANCIES INSPECTED	180
VIOLATIONS	224
REINSPECTIONS	116
STRUCTURES WITH PRE-PLANS	472
PRE-INCIDENT PLAN COMPLETION	95%
OCCUPANTS	646

COVID-19 INCIDENT RESPONSES	
COVID-19 INCIDENTS	389
% TRANSPORTED	70.5%
TRANSPORT DURATION	Pre COVID-19: 66.8 minutes COVID-19: 94 minutes 40.7% DURATION INCREASE
NON-TRANSPORT DURATION	Pre COVID-19: 34.3 minutes COVID-19: 60 minutes 74.9% DURATION INCREASE
EQUIVALENT INCIDENTS	103 Additional transports 77 Additional non-transports Total incident increase to 3,311



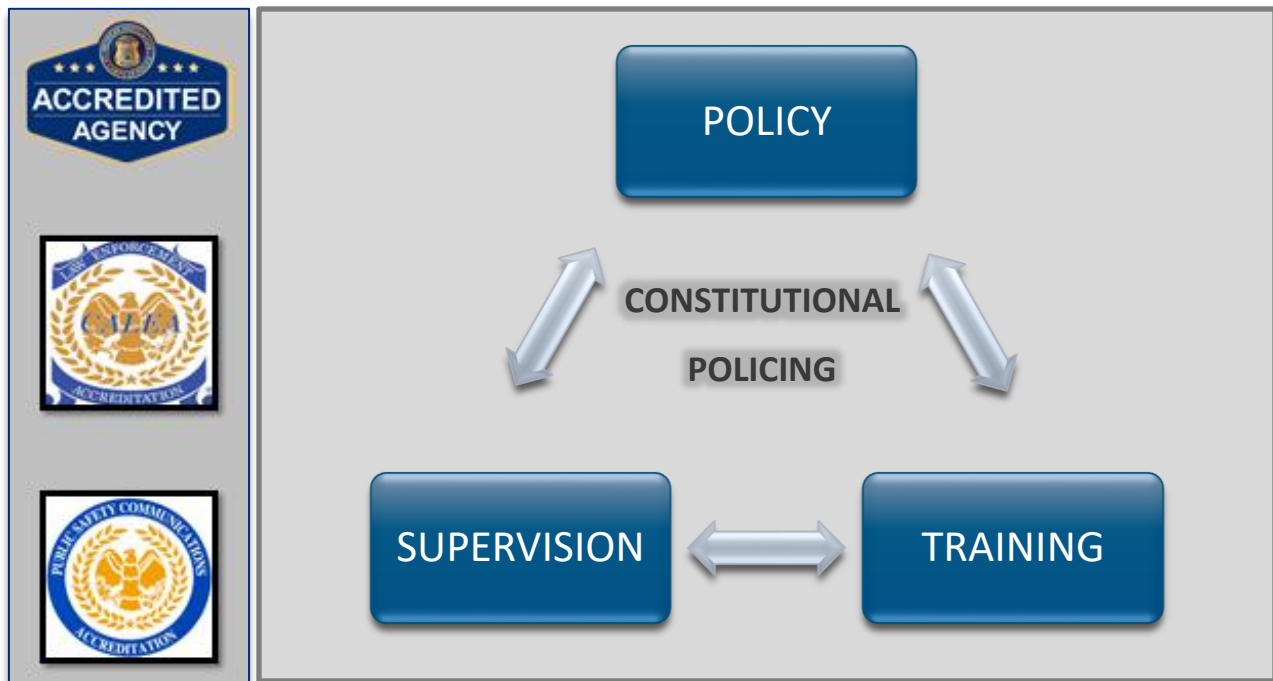
History of Police Department –



- **Year Built 1978**
- **Public Safety Director, Todd L. Mutchler**
- **Chief, Paul Tennes**
- **47 Full Time Staff, includes:**
 - 1 Public Safety Manager
 - 5 Sergeants
 - 10 Public Safety Officers
 - 1 School Resources Officer
 - 1 Community Services Officer
 - 1 FBI VCTF / FBI DMITTF
 - 1 Professional Standards & Training Officer
 - 1 Communications Systems Coordinator
 - 4 Lieutenants
 - 16 Police Officers
 - 2 Detectives
 - 1 Code Enforcement Officer
 - 1 Records Clerk
- **20 Fleet Vehicles**
- **2 Motorcycles**

Public Safety – Police Department

(Continued)



ACCREDITATION & CERTIFICATION

The Northville Township Police Department is entrusted to uphold individual rights guaranteed by the Constitution of the United States of America, the Constitution of the State of Michigan, laws created by our elected bodies and those established through the judicial system. These frameworks provide the foundation for professional policing in our community.

As an agency committed to continuous improvement, we support our belief in Constitutional Policing through the implementation of processes guided by independent best practices. These are communicated through policies, which we support through training to establish competency and then supervise to ensure accountability of our practices. We recognize trust in processes is gained through transparency and independent verification. This belief has led our agency to voluntarily participate in the Michigan Law Enforcement Accreditation Commission program requiring compliance with 108 standards. The agency was the first organization in Wayne County to be accredited in 2017 and completed the three year re-accreditation cycle in 2020. In three years, the MLEAC accreditation program has been recognized for its value with over 80 departments in the State of Michigan involved. To further support this process the organization began the self-assessment process for International Accreditation in the CALEA Advanced Law Enforcement program and CALEA Public Safety Communications program. The Advance Law Enforcement program has 459 standards to comply with and the Public Safety Communications program has 207 standards for dispatch centers. The Northville Township Police Department has a goal to be the first department in the State of Michigan to receive MLEAC re-accreditation, CALEA Advanced Law Enforcement Accreditation and CALEA Public Safety Communications Accreditation by the spring of 2021.

The department's Use of Force policies were submitted and independently certified to the United States Department of Justice, as meeting the standards as set forth by the Presidential Executive Order on Safe Policing for Safe Communities, Executive order No. 13929 from June 16,2020.

Public Safety – Police Department

(Continued)



PATROL SERVICES

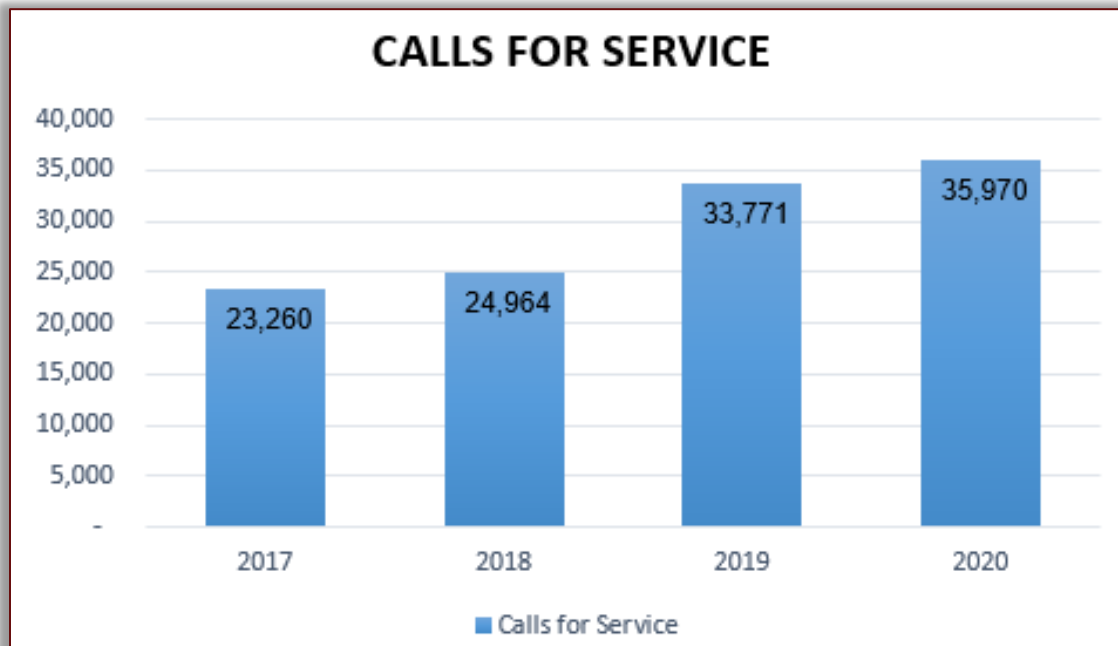
The Patrol Services division consists of (4) Police Lieutenants, (4) Police Sergeants, (16) Police Officers and (10) civilian Public Safety Officers. Patrol Services is responsible for proactive patrol and response to criminal and non-criminal service calls. Four squads provide continuous service to the community utilizing a 12 hour shift model.

Services Provided:

Proactive Patrol
Initial Criminal Investigations
Traffic Safety
Crime Scene Processing
Active Threat Response
Community Engagement & Education
Behavioral Health Intervention

Mutual Aid Utilized From Other Agencies:

Canine-Area departments if one is on duty
Tactical Team-Michigan State Police ES Team-Full time team
Bomb Squad-Michigan State Police Northville Lab
Aviation-Area department drones/MSP or OCSO helicopter
Crime Lab Response-Michigan State Police Northville Lab
Accident Investigation & Reconstruction-Michigan State Police
Civil Unrest-Western Wayne Mobile Field Force



Since 2017, the Organization has placed an increase emphasis on accounting for officer activity and calls for service from the community. This allows for the analysis of data to assist in the accountability of achieving community expectations and organizational goals.

Public Safety – Police Department

(Continued)



Public Safety Answering Point (PSAP) Dispatch:

The PSAP is guided by several best practice benchmarks from the National Emergency Number Association

Northville Township Non Emergency Phone Calls	City of Northville Non Emergency Phone Calls	911 Emergency Calls	TOTAL Calls Processed
25,124	6,093	12,829	44,046

NFPA Standard for processing emergency calls	Northville Township Average Processing Time in 2020	NENA 911 Answer Time	Northville Township Average
90 seconds	80.2 seconds	90% < 10 seconds	99.97%

(NENA) and the National Fire Protection Association (NFPA).

Traffic Safety:

Historical crash data is reviewed on a monthly basis to determine high frequency crash locations.

CRASH BY TYPE	TOTAL	HAZARDOUS ACTION	TOTAL
Single Motor Vehicle	70	Speed Too Fast	14
Head On	2	Speed Too Slow	1
Head-Left Turn	31	Failed To Yield	78
Angle	54	Disregard Traffic Control	12
Rear End	134	Drove Wrong Way	0
Rear End - Left Turn	3	Drove Left To Center	1
Rear End – Right Turn	3	Improper Passing	2
Sideswipe - Same	36	Improper Lane Use	6
Sideswipe - Opposite	4	Improper Turn	5
Backing	7	Improper / No Signal	0
Other	6	Improper Backing	11
Unknown	4	Unable To Stop	126
Not Reported	0	Other	31
TOTAL	354	Unknown	33
		Reckless Driving	2
		Careless Driving	3
		TOTAL	325

TOP 5 HIGH FREQUENCY CRASH INTERSECTIONS 2016-2019

1. Eight Mile Rd. & Haggerty Rd.
2. Seven Mile Rd. & Haggerty Rd.
3. Six Mile Rd. & Haggerty Rd.
4. Eight Mile Rd. & Beck Rd.
5. Six Mile Rd. & Beck Rd.

FACTS:

- The agency conducted 20 traffic studies in 2020.
- COVID-19 = 200 less crashes than occur on average.

