



City of Marquette 2010-11 Annual Report



Aerial view of Picnic Rocks, May 2011.

Executive Department



EXECUTIVE DEPARTMENT

2010-11 Annual Report



Pictured above (left to right): Executive Assistant Darlene Inch, Management Analyst Wendy Larson and City Manager Bill Vajda.

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the *Executive Department* for the 2010-11 fiscal year. The annual report highlights the accomplishments of the past year as well as activities that continue into our current fiscal year. In the annual report, citizens can find detailed information about City department operations, accomplishments, awards, and statistics that provide citizens with a concise overview of how their tax dollars are being invested back into their community. The annual report is published by the Office of the City Manager every year, and reflects the City of Marquette's commitment to providing superior services to residents, businesses, workers and visitors.

Like many cities in Michigan and across the nation, Marquette continued confronted a struggling economy, and sought resourceful ways to decrease spending while continuing to deliver quality services to the community. In spite of this fact, Marquette was recognized with several notable accomplishments, including:

Date	Award	Presented by	For
April 2011	#19 in "Top 200 Towns for Sportsmen"	<i>Outdoor Life Magazine</i>	Exceptional hunting and fishing, as well as low cost of living, good paying jobs, and overall quality of life.
March 2011	#20 in 2010 Top Micropolitans	<i>Site Selection Magazine</i>	Tied for #20 in the nation (out of 576 micropolitan areas) for total corporate real estate deals for 2010. The U.S. Census Bureau defines a micropolitan area as a rural county whose largest city does not exceed a population of 50,000.
January 2011	One of the nation's "Ten Winter Wonderlands for Retirement"	<i>U.S. News & World Report</i>	"A wintery and affordable place ideal for snow-loving retirees."
November 2010	Medal Winner, National Medal for Museum & Library Service (One of five in the nation out of 123,000 libraries)	Institute of Museum & Library Services	"The nation's highest honor for exemplary museum and library community service; it honors museums and libraries that make extraordinary civic, educational, economic, environmental, and social contributions."
October 2010	#3 in nation, "Best Cities to Raise a Family"	<i>Forbes.com</i>	Quality of life, jobs and education.
October 2010	eCities 2010 Five-Star Top Performing Entrepreneurial Community	University of Michigan-Dearborn College of Business	"Best practices to attract and retain entrepreneurial development and create business growth."

In addition, the City enjoyed visits from several U.S. and international dignitaries, including a visit from President Barack Obama, only the second time in the City's history for a sitting U.S. president. He commended Marquette as being the "Model City for embracing modern technology in the Internet Age." The President declared that "we can't expect tomorrow's economy to take root using yesterday's infrastructure...If you can do this in the snowy wilderness of the Upper Peninsula, we can do this all across America," because of the town's success in attracting commercial partners such as Intel, to build a mobile broadband network based on WiMax technology on the university campus, and as used by other local businesses and organizations.

City Management has initiated many new initiatives to streamline local government, increase efficiencies, improve transparency, and develop new opportunities for our community. These include:

Serving Residents and Volunteers

- **24-Hour Response Rule** initiated to respond to citizens seeking information, project updates, concerns, etc. As a result, citizens receive updates/answers within a 24-hour time frame (weekends excluded). Over 150 such contacts were initiated either directly or forwarded via Commissioners during the fiscal year.
- **Community Office Hours**, usually slated for the second Wednesday of each month from 10:00 a.m.-Noon, are held in the main floor conference room of the Peter White Public Library. This gives citizens the opportunity for direct dialogue with the City Manager about interests and concerns. Over 50 individual conversations were conducted that highlighted citizen interests not otherwise communicated with the City.
- Implemented a **"Committee Boot Camp"** in June 2011 under direction of the City Commission and in coordination with the City Attorney. Volunteer members of our authorities, boards and committees learn about City operations; ethics; parliamentary procedures; rules of procedure; and the filing of minutes. The response from those participating has been very positive, and additional sessions are planned.
- Initiated a bimonthly **City newsletter outlining administrative activities associated with programs and opportunities**; the first issue appeared November/December 2010. Copies are mailed electronically; additional printed copies are available at City Hall. The publication includes a periodic column written by the City Manager.

Beachfront Safety

- **Initiated an aggressive waterfront safety program** including a flag advising system, life rescue saving stations, installation of a rip current meter, water safety educational/outreach programs and increased staffing at City beaches.

Community Outreach

- Held **meetings with many community leaders and organizations, including (but not limited to)** Northern Michigan University, Superior Watershed Partnership, the U.S. Coast Guard, and Chairman of the Downtown Development Authority, among others.
- Initiated **quarterly meetings with City Managers and Township Supervisors for communities with which Marquette shares borders**, held in various municipalities in Marquette County.
- **Letters to Donors and Organizations** – The City Manager sends letters and newspaper clippings to thank local area donors on behalf of the City for donations given to the local community. This information is obtained daily through the local news media, and to date over 150 letters have been gratefully forwarded for these kind examples of altruism and charity.
- **Meet monthly with the Marquette County Administrator** regarding items of mutual concern.
- Hold **periodic meetings with BLP Executive Director** to keep abreast of projects including the Tourist Park Dam, underground utilities and similar issues.

Legislative Affairs

- **Handled overall media relations for President Obama's visit to Marquette**; assisted with other details involving the presidential visit.
- Initiated quarterly **meetings with state elected officials** including Senator Casperson and Representative Lindberg.
- Hold regular **meetings with Governor Snyder's U.P. representative**, Greg Andrews.
- The City Manager has been working to build a **very positive relationship with Senator Levin, Senator Stabenow, and Congressman Benishek**, to ensure awareness of the City's issues and interests. As a result of on-going dialogue and meetings, the City presented 19 potential projects for consideration, totaling over \$14 million dollars.

Commission-Manager Communications

- Established **Commission Resident Advocates** assigned to each citizen expressing a concern that requires a more in-depth response to a concern or situation. The intent is purely to coordinate Commission requirements or other non-staff responses. The Commissioners then receive any and all responses associated with any of these contacts from the City Manager as updates become available.
- **Broadened the scope of the agenda review process** to involve more Commissioners. The Mayor plus two Commissioners (along with Manager and City Attorney) review upcoming agendas prior to publishing a meeting agenda. Commissioners are assigned slots on a rotating basis so that each has an opportunity to participate.
- **Established robust communications** regarding day-to-day issues, as well as provided situational awareness for national and state issues that impact local decision making.

Economic Development

- Recruited a Washington, D.C. expert to consult on **economic development strategy and collaboration** with key community makers.
- Supported a gubernatorial request to sponsor a tour of Marquette for an **official Japanese delegation which focused on tourism as an economic development tool**. This included representatives from the Consulate General of Japan (Detroit Region Office), a vice president from Mitsubishi, the Governor's U.P. Representative, and officials from the Michigan Economic Development Corporation.
- Worked with **Senator Levin's office for appropriations** to aid economic development including:
 1. Cliffs Dow/Brownfield Site Clean-up - EPA, USACE, and Interior Funding
 2. USCG Land Conveyance
 3. Forestry Service Program opportunities for the Wright St. Location
 4. Regional Fire/Emergency Preparedness Training Facility
 5. CBP Office located in MQT
 6. Regional law enforcement/intelligence Fusion center support
 7. Cybersecurity

8. Potential funding sources associated with Heartwood Forest preservation
 9. Alternative waste/Biosolids re-use
 10. Alternatives for waste management.
- **Researched several public/private partnerships**, or DDA funding requests:
 1. Public Transportation/light rail/accessibility - DDA/NMU/City partnership
 2. Community Health (including mental health) - MGH/NMU/County/City
 3. Agriculture/Food Security - Marquette Food Co-op/NMU/City
 4. Education - City/MAPS/NMU/Northstar
 5. Energy Research - City/BLP/NMU/Cliffs Biomass.
 - Continue **efforts to secure a Customs & Border Control office** at the Lower Harbor.
 - **Led the delegation and enlisted additional local representation to participate in the Governor's economic development strategy discussions** in Lansing to ensure that Marquette has a "seat at the table", and to inform subsequent deliberations about the Central U.P.

Property Sales

- The City Manager worked diligently **to facilitate the USCG direct land transfer**; \$300,000 was secured to begin environmental assessment at the site, scheduled to begin late summer 2011; an additional \$400,000 has been requested by the USCG for funding in the next fiscal year to continue remediation efforts, required to move the land conveyance forward.
- **Sold property at 2201 Wright Street**, as well as the parcel at the **corner of Spring Street/Third Street**.

Governing Documents

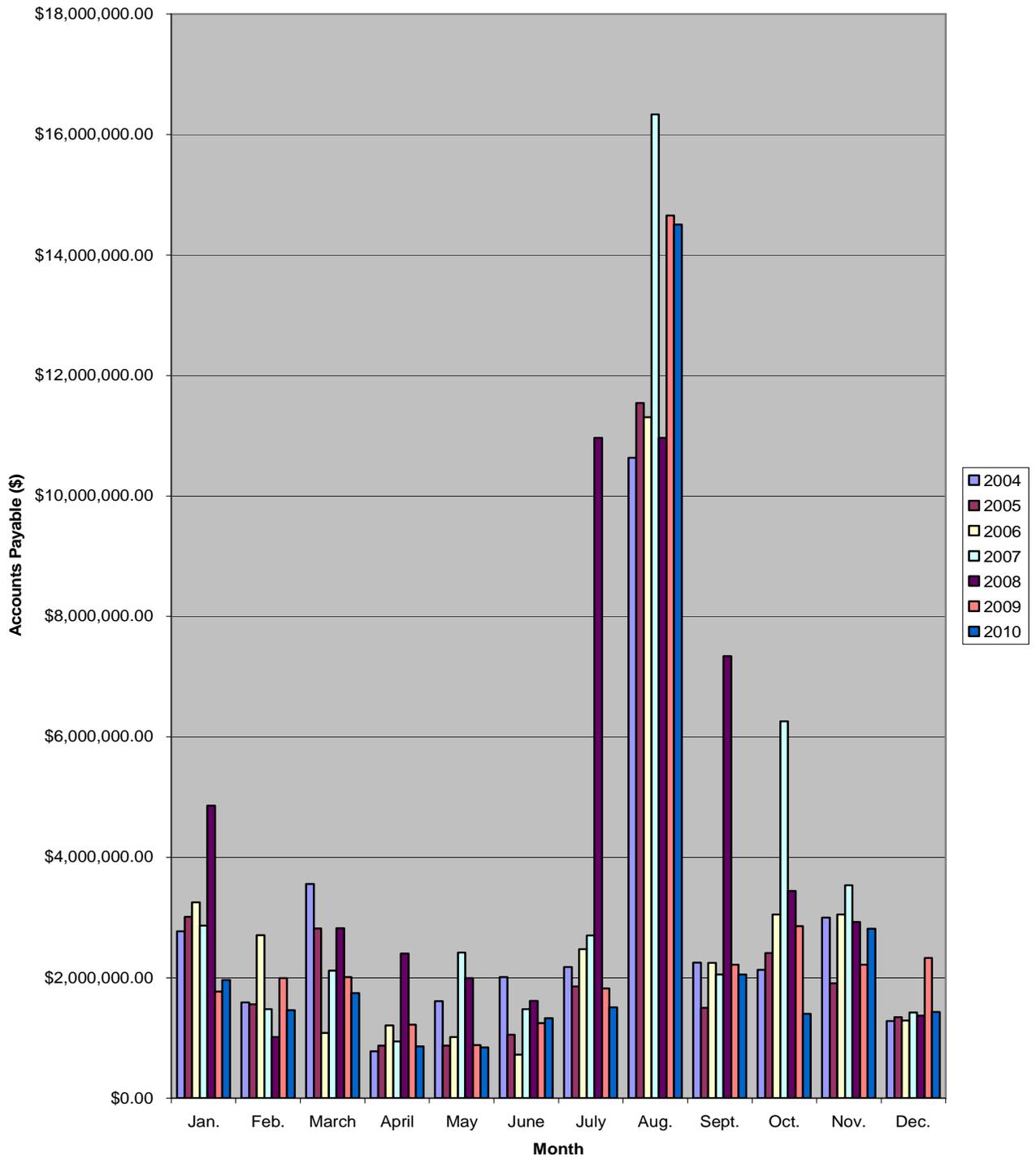
- Engaged the Management team in a **complete review of the City Code**, which has now been completed.
- Conducted a **review of the City Charter** with Department Heads and administrative officers; this led to the Commission's review of a possible Charter Review.