Public Safety – Police Department

(Continued)



INVESTIGATIVE SERVICES

School Resources Officer

The School Resource Officer (SRO):

- Assists school staff

ACTIVITY	2020 COUNT
Investigations Assigned	2
Referrals to Northville Youth Network	6
Petitions to Juvenile Court	10

Due to the COVID-19 pandemic, the SRO was assigned to Patrol Services for eight months in 2020.

Records Bureau

Successfully completed a State of Michigan LEIN audit in a virtual setting. The Michigan State Police highlighted the preparedness of the agency and used the audit as a model for other municipalities in the State of Michigan.

PD FOIA	93
Discovery	50
FD FOIA	18
License to Purchase Pistol	43
PD Internal Media/ Records Request	68
FD Internal Media/Records Request	30
NCPD Internal Media/Records Requests	23

STATISTICS

TOP PART A & B CRIME COMPARISON 2017-2020

	2017	2018	2019	2020	
PART A	883	822	706	607	Down 14.02% over 2019
PART B	610	494	355	212	Down 40.28% over 2019

Public Safety – Police Department

(Continued)



PROFESSIONAL STANDARDS: Use of Force Review

An annual review of the use of force activities, policies & practices has been conducted and found there were 14 incidents involving force. In 2019 there were 17 use of force incidents and in 2018 there were 22 incidents.

Three of these incidents involved two or more subjects with the total of 18 subjects that force was utilized.

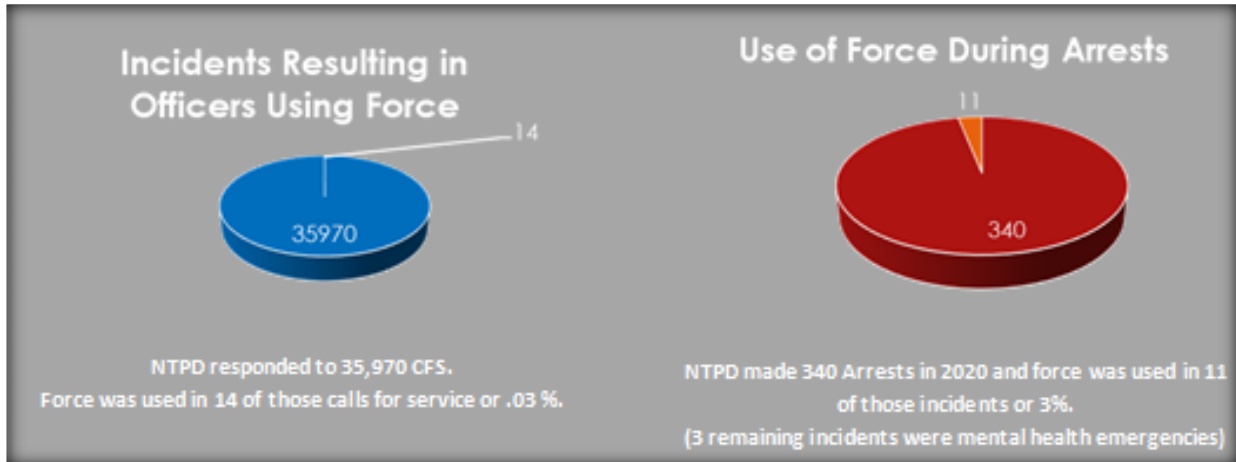
The types of incidents where the use of force had been utilized:

- | | |
|---|--------------------------------------|
| 3 High risk traffic stops | 1 Personal Protection Order violator |
| 3 Subjects experiencing mental health emergencies | 1 Retail fraud |
| 1 Domestic violence; Suspects produced a firearm | 1 Vehicle larceny |
| 1 Domestic violence; Suspect was armed with a machete | 1 Disorderly conduct |
| 1 Operating While Intoxicated | |

Out of the 18 total subjects 72% were males and 27% were female. Race of the subjects consisted of 77.7% Caucasian, 16.6% African American and 5.5% Asian.

Administrative reviews of each use of force incident found the applications of force were consistent with department standards, state and federal law regulating these practices.

The Use of Force Committee reviewed each incident for training opportunities and policy modifications.



Citizen Complaints Review

In 2020, the Northville Police Department received, processed and investigated (16) citizen complaints. This is consistent with the past three years in which the agency averages approximately (13) complaints.

Complaints were received via written correspondence, emails, social media posts, phone calls and in person.

The (16) investigations involved specific allegations related to service, policy/practice, driving, conduct, use of force and profiling. The outcome of these investigations are as follows:

DISPOSITION OF INVESTIGATION	TOTAL INVESTIGATIONS	RESOLVED TO CITIZEN'S SATISFACTION
Founded	2	1
Founded in Part	2	0
Unfounded	12	2

Public Safety – Police Department

(Continued)



In 2020, analysis was enhanced to review gender and race of complainants below. A review of this data does not identify any significant trends inconsistent with the gender and race of our service population.

RACE OF COMPLAINT	GENDER OF COMPLAINANT	OCCURRENCES
Asian	Male	1
Black/African American	Female	1
Unknown	Female	2
White	Female	4
White	Male	8

The 2020 review of our complaint process identified the agency is utilizing paper intakes and internal forms. In 2021, the agency will enhance this process with an electronic system. The review did not identify any significant trends, needs for comprehensive training or policy modifications.

Biased Policing Review

The Southeast Michigan Council on Government (SEMCOG) identifies the race and Hispanic origin of the population of Northville Township as 76% White, 5% Asian, 3% Multi-racial, 2% Black and 3% Hispanic.

In 2020, the Northville Township Police Department responded to 35,970 calls for service in the community. This included 1,608 traffic stops and 340 arrests.

CITIZEN CONTACT	MALE	FEMALE	UNKNOWN
Traffic Citations - 768	447 (58%)	321 (42%)	0
Traffic Warnings - 842	479 (57%)	361 (42%)	2 (<1%)
Arrests - 340	236 (69%)	104 (31%)	0

Also in 2020, civilian and sworn employees recertified in Fair and Impartial Policing training for implicit bias. Supervisors conducted policy review training with their employees of the agency's written directives A-11 Bias Influenced Policing. The agency partnered with the Conference of Western Wayne and Western Wayne NAACP to develop the "Partners in Progress" listening tour. This has allowed law enforcement, community leaders and residents in the region to have ongoing dialogue related to law enforcement in their communities and the region.

CITIZEN CONTACT	WHITE	BLACK	ASIAN	AMERICAN INDIAN/ ALASKAN NATIVE	PACIFIC ISLANDER	UNKNOWN
Traffic Citations - 790	590 (77%)	118 (15%)	49 (6%)	2 (<1%)	0	9 (1%)
Traffic Warnings - 842	637 (76%)	159 (19%)	38 (5%)	0	0	8 (<1%)
Arrests - 340	230 (68%)	94 (27%)	7 (2%)	2 (<1%)	0	7 (2%)

CLERK'S OFFICE

2020



FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Clerk's Office



The Clerk's Office consists of the Township Clerk - Roger Lundberg, Deputy Clerk - Katie Anderson, and one Clerk Associate.

Clerk's Office Duties

Michigan State law requires the Township Clerk to carry out three major responsibilities involving record-keeping, financial operations, and administration of elections and voter information for the Township and Northville School District.

The Clerk's Office plays a critical role in the operation and administration of township government.

- The Clerk's Office conducts all elections in accordance with State and Federal law.
- The Clerk is a member of the Township Board of Trustees, voting on questions of budget, personnel appointments, zoning, and other matters.
- The Clerk's Office acts as Secretary to the Board of Trustees (BoT) by posting legal notices, preparing the agendas and recording the minutes of BoT meetings.
- The Clerk chairs the Board of Election Commission for the township.
- The Clerk's Office keeps all the official records of the Township, including contracts, Bid Openings (RFP), Business Registrations, Homeowner Association Directory, etc.
- The Deputy Clerk acts as the Township's Freedom of Information (FOIA) coordinator.
- The Clerk administers the Oath of Office to Township officials, Police, sworn personnel and appointees to Boards & Commissions.
- The Deputy Clerk provides Notary services for the Township.
- The Clerk's Office is the primary contact for resident questions.
- The Clerk's Office is required to be accredited by the Secretary of State to conduct election administration, including the training of precinct inspectors appointed to serve in the polls at local, school, county, state, and federal elections.

Clerk's Office 2020 Highlights

Elections Administration

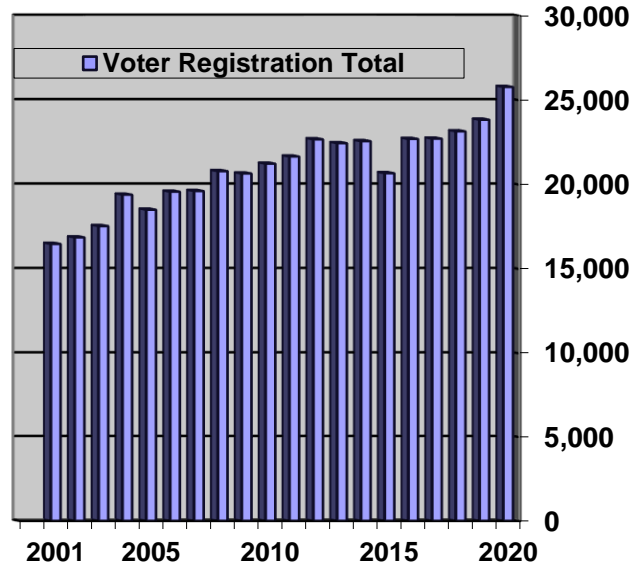
- **Elections.** A primary focus of the Clerk's Office in 2020 was to conduct the three elections as part of the presidential cycle of elections. The three elections were held on March 10, 2020 (presidential primary), August 4, 2020 (primary), and November 3, 2020 (general election).
- **Recount.** A Northville School Board Recount was conducted December 10, 2020, The November 3rd vote for the 4th School Board member was a tie vote. The Hand Recount Vote for the Northville School Board positions took three days and was completed on Monday, December 14. After tallying over 63,000 votes, the recount confirmed a tie vote! The winner of the 4th School Board member was decided by a blind draw.
- **Election Audit.** Clerk's Office completed its Risk Limiting Audit (RLA) of the 2020 Presidential Election. This process was open to the Public via zoom (participation was low). Statewide, 18,000 randomly selected ballots were pulled from 5300 jurisdictions and tallied to compare and confirm the November 3rd vote results. For the small sample size for Northville Township, the results confirmed the November 3rd election results where Biden won by a small margin. (52.8%/45.9% Nov 3rd vs. 51.9%/46.2% Audit).

Clerk's Office

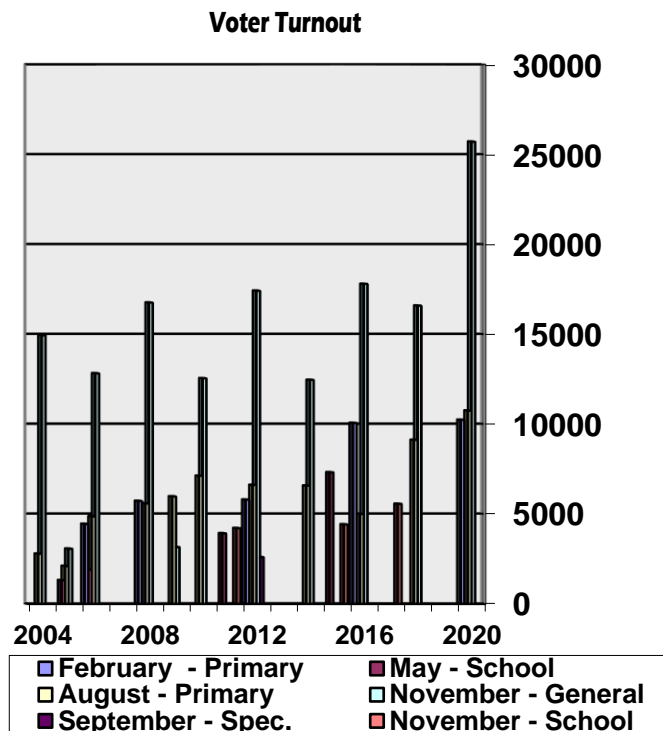
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- Voter Registrations.** Voter registrations in 2020 set new records for Northville Township. Voter registrations increased from 23,854 in 2019 to 25,978 by the end of 2020.



- Voter Turnout.** Voter turnout took a significant jump for the Presidential election cycle of 2020. Voter turnout exhibited modest increases in presidential elections in the 2008 to 2016 elections, from just under 17,000 in 2008, to 17,420 in 2012, to almost 18,000 in 2016. In 2020, voter turnout jumped to just over 25,700, representing a 44% increase over the 2016 presidential voter turnout



Clerk's Office

(Continued)

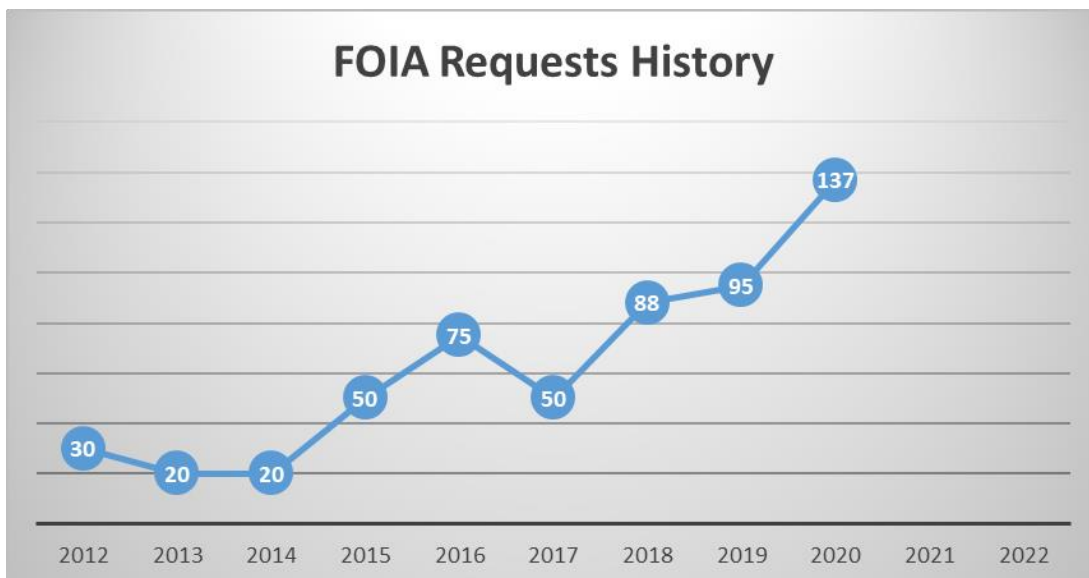


- **Absentee Voting.** Absentee voting has also “skyrocketed” to new highs. Under the “No Reason Absentee” law changes, the Permanent Absentee List (PAL) has grown from around 5,000 in 2019, to over 12,000 currently. Absentee Voters in the 2020 Presidential election more than doubled vs. the prior Presidential election in 2016, from 7,345 in 2016 to 15,951 in 2020.

Other Clerk's Office 2020 Highlights

- **Training.** The Deputy Clerk accumulated the necessary amount of education and experience points, as permissible by MAMC, to obtain her Certified Michigan Municipal Clerk recertification. She is also accredited by the State of Michigan to instruct and train election inspectors on their responsibilities in the polls and operating the new election equipment. The Deputy Clerk holds both the designations of Certified Municipal Clerk, from the International Institute of Municipal Clerks, and CMMC, from the Michigan Association of Municipal Clerks. The Voter Registration Official is a part time position which requires the Deputy to oversee and stay involved on a daily basis.
- **Record Keeping.** As the Township's official record keeper, the Clerk is responsible for document storage and preservation, retrieval of contracts, agreements, leases, bids, deeds, easements, Township Code amendments and minutes of all Boards and Commissions.
 - The Clerk's Office posts and publishes notices of meetings, public hearings, zoning map amendments and adopted ordinances all in compliance with the Open Meetings Act.
 - Completed an audit of the Voter Registration master cards, business registrations, and homeowner association information.
- **Freedom of Information Act (FOIA).** The Deputy Clerk is the official coordinator for FOIA - requests for public records and maintains and produces documents that enable the public to participate in local government.

FOIA requests have increased significantly for the township, almost doubling from a 5 year average (2015 – 2019) of 72, to 137 in 2020.



Clerk's Office

(Continued)



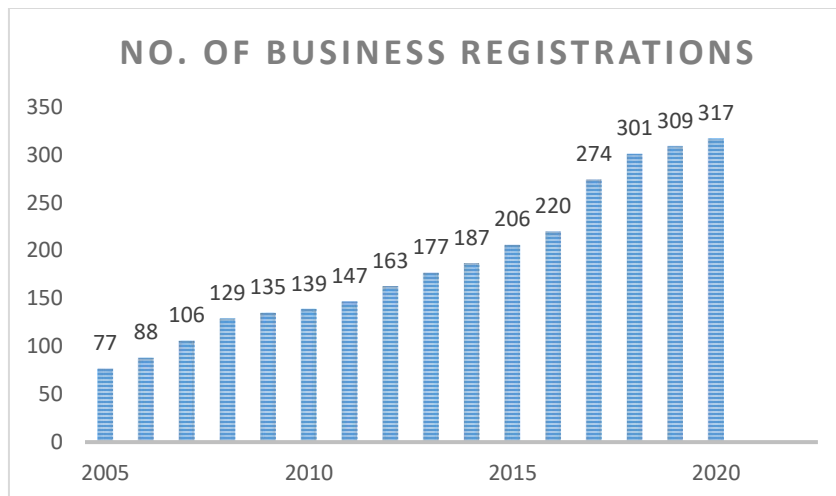
Business Registration

In 2005, the Township Board adopted an ordinance to require the licensing of commercial businesses and in 2007 amended the ordinance to require a one-time registration fee be collected for township businesses. The Clerk's Office is responsible for the administration and maintenance of the registrations, which contains information vital to the Public Safety Department.

The annual updates are crucial to providing superior township-wide services and are especially critical for public safety purposes. The Clerk's department has been able to provide updates via email and advances in technology make updates quick and easy to accomplish.

In addition to the on-line ease of registration, links to the business registration information is available to visitors to the township's website in the "Business Directory". Registered businesses are also able to tailor information specific to their registration on the township's website and can add information about their business such as hours of operation, products, special events, advertising, and coupons, for instance.

We hope that this feature continues to prove to be a valuable resource to both businesses and residents and contributes to the success of the businesses in the Township.



DEPARTMENT OF PUBLIC SERVICES 2020

BUILDING

PLANNING

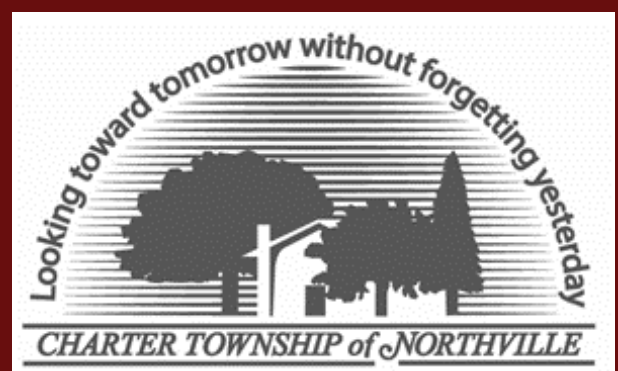
ENGINEERING

WATER & SEWER

FACILITIES

FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Department of Public Services



The Department of Public Services Department consists of the Director - Robert Belair, P.E., Chief Building Official – Joe Leeson, 3 Contracted Inspectors, Planner – Jennifer Frey, 1 Part-Time Engineer, 3 Administrative Staff (2 Full-Time;1 Part-Time), Facilities Manager - Brandon McCullough, 1 Maintenance Technician, 4 Custodian Staff (Part-Time), Water & Sewer Superintendent – Karl Gorham, 1 Foreman, 3 Crew Chiefs and 6 Equipment Operators

BUILDING SERVICES

- The Building Division processed 2,899 permits in 2020 compared to 2,987 in 2019. We performed 6,198 inspections compared with 7,865 inspections in 2019. In 2020 we issued a total of 77 single family and multiple family permits, compared to 78 permits issued in 2019.
- Continued interdepartmental cooperation with the Engineering, Fire, Ordinance, Water and Planning Departments.
- Continued the process of collecting expired permit fees which generated nearly \$7,000 in revenue for 2020.
- Issued commercial building permits for significant interior and/or exterior improvements.
- Continued to explore & improve the Planning, Zoning and Engineering (PZE) module of the BS&A software.
- The online inspection request process has been fully implemented. The feedback from the contractors using this service have praised this convenient and time saving option to aid in streamlining their work day.
- Online permitting & inspection requests increased significantly, due to the COVID-related restrictions and closures.
- Incorporated scanning & attaching old & new documentation to properties in Building.Net.
- Due to the COVID 19 epidemic in 2020, staff implemented numerous processes which allowed continuation of services remotely. These processes included remotely reviewing and approving permit applications, and virtual inspections.