Budget

- Presented a **balanced budget** for 2011-12.
- **Decreased Capital Outlay expenditures almost 50%**: from \$9.8 million in 2010-11 to \$5 million for 2011-12.
- Realized a **significant decrease in insurance claims filed and paid**; from 14 filed claims and \$68,720.79 paid in 2009-10, to eight claims filed with \$9,713.99 paid in 2010-11.
- **Saved the taxpayers nearly \$100,000** on insurance premiums for the upcoming fiscal year.
- **Negotiated a new operational agreement** with the Downtown Development Authority which will decrease the City's costs and commitments.

- **Developed a Promotional Fund** and Ordinance to equitably handle requests for fee waivers and financial support of events/community projects.
- The City successfully applied for and was **granted participation in the Early Retiree Reinsurance Program (ERRP)**, established as part of the health care reform law. The program works by reimbursing plans up to 80% for claims costing between \$15,000 and \$90,000. In general, the reimbursement must be used to reduce the employers' and/or retirees' health costs. While it is difficult to predict when major medical expenses will be incurred by any of our pre-Medicare retirees, records show from 08/09 qualifying claims amounting to approximately \$150,000, representing potentially substantial cost avoidance to the City.
- The City accepted a **\$200K private bequest** to the Fire Department from the Estate of a former City Commissioner. The funding is being placed in a special account for use in line with donor specifications, including the purchase of life-saving equipment, and for other emergency purposes.
- The Police Department has successfully **negotiated a partnership with the Federal Bureau of Investigation (FBI)** to secure a spot on the FBI's Cyber Crime Task Force. The FBI will make several investments in return for our participation in their Cyber Crime Task Force, specifically: Fully train the individual on cyber investigation and related computer system technology to effectively investigate cyber crime; provide a car, cell phone, gasoline, and overtime for their participation on the Task Force; supply office space and the necessary hardware and software to investigate cyber crime; and, most importantly, work with other cyber detectives on cases across Northern Michigan and in the city of Marquette that will provide valuable experience in handling our communities own cases. The value of this opportunity is approximately \$100K in training, equipment, administrative support, and direct operational support, and will ensure the City is prepared for the largest growth area in crime anticipated for years to come.
- **Began the process of making the Brownfield Authority self sustaining**, which will decrease direct City expenditures and staff time spent on administering Brownfield-related projects and issues.
- Worked with the City Attorney to **streamline invoicing for attorney services**; in the upcoming fiscal year, a flat fee will be paid to the City Attorney for all work, rather than separate fees and invoices for circuit court, federal court and labor matters. In addition, provided a mechanism to provide City Attorney's services to the DDA and MBRA, with no retainer fees charged to the DDA/MBRA (a cost savings to the two groups) and the hourly attorney fee charged to the two organizations being recouped by the City to offset the overall attorney expenses.
- **Started tracking semi-monthly accounts payable.** As the chart below indicates, the trend indicates that the City usually expends the greatest amount in August, when taxes are paid to the State and other taxing jurisdictions from collected property taxes and the bulk of construction season payments are made.

Monthly Comparison of Accounts Payable 2004-2010



Administrative Services

Administrative Services



Pictured (left to right) Front Row: City Clerk Dave Bleau, Director of Administrative Services Susan Bohor, and IT Director Dan Frederickson. Back Row: Deputy Clerk Kris Hazeres, Payroll Clerk Phyllis Johnson, Human Resources Assistant Tina Tregembo, IT Specialist Jen LePage, and IT Specialist Todd Carruth.



ADMINISTRATIVE SERVICES DEPARTMENT

2010-11 Annual Report

Department Overview

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the Administrative Services Department (formerly the individual departments of Human Resources, Information Technology and Clerk's Office) for the 2010-2011 fiscal year. The individual Human Resources, Information Technology and City Clerk Departments were combined in August of 2010 into the Administrative Services Department with Susan Bohor appointed as the Department Head. The purpose of the reorganization was to improve efficiency and accountability by realigning departments along lines of functionality and thereby reducing the number of staff reporting directly to the City Manager.

In addition to assimilating three previously autonomous departments into one, the Department has worked this past year towards providing support to the City Manager's office, City departments and citizens by ensuring that staff has the information, technology and human resources necessary to provide the best possible service to both employees and the public. Many of the projects started in the department during FY 10/11 are ongoing, such as succession planning, Early Retiree Reinsurance Program (ERRP) reimbursements, electronic records management and digitization, and a new strategy for delivering IT services.

The Information Technology division experienced significant changes during the fiscal year that challenged staff and changed priorities of internal operations. Key among them was the loss of a full-time position which occurred with the retirement of the former IT Director. Another contributing factor was the continued use of aging technology including servers, data storage and desktops that required inordinate use of IT resources. While the delivery of core services remained within the IT division during the fiscal year, a strategic shift in the location of certain services will occur during the next fiscal year. Software applications, data storage, server virtualization and messaging are good candidates for the hosted environment and will be migrated to reduce dependency on aging server platforms.

In addition, the Clerk's Office participated in a joint effort with Northern Michigan University's (NMU) Archivist in digitizing and preserving the City's historical records, improving the election process with the use of E-Poll Books and has also completed the re-codification and updating of the Marquette City Code. An ongoing objective of the Office is the continued digitization of City records and the development of an electronic records management policy and procedure.

Department Accomplishments/Statistics/Remarkable Events

Human Resources Accomplishments

- Supported City's workforce needs in recruiting, hiring, on-boarding, promoting and processing employment actions for all City employees; implemented the use of validated testing where appropriate for bargaining unit positions. Began advertising available positions on the City's Facebook page in addition to traditional advertising sources.
- Administered five Collective Bargaining Agreements: three AFSCME Local #1852 units (DPW, City Hall and Supervisory), Marquette Professional Police Association and Firefighters Association Local #643. All grievances were resolved or dismissed without resorting to arbitration.
- Researched and recommended changes to the Part-time/Temporary Wage Classification Plan and the Management Wage Classification Plan based on cost-of-living and market comparability data. Aligned City classification of exempt jobs with the Fair Labor Standards Act.
- Provided assistance to the Brownfield Development Authority Board in the recruitment and hiring of an Executive Director (non-City position).
- Developed and distributed new policies on Suspension of City Business for Emergencies, Foreign Travel and City Electronic Communication Devices. Amended the health plan documents to comply with HIPPA/HITECH requirements, and amended the Health Reimbursement Arrangement (HRA) plan document to include administrative fee deductions
- Attended NMU's "Coffee with the Community" to promote internships and community service opportunities at the City. Worked collaboratively with NMU's Political Science and Public Administration Departments to develop a Municipal Fellowship Program. The application and selection process were developed during the last fiscal year. Placement of the first Fellow will be during the 2011/2012 fiscal year with an anticipated cost sharing of \$4,000/year by NMU.
- With assistance from the Apprenticeship Committee, applied for and received MRAP funding from the State for two apprentices. The City received \$4,000 in reimbursement for wages and another \$1,742 reimbursement for training. The process to certify the City as an approved apprenticeship site for veteran's benefits was begun during the fiscal year and will carry over to the next fiscal year.
- Worked with Public Works, Water/Wastewater Treatment and Community Services to develop staffing and succession strategy for these departments. This is an on-going project that was begun during the fiscal year and will continue into the next year with other departments.

- As a result of the Health Care Reform Act, implemented a special enrollment window in November to extend family health benefits to dependents aged 19-25 years. Converted retirees and public housing employees who had Family Continuation (FC) Riders to Dependent Coverage (DC) to comply with the new Act. Held informational workshops with employees to explain the changes and distributed new plan materials explaining the new coverage, the City’s “grandfathered status” and the new preventative coverage.
- Submitted an application for the Early Retiree Reinsurance Program (ERRP) that was approved. Negotiated an agreement for Blue Cross Blue Shield to reduce the fee to provide claims data directly to Health and Human Services for reimbursement. The City anticipates receiving reimbursement for any claims in excess of \$15,000 made after 6/1/10 during the fiscal year 2011/2012.
- Assisted the City Manager and City Attorney in negotiating the cancellation of the Charter Communications I-Net Agreement, saving the City over \$40,000 over the next eight years.

Division Statistics*

Human Resources

	<u>Full-Time</u>	<u>Part-Time</u>	<u>Temporary**</u>
Number of Employees***	175	17	63
New Hires	12	9	193
Terminations	8	9	209
Internships	N/A	N/A	4
Promotions/Postings	21	N/A	N/A

*Excludes Pubic Housing and Peter White Public Library personnel

**Includes election workers who are now classified as temporary employees

*** Average number of employees over the 12 month period

Labor Relations*

Grievances <u>Filed</u>	Grievances <u>Resolved</u>	Grievances <u>Pending</u>	<u>Arbitrations</u>
7	6	1	0

*Excludes Pubic Housing and Peter White Public Library personnel

Administered five collective bargaining agreements covering 96 AFSCME, 35 Marquette Professional Police Association and 24 Marquette Firefighters Association members.

Information Technology Accomplishments

- Began streaming video of Channel 21 and City Commission meetings from the City’s web site under a beta test site agreement with Leightronics. The agreement provides the City with a \$5,000 streaming video box free of charge in exchange for City testing and consultation services.

- Initiated a project to install fiber at Fire Hall #1 for connection on the fiber ring. Switch configuration and testing will be completed during the next fiscal year.
- Installed fiber at Pine Ridge and Peter White Public Library in a continuing partnership with Northern Michigan University.
- Provided technical support for deployment and reporting of the current meter at Picnic Rocks. Data results are being posted on the City's web site and reformatted for the National Weather Service at scheduled intervals.
- Purchased network switch for the Peter White Public Library where existing WAN communications are inadequate for VoIP telephones. Final testing and deployment will be completed during the next fiscal year.
- Implemented cash receipts interface between cash receipts and Gems applications that eliminated redundant data entry.
- Changed cell phone service to another provider that required no fixed contract term.
- Evaluated telephone and data circuits across the enterprise for redundancy and disconnected several lines resulting in savings of \$5,800 per year.
- Created web page to display warning flags that are posted at City beaches and trained Fire Department personnel to update the page as appropriate.
- Posted minutes for all City committees and advisory boards in addition to City Commission minutes on the web site. Fourteen new archive pages were created to support agendas and minutes of the 27 active commissions and committees.
- Implemented an official City Facebook page and populated with newsworthy announcements and events from the Newsflash area of the website.
- Provided technical support for the initial testing and configuration of laptops and printers for elections as well as election-day support for poll workers.
- Assisted Community Services with creating an .HTM version of the monthly newsletter for compliance with W3C standards.
- A new page was created on the web site containing information and links from volunteer and non-profit agencies. From the home page, the link is called Community Network under Online Services.
- Selected an alternative hosted auction site for conducting online auctions of City assets and surplus. The previous site charged a 7.5% commission to the City for assets sold while the alternative site charges the commission to the bidder.

- Released RFP to replace desktops and laptops. The RFP calls for a lease program with a three-year duration.
- Released RFP to replace the multi-functional printer/copiers fleet to include color print capability at all locations. The new agreement will save the City \$10,000 per year for the next four years.
- Deployed WiMax at seasonal facilities as a proof of concept to replace WAN service. No downtime occurred at the three facilities where WiMax was installed.
- Trained the IS Specialist to operate channel 21 equipment so that the City may take over broadcasting City meetings from Charter Communications next fiscal year. Charter began charging for this formerly free service in January of 2011.
- Continued work to enhance disaster recovery planning for City systems involving mission-critical systems, servers and backup requirements. The project encompasses protection of information assets, security processes, and disaster recovery planning.
- Implemented a city-wide IT newsletter for employees about cyber security. The periodic publication focuses on protecting City information through education, detection and prevention.