Permitting & Inspection Summary - 2020

Month	*Permits*					*Inspections*				
	Bldg.	Elec.	Plumb.	Mech.	TOTAL	Bldg.	Elec.	Plumb.	Mech.	TOTAL
January	48	85	20	68	221	241	119	64	136	560
February	47	90	29	98	264	150	95	84	127	456
March	50	52	19	50	171	186	78	78	99	441
April	0	0	0	0	0	2	1	0	2	5
May	40	34	51	14	139	80	40	42	32	194
June	110	158	47	177	492	369	115	103	157	744
July	128	98	47	100	373	315	140	108	143	706
August	105	74	32	89	300	233	158	92	172	655
September	134	75	26	63	298	298	187	103	199	787
October	93	74	42	76	285	277	130	83	165	655
November	50	48	22	46	166	227	102	82	93	504
December	47	55	23	65	190	208	82	70	131	491
TOTALS	852	843	358	846	2899	2586	1247	909	1456	6198

CONSTRUCTION VALUATION (New Permits)										
TYPE	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Commercial	681,792.00	6,249,883.00	24,853,251.00	26,629,164.00	36,071,330.00	10,399,831.00	30,120,149.00	16,885,006.00	37,519,819.00	8,170,070.00
Residential (single family)	32,446,995.00	44,433,562.00	33,939,697.00	24,359,759.00	23,071,197.00	21,222,016.00	35,089,326.00	44,175,267.00	18,369,788.00	23,080,753.00
Residential (multiple family)	2,727,165.00	-	-	-	-	2,805,902.00	-	12,216,422.00	6,243,517.00	4,133,756.00
Miscellaneous (decks, roofs)	7,054,449.00	7,288,487.00	9,899,500.00	12,048,526.00	13,003,128.00	13,851,684.00	12,943,073.00	14,357,998.00	16,720,586.00	17,436,403.00
TOTAL	42,910,401.00	57,971,932.00	68,692,448.00	63,037,449.00	72,145,655.00	48,279,433.00	78,152,548.00	87,634,693.00	78,853,710.00	52,820,982.00



PLANNING SERVICES:

- Reviewed and presented 9 site plan applications to the planning commission for review and approval.
- Reviewed and presented 1 special land use request to the planning commission for review and approval.
- Reviewed and presented 6 rezoning and planned unit development requests to the planning commission for review and recommendation to the board of trustees.
- Completed 8 administrative reviews for land division/land reconfiguration requests.
- Reviewed and presented 15 petitions for variances to the zoning board of appeals.
- Processed 24 applications for miscellaneous activities (temporary uses, special events and new mailing addresses)
- Completed numerous administrative reviews related to all types of reviews identified above.
- Approved a conditional rezoning for up to 48 townhomes located on 11.3 acres of land on the west side of Haggerty, north of 5 Mile. The project consolidated three uniquely shaped parcels that would have been difficult to redevelop individually. Pulte Homes is the builder.
- Approved a modification to the Mill Ridge development (Active Adult Community) to convert the duplexes to detached units.
- Construction continues on the Village at Northville mixed use development at 5 Mile and Beck: single family & townhome residences, multi-tenant retail, Hilton Home 2, dedication of park and sculptures and Northville Township entrance signs at the intersection of 5 & Beck. In December, the Chamber of Commerce held a Winter Greens Market at the VAN Park. The development agreement authorizes the township to utilize the park up to six times annually for community events.
- Zhongding's new 30,000 square foot office/research and development facility is completed and the first new building within the MITC corridor.
- Initiated a marketing and branding plan for the MITC corridor. The project was made possible by a \$100,000 grant from the Michigan Department of Economic Development. Components of the project include branding, logo design, website and print collateral.
- Represented Northville Township in Wayne County's "Connecting the Rouge" Project. The project is analyzing improved pedestrian connections into Hines Park from neighborhoods, businesses and other community places of interest. Common goals include community connections, healthy activities, economic vitality, safe accessibility, nature, collaboration and arts/culture. Recommendations will be prioritized and outlined in a report to the County.

WATER & SEWER SERVICES:

- Successfully continued the water demand-management program implemented in 2009 that requires automatic irrigation systems to run between the hours of 12:00 AM and 6:00AM on an alternate day basis. The success of this program helped the Township to shift its peak water demand which in turn kept us within our GLWA contract limits which helps keep our wholesale water rate from increasing.
- Maintained a high drinking water quality within the Township of Northville throughout the year.
- Continued our fire hydrant inspection program to help ensure fire hydrant reliability. During 2020 we were successful in completing inspections to all of the Township's fire hydrants.
- The Water Department continued its valve turning program exercising 900 gate valves.
- Successfully completed the fire hydrant winterization and dead end watermain flushing.
- Staff completed training on confined space entry, comprehensive OSHA training, aerial platform certifications, first aid, and CPR.
- Engineering responded to 3 illicit discharge complaints and inspected 12 sedimentation and detention basins.

Department of Public Services

(Continued)



- Engineering participated in the procurement of the \$3M grant for the Johnson Creek Inter- County Drain. Also participated in the review and selection of the design team for this project which is slated for 2021 design and 2022 construction.
- Completed over 100 reviews that included both the initial reviews as well as the re-reviews for site plans, land reconfigurations, plot plans and development plans.
- Designed and constructed 1600 feet of water main on Clement Road. This vital segment of water main provided a redundant feed to the northwest part of the township.
- Contracted with Granite Inliner to implement our first phase of sanitary sewer rehabilitation as dictated by the SAW grant in 2019. Construction of phase 1 was completed in December 2020.
- Completed a detailed inspection and rehabilitation work to Northville Township's water tower on Beck Road. In 2021 the tower will be cleaned and re-painted.
- Completed the design of an expansion to the maintenance building at the Water and Sewer facility. Construction to start in spring of 2021.
- Completed a draft of the DPS Safety Manual, which includes over 30 safety-related policies.
- Participated in the study looking at the formation of a regional water authority.

Water Purchased/Sold Summary - 2020

	<u>PURCHASES</u>		<u>SALES</u>	
	<u>gallons</u>	<u>YTD</u>	<u>gallons</u>	<u>YTD</u>
January	59,701,437	59,701,437	0	0
February	47,368,344	107,069,781	92,575,000	92,575,000
March	72,317,420	179,387,201	0	92,575,000
April	58,390,988	237,778,189	113,556,000	206,131,000
May	70,865,253	308,643,442	0	206,131,000
June	164,434,234	473,077,676	123,894,000	330,025,000
July	196,985,069	670,062,745	0	330,025,000
August	171,298,221	841,360,966	251,501,000	581,526,000
September	110,662,328	952,023,294	0	581,526,000
October	72,853,270	1,024,876,564	335,949,000	917,475,000
November	57,394,166	1,082,270,730	0	917,475,000
December	61,284,318	1,143,555,048	155,656,000	1,073,131,000
Internal water use and other water sold		9,009,375		
Total Unaccounted for Water.....		61,414,673	5.4%	

Department of Public Services

(Continued)



Water & Sewer Revenue Summary - 2020

Source: Bi-monthly Customer Billing

Month	Water	Sewer	WSC	Total	Total		Water Fixed	Sewer Fixed	Total	Wtr. Serv. Chrg.	Total Billed	
					WATER Purchased	Water Rate						
January	\$995,910	\$752,325	\$14,978	\$1,763,213	92,575	\$604,515	\$497,693	\$391,395	\$254,632	\$1,748,235	\$14,978	\$1,763,213
February	\$1,129,852	\$867,109	\$14,978	\$2,011,939	113,556	\$741,521	\$611,953	\$388,331	\$255,155	\$1,996,961	\$14,978	\$2,011,939
March	\$1,197,467	\$908,438	\$14,978	\$2,120,883	123,894	\$809,028	\$653,233	\$388,439	\$255,205	\$2,105,905	\$14,978	\$2,120,883
April	\$2,031,621	\$1,469,474	\$14,978	\$3,516,073	251,501	\$1,642,302	\$1,213,995	\$389,320	\$255,479	\$3,501,095	\$14,978	\$3,516,073
May	\$2,583,866	\$1,830,595	\$14,978	\$4,429,429	335,949	\$2,193,747	\$1,574,683	\$390,119	\$255,902	\$4,414,451	\$14,978	\$4,429,429
June	\$1,406,131	\$1,028,804	\$15,010	\$2,449,945	155,656	\$1,016,434	\$772,971	\$389,697	\$255,834	\$2,434,935	\$15,010	\$2,449,945
July												
August												
September												
October												
November												
December												
TOTALS	\$9,344,847	\$6,856,735	\$89,901	\$16,291,482	1,073,131	\$7,007,545	\$5,324,528	\$2,337,301	\$1,532,207			

Total water units purchased

Summary of Primary Utility Expenses - 2020

Month	WTUA				GLWA		
	YCUA Treatment	Wayne Co. Treatment	Other Costs	Total	Water	IWC	Total
January	\$141,824.39	\$0.00	\$78,865.91	\$220,690.30	\$414,595.07	\$0.00	\$414,595.07
February	\$168,174.57	\$0.00	\$72,947.26	\$241,121.83	\$388,215.89	\$0.00	\$388,215.89
March	\$130,274.81	\$0.00	\$75,701.63	\$205,976.44	\$441,579.33	\$0.00	\$441,579.33
April	\$139,667.75	\$0.00	\$76,991.18	\$216,658.93	\$411,792.16	\$0.00	\$411,792.16
May	\$124,250.36	\$0.00	\$110,551.93	\$234,802.29	\$438,473.30	\$0.00	\$438,473.30
June	\$119,566.47	\$0.00	\$58,457.12	\$178,023.59	\$638,607.47	\$0.00	\$638,607.47
July	\$176,096.00	\$0.00	\$74,832.05	\$250,928.05	\$708,230.27	\$0.00	\$708,230.27
August	\$143,729.28	\$0.00	\$222,624.24	\$366,353.52	\$653,288.82	\$0.00	\$653,288.82
September	\$162,527.40	\$0.00	\$85,702.21	\$248,229.61	\$523,591.90	\$0.00	\$523,591.90
October	\$146,945.26	\$0.00	\$121,403.71	\$268,348.97	\$442,725.46	\$0.00	\$442,725.46
November	\$134,772.90	\$0.00	\$138,851.94	\$273,624.84	\$409,660.06	\$0.00	\$409,660.06
December	\$111,990.31	\$0.00	\$236,065.91	\$348,056.22	\$417,980.69	\$0.00	\$417,980.69
TOTALS	\$1,699,819.50	\$0.00	\$1,352,995.09	\$3,052,814.59	\$5,888,740.42	\$0.00	\$5,888,740.42

Capital Asset Statistics

Last Ten Fiscal Years December 31, 2020 (unaudited)

Function/Program	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Water & Sewer										
<i>Customers:</i>										
Residential	7,200.00	7,332.00	7,430.00	7,483.00	7,512.00	7,550.00	7,620.00	7,708.00	7,805.00	7,882.00
Commercial	1,055.00	1,059.00	1,064.00	1,069.00	1,076.00	1,078.00	1,080.00	1,090.00	1,100.00	1,106.00
<i>Water (in thousand gallons):</i>										
Purchased from Detroit	1,196,646.00	1,305,133.00	1,078,321.00	931,731.00	996,543.00	1,099,909.00	1,113,338.00	1,047,049.00	971,294.00	1,143,555.00
Sold to residents	1,068,677.00	1,223,513.00	1,006,256.00	868,217.00	936,387.00	1,050,340.00	1,042,223.00	972,772.00	922,057.00	1,073,131.00
Rates										
Fixed rate monthly water charge (*)	\$ -	\$ -	\$ -	\$ 7.36	\$ 15.62	\$ 17.97	\$ 17.97	\$ 17.97	\$ 17.97	\$ 17.97
Fixed rate monthly sewer charge (*)	\$ -	\$ -	\$ -	\$ 2.78	\$ 12.45	\$ 12.45	\$ 12.45	\$ 12.45	\$ 12.45	\$ 12.45
Water rate per 1,000 gallons	\$ 4.71	\$ 4.94	\$ 5.19	\$ 5.19	\$ 5.19	\$ 5.55	\$ 6.53	\$ 6.53	\$ 6.53	\$ 6.53
Sewer rate per 1,000 gallons	\$ 4.37	\$ 4.59	\$ 4.82	\$ 4.82	\$ 4.82	\$ 5.09	\$ 4.75	\$ 5.09	\$ 5.09	\$ 5.09
Flat rate sewer (Bi-monthly rate)	\$ 109.25	\$ 114.75	\$ 120.49	\$ 120.49	\$ 120.49	\$ 120.49	\$ 120.49	\$ 120.49	\$ 120.49	\$ 120.49

(*) In 2014, the Township adopted a fixed rate structure for both water & sewer fees. Rates assume a 1" meter size.