Division Statistics

<i>System Availability</i>			
	<u>Incidents</u>	<u>Hours Down</u>	<u>Available (%)</u>
Network	16	59.75	99.331%
Software Applications	6	10.25	99.466%
Web Site	1	8.00	99.910%
Telephones	1	0.25	99.997%
Internet/Charter	7	27.50	99.692%
Mail	10	7.25	99.919%
MQT TV21	<u>0</u>	<u>0.00</u>	100.000%
TOTAL	41	113.00	

<i>Help Desk Calls</i>	
Open Calls Beginning of Year	46
Calls Opened During Year	1,372
Open Calls End of Year	27

<i>Web Site</i>						
	<u>Total Visits</u>	<u>Average Per Day</u>	<u>Unique Visitors</u>	<u>Average Per Day</u>	<u>Total Page Views</u>	<u>Average Per Day</u>
Home Page	183,134	502	102,044	280	513,165	1,406
Mobile Devices	7,390	20				
No. of Countries	132					

Online Auction

	<u>Number</u>	<u>Amount</u>
Assets Sold For Year	18	\$18,264
Assets Sold Since Inception:	193	\$127,750

City Clerk's Accomplishments

- The Clerk's office issued 49 business licenses (down four from the previous year). Business license sales generated \$5,623 as compared to \$5,203 in the previous fiscal year.
- This was the second complete fiscal year of the County Treasurer's new program for issuing dog licenses in the County. Last year the new procedure reduced sales at the City Clerk's Office significantly; however, the County continues to have a significant increase in their overall revenue due to dog licenses being available at five of the six area vet clinics. The new program continues to be very well received by the public.
- This past season, 215 Off Leash Area (OLA) permits were sold which is down somewhat from the previous year; however, revenues increased slightly because of an increased cost for the pass. OLA permit sales generated \$2,766 for the fiscal year.
- The Clerk's office conducted two elections (August primary and the November general election). In the same period the Canvassing Board held two meetings and certified the results of both elections, and the City Elections Board met five times: twice to confirm elections workers and twice to conduct mandatory public accuracy tests of the City's election equipment; and one time to certify City candidates for the City Commission and Board of Light and Power.
- At the August 3rd primary, total ballots cast were 2,055, with 293 ballots cast by absentee voters (nearly 15%). At the November general election held on November 2, 2010, a total of 5,673 ballots were cast (1,198 absentee voter ballots were issued constituting 21% of the total votes cast).
- The City Clerk's office applied for and was awarded a grant that paid for seven laptop computers and related accessories that placed E-Poll Books in each of our seven precincts. Subsequently, the Clerk and Deputy Clerk attended training sessions conducted by the Secretary of State Office. After an intensive training effort was completed with the assistance of the Deputy City Clerk, the new electronic equipment was successfully used for the first time for the August 2010 primary election.

- With support from the City's Information Technology department, two mass training sessions on the E-Poll Books were held for our election workers prior to the primary election. We were also able to set up a lab for personal training sessions as needed. Information Technology also provided support for both elections on Election Day.
- High heat and humidity hampered the August primary. Four tabulators failed and we were able to replace two of them with borrowed units from the County Clerk and the Sands Township Clerk. We were then left with two precincts without operating tabulators at the end of the day, which meant ballots in these precincts were held and counted after the close of the polls with tabulators from other precincts once their results were reported and secured.
- With the new technology we have been able to load voter information, by precinct, from our QVF system which has enabled us to eliminate the long process of printing our voter lists for the precincts (usually about a case of paper per election). The new technology has also allowed us to automatically upload voter history information from the laptops to the QVF system.
- Until this year, military and overseas voters could only vote with an AV ballot in the traditional manner, and their ballots rarely came back in time to be counted. Under Federal Government guidelines, a military/overseas voter can now receive a ballot electronically. In the 2010 primary and general elections we received several MOVE Act applications to vote, and all but one of the ballots was able to be counted.
- The recodification project was completed during this fiscal year. The Clerk's Office held a series of meetings with Department Heads and Middle Managers for a final review of the draft of a new Code. Work sessions were held with the City Commission on March 2 and March 9, 2011 to review the Code for amendments, updates, and deletions. The City Commission then scheduled a public hearing to consider adopting the new City Code at their regular meeting of April 11, 2011. Following the public hearing the new City Code was adopted by a unanimous vote of the Commission and it became effective on May 10, 2011.
- A grant project with NMU and the County is currently underway that will preserve the City's oldest records in the depository at NMU and those same records are in the process of being digitized, and will be available to the public on a website hosted by NMU by the Spring of 2012.
- In cooperation with NMU and the County of Marquette, a joint grant application has been submitted to the NHPRC for the preservation of "born digital" records. We will not learn the outcome of that submittal until November of this year.

- The City Clerk’s office compiled a list of City elected officials and City Managers. This is now a historic record of the City that extends back nearly to the City’s origin when the first election was held in 1871.
- During the past fiscal year the Clerk’s office has provided support to the Senior Services Task Force, the Waterfront Safety Task Force, the Brownfield Authority and the Downtown Development Authority (DDA) and also served as a member of the City Communication Committee.
- The City Clerk completed a three-year institute established by the International Institute of Municipal Clerk’s and he earned the Certified Municipal Clerk’s (CMC) designation.

Division Statistics

City Clerk

Commission Meetings Attended	33
Off Leash Area (OLA) Permits Sold	215
OLA Sales	\$2,766
Business Licenses Issued	49
Business License Sales	\$5,623
FOIA Requests	9

Elections

Total Active Registered Voters	12,873
New Registered Voters	1,342
Deleted Voter Registrations	1,377
Number of Elections Held	2
Number of Votes Cast-Primary	2,055
Number of Votes Cast-General Election	5,673
Average Number of Precinct Workers	53
Number of Precincts	7
QVF Transactions	3,616

Community Services

Community Services

Arts and Culture



Parks and Recreation



Senior Center



COMMUNITY SERVICES DEPARTMENT
FY 2010-11 Annual Report



Executive Summary

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the Community Service Department for the 2010-11 fiscal year. This past year can be considered a successful year meeting operational, new initiatives and budget objectives. Community Services has had several accomplishments worthy of mention in the annual report. The more notable accomplishments are:

Facilities

- Lakeview Arena – hosted six additional community events, resulting in added use of the facility during the summer season
- Marina – Established five-year fee structure to make the fund whole by FY 2015/16
- Established the Mayor’s and Manager’s Gallery at City Hall with quarterly exhibits
- Concession – Privatized both Mattson and Presque Isle Ice Cream stores

Capital Improvement Projects

- Lakeview Arena – Completed lighting project
Approved new scoreboard to be installed August 22–26
- Arts and Culture – Approved new gallery lighting to be installed August 2011
- Marina – Applied for permits for phase I and phase II for Presque Isle Marina; Phase I dredging will be bid out in the spring 2012

Grants

- Sprite Spark Park Grant for the Shiras Park basketball court improvements - \$20,000 (spring 2012 project)
- Michigan Council for Arts and Culture Affairs - \$7,500 (2010/11 Operations)
- Lake Superior Arts Association - \$4,000 (July 25 – 29, 2011)
- Michigan Department of Natural Resources – Waterways Division: Presque Isle Marina Phase I - \$245,000 (spring 2012 project)
- National Trust for Historical Places – “Distinctive Destination” won national recognition
- MML Regional Award – Community Excellence Region 7 – Waterfront Safety

Planning

- Parks and Recreation – began the process of updating the Five-Year Recreation Master Plan, to be accomplished by end of calendar year 2011
- Regional Planning Initiative – began the process of working with Marquette and Chocolay Townships, Marquette Area Public Schools, Northern Michigan University and the YMCA on regional recreation planning. This will be an ongoing effort with a focus on cost effective service provision: facility inventory, software discussions for scheduling, facility maintenance, procurement of equipment and materials and needs assessment on a regional basis; this is an on going initiative
- Waterfront Safety Plan - worked with the Fire Chief and Task Force on promoting and realizing identified deficiencies on the Marquette waterfront; an ongoing effort
- Senior Service Task Force – established a group to work toward renewal of the Senior Millage (November 2011), evaluation of the current Senior Center, and future service needs based on the 2010 US Census data; reports due December 2011

Operations

- Baseball field maintenance was assumed by the Parks and Recreation staff
- Park attendant positions were assumed by Parks and Recreation staff
- Increased lifeguard staff and increased coverage to north McCarty's beach
- Added waterfront safety protocol to include personal watercraft
- Added Arts and Culture Programming Coordinator position
- Established personal care for seniors who are home bound
- Led process of developing City-wide Communication Plan – published three issues of the bi-monthly newsletter, *Marquette Matters*
- Community Service staff acted as contract administrator for over **forty (40) community events** that will occur in the City's community park system
- Promotional Fund - worked with staff in soliciting promotional fund requests, evaluating and presenting budget for Commission consideration
- Total transactions occurring in the Parks and Recreation office was **291,347**
- Total dollars collected was **\$1,141,251.63 in fees** in Parks and Recreation divisional office



Arts and Culture

Visual Arts

- Purchased and installed new hanging system at City Hall to open three gallery spaces; displaying works of local artists on a quarterly basis.
- Lower Level Gallery featured 12 exhibitions
- Workshop #3 area featured eight exhibitions

Performing Arts

- 11 First Thursday of the Month concerts
- Assisted City Band and “Music in the Park” series at Presque Isle
- Lower Harbor Concert with City Band and Air National Guard Band audience of over 1,200
- Three youth theatre productions featuring 189 youth performer; the winter production included an audience of 1,656
- Held a holiday dance production and dance festival featuring 135 performers; two performances were attended by 933 people

Blueberry Dance Festival 2010

Free Dance Workshops:
 32 free workshops
 27 Instructors
 163 Participants

Intensive Workshops:
 2 Instructors
 80 Participants

Competition:
 61 Dancers
 12 Volunteers
 180 Audience

Performance:
 100 Dancers
 10 Volunteers
 420 Audience

Total Participation Number: 1,055

Other

- Held annual Art Awards giving ten awards to local artists and supporters of the arts. The evening was attended by over 250 community members
- Hosted Blue Lake International Tour group of 44 musicians from Motala, Sweden
- Hosted Japanese Delegation from our Sister City in Higashiomi, Japan for a ten-day stay

Arts and Cultural Workshops

- Held 58 workshops through our quarterly workshop series.
- 12 senior art workshops took place in conjunction with City of Marquette Senior Center.

Gift Shop

- 10,833 item sales



Promotions

- Web Statistics: Online Statistics based on Google Analytics:
 Pageviews: 17,559 Unique Pageviews: 13,320
- Facebook Statistics: Online Statistics based on Facebook Insight Reporting:
 39,034 Daily Active Users: The number of people who have interacted with or viewed your Page or its posts. This includes interactions from Fans and non-Fans. (Unique Users)
- City Newsletters- produced five City newsletters. Total articles: 137
 Newsletter Online Statistics based on Google Analytics:
 Page views: 3,026 Unique Page views: 2, 231
- Quarterly Arts Calendars- produced three printed arts calendars and began new Google calendar as an online addition
- Art Smarts Newsletter- produced 3 youth newsletters distributed in the Marquette Area Public Schools and community

<u>Program Statistics</u>	<u>FY 10-11</u>
Gift Shop Sales	1003
Workshop Registration Fees	556
Youth Theatre Registrations	162
Ticket Sales	2975
Photocopies	6096
Room Rentals	41

Grants Received:

Reynolds Foundation	Tumbling Mats	\$ 650.00
Marquette Community Foundation	Blueberry Dance Festival	\$ 1,000.00
Reynolds Foundation	Youth Theatre and Dance	\$ 2,000.00
Kaufman Foundation	Youth Theatre and Dance	\$ 3,500.00
Marquette Community Foundation	smART Board Posting Area	\$ 741.00
Michigan Council for Arts and Cultural Affairs	Operational and Project Support	\$ 7,500.00
Lake Superior Art Association	Lighting Project Grant	\$ 4,000.00
Marquette Kiwanis	Youth Theatre	\$ 200.00
	Total:	\$19,591.00



Parks and Recreation

Overview:

The Community Service Department – Parks and Recreation, is responsible for the planning, development, management and operation of all parks facilities as well as all City-sponsored and co-sponsored recreation programs. Total dollars collected for FY 2010/11 through the Community Service office was \$1,141,251.63, with 291,347 total transactions.

Park Facilities

Athletic Fields

Park Name	Number of Acres		
Presque Isle	323	Kaufman Sports Complex	
Tourist Park	40	Baseball/Softball Fields	4
Mattson Park	22	Soccer Fields	3
Shiras Park	31	BMX Track	1
Beaches	10	North Marquette Ballfield Complex	
Fit Strip	5	Baseball/Softball Fields	4
Mt. Marquette	40	Tourist Park/Setter Field*	1
Ballfields	26	Hurley Field	1
Kaufman Sports Complex	40	Pioneer Park	1
Heartwood Forestland	2243		
Other Parks	26		
Green Space	5		
Total	2811		

*Not in Use May-July 2011

Program Statistics Hours (FY 10/11):

<u>Facility</u>	<u>Hours Rented</u>	<u>Facility</u>	<u>Hours Rented</u>
Baraga Gymnasium	972.25	Bandshell	158
Presque Isle Pavilion	515	Gazebo	71
Presque Isle Pavilion	70 permits	Picnic Sites	9 days
Senior Pavilion	139.5	Baseball Fields	1759
Island Store Pavilion	114.5	Soccer Fields	1328
Contract/Permit Administration	49 (Special Events)		
Newsletter	6 Publications		

Lakeview Arena

Overview:

Lakeview Arena is a multi-purpose facility with a primary function of providing artificial ice seven months of the year. The ice is utilized by the general public and various special interest groups. The facility also incorporates the utilization by numerous trade shows, circus, concerts, conventions, banquets, wedding receptions, and other entertainment-related activities. Lakeview Arena is home to the offices for the City of Marquette Parks and Recreation Division of the Community Services Department, United Way, Community Foundation, Marquette Junior Hockey, Marquette Figure Skating Club, Marquette Electricians, Superiorland Ski Club and the Noquemanon Trail Network.

Operational Hours:

Hours of operation vary depending on the season.

- Ice season: Ice installation September 15 through ice out April 1. The facility is open seven days per week, 7:00 a.m.-1:00 a.m.
- April 1-September 15, the facility is open Monday-Friday, 7:00 a.m.-5:00 p.m.
- The facility is open nights and weekends for scheduled events.

Lakeview Arena has hosted six new events this spring. These were either new events that were not previously in Marquette County, or events that were at other locations requiring larger spaces. Lakeview Arena has really proven itself as a Convention Center during the Spring/Summer seasons. All the events listed have realized capacity attendance.

NEW events include:

- MMA event – Russell Arena
- MMA event – Russell Arena
- Walker International Children Circus – Olson Arena
- Hope Starts Here – Olson Arena
- Monster Truck Event – Russell Arena
- Jeff Daniel’s Concert – Russell Arena
- Reinhart Food and Equipment Show – Russell Arena

Capital Projects:

- Overhead Lighting (Completed)
- Scoreboard (Installation scheduled for August)

Accomplishments:

- The City has partnered with the YMCA to provide space in Lakeview Arena for the YMCA’s gymnastics and kayak programs.
- The City of Marquette has offered the Lakeview Arena as a location to store boat trailers for the 2012 Ensign National Regatta.

<u>Operation Statistics: Ice Sales</u>	<u>Hours</u>	<u>Amount</u>
Marquette Junior Hockey	1465	\$227,092.50
Marquette Figure Skating Club	279	\$ 42,370.00
Marquette Senior High School	199.50	\$ 17,522.50
Marquette Old Timers Tournament	63	\$ 9,765.00
NMU Varsity Hockey	15	\$ 2,325.00
Misc (public, drop in, various small groups)	1000 approx	\$ 21,658.00
Total Ice Sales Revenue		\$320,733.00

Lakeview Arena Concessions

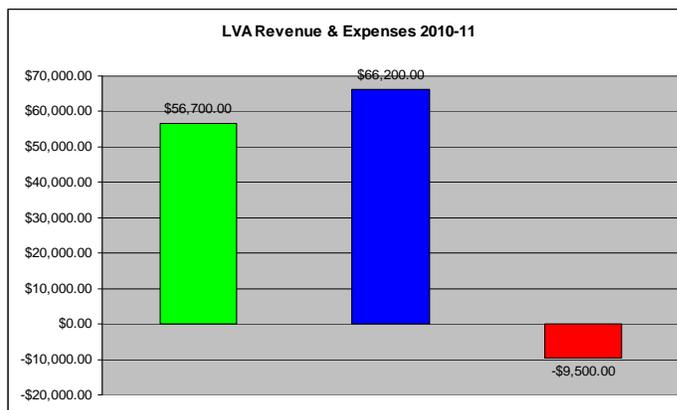
Department Overview

This fiscal annual report will review Lakeview Concessions during the operating season from September 2010 through April 2011. The primary purpose of Lakeview Arena Concessions is to provide food and beverages during the ice season as well as large events at the arena. In general, hours run from 5:00-9:00 p.m. Monday through Friday, and 8:00 a.m.-9:00 p.m. on weekends. Several changes to Lakeview Arena Concessions were made during the 2010-11 fiscal year for two reasons: 1) the planning to outsource concessions to a private vendor for the 2011-12 fiscal year; and 2) the higher costs of operating concessions in a large building due to utility and administrative costs. The following changes were made to concessions operations:

- Staffing Hours: Decreased staffing by 15 hours/week for a 13% reduction in staffing hours per week.
- Price Margins: Increased price margins by about 20% across the board.
- Inventory: Phased out products which were not high sellers.

Lakeview Arena Costs & Revenue 2010-11
Operating Season: September 2010-April 2011

Revenue	\$56,700.00	Staff Expense	\$27,800.00
Expenses	\$66,200.00	COS Expense	\$28,000.00
Difference	\$ 9,500.00	Admin./IT Expense	\$ 6,500.00
		Utilities Expense	<u>\$ 3,900.00</u>
		Total Expenses	\$66,200.00



Cinder Pond and Presque Isle Marinas

Overview:

The City of Marquette operates two marina facilities which are available for public use. The Presque Isle Marina, which is currently capable of mooring 60 vessels, is located at entrance to the Presque Isle Park. The Presque Isle Marina also has two launch ramps and a parking area monitored by marina staff. The second marina facility operated by the City of Marquette is the Cinder Pond Marina. The Cinder Pond Marina provides mooring for over 100 vessels and also has a double boat launch with a travel lift equipped with a mast boom. The Cinder Pond Marina is located at the east end of the Mattson Park in Marquette's Lower Harbor. Cinder Pond Marina operations also include the mooring facilities located along the Mattson Park seawall.

Operations:

The 2010–2011 Marina operations involve the assistance of seven part time marina attendants and one marina manager. The attendants provided services for both Cinder Pond and Presque Isle marina facilities. All marina attendants were responsible for keeping the facilities clean and well maintained. The staff followed specific cleaning maintenance and grounds work schedules. Attendants were also available for docking assistance, pump outs and fueling duties. Staff was also responsible for coordinating transient arrivals and departures.

Operation Statistics:

<u>Facility</u>	<u>Type</u>	<u>Amount</u>
Cinder Pond	Seasonal Slips	\$101,673.00
Cinder Pond	Transient Slips	\$ 8,871.25
Cinder Pond	Fuel	\$ 40,490.49
Cinder Pond	Diesel	\$ 12,215.37
Cinder Pond	Miscellaneous	\$ 7,029.05
Cinder Pond	Daily Launch	\$ 2,525.00
Presque Isle	Seasonal Slips	\$ 86,733.70
Presque Isle	Transient Slips	\$ 1,204.00
Presque Isle	Fuel	\$ 16,879.13
Presque Isle	Diesel	\$ 1,436.00
Presque Isle	Miscellaneous	\$ 8,142.50
Presque Isle	Day Launch	\$ 3,030.00
Both	Seasonal Launches	\$ 5,634.00

Season's Highlights:

- This year the seasonal slip holder annual rate was increased by six percent. This annual increase will continue for five years ending fiscal year 2015-2016.
- Presque Isle Phase I dredging will be bid out in the spring of 2012.
- A new, continually updated database has been established for both Cinder Pond and Presque Isle Marinas.
- A permit boat trailer tow vehicle parking system has been established for summer storage at Cinder Pond Marina.

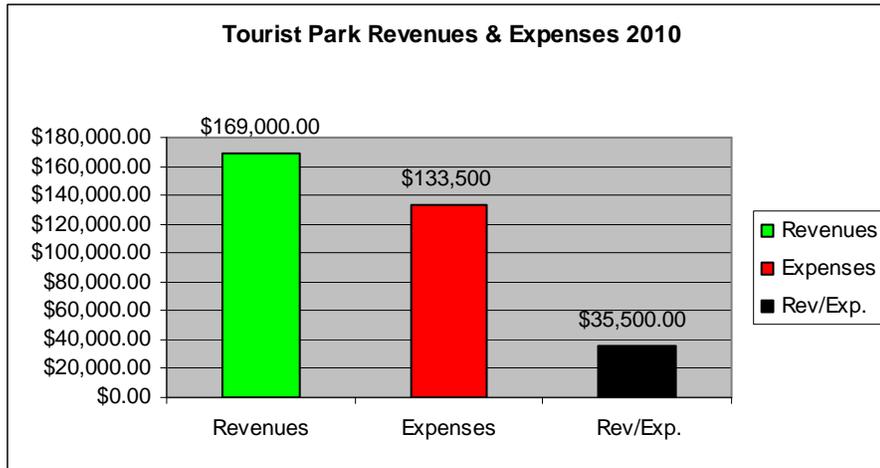
Tourist Park Campground

Overview

This fiscal annual report does not necessarily follow the operating season of the campground, which falls from mid-May through mid-October each year. This report includes the operating season of May 19, 2010 to

October 17, 2010. Operations were made more efficient in the 2010 season by streamlining office hours with the busiest times of the season. Tourist Park had some of its highest revenues in years in the 2010 season. A two-day exclusive rental by the Boy Scouts of America as well as very warm weather helped boost sales this year. The following illustrates the parks revenues and expenditures:

Total Revenue:	\$169,000	+16% from 2009
Total Concessions:	\$8,570	+ 6% from 2009
Camper Nights:	11,592	+10% from 2009
Season Capacity:	36%	+ 5% from 2009



Accomplishments

- Tourist Park breaks out into its own enterprise account.
- Operational efficiencies evaluated with Director of Community Services. Hours scaled back to reflect book-end and peak seasons.
- Installed Gateways map with bulletin area for general public.
- Installed new bulletin boards on restrooms to effectively communicate with public.
- Installed new tent site markers.
- Installed new sink and shower faucets in East and West Bathhouses.
- Implemented new policy for working with City Police in critical or emergent park situations.
- Installed speed bumps by office.
- Started park recycling program.
- New signage and landscaping, and cleared hazardous trees and limbs in campsites.

Senior Services

Overview:

The Marquette Senior Services Center has a long history of serving seniors in our community and takes pride in doing so. The service area responsible by the Center covers the City of Marquette, the townships of Marquette, Chocolay and Powell. Those seniors ages 50 + are welcome to take part in educational/recreational/leisure activities offered by the Center. However, only seniors 60+ are eligible for homemaking services as well as social work services which are comprised of Case Management, Outreach and Financial Services (including Medicare Part D).

The Center has three main funding sources, a County millage (.4474 mills, a six year millage which expires in 2012), an UPCAP annual contract and a City millage (.3500 mills, a three year millage which expires in 2011) It is with those funding sources the following data is comprised:

County Millage Allocation:

Contract Year: January 1, 2010 – December 31, 2010

Contract Amount: \$239,395.00

Staff: Senior Center Coordinator, Social Work Coordinator, (2) Social Workers,
(6) Homemaker Aides, (2) part-time Clerical Aides

Service Area: City of Marquette Marquette Township Chocolay Township Powell Township

- Clients Served: 1763.00 376.00 172.00 15.00
- Units (Hours) 6464.50 1206.25 379.75 22.00

UPCAP:

Contract Year: October 1, 2009 – September 30, 2010

Contract Amount: \$25,020 (Unit Rate: 15.50)

Staff: Six Homemakers

- Clients Served: 94
- Units (Hours) 1614

Homemaking Suggested Donation: \$15,893.50

Senior Millage

2011 is the final year of a three-year City millage. A Senior Services Task Force was formed to explore:

- Parks & Recreation Master Plan
- Renewal of the Senior Millage
- Evaluation of the Senior Center facility
- Future services based on demographics: City, County, State

Financial Services

Financial Services Financial Services



Pictured above (left to right), front row: Customer Account Clerk/Cashier Stacie Stone, Treasurer Diane Giddens, Utility Billing Clerk Tim Raich; back row: Water Meter Reader Melanie Coats, Chief Financial Officer Gary Simpson, Accounts Payable Clerk Vicky Smith, Staff Accountant Mary Schlicht, and Water Meter Reader Lacey Tasson.



FINANCIAL SERVICES

ANNUAL REPORT

FISCAL YEAR 2011

Mission Statement: Through teamwork, Financial Services is committed to achieving excellence in the accounting of all financial transactions, and in providing knowledgeable and courteous customer service to residents, businesses, visitors, City departments, and other governmental agencies.

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for Financial Services for the 2010-11 fiscal year:

Department Description

The Financial Services Department provides administrative support to the City of Marquette government and is comprised of three divisions: Finance, Treasury, and Utility Billing.