FACILITIES MAINTENANCE:

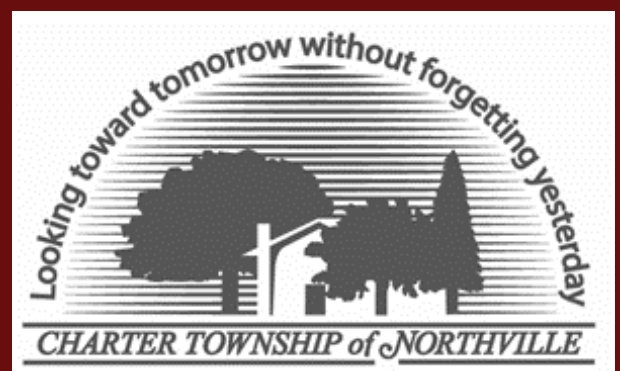
- Completed numerous COVID-related upgrades to all of our facilities, including installation of touchless faucets and flushers, sneeze guard shields, installation of hand sanitizing stations, and advanced (MERV13) air filtration.
- Repaired the spire at township hall.
- Sealed and striped the parking lots at township hall and the public safety building.
- Completed an air quality study at our fire department.
- Installation of Mod-Wall in Police Roll Call room.
- Kitchenette installed in Police Booking area.
- Training Tower roof replacement at Fire Headquarters.
- Updated lighting to LED's at Fire Headquarters and started conversion to all LED at other Township facilities.
- Completed ballistic (bullet proof) glass installation at Police Headquarters.
- Conducted required fire testing at all facilities.
- Performed exterior wall rehabilitation at Police and Fire Headquarters.
- Re-structured the Township's in-house janitorial services to provide better customer service to all of our facilities.
- Created a standardized work order system for all facility-related items.

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FINANCIAL SERVICES 2020

FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Financial Services



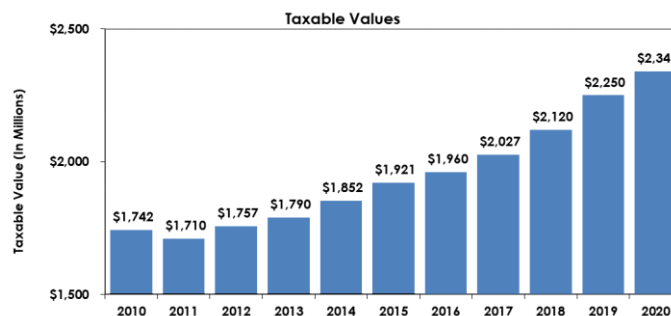
The Financial Services Department consists of the Finance Director - Wendy Hillman, Assistant Finance Director - Heidi LaFever, Assessor - Holly Cozza, a Finance Coordinator, a Senior Finance Associate/ W & S and 3 Part-Time Finance Associates.

2020 Fiscal Year Highlights

The following is snapshot of the Township's financial activities for the fiscal year ended December 31, 2020:

Financial Highlights

- * During 2020, the Township incurred \$88,393 in additional operating costs due to the Covid-19 pandemic. These costs include first responder personal protection equipment, township staff personal protection equipment, technology for remote working and meetings, and increased maintenance supplies.
- * During 2020, the Township was eligible for \$946,000 in Public Safety Public Health Payroll Reimbursement Funds. These grant funds covered both police and fire payroll costs which were already budgeted by the Township.
- * Fund balance of the General Fund totaled \$12,872,181 at December 31, 2020, which represents an increase of \$2,344,936 in comparison with the prior year. Fund balance for the remaining governmental funds increased \$3,348,281 to a total fund balance of \$32,780,090.
- * The Township's water and sewer fund has a working capital reserve requirement of 4 months of operating budget. At December 31, 2020, the Township's water and sewer fund surpassed its working capital reserve threshold.
- * The Township's total direct debt obligations were reduced by \$2,960,188 from the prior year. Total debt at December 31, 2020 was \$19,621,492 (including unamortized bond premium).
- * The Township continues to experience rising taxable values within the Township:
(table in tax years)



- * The Township implemented an online payment service called Invoice Cloud in June 2020. As of December 31, 2020:
 - o 1,121 Utility accounts have registered with Invoice Cloud
 - o 2,105 Utility accounts have set up paperless billing
 - o 2,840 Utility accounts have signed up for Autopay
 - o 251 Tax accounts have registered with Invoice Cloud
 - o 29 Summer and 16 Winter tax accounts have signed up for Autopay

The financial information presented above is "unaudited"

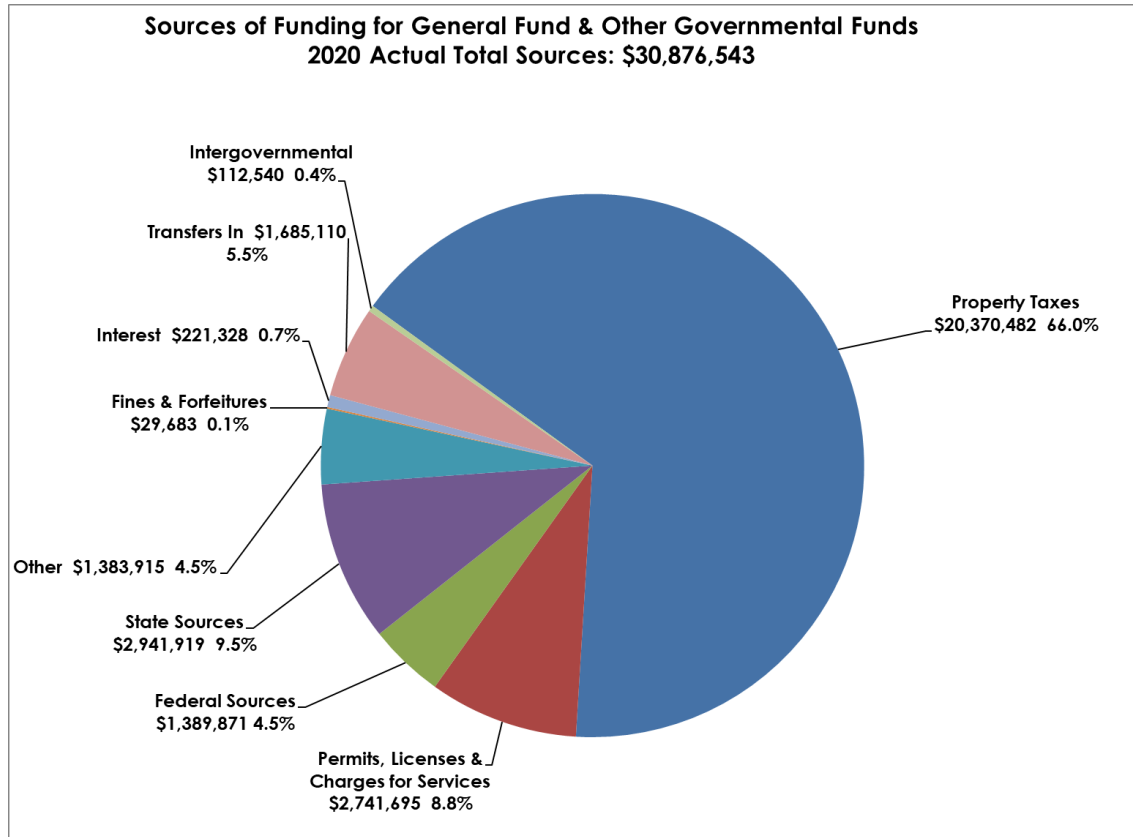
Financial Services

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Revenue Summaries

The following represents Fiscal Year 2020 revenue (General Fund and Other Governmental Funds), as well as a four-year comparison of revenue by fund:



Fiscal Year 2020 Budgeted Revenue (by category)

	GENERAL FUND	OTHER GOVERNMENTAL FUNDS	TOTAL REVENUE
ESTIMATED REVENUE:			
Property Taxes	\$ 2,654,777	\$ 17,715,705	\$ 20,370,482
Permits, Licenses & Charges for Services	1,797,221	944,474	\$ 2,741,695
Federal sources	25,918	1,363,953	\$ 1,389,871
State Sources	2,614,911	327,008	\$ 2,941,919
Other	253,555	1,130,360	\$ 1,383,915
Fines & Forfeitures	-	29,683	\$ 29,683
Interest	116,272	105,056	\$ 221,328
Transfers In	-	1,685,110	\$ 1,685,110
Intergovernmental	-	112,540	\$ 112,540
TOTAL ESTIMATED REVENUE	\$ 7,462,654	\$ 23,413,889	\$ 30,876,543

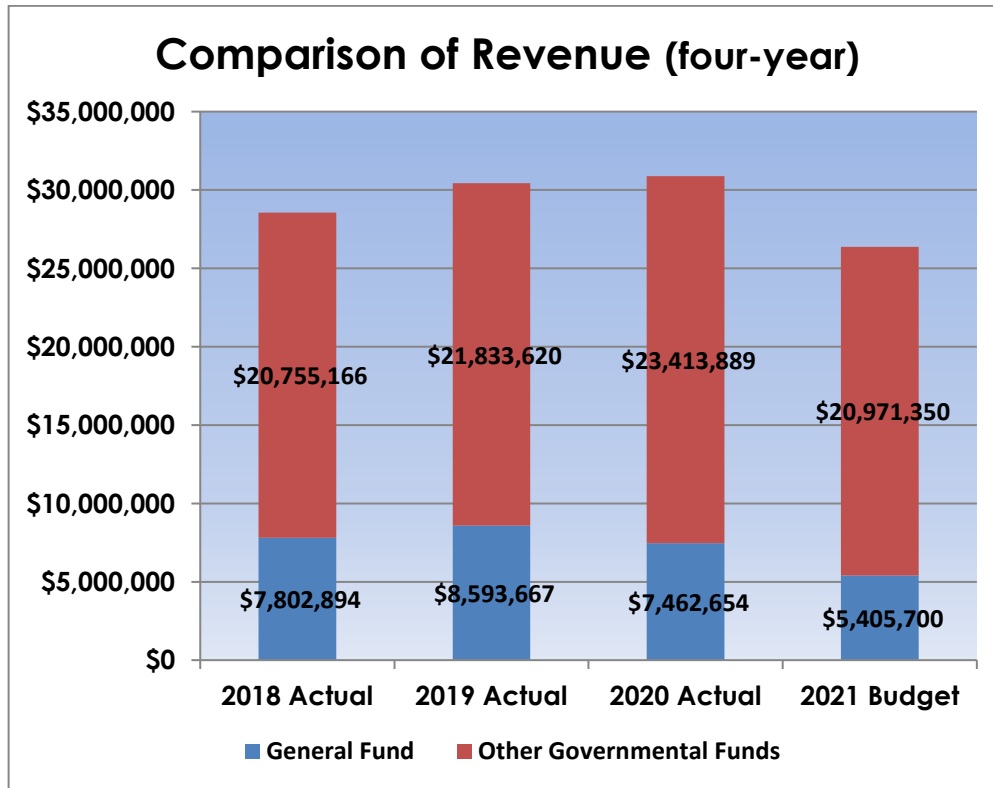
Financial Services

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Comparison of Revenue (Four-Year)

<u>FUND</u>	<u>2018 Actual</u>	<u>2019 Actual</u>	<u>2020 Actual</u>	<u>2021 Budget</u>
GENERAL FUND	\$ 7,802,894	\$ 8,593,667	\$ 7,462,654	\$ 5,405,700
SPECIAL REVENUE FUNDS				
Public Safety	14,321,505	14,542,898	16,481,189	14,891,270
Shared Services	1,644,239	1,583,728	1,645,026	1,662,300
Youth Network	125,630	132,955	121,268	125,540
DEBT SERVICE FUNDS				
2006 Refunding Bonds - Land Acquisition	330,100	313,500	258,260	-
2009 GO - Seven Mile Property Purchase	2,018,797	2,273,383	2,619,791	2,695,000
2012 Refunding Bonds - Building Authority	855,550	1,089,350	1,096,850	1,053,550
2009 Special Assessment Limited Tax Bonds	37,921	38,094	35,369	32,590
CAPITAL PROJECT FUNDS				
Tree Fund	236,094	6,740	18,069	-
Capital Projects	1,185,330	1,852,972	1,138,067	511,100
OTHER GOVERNMENTAL FUNDS	\$ 20,755,166	\$ 21,833,620	\$ 23,413,889	\$ 20,971,350
TOTAL REVENUE	\$ 28,558,060	\$ 30,427,287	\$ 30,876,543	\$ 26,377,050



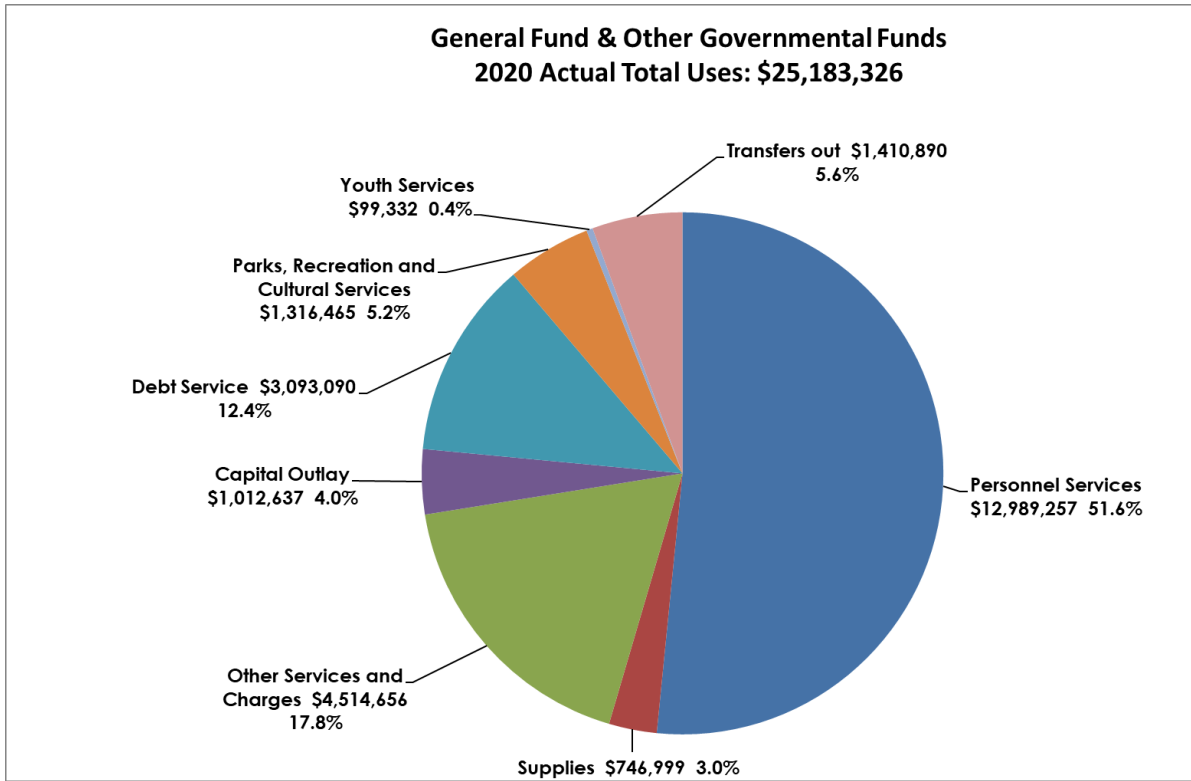
Financial Services

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Expenditure Summaries

The following represents Fiscal Year 2020 expenditures (General Fund and Other Governmental Funds), as well as a four-year comparison of expenditures by fund:



Fiscal Year 2020 Expenditures

EXPENDITURES:	GENERAL	OTHER	TOTAL
	FUND	GOVERNMENTAL FUNDS	Expenditures
Personnel Services	\$ 2,552,202	\$ 10,437,055	\$ 12,989,257
Supplies	147,535	599,464	\$ 746,999
Other Services and Charges	1,227,488	3,287,168	\$ 4,514,656
Capital Outlay	37,863	974,774	\$ 1,012,637
Debt Service	-	3,093,090	\$ 3,093,090
Parks, Recreation and Cultural Services	-	1,316,465	\$ 1,316,465
Youth Services	-	99,332	\$ 99,332
Transfers out	1,152,630	258,260	\$ 1,410,890
TOTAL EXPENDITURES	\$ 5,117,718	\$ 20,065,608	\$ 25,183,326

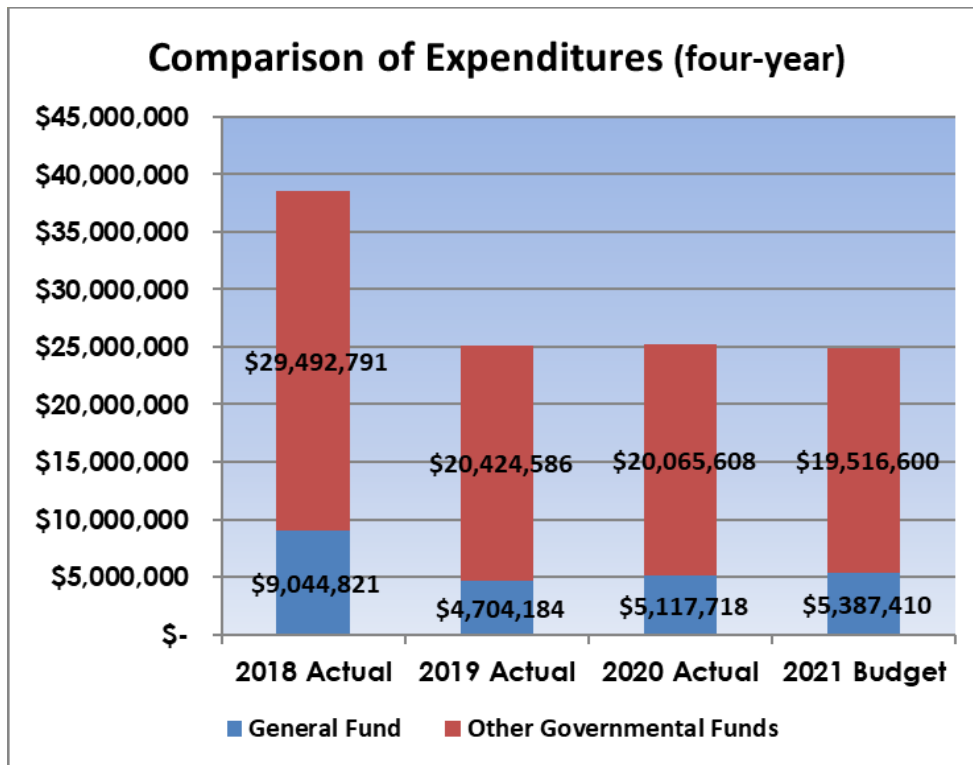
Financial Services

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Comparison of Expenditures (Four-Year)

FUND	2018 Actual	2019 Actual	2020 Actual	2021 Budget
GENERAL FUND	\$ 9,044,821	\$ 4,704,184	\$ 5,117,718	\$ 5,387,410
SPECIAL REVENUE FUNDS				
Public Safety	16,228,044	12,897,806	15,102,909	14,875,250
Shared Services	1,529,997	1,867,337	1,574,725	1,658,000
Youth Network	77,153	111,528	99,332	136,970
DEBT SERVICE FUNDS				
2006 Refunding Bonds - Land Acquisition	330,300	313,500	296,900	-
2009 GO - Seven Mile Property Purchase	1,586,136	1,619,581	1,644,027	1,593,560
2012 Refunding Bonds - Building Authority	1,105,550	1,089,350	1,096,850	1,053,550
2009 Special Assessment Limited Tax Bonds	59,403	57,378	55,313	53,270
CAPITAL PROJECT FUNDS				
Tree Fund	31,432	166,095	5,430	-
Capital Projects	8,544,776	2,302,011	190,122	146,000
OTHER GOVERNMENTAL FUNDS	\$ 29,492,791	\$ 20,424,586	\$ 20,065,608	\$ 19,516,600
TOTAL EXPENDITURES	\$ 38,537,612	\$ 25,128,770	\$ 25,183,326	\$ 24,904,010





Fund Balance

The General Fund encompasses the Township's activities that not required to be segregated in separate funds. The fund balance available can be appropriated as specified by the Township Board.

Other Governmental Funds which include Special Revenue Funds, Debt Service and Capital Projects, are segregated since there are restrictions on the use of each fund's respective fund balance.

FUND BALANCE PROJECTION			
	GENERAL FUND	OTHER GOVERNMENTAL FUNDS	TOTAL GOVERNMENTAL FUNDS
Balance January 1, 2020	\$ 10,527,245	\$ 16,559,628	\$ 27,086,873
Estimated 2020:			
Revenue	7,462,654	23,413,889	30,876,543
Expenditures	(5,117,718)	(20,065,608)	(25,183,326)
Revenues over/(under) expenditures	2,344,936	3,348,281	5,693,217
Projected Balance December 31, 2021	<u>\$ 12,872,181</u>	<u>\$ 19,907,909</u>	<u>\$ 32,780,090</u>



Enterprise Funds Overview

Enterprise Funds are used to account for the results of operations that provide a service to citizens financed by a user charge for the provision of that service. The Township has one major enterprise fund: **Water & Sewer**.

Water & Sewer Fund

Impact to working capital – why it matters: The significant decrease in cash reserves over time was creating a shortage of working capital. This trend has now reversed and working capital reserves now exceed recommended reserve levels by approximately \$9.2 million. Adequate working capital reserves provide financial stability and are particularly important to ensure rate stabilization.