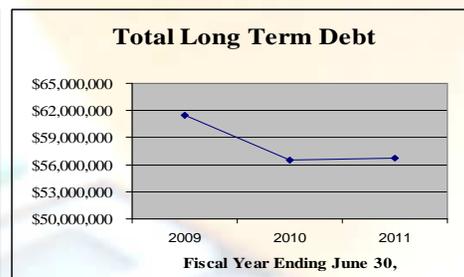
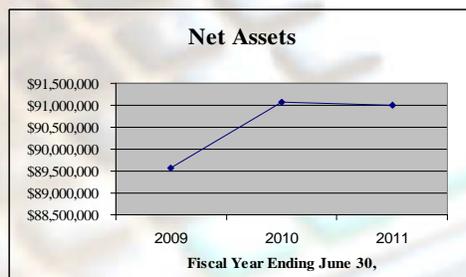
Some of the core functions of the department are preparation of the comprehensive annual financial report (CAFR), accounting for the City's various funds and grants, accounts payables, preparation and monitoring of the budget, cash management and debt management, tax billing and disbursements, billing of utility services, notification of parking ticket violations, collection of the City's revenue, administration of the Police and Fire Retirement System, and providing accounting services for the Peter White Public Library.

Services

Finance – Accounts Payable, Accounts Receivable, Central Office Supplies, Bid Administration, General Accounting, Fixed Asset Accounting, Budget Administration, Financial Reporting, Cash Management, and Debt Management.

<u>Finance Program Statistics:</u>	<u>6/30/2009</u>	<u>6/30/2010</u>	<u>6/30/2011</u>
# of Accounts Payable checks issued:	5,475	5,414	5,345
\$ of Accounts Payable checks issued:	\$ 34,586,110	\$ 34,451,623	\$ 32,091,902
# of Accounts Receivable invoices issued:	2,293	2,102	1,635
\$ of Accounts Receivable billings	\$ 1,403,148	\$ 1,293,338	\$ 1,692,843
# of Bids and RFP's administered:	30	30	53
# of Fixed Asset records maintained:	1,021	1,078	1,118*
\$ of Fixed Asset records maintained:	\$ 168,402,943	\$ 176,701,025	\$ 180,826,025*
# of Funds maintained:	30	31	38
\$ of Net Assets maintained:	\$ 89,565,271	\$ 91,065,645	\$ 91,000,000*
\$ of Long Term Debt maintained:	\$ 61,443,741	\$ 56,505,866	\$ 56,727,435

* - estimate



Treasury – Summer and Winter Property Tax Collection and Administration, Special Assessment Billing and Collection, Parking Ticket and Civil Infraction Notification and Collection, and Police & Fire Retirement System Administration.

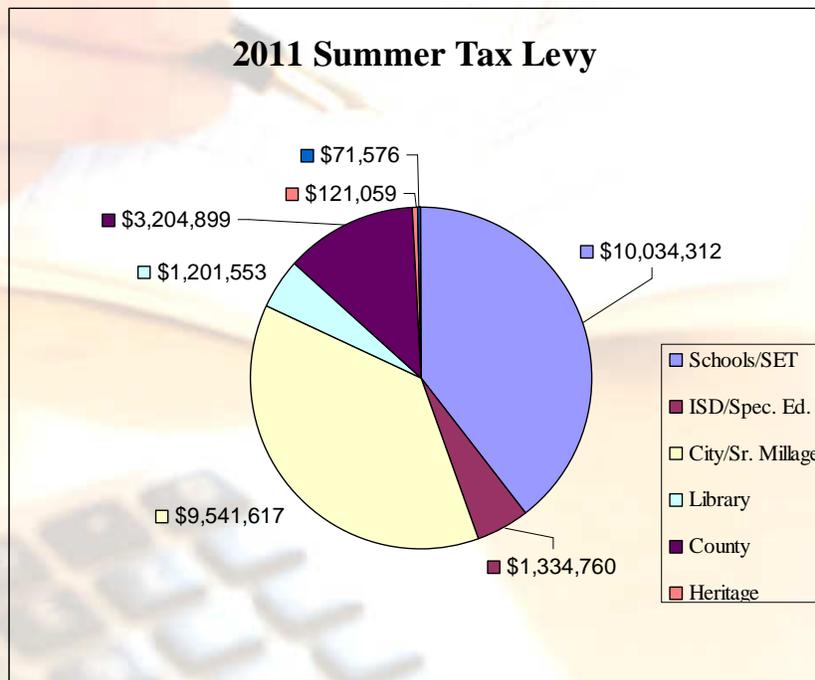
Treasury Program Statistics:

	6/30/2009	6/30/2010	6/30/2011
\$ Total Cash Receipts:	\$ 46,860,259	\$ 49,489,420	\$ 50,601,467
\$ Parking Ticket payments received:	\$ 164,981	\$ 267,497	\$ 147,688
# of Property Tax parcels billed:	6,791	6,987	7,654
% of Tax Billings collected:	95%	95%	95%
# of Landfill Permits (Commercial/Residential)	45	51	61
\$ of Landfill Permits (Commercial/Residential)	\$ 2,925	\$ 3,315	\$ 3,140

Because the City bills and collects taxes on behalf of other governmental units, it is important to note that the City does not keep all of the taxes that are billed out. When a taxpayer receives the Summer tax bill, for instance, the City's portion is actually only a little over one-third. The rest is distributed to the other taxing jurisdictions that the City bills for. The following chart and graph illustrates this:

2011 Summer Tax Levy

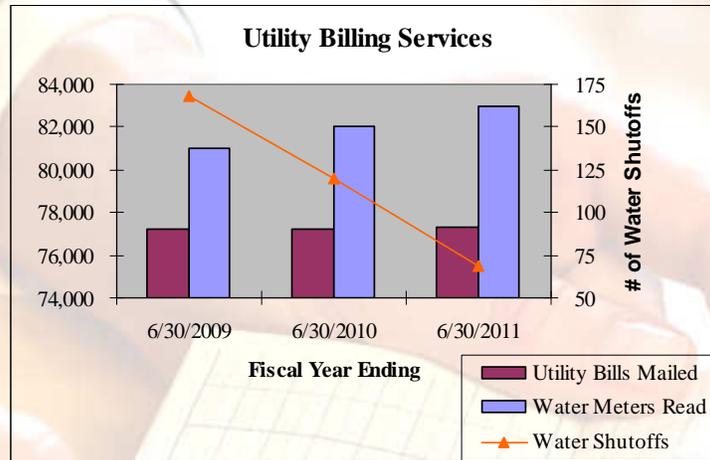
Schools/SET	\$ 10,034,312	39.34%
ISD/Spec. Ed.	\$ 1,334,760	5.23%
City/Sr. Millage	\$ 9,541,617	37.40%
Library	\$ 1,201,553	4.71%
County	\$ 3,204,899	12.56%
Heritage Authority	\$ 121,059	0.47%
DDA	\$ 71,576	0.28%
	<u>\$ 25,509,776</u>	<u>100.00%</u>



Utility Billing – Monthly Meter Reading and Billing of all water/sewer, stormwater, refuse collection, and landfill bond fee accounts.

Utility Billing Program Statistics:	Fiscal Year Ending		
	6/30/2009	6/30/2010	6/30/2011
# of Utility Bills mailed:	77,200	77,252	77,281
# of Water Meters read:	81,000	82,000	83,000
# of Water Shutoffs	168	120 [^]	69

[^] - implemented door hanger shut off notice fee



Accomplishments in Fiscal Year 2010-11

The focus of the Financial Services Department is to provide excellent service to both its internal and external customers. Internal customers are the City departments who rely on the Financial Services Department for financial information including the Mayor, City Commission, and others charged with developing, adopting, and monitoring the City Budget. External customers are the taxpayers, users of the utility system, potential business owners, and others.

The Financial Services Department is continually reviewing processes and procedures in order to provide accurate and timely financial information as well as excellent service to all of its customers.

Some of the more significant accomplishments of the Financial Services Department in fiscal year 2010-2011 include:

- **City Gift Fund:** Partnered with the Marquette Community Foundation to offer a mechanism in which monetary gifts for certain projects and bequests could be made.
- **New Residential Landfill Permit:** Residential customers were approved for direct use of the landfill for the first time in over 30 years in May 2011.
- **Founders Landing Brownfield Tax Capture:** Brownfield tax increment financing capture has increased as private developers begin improving Founders Landing with build-outs of additional condos and the construction of a hotel.

- Special Events Policy: Worked in partnership with the Community Services Department to develop a policy to assist in the budgeting process. This new policy sets guidelines and a process in which certain Special Events held throughout the year qualify for support from the City's operating budget.
- Project Financing: Closed on four bond issues during the fiscal year. Two Brownfield Bonds which will be repaid from TIF revenues – Recovery Zone Facility Bond in the amount of \$445,000 and Capital Improvement Bond in the amount of \$995,000. A State Revolving Fund loan for Sewer projects in the amount of \$770,000 and a Drinking Water Revolving Fund loan for Water projects in the amount of \$965,000.
- Community Financial Statement: Produced a financial report to assist the “average” citizen to understand the City's financial condition for the 2011 Open House. This financial report will also be used to help comply with the Governor's “dashboard” requirements in order to receive more State Shared Revenues.
- Internal Financial Reporting: Created a financial report for each department that is distributed along with the Check Register's for each City Commission Meeting. A new and more comprehensive report was developed for use during the fiscal year 2011-12 as well.
- Use of Current Technology:
 - ✓ The entire City Budget is now being published electronically.
 - ✓ The entire Comprehensive Annual Financial Report is now being electronically published in-house.
 - ✓ Via a partnership with the Michigan Municipal League, Requests for Proposals and other such bid items are now made available via a nation-wide clearing house.

Ongoing Projects:

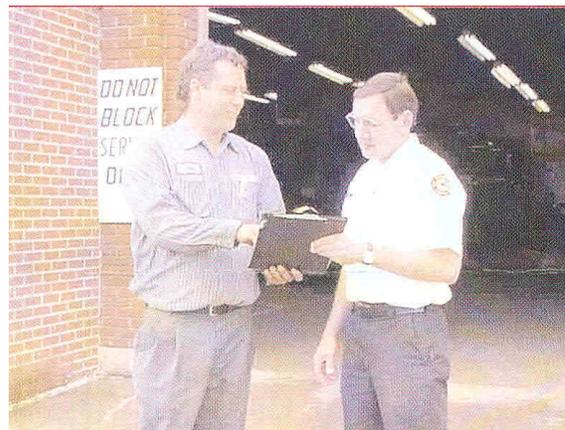
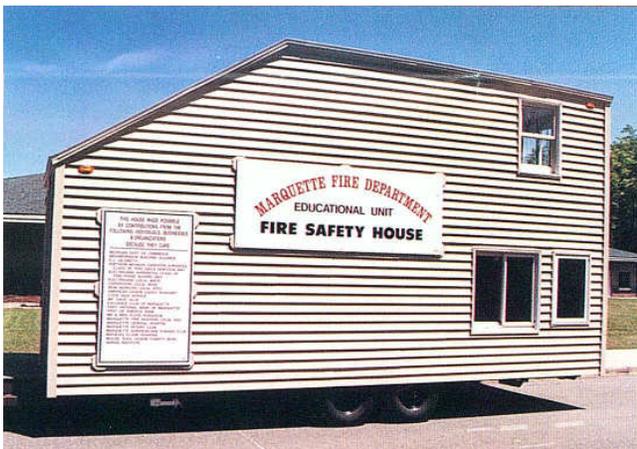
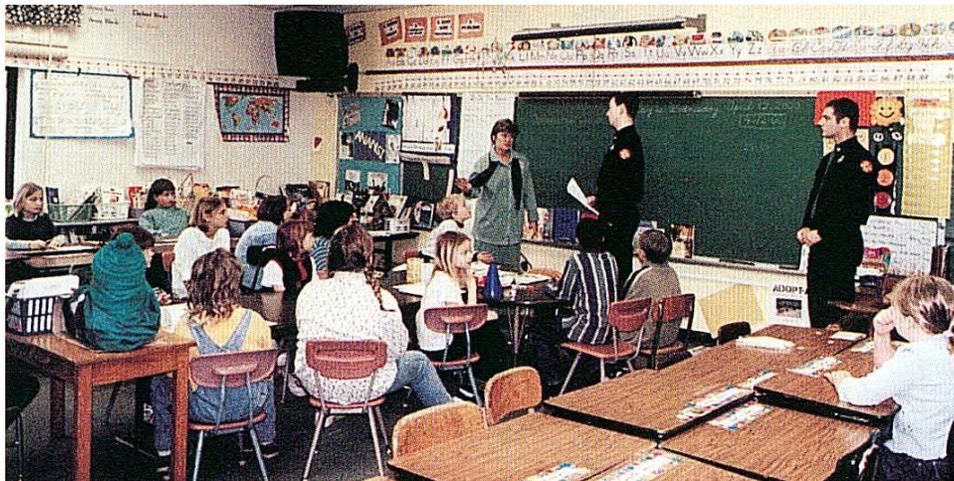
- Financial Management Software Replacement. Required features are being drawn up and discussed for inclusion in a Request for Proposal.
- Parking Ticket Software Replacement. Municipal software is being researched as a replacement of the current software primarily designed for colleges and universities.
- Over the Counter (OTC) Debit/Credit Card Acceptance. Treasurer seminars are addressing solutions to the dilemma of municipalities accepting OTC credit card payments as more and more customers prefer using their debit/credit cards instead of cash or check.
- Electronic Tax Payments. Receiving payments electronically from mortgage companies, financial institutions, and other tax servicing companies is in the near future. Automated payment of taxes for taxpayers is also being researched.