Working Capital Analysis:

Fiscal Year End	2016	2017	2018	2019	2020
Current assets	\$ 5,489,770	\$ 6,093,329	\$ 8,921,370	\$ 11,476,110	\$ 15,878,031
Current liabilities	(1,453,885)	(1,251,515)	(1,767,507)	(1,841,143)	(1,921,972)
Working capital reserves	\$ 4,035,885	\$ 4,841,814	\$ 7,153,863	\$ 9,634,967	\$ 13,956,059
Operating expenses	\$ 15,758,206	\$ 15,451,132	\$ 13,939,411	\$ 12,639,180	\$ 14,206,960
Working capital reserve requirements	5,252,735	5,150,377	4,646,470	4,213,060	4,735,653
Working capital reserve over/(under) minimum level	(\$1,216,850)	(\$308,563)	\$2,507,393	\$5,421,907	\$9,220,406

The **Northville Township Water & Sewer Fund Fiscal Policy is adopted by the Board of Trustees**, establishes recommended reserve levels and continues the Board's vision to set in writing the **framework** for the overall fiscal management of the Township to ensure the highest standards of financial stewardship are followed. A written and adopted Reserve Fund Policy provides for and facilitates attainment of program and financial goals relative to the prudent accumulation and management of designated reserves and reserve funds. It is the intent of the Reserve Fund Policy to set target levels for reserves that are consistent with the Township's overall financial framework. Below is a summary of the Water & Sewer Fund financial performance objectives, which will guide forecasting and rate proposal development to ensure sound financial management of the Water and Sewer Fund:

FINANCIAL PERFORMANCE OBJECTIVES

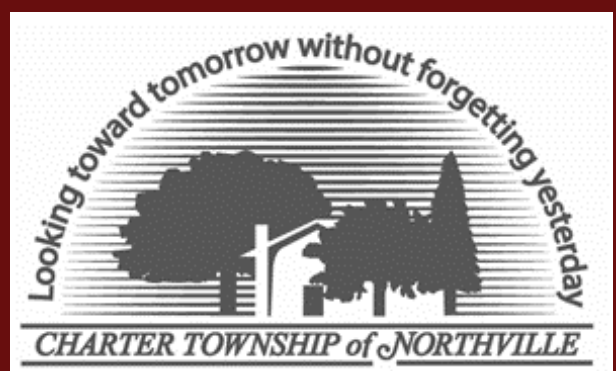
Measurement	Objective
Working Capital Reserves	The greater 33% or 4 months of O&M budget
Capital Improvements Reserve	25% of the current fair market value of water and sewer infrastructure assets
Debt Service Coverage Ratio	≥ 1.5
Debt Burden to Asset Value	≤ 25%
Sufficiency of Revenues Above	Annual Debt service shall not exceed 35% of annual gross revenues

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HUMAN RESOURCES 2020

FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Human Resources



The Human Resources Department consists of the Director, Glenn Caldwell and one Senior Human Resources Associate.

- Authored and implemented 23 Township wide policies.
- Conducted 85 employment interviews.
- Successfully on boarded 24 new employees.
- Implemented 3 new optional retirement plans.
- Increased participation in optional retirement plans by 32%.
- Provided 29 flu shots to Township employees.
- Saved \$24,600 by enrolling 15 employees in the Work Share program for 9+ weeks.
- Processed the layoff of 53 employees due to COVID-19
- Successfully secured over \$946k in CARES Act reimbursements for Public Safety payroll and benefit cost during COVID-19.
- Successfully secured \$73k in CARES Act reimbursements for Public Safety Hazard Pay.
- Successfully secured over \$53k in CARES Act reimbursements for Emergency Paid Sick Leave used by qualified staff.
- 16 employees tested positive for COVID-19.
- 1,334 hours of Emergency Paid Sick Leave used by employees.
- 9 non-COVID-19 Work Comp injuries.
- 0 days lost to non-COVID-19 Work Comp injuries.

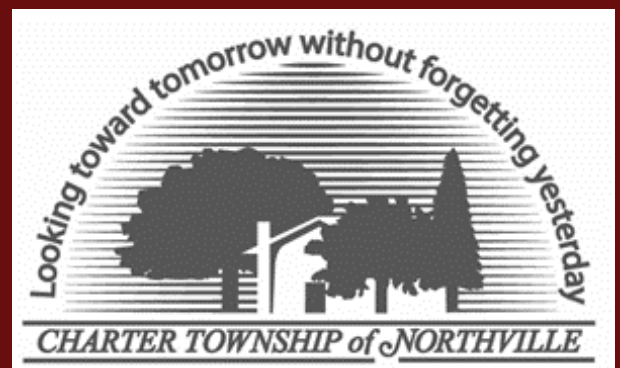
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INFORMATION TECHNOLOGY & COMMUNICATIONS 2020



FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Information Technology



Information Technology consists of Director - Shaun Nicoloff and an IT Support Analyst. The IT Department oversees & collaborates with the Communications Department.

Facility

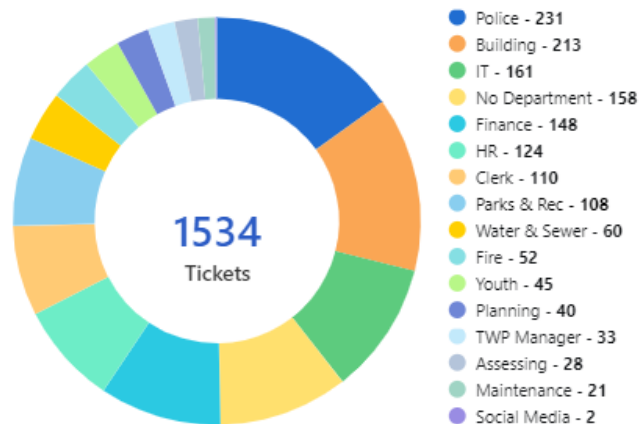
In 2020 the IT Department assisted on many projects that improved Township facilities and access to Township facilities. The big push in 2020 was the move to digital and virtual. Converting paper to digital files, physical keys to card readers, and Township offices to remote work from home locations.

- Public Safety Key Management System
- Building Department File Scanning Project
- Remote Access and Laptop Setup
 - Deployed 29 Township Laptops
 - Training for 37 Employees to connect remotely
- Reconfigured Firewall for Increased Traffic Demand

HelpDesk Shift to Remote Support

The Northville Townships Information Technology Department had a shift from providing onsite HelpDesk support to remote support for the majority of HelpDesk tickets in 2020 due to the Governor's "Stay Home, Stay Save" executive order. The HelpDesk support system saw a significant change in the type of tickets submitted in 2020. There was a decrease in HelpDesk tickets related to application support, Outlook/Email, and printer/phone requests and an increased for laptop remote setup, Office 365 troubleshooting, and remote connection support.

2020 IT Tickets by Department



Additional Accomplishments

- InvoiceCloud Migration
- Technical Support and Communications for 3 Elections (3/10, 8/4, 11/3)
- Replaced System Backup Server with Off Network Connection for Increase Security
- COVID Touch Free Temperature Scanner
- Fire Response Map Book (GIS)
- Planning Department Annual Splits and Combinations (GIS)

Communications



The Communication Department runs in conjunction with the IT Department with the direction of Director Shaun Nicoloff and Communications Specialist, Rene Wisely.

Communication

The key areas the IT and Communications Department focused on in 2020 with Communications. With the Stay Home Stay Safe Executive Order that was given in March of 2020, it was critical to supply the Township employees, and residents, with updated information as it became available.

Projects:

- Impact of COVID-19 Report
- Coronavirus Resources Webpage
- COVID Communications (Internal and External)
 - COVID Dashboard
- Ballot Tracking Email System
- Clerk's Office Website Redesign
- Facebook Election Campaign
 - 30 Election Related Posts
- Remote Meetings (Setup and Training)
 - Moved all Township Boards and Commissions to virtual meetings

Policy

In 2020 policy was a major focus across all departments. The IT and Communications Department identified 22 Policies, 9 Procedures, and 5 IT Document that need to be updated and or created. Policy in the IT and Communications Department's had not been updated since 2008.

Projects:

- Technology/Communications Policy & Procedures Update
- Policy Tracking and Workflow
- Employee Notification on the eWeb

315 Facebook Posts



810 Twitter Followers



5,388 Nixle Contacts



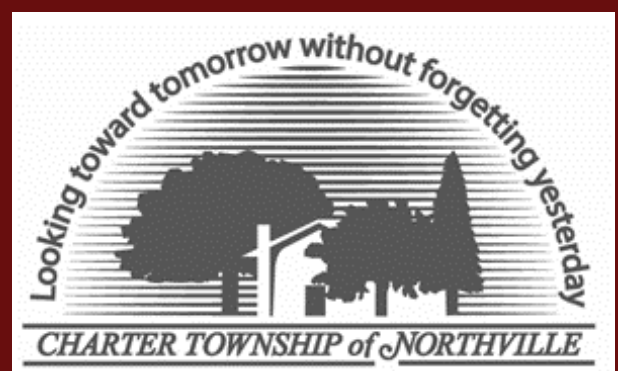
485,912 Website Views

NORTHVILLE YOUTH NETWORK 2020



FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Northville Youth Network



Northville Youth Network consists of Director – Amy Prevo and a Youth Support Specialist.

Vision

NYN's ***vision*** is a community where all Northville youth are supported and encouraged to develop resiliency and a positive sense of self. In pursuit of this vision, it is the ***mission*** of Northville Youth Network to, in partnership with families, adult advocates, and community stakeholders, offer socially and culturally inclusive programs and opportunities for youth that foster physical, emotional, and social wellbeing helping them to reach their full potential as caring, productive, and responsible citizens.

2020 presented many challenges in meeting the goals and objectives that were established before the pandemic began in March. It was necessary to initially pause programs and services and later to reimagine programming to meet unexpected needs of youth and families in new creative and delivery methods. This need to drastically pivot service delivery required us to shift priorities and put more emphasis on new and different immediate objectives. For example, implementing new technology for service delivery, adapting programs for virtual delivery, and developing new curriculum for the risk reduction program to accommodate a new format were all initiatives that required considerable focus and attention.

PROGRAMS/SERVICES

Quality and meaningful interpersonal interaction with the youth and families that NYN serves is at the core of every program and service provided. The restrictions necessary for the health and safety of both staff and program participants during the pandemic required a significant overhaul of our core services. It was necessary to reimagine ways to maintain the commitment to serve residents in meaningful and productive ways while following appropriate health and safety guidelines. Given the less than ideal circumstances under which NYN was required to work, the program managed to reach an impressive number of residents in meaningful and supportive ways.

Accomplishments & Highlights

- Served 965 participants.
- Delivered two sessions of Youth Mental Health First Aid training. Secured financial sponsorship from Hegira Health to offset costs.
- Partnered with New Hope Center for Grief Support and PCS Counseling to present a “Parenting Through a Pandemic” webinar.
- Launched the Youth Action Board.
- Launched “Wellness Wednesday” online programs.
- Hosted “Kona & Community” nights for youth throughout the month of September to alleviate social isolation.
- Intentional focus on diversity and inclusion in all aspects of programming.

Northville Youth Network

(Continued)



NYN ANNUAL PARTICIPANTS SERVED 2020						
Core Service Area	2018		2019		2020	
	Description	# of Part.	Description	# of Part.	Description	# of Part.
Education & Awareness Programs			NPS Parent Camp	30	NPS Parent Camp	59
			Let's Talk About Alcohol	10	PTA presentation	30
			Yoga/Mindfl. Kids	15	Parenting/Pand. web	125
			Yoga/Mindfl. Parents	11	Wellness Wednesday	46
			Zen Den	16	YMHFA	18
			Parent Book Club	23	Parent Book Club	11
			Teen Talk	34*	Teen Talk	13*
			Growing Up 2020 Kids	300		
		Growing Up 2020 Adult	200			
Mentoring	Mentees	8	Mentees	10	Mentees	2
			Mentors Trained	3	Mentors Trained	
Leadership Development				Youth Action Board	29	
School Connection & Transition	CAMP	82	CAMP	116	CAMP	130
	Peer-2-Peer	101	Peer-2-Peer	87	Peer-2-Peer	82
	Makers' Club	50	Makers' Club	48	Makers' Club	42
Youth Assistance Program (Diversion)		36		42		17
Resource Referral Services				24		28
Casework Services	(Formerly Counseling Services)	5		18		2
Other Misc. Support	Victorian Lend. Clos.	63	Victorian Lend. Clos.	88	NPS PC Resource Fair	40
	CAMP Scholar.	7	CAMP Scholarship	5	CAMP Scholarship	4
	Hillside Spelling Bee	49	Hillside Spelling Bee	15	Kona & Community	300
			NPS Grief Support	150		
			NTFD Open House	100		
		NPS Best Practice Palooza	51			
TOTAL SERVED		401		1362		965

*not counted in total served as the participants are counted in YA

Community Partnerships

A core function of NYN is to provide support to residents through a variety of means. It is necessary for NYN to make connections with partners within and outside of the community in order to leverage resources and create synergies in support of the residents served.