Appreciation

Within the context of the ongoing budget challenges, members of Financial Services have done an extraordinary job of “doing more with less” and are to be commended for their accomplishments during the past fiscal year and their continuing commitment to deliver exceptional service to the public, businesses, taxpayers, and City employees. In this vein, Financial Services has been recognized for its outstanding efforts in financial reporting by the Government Finance Officers Association of the United States and Canada. The Department has received the Certificate of Achievement for Excellence in Financial Reporting for the past 25 consecutive years.

Fire Department

Fire Department





MARQUETTE FIRE DEPARTMENT

2010-11 Annual Report

Attached please find our program statistics for the 2010-2011 fiscal year. This particular period of time was an anomaly with respect to fire loss. Insurance claims nearly doubled due to large-loss incidents at Whetstone Village and Pioneers Labs.

It is also remarkable and deserves noting, the significant amount of time, treasure, and man hours devoted to the Waterfront Safety Task Force, and to the implementation of their recommendations. The Task Force dissolves September 1, 2011; and will render its final remarks at the September 26, 2011 regular Commission meeting.

The Fire Department received a \$29,000 grant for turnout clothing; a \$17,000 grant for infrared cameras; a \$12,000 grant for digital pagers; and various mini-grants for life saving equipment, fire prevention, and our child car seat program. State of Michigan Fire Protection Grants totaled \$138,000. The possibility exists that we will receive an additional payment; however, State grants for fire protection have been trending downward.

Also notable:

- Captain Scott Weymouth graduated with distinction from the four-year Executive Fire Officer Program, National Fire Academy, Emmitsburg, Maryland.
- Firefighter Ben Wilder became certified as a Lifeguard/Instructor for open water.
- Firefighter Matt Jackson became our fourth certified child car seat technician.
- Lieutenant Dan Dagenais and Sergeant Calvin Barton retired after 27.5 and 25 years respectively.
- The roof of Fire Station #1 was completely reconstructed.

Fire Department
Annual Activity Report
2010-2011

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
ALARMS													
Fire	3	3	2	1	5	5	1	3	0	0	6	2	31
Vehicle Fire	0	2	2	1	0	1	0	0	2	1	1	0	10
Rescue/EMS	39	39	53	63	46	34	38	41	43	36	48	47	527
Scare	2	5	8	3	1	4	3	2	5	1	3	2	39
False Calls	8	9	9	7	7	4	7	5	4	6	5	6	77
Good Intent	4	5	2	1	1	1	1	0	2	1	3	0	21
Hazardous Condition	5	5	4	7	8	4	10	4	5	5	5	7	69
Mutual Aid	0	0	0	0	0	0	0	0	0	0	0	0	0
Stand-by	3	0	0	0	1	0	0	2	1	2	0	0	9
TOTAL RESPONSES	64	68	80	83	69	53	60	57	62	52	71	64	783
FIRE RELATED CALLS, SPECIFY													
Residential/Homeowner	6	9	4	4	8	1	9	4	3	7	3	3	61
Rental	3	4	7	2	6	0	3	6	3	1	7	6	48
Business	13	10	9	7	6	1	7	5	10	4	6	4	82
State Facility (New 01/11)							4	8	3	1	0	0	
FIREFIGHTER INJURIES													
Emergency Related	0	0	0	0	0	0	0	1	0	0	0	0	1
Other On-duty	0	0	0	0	0	0	0	0	1	0	0	0	1
Training	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL INJURIES	0	1	1	0	0	0	2						
CIVILIAN													
Fire Injuries	0	0	0	0	0	0	0	0	0	0	0	1	1
Fire Fatalities	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL INJURIES	0	1	1										
RENTAL CODE ENFORCEMENT													
# of Structures Inspected *	45	51	31	34	41	46	0	0	0	0	0	0	248
# of Units Inspected	271	182	51	90	104	102	33	61	130	52	41	130	1247
Re-inspections	33	44	17	40	20	32	8	8	16	9	9	18	254
Letters and Notices	46	55	35	54	67	46	35	33	48	39	32	66	556
Citations	0	0	0	0	0	0	1	0	0	2	0	1	4
Plan/Code Review	0	0	0	0	0	0	0	0	0	0	0	0	0
Meetings/Training	1	0	1	1	0	0	0	0	1	1	0	0	5
Public Assistance	0	0	5	0	0	0	1	0	0	0	0	0	6
Contacts	71	67	62	90	69	62	57	64	70	66	50	98	826
Miscellaneous Activities	0	0	0	3	0	2	0	1	0	1	0	3	10
TOTAL	467	399	202	312	301	290	135	167	265	170	132	316	3156
FIRE PREVENTION													
Daycare Class (#Students)	0	0	0	150	0	0	0	0	0	0	27	0	177
Daycare Class (Man Hrs)	0	0	0	24	0	0	0	0	0	0	3	0	27
Elementary Class (#Students)	0	0	0	235	0	20	0	500	0	75	0	56	886
Elementary Class (Man Hrs)	0	0	0	20	0	3	0	12	0	9	0	10	54

* Jan. Structure eliminated

Fire Department
Annual Activity Report
2010-2011

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
Babysitting Class (#Students)	0	0	0	42	0	0	37	0	51	0	55	0	185
Babysitting Class (Man Hours)	0	0	0	2	0	0	2	0	3	0	2	0	9
MSSH Class (#Students)	0	0	0	118	0	0	0	0	0	0	217	55	390
MSSH Class (Man Hrs)	0	0	0	20	0	0	0	0	0	0	12	3	35
Extinguisher Trng-Reg (#Attend)	12	30	87	0	0	4	0	0	15	0	0	23	171
Extinguisher Trng-Reg (Man Hrs)	3	4	12	0	0	2	0	0	4	0	0	6	31
Extinguisher Trng-MSSH (#Students)	0	0	0	115	0	0	0	0	0	0	0	55	170
Extinguisher Trng-MSSH (Man Hrs)	0	0	0	15	0	0	0	0	0	0	0	3	18
ECI's (# Visited)	0	0	0	0	0	0	194	123	64	41	12	4	438
ECI's (Man Hrs)	0	0	0	0	0	1	98	47	44	16.5	10	10	226.5
Smoke Detectors Distributed	0	0	2	0	0	3	0	6	5	2	4	0	22
Smoke Detectors Installed	0	1	1	3	4	9	4	1	0	0	0	0	23
Smoke Detectors Checked	0	4	1	0	0	1	0	5	4	0	0	0	15
Company Computer Drawings	0	0	0	0	0	0	0	0	5	1	0	0	6
Fire Drills Attended	0	0	0	0	0	0	0	0	0	1	0	0	1
Fire Drills Man Hours	0	0	0	0	0	0	0	0	0	6	0	0	6
Juvenile Firesetter (Contacts)	0	0	0	1	3	0	0	1	0	0	0	0	5
Children's Museum Inspections	2	0	1	2	0	0	1	1	2	3	2	1	15
Station Tours (#People)	18	17	11	187	6	4	10	0	28	8	9	8	306
Station Tours (Man Hours)	5	6	2	12	1	2	1	0	2	1	1	2	35
PERSONNEL TRAINING													
In-House (Man Hrs)	45	57	55	57	24	127.5	112	74	99	130	57	15	852.5
Remote (Man Hrs)	13	79	33	38.5	76	36	12	36	67	88	82	39	599.5
Specialized (Man Hrs)	103	129.5	48	13	12	21	15	4	48	10	137	36	576.5
Haz-Mat WMD (Man Hrs)	0	0	6	0	0	0	0	15	58	0	0	0	79
Vehicle Maintenance (Man Hrs)	91	66	23	31	108	24	29	22.5	14	84	23	45	560.5
Property Maintenance (Man Hrs)	62	34	23	88	104.5	33	23	16	8	89	21	39	540.5
Hose Testing (Man Hrs)	0	0	0	0	0	0	0	0	0	0	0	15	15
Service Testing (Man Hrs)	2	0	0	0	0	0	0	0	0	0	0	0	2
Hydrant Testing (Man Hrs)	62.5	0	0	0	0	0	0	0	0	0	0	0	62.5
Hydrant Testing (# Tested)	40	0	0	0	0	0	0	0	0	0	0	0	40
Meetings (Man Hrs)	10	4	13	3	5	8	2	2	1	2	1	0	51
TOTAL (MAN HOURS)	388.5	369.5	201	230.5	329.5	249.5	193	169.5	295	403	321	189	3339
COMMUNITY SERVICE COVERAGE													
On-Duty (Man Hours)	39	74	22	62	0	0	0	10	6	31	0	28	272
Off-Duty UNPaid (Man Hours)	57	0	0	20	0	0	0	0	0	0	0	0	77
TOTAL (MAN HOURS)	96	74	22	82	0	0	0	10	6	31	0	28	349
MISCELLANEOUS													
Car Seats Installed)	2	4	1	2	2	2	6	0	4	5	7	10	45
Car Seats (Checked)	1	8	3	2	2	1	0	1	3	1	2	2	26
Fire Investigations	0	0	0	0	3	0	0	0	0	2	0	0	5
Learn Not To Burn (#Students)	0	0	0	0	21	235	46	83	247	100	110	130	972
Learn Not To Burn (Man Hrs)	0	0	0	0	4	11	2	2	12	4	5	7	47
Fire Safety House (#Students)	0	0	0	328	0	0	0	0	0	0	0	0	328
Fire Safety House (Man Hrs)	0	0	0	71	0	0	0	0	0	0	0	0	71

Fire Department
Annual Activity Report
2010-2011

	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
PAUL CD ENFORCEMENT													
Inspections	11	16	12	15	3	9	22	9	12	11	15	14	149
Inspection Reports	0	0	0	0	0	0	0	0	0	0	0	0	0
Re-inspections	4	10	6	6	11	8	12	4	4	16	7	7	95
Letters and Notices	18	22	12	13	21	22	30	15	21	19	12	21	226
Citations	0	1	3	1	4	5	3	0	2	1	0	1	21
Plan/Code Review	6	11	12	9	10	6	5	15	9	6	11	8	108
Meetings/Training	4	1	5	3	5	1	2	2	2	3	3	3	34
Public Assistance	0	1	9	0	6	0	2	0	3	1	9	0	31
Contacts	22	21	16	14	25	26	18	21	20	25	23	34	265
Miscellaneous Activities	40	45	49	45	37	43	52	47	45	48	39	35	525
TOTAL	105	128	124	106	122	120	146	113	118	130	119	123	1454

Loss														
Property Loss	\$8,450	\$20,400	\$0	\$0	\$420,000	\$22,000	\$0	\$225,000	\$0	\$3,000	\$220,500	\$691,915	\$1,611,265.00	
Content Loss	\$0	\$4,100	\$0	\$0	\$175,000	\$5,000	\$0	\$3,000	\$0	\$0	\$600	\$0	\$187,700.00	
Vehicle Loss	\$0	\$0	\$0	\$0	\$0	\$17,000	\$0	\$0	\$2,500	\$0	\$1,500	\$0	\$21,000.00	
	\$8,450	\$24,500	\$0	\$0	\$595,000	\$44,000	\$0	\$228,000	\$2,500	\$3,000	\$222,600	\$691,915	\$1,819,965.00	

Planning & Community Development

Planning & Community Development



Pictured (left to right) Front Row: City Engineer Keith Whittington, Director of Planning & Community Development Dennis Stachewicz, City Assessor Susan Bovan, Zoning and Planning Official Andrea Landers, Zoning and Code Enforcement Official Katie Haglund, City Appraiser Ellen Britton, Assessing Assistant Amanda Forslund, and Engineering Technician II Dan Salmon. Back Row: City Planner David Stensaas, Engineering Aide Jared Kangas, Staff Engineer Mik Kilpela, Assistant City Engineer Greg Borzick, GIS Technician Matt Koss, Hydrology Engineer Jim Compton, and Staff Surveyor Jim Minard.



PLANNING & COMMUNITY DEVELOPMENT DEPARTMENT

2010-11 Annual Report

The City of Marquette Code of Ordinances per Section 2-80 "Reports and Records" requires an annual report be filed with the Manager within 60 days after the end of the fiscal year. To meet these requirements an annual report for the Community Development Department has been created for your review and submission to the City Commission, per your discretion.