Accomplishments & Highlights

- Served as co-chair to the newly launched Northville CARES initiative that focuses on community engagement in addressing the mental health needs of youth. Drafted overall framework and co-facilitated committee process to develop vision, mission, goals, and strategies.
- Facilitated engagement with community partners including Northville Public Schools (NPS), Northville Parents of African American Students, Wayne RESA, and other stakeholders around issues of diversity, equity, inclusion, belonging, advocacy, policy, etc. and began exploring initial steps to undertake as a community to address these issues as they relate to youth.
- Invited to participate in the NPS annual school year kick-off event.

Northville Youth Network

(Continued)



- Participated as part of a panel presentation for NPS social workers, psychologists, and counselors that focused on local mental health community resources available for youth and families.
- Served as a member of the NPS Health Advisory Board which provides input from parents, staff, and community stakeholders on the district's health curriculum, including social and emotional initiatives.
- Met with all NPS principals to share information about our programs and services available for students and families. Also met with entire NHS counseling department to strategize a "continuum of care" of sorts for higher need youth.
- Participated in a year-long *Developing a Culturally Responsive, Inclusive & Equitable School Community* workshop series presented by Wayne RESA and sponsored by NPS.

City/Township Contributions

NYN makes several contributions to many other departments within both the City of Northville and Northville Township. These opportunities for support and collaboration allow NYN to add value to the services provided to residents of both municipalities.

Accomplishments & Highlights

- Contributed to the Northville Township strategic planning vision, mission, values planning.
- Contributed to the Northville Township policy revision process and drafted the Working with Minors policy.
- Collaborated with the Northville Township Police Department on procedures related to NYN support with juvenile interactions, participated in two NTPD officer roll call training sessions to inform officers of our diversion program as well as other support services we provide for youth and families.
- Significantly increased support for the City of Northville Police Department juvenile cases.

General Operations

Responsibilities including but not limited to formulating policies and procedures, program planning and implementation, outcomes evaluation, fiscal management, and personnel and volunteer cultivation and management remain important functions that contribute to the commitment toward strong stewardship at NYN.

Accomplishments & Highlights

- Increased the utilization of technology to create efficiencies including implementing online registration for programs and partnering with Parks & Recreation for processing program payments.
- Updated commission bylaws.
- Increased usage of volunteers in support programs and services.
- Increased public relations efforts including more utilization of the NYN website, posting regularly on social media outlets, and informational presentations to community groups.

Professional Development

NYN recognizes the importance of creating a healthy, happy, and positive work environment, which leads to staff retention. Additionally, providing opportunities for staff to grow and develop their skills and competencies allows them to be more effective at serving residents.

Accomplishments & Highlights

- Staff attended Kevin's Song Conference on Suicide.
- Youth Support Specialist attended the National Council for Behavioral Health's Youth Mental Health First Aid instructor training program to become a certified instructor.

Northville Youth Network

(Continued)



COVID-Related Responses

As mentioned previously, this year presented unique circumstances which required appropriate responses. It was necessary to shift time, effort, and resources to adapt to these ever-changing circumstances in order to maintain services to residents and to accommodate to their changing needs.

Accomplishments & Highlights

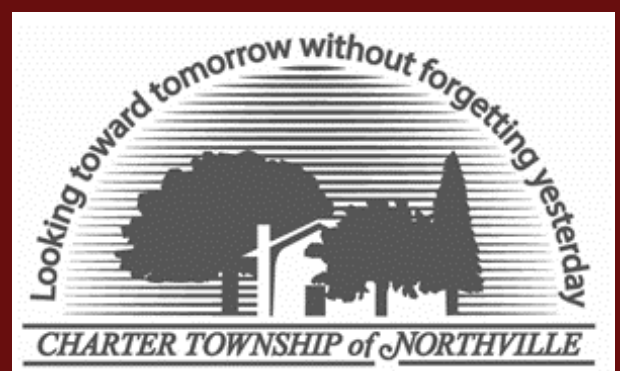
- Drafted and implemented a Return-to-Work plan specific to NYN including general policies from both the city and township of Northville, directives and recommendations from the CDC and MDHHS, and best practices from NPS and other youth-serving organizations in order to deliver services in a safe manner.
- Adapted programs and services for online delivery methods which included revising curriculum and materials, implementing new programs and adjusting existing ones.
- Developed and disseminated a guide for pandemic-related community resources for youth & families.
- Posted regularly to social media including age-appropriate webinars for youth and parents on various topics related to behavioral health, coping skills, parenting strategies, activities for kids to stay active and engaged, and uplifting and supportive messages.

PARKS, RECREATION & SENIOR SERVICES 2020



FISCAL YEAR ENDING 12/31/20

CHARTER TOWNSHIP OF NORTHVILLE



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Parks, Recreation & Senior Services



The Parks & Recreation Department consists of Director – Mark Gasche, CPRP, a Recreation Superintendent-Operations, a Recreation Superintendent-Programs, a Senior Services Supervisor, a Parks & Facilities Supervisor, and a Park Specialist.

PARKS & FACILITY CAPITAL IMPROVEMENTS

With a reduced staff & budget, several projects were completed during 2020.

Some of the highlights:



- Rebuilt infields on 3 ballfields at Marv Gans Community Park (MGCP)
- Completed Johnson Creek/Fish Hatchery Park (FH) Habitat Restoration Project in collaboration w/ARC – 100% EPA funded
 - Replaced 7 relocated backstop at FH because of restoration project; Funding support from NBSA
 - Installed limestone pathways along creek to back ballfield at FH
- Completed mill and resurface of parking lots at Ford Field and Cady St. Dog Park
- Replaced shingles & underlayment on roofs of 5 buildings in MGCP and Millennium Park (MP)
- Completed construction of new soccer field at MGCP; assumed maintenance of field
- Removed bleachers in Community Center gym, replaced with new portable bleachers and built storage room for recreation and NCC equipment.

MAINTENANCE & OPERATIONS IMPROVEMENTS

- Completed LED retrofit of pathway lighting and restroom at MGCP
- Installed replacement electrical contactors, selector switches and light fixtures on field lights at MGCP
- Installed new downsized water meters at MGCP restrooms; will result in annual cost savings of \$10,000+
- Power washed/cleaned Fish Hatchery tennis courts, improving playability
- Painted pickleball lines on 1 tennis court
- Continued high priority field maintenance program on soccer fields at MGCP and MP with aerating, top dressing, over-seeding and fertilization/weed control
- Completed ballfield improvements at Henningsen Park, FH, Ford Field and MGCP with sod cutting infield arcs, grading infields, installation of clay material in batters boxes and irrigation expansions for new sod areas
- Improved landscape beds at Veteran’s Memorial Park, MP, MGCP and Ford Field
- Power washed and sealed pavilion at MP
- Re-furbished all picnic tables at FH, MP and Coldwater Springs
- Replaced pickup truck for Park Maintenance and purchased new mower to support athletic field maintenance program with “second cuts”

RECREATION PROGRAMS

COVID-19 benched a lot of programs and events. The Parks & Recreation Team then stepped up to the plate, adapted, put in a lot of creativity and innovation to provide a new outlook to the community. Virtual programs were utilized. Existing programs were updated to meet new guidelines. Traditional indoor activities were moved outdoors. And all meeting new safety guidelines in place.

Parks, Recreation & Senior Services

(Continued)



Here are some of the new ideas that were put into action:

New Programs:

- Family Yoga
- Intro to Fencing
- 2-Ball Basketball League

Virtual Programs:

- Converted popular “Tunes on Tuesday” Concert Series
- Dance Classes
- Karate
- Nuts About Science
- Mad Science Camps

New Outdoor Programs:

- Family Yoga/Mini Yoga & Me
- TGA Premier Junior Golf
- Little Ninjas Karate
- Intro to Fencing
- Futsal
- Volleyball Min-Clinics

New Special Events:

- Drive-in Movie at Millennium Park
- Family Halloween Scavenger Hunt at Thayer’s Corner
- Photos with Santa in a Snow globe

In-Person Programs:

- › Ran 6 weeks of Summer day Camp on-site, at full capacity at Maybury State Park with zero COVID exposures
- › Tennis classes totaled 1,041 participants in two sessions, compared to 606 participants in three sessions in 2019
- › Ran six, week-long TGA Summer Golf Camps at full capacity (24 each week)
- › Ran 3 Adult Softball leagues (27 teams) and 1 Senior League (10 Teams) + 44 individuals in Senior Poker League
- › Increased participation in our Ski & Snowboard Club to 290 students, from 215 in 2019 (pre-COVID)
- › Registered 546 Youth Basketball participants in winter session (pre-COVID)

SENIOR SERVICES

Programming:

- * Offered 19 virtual senior yoga & fitness classes; 148 total individuals
- * Ran 23 outdoor classes during the summer; 418 total attendees
- * New Line Dancing program with in-person classes, then switched to virtual

Services:

- * Maintained Senior Transportation Program throughout COVID shut downs, prioritizing medical trips, then non-medical.
- * Continued Liquid Nutrition monthly distribution at NCC.
- * Medical Equipment Loan program – 40 loans in 2020
- * Expanded Wellness Check calling program, reducing social isolation & utilizing volunteers and staff.
- * Hosted AARP Tax Assistance program serving over 200 participants.

Parks, Recreation & Senior Services

(Continued)



OPERATIONS

Switched from printed quarterly program brochure to monthly digital brochure, utilizing social media – Facebook, Instagram, website & email blasts.

Facebook:

- 👍 3,430 Followers; 3,064 Likes
- 👍 Reached over 138K people in 2020
- 👍 Event Marketing reached 38.7K
 - Drive-in Movie – Addams Family reached 6,037 people with a 238 response rate
 - Halloween Scavenger Hunt reached 6,065 people with a 312 response rate
 - Daddy Daughter Dance reached 831 people with a 25 response rate

Constant Contact:

- Sent 18 Marketing newsletters that had an open rate of 38%
- 1,158 new subscribers in 2020; combined with Township additions

Instagram:

- Reached 1,150 followers

Marv Gans Dog Park

- Maintained services after COVID shutdown; 377 memberships + 44 additional dogs
- Maximized online registration platform for applications/renewals

Other Operational Upgrades

- Online pavilion rental processes; maximized to reduce waiting time & limiting in-person contact
- Worked with various health care organizations & senior care facilities to provide virtual programs and online resources for seniors
- Utilized Zoom platform for virtual recreation programs
- Created Parks Donation Application/Brochure
- Developed Field Rental Application, Policy & Procedures
- Established new Park & Facility Rental Rates
- Presented special discounted outdoor rental rate for Northville fitness & yoga businesses

COMMUNITY & ORGANIZATIONAL PARTNERSHIPS

- Northville Township Firefighters Charity Fund supported weekly sanitization of playgrounds during COVID shutdown, as well as providing hands free sanitizing stations at NCC and new archery targets & backstop netting.
- Partnered with Maybury State Park to offer our Summer Day Camp program.
- Collaborated with Northville Township Police Department & City of Northville Police Department to have their presence at community events.
- Joined with Friends of Thayer's Corner to hold a Halloween Scavenger Hunt event at the park.