Personnel

The Community Development Department was restructured during FY 2010-11 to include the Engineering, Planning, Zoning, Code Enforcement, and Assessing functions for the City, as well as a limited role in Economic Development activity, which has led to the creation of a new Strategic Development Division of Community Development for FY 2011-12.

During FY 2010-11, the personnel breakdown was as follows:

Engineering Division: Eight full-time employees - City Engineer, Assistant City Engineer, Hydrology Engineer, Staff Engineer, Staff Surveyor, GIS Technician, Engineering Technician/Senior Drafter, and an Engineering Aid.

Planning, Zoning, and Code Enforcement Division: Four full-time employees – Director of Planning and Community Development, Planner, Zoning and Planning Official, and Zoning and Code Enforcement Official. One half-time employee – Administrative Assistant.

Assessing Division: Two full-time employees – City Assessor and City Appraiser. One half-time employee – Administrative Assistant.

Engineering Division Report

The fiscal year does not necessarily follow the sequence in which construction projects are planned, field information gathered, designed, bid, approved by the City and Planning Commissions, and then ultimately constructed. Due to the time that the fiscal year ends and our short construction season, projects approved from one fiscal year tend to overlap into the following fiscal year. That being said, this report will cover the progress of those construction projects approved for the 2010-2011 fiscal year and those projects that have been on hold due to DWRP loan program. Other areas of the Engineering Division such as the administration of our storm water fee, permitting, site plan review, and GIS system will also be discussed.

It has been another busy construction season due to the 2010-2011 fiscal year funding for capital improvement type projects. There is over \$1.8 million of annual maintenance type projects and over \$3.1 million in reconstruction projects in progress or soon-to-be constructed. We are still seeing great savings in construction costs due to the extremely competitive nature of the bidding process and the static state of the economy. These projects will be discussed in the following sections along with those projects with unique circumstances that were either not originally planned for or were delayed due to funding mechanisms out of our control.

Annual Maintenance Projects:

Sidewalk Replacement and Repair Project: This program is mandated by the City Ordinance. This project is anticipated to start on August 10, 2011 and will replace over 700 feet of sidewalk and construct 22 ADA ramps at a cost of approximately \$92,000.

Sanitary Sewer Cleaning and Televising Project: This project is proactive in determining piping that may be close to failure and require immediate repair, a candidate for root control, or a candidate for the slip lining process due to potential failure, excessive root intrusion, or infiltration. This project started on August 1, 2011 and includes over 18,000 feet of main to be cleaned and televised at a cost of \$21,617.

Sanitary Sewer Root Control Project: This project treats roots in the most maintenance intensive areas as determined by past televising projects and as with the assistance of the Department of Public Works (DPW). This project is complete with over 16,000 feet of main chemically treated at a cost of \$20,415.

Sanitary Sewer Slip Lining Project: This project rehabilitates pipe in the most maintenance intensive areas as determined by past televising projects and as determined by DPW. This project started on July 25, 2011 and when complete will line over 15,435 feet of main lined at a cost of \$400,000.

Sanitary Sewer Lateral Replacement Project: This project replaces Orangeburg laterals that are notorious for failing due to their material make up. Most laterals replaced are in the same areas as those for the street improvement and maintenance project. This not only cuts cost but is more efficient. This project will start on August 15, 2011 and will replace approximately 48 lateral locations at an estimated cost of \$230,000.

Street Improvement and Maintenance Project: This project extends the useful service life of our street pavement structures by heavy maintenance or preventive maintenance methods. Our current method of mill and overlays for streets rated a four or five can extend the pavement life by 10-15 years. The method of crack sealing for streets rated a 6 or 7 can extend the pavement life by 3+ years. This project will start in August and provide heavy maintenance on 2.5 miles of street and provide preventive maintenance on 4.6 miles of street at an estimated cost of \$900,000. As a means to become more "sustainable" and provide a substantial savings, the City will be incorporating the use of recycled asphalt shingles into the asphalt mixture design.

Reconstruction/Construction Projects:

Brule Road Reconstruction: This project was initially scheduled for the 2010 construction season but due to DWRP loan funding it was delayed until this year. This project is under construction and will reconstruct the street structure, install curbing, extend storm sewer and upsize the water main from Schoolcraft to Joliet Road. This project came in at a bid cost of \$373,604 and will incorporate a DWRP loan for the water portion of the project.

Adams Street Reconstruction: This project is under construction and will upgrade the street structure from Hampton to Mesnard Street. Water and sanitary sewer will be extended from Hampton toward Craig Street and the storm sewer will be upgraded. This project came in at a bid cost of \$148,981.

Fair Avenue Reconstruction: This project started on July 20, 2011 and will reconstruct the street structure from Norway to Lincoln Avenue. The water main and storm sewer will be extended from Norway to Fair Avenue. This project came in at a bid cost of \$131,314.

Garfield Avenue Street Upgrade: This project started on August 3, 2011 and will upgrade the street structure from Jefferson to Sherman Street. The bid for this project came in at a cost of \$51,870.

E. Ridge Street Storm Sewer Project: This project will extend the storm sewer from a point west of Lakeshore Blvd. to Cedar Street to alleviate erosion issues and flow control. This project was packaged with the SIMP project and is anticipated to cost \$210,000.

Fifth Street Upgrade: This project will upgrade the street surface and replace curbing. This project was packaged with the SIMP project and is expected to cost \$60,000.

Lake Street Multi-Use Path Extension: This project started on July 25, 2011 and will extend the multi-use path from Hampton Street to the Carp River Bridge at a cost of \$220,000, with \$176,000 being covered by a State grant.

Lakeshore Boulevard Reconstruction: This project will extend the sanitary sewer from Peter White Drive to the westerly end. In addition the water main will be upsized in this area and then extended from Lakeshore Blvd. cross country to Powder Mill Road to provide a much needed loop in the system. Construction is in progress with the bid cost coming in at \$1.7 million.

Founders Landing Boardwalk Project: The project completion was on July 21, 2011 with the construction of 470 feet of boardwalk, adjacent raised planter, lighting, and a multi-use path.

Street Structure Reconstruction and Minor Utility Work: These multiple projects have been set up as a package to take advantage of having bulk items of work at lower unit costs. The main reason for these projects is due to their street surface condition being rated a 3 or below and requiring minor utility work. These projects, Forest Park Drive (Wilson Street to Grove Street) and Mildred Avenue (Elm Avenue to the Cul-de-Sac and Gray to McClellan) will be constructed in the spring of 2012. The total estimated cost of these projects is \$882,000.

McClellan Avenue Extension Project: This project has been in the hands of various permitting agencies since last April. The Environmental Assessment has been complete and the Joint Permit for Wetlands Mitigation is in progress. The design is complete and we are anticipating a November letting due to the permitting process and State grant requirements. The total estimated cost of this project is \$2.7 million, of which \$1.16 million is grant funded.

Permitting and Site Plan Review:

Right-of-way permits ensure that activities performed in the City right-of-way are done in a manner that protects the safety and welfare of the public. Permits also ensure that utilities connected to the public system are inspected for conformance with City standards and specifications. The Engineering Division issued 211 permits during the last fiscal year, totaling \$20,198.

Engineering, in cooperation with the Zoning Division of Community Development, reviews site plans to ensure above-ground structures such as driveway openings and below-ground structures such as sewer, water, and storm water utilities are planned per City standards and specifications. The Engineering Division reviewed 13 site plans during the last fiscal year. Site plan review fees are collected by the Zoning Division of Community Development.

Storm Water Utility Fee Administration:

The Storm Water Utility charges a fee to all real property in the City of Marquette for addressing storm water runoff discharge. The Utility, adopted in 1994, has had its fee structure changed several times since its inception. As of 7/1/10 the base fee stands at \$61.89 per month per equivalent hydraulic acre. The equivalent hydraulic acre is a computed value representing the amount of runoff from a parcel entering

the City's storm water system. Lots which are not residential have their equivalent hydraulic acreage computed and the bill determined by multiplying it with the base rate.

Residences in the City are charged a flat rate. Flat rates are divided into four categories depending on size of the lot. The vast majority of residences fall within the two lowest levels with fees of \$5.32 and \$3.12 per month.

The Utility's budget for 2010-2011 was \$2,759,860. Of this amount 58% was expended on construction (\$1,410,000 is a bond proceed), 9% on maintenance and 33% on administration. A 15-year debt service bond with an annual payment of \$304,500 retired in 2010.

Geographic Information System and Global Positioning System:

The City of Marquette Geographical Information Systems (GIS)/Global Positioning System (GPS) program provides various geographic analysis and mapping services to all City departments throughout the year. The GIS/GPS program is responsible for the daily and long-term maintenance and development of the City's GIS. Duties include: integrating, storing, editing, analyzing, sharing, gathering and displaying information. Other duties include the training of personnel in the use of GIS/GPS.

The City instituted the use of GIS and GPS technology back in 1998. The sanitary and water layers stand at 98% complete. These layers are updated on a monthly and yearly basis, including City project as-builts. The two layers of the sanitary and water system that need further mapping are the sanitary cleanout and water shut-off locations. These geographic features are being collected by DPW, utilizing global positioning systems, and will be complete within the next few years. The street/centerline layer is 100% complete with updates occurring every fall with PASER information. The storm layer stands at 85% complete and will be completed over the next couple of years. Various layers are created for other departments such as Community Services and DPW, as well as City boards and committees.

Future goals include helping each department utilize GIS as an effective analysis tool for projects and to integrate GIS/GPS solutions within each department giving users access to accurate information, which allows workers to respond quickly, be more productive, and lowering operating costs. Through this constant connection, management is positioned to make better decisions, accurately analyze the way that money and resources are being used, and quickly cite opportunities for improvement.

Planning, Zoning, and Code Enforcement Division Report

Long-Range Planning Projects:

The primary long-range Planning project this year was the continued development of the Land Development Code (LDC), which will update, consolidate, and replace the current zoning, sign, fence, and subdivision ordinances. Progress has been made on the LDC during FY 2011-2012; however, the depth of the project combined with other factors such as staff turnover (consultant and internal) and timeliness of Planning Commission review, has slowed progress. Recognizing the need to create a realistic work program and timeline for completion of the LDC, staff and the Planning Commission began working on a new strategy that seeks to amend the current zoning ordinance to address a few of the most common issues that drive variance requests, which will achieve a public benefit while providing the Planning Commission and staff a measure of comfort in taking additional time to complete the LDC project in a manner befitting the comprehensive overhaul of a key regulatory policy.

Special Planning and Economic Development Projects:

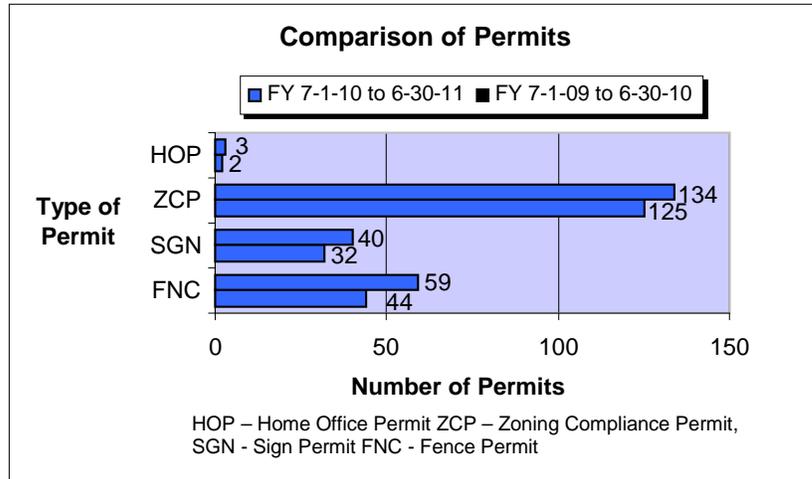
- Project Management for the Cliffs-Dow property site investigation and initiation of planning activities, including facilitating multiple work sessions for the City Commission.
- Creation of a funding opportunity clearinghouse for the community and City departments.
- Initiated development of a “pipeline” style economic development opportunity tracking system.
- Assisted in the drafting and submission of several grant opportunities for community-wide projects (Electric Vehicle Infrastructure) and for the Cliffs-Dow planning area (Lakeshore Boulevard relocation and shoreline restoration).
- Development of a Complete Streets policy, which began by drafting a resolution (adopted by the City Commission in May).
- Assistance to the Marquette County Health Dept. with the Safe Routes to School project application for Bothwell Middle School.
- Assisted the Planning Commission in drafting recommendations to the City Commission for use of the Heartwood Forestland property, based on analysis of the Heartwood Forestland Ad-Hoc Committee Report.
- Provided review and recommendations regarding the draft tree ordinance to DPW.
- Submitted a grant application that won Presque Isle Park a place in a national historic properties competition for funding.
- Created two intern positions that enabled the zoning layers in the Geographic Information System to be updated. This will be an ongoing, periodic project.

Day-to-Day Planning Activities

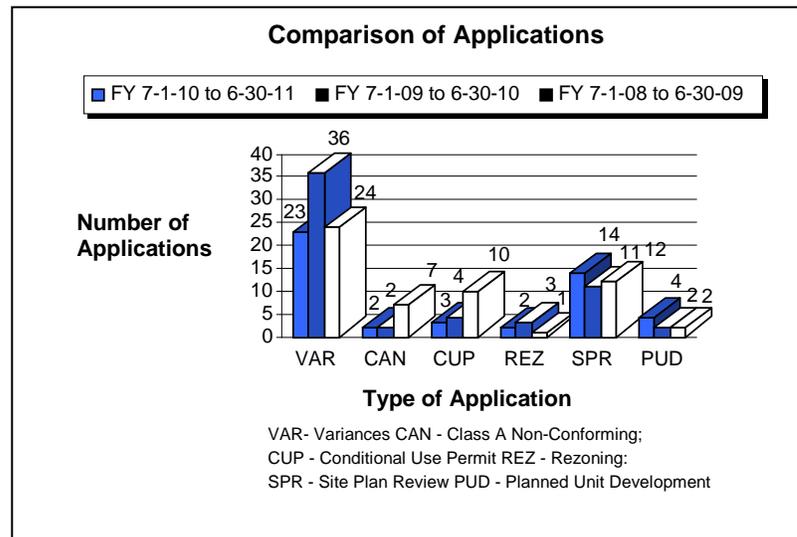
Most of the day-to-day activities for the Planning Division include providing oversight and assistance to the Zoning and Code Enforcement operations. Planning technical assistance was given with the review of many permit applications during the year. The Planner acts as a staff liaison for various Boards and Commissions, and the Planning/Zoning Official is the staff liaison for the Board of Zoning Appeals. This past year, staff attended 24 Planning Commission meetings, 12 Board of Zoning Appeals meetings, 6 Downtown Development Authority meetings, 10 MDOT US-41/M-28 Corridor Management Team Meetings, 3 Parks and Recreation Advisory Board meetings, and various other community meetings.

Zoning Permits and Applications

Processing permits and applications, whether they are to be reviewed by the Planning Commission, Board of Zoning Appeals, or administratively approved, constitutes a majority of the day-to-day activities of the Zoning and Code Enforcement Division staff. The total number of permit applications for zoning activity in FY 2010-11 was down from the previous fiscal year for our most common permit types, as shown in the chart on the following page. Data for FY 2008-2009 and earlier is incomplete, so we won't be able to see any clear trends until at least next year. However, the overall drop in permit applications may be a short-term trend reflecting recent economic retrenching across the country.

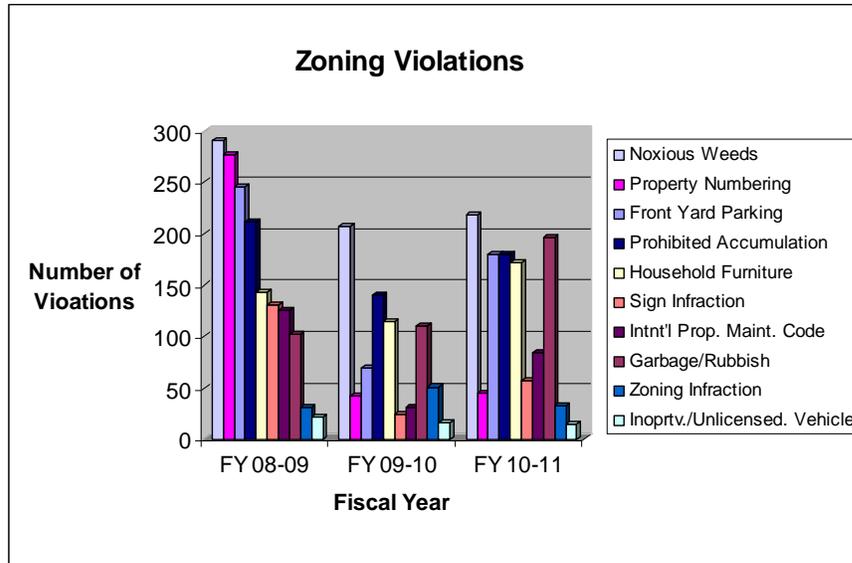


The chart below shows three years of data for special applications. The number of variances and conditional use permits requested last year were lower than the prior two years, while site plan reviews and planned unit developments were higher. No clear trend can be derived from this data alone, but since the numbers for the last fiscal year are within the recent historical range, we are likely seeing normal fluctuation in activity.



Enforcement

The City Code of Ordinances is supported by a solid enforcement program, which in turn protects property values and provides high-quality places to reside, conduct business, and recreate. The Zoning/Code Enforcement Division is responsible for enforcement of many of the City Codes including those involving Zoning (e.g. front yard parking), Garbage and Rubbish, Household Furniture, Inoperative/Unlicensed Vehicles, the International Property Maintenance Code (IPMC), Noxious Weeds, Prohibited Accumulation, Property Numbering, and Signs. The following graph shows violations recorded from the past three fiscal years.



A focus on property numbering violations during FY 2008-2009 appears to have made a positive impact, but other violations have been more difficult to improve upon. Education and outreach, as well as other methods of intervention have to be part of the solution to violation problems, and the zoning and planning staff will continue to initiate education efforts that will hopefully improve our enforcement program.

Assessing Division Report

Assessment Cycle:

The assessment cycle runs on a calendar year. Whatever structures are on a parcel of property as of December 31st is what is on the assessment/tax roll for the following year. Listed below are the real property changes in taxable value and assessed value from 2009/2010 to 2010/2011.

The taxable value (the amount you pay taxes on) change during the last year for property on the ad valorem tax roll is as follows:

Property Type	2009/2010	2010/2011	% change
Commercial	\$ 134,647,123	\$ 137,126,007	1.02
Industrial	\$ 100,146,372	\$ 100,267,964	1.00
Residential	\$ 320,907,467	\$ 330,425,847	1.03
Personal	\$ 37,519,600	\$ 37,527,900	1.00
Total	\$ 593,220,562	\$ 605,347,718	1.02

The assessed value (50% of true cash value) change during the last year for property on the ad valorem tax roll is as follows:

Property Type	2009/2010	2010/2011	% change
Commercial	\$ 178,265,800	\$ 177,890,400	1.00
Industrial	\$ 100,447,000	\$ 100,514,900	1.00
Residential	\$ 419,319,100	\$ 423,573,050	1.01
Personal	\$ 37,519,600	\$ 37,527,900	1.00
Total	\$ 735,551,500	\$ 739,506,250	1.01

There are four properties that are receiving abatement remaining on the Industrial Facilities Tax (IFT) roll. These properties are owned by Pioneer Laboratories. Two of the IFT certificates expire on December 30, 2017 and the other two expire on December 30, 2019. Listed below are the changes in valuations during the past year for these parcels.

Taxable value changes:

Property Type	2009/2010	2010/2011	% change
Industrial Real	\$ 3,208,644	\$ 3,263,190	1.017
Industrial Personal	\$ 2,280,800	\$ 2,041,900	0.895
Total	\$ 5,489,444	\$ 5,305,090	0.966

Assessed value changes:

Property Type	2009/2010	2010/2011	% change
Industrial Real	\$ 3,358,300	\$ 3,358,300	1.00
Industrial Personal	\$ 2,280,800	\$ 2,041,900	0.895
Total	\$ 5,639,100	\$ 5,400,200	0.958

New Construction:

There were a total of 165 parcels visited in 2010 based on permits obtained for new construction. The calculation of new construction value resulted in a taxable value increase of \$5,280,500.

Board of Review:

The Board of Review meets three times during each calendar year. The first session, which is held in March, began with the organizational meeting on March 14th and the public protest sessions held on March 28th and 29th. There were a total of 80 appeals of during the March Board of Review.

The second and third sessions of the Board of Review meet in July and December, respectively. These sessions are only for the appeals of Principal Residence Exemption Affidavits or Qualified Agricultural Property, correcting of clerical errors, and appeals for poverty exemptions. There are no public protests of value permitted by law at either session.

Reappraisal:

The reappraisal cycle runs on a calendar year. Field work begins as soon as the weather allows staff to view a property from the front and rear without obstruction. In 2010 approximately 1,332 parcels were viewed which comprised two Economic Condition Factor (ECF) neighborhoods. Economic Condition Factors are determined annually for each neighborhood by taking the sale price of a property and comparing that price to the assessed value of the property through the use of an ECF formula. The ECF is then used to adjust the value obtained through the state required cost of construction tables and adjusting that value to what the market is driving prices to be in that neighborhood. The Central neighborhood has 910 parcels and the Northwest neighborhood has 422 parcels. The viewing of these parcels resulted in discovered value of \$170,427.00, or an additional \$5,668.23 in tax.

Property Classifications

The following assessment classifications make up the City of Marquette:

- 5 DNR agricultural properties
- 538 commercial improved properties
- 79 commercial vacant properties
- 6 industrial improved properties
- 5 industrial vacant properties
- 5,073 residential improved properties
- 238 residential vacant properties
- 7 commercial buildings on leased land
- 20 residential buildings on leased land
- 1,345 commercial personal properties
- 1 industrial personal property
- 5 utility personal properties
- 6 federal exempt properties
- 31 state exempt properties
- 162 county or City exempt properties
- 64 public school & college exempt properties
- 77 other real exempt properties
- 25 personal exempt properties
- 48 religious exempt properties
- 5 non-profit education exempt properties.

This listing totals 7,742 parcels. There are a total of 420 exempt parcels, or 5% of the total. However, the acreage parcel size of the tax exempt properties is approximately 53% of the total area within the City.

Police Department

Police Department





Police Department



In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the Marquette City Police Department for the 2010-11 fiscal year. The following are points of interest and highlights for the past fiscal year 2010/2011.

- Captain Russ Kilgren retired on July 2, 2010 after 25 years of service. Lieutenant Blake Rieboldt was selected as the new Patrol Captain.
- Officer Jackie Sweeney was promoted to the rank of Patrol Corporal. Jackie has been with the department since 1995. She has served on several committees and has been affiliated with many youth sports programs.
- Lt. Mark Wuori and Sgt. Ryan Grim developed the required Coast Guard Action Plan for facility security involving tour ships that occasionally visit the Marquette Port. Mark and Ryan have spent several months putting together this several hundred page document required to meet Coast Guard approval in order for Marquette to be able to receive ship visits.
- The G4 Network television show “Campus PD” rode and filmed with officers over two seven-week periods during the Fall of 2010 and the Spring of 2011.
- Det/Lt. Mike Wasie and Cpl. Rob McLaughlin attended training in Honor Guard presentation. This training was presented to Law Enforcement Agencies from around the country. The training covered proper Honor Guard presentations for funerals and other special events.
- In September 2010 and April 2011, the DEA designated the Marquette Police Department as a drop-off site for unwanted prescription drugs. Over 100 lbs. of unwanted pills were collected and properly disposed of by the DEA.
- Animal Control Officer Henry Wright retired on November 14, 2010 after 20 years of service as both a Parking Enforcement Officer and Animal Control Officer. The ACO position was filled with a fully empowered Law Enforcement Officer. This has allowed our department to utilize this position for a variety of law enforcement functions. Officer David Schneiderhan, a 20-year veteran, was selected as the new Animal Control Officer.

- Captains Rieboldt and Warchock attended a conference in Washington D.C. titled “Advancing Justice through Evidence and Innovation,” the week of the December 6, 2010. Numerous presentations were held with speakers from various departments of the federal government. Meetings were also held with the Section Chief of the FBI Cyber Crime Division, the Community Oriented Policing Office, and the Department of Defense Cyber Crime Unit. Information was obtained that will assist the department in investigating cyber crimes in the future and with protecting the city’s network. The trip was a great success, with many excellent resources and contacts obtained.
- The police department received four Preliminary Breath Test devices through a grant from the Michigan State Police Traffic Services Division.
- Detective Mike Kohler and Youth Services Officer Craig Marker attended a week-long Cyber Crime Conference in Atlanta, Georgia. The department was able to acquire two free passes to this seminar from a visit to the DOD Cyber Crime Center.
- Officer Greg Kinonen, YSO Craig Marker and Detective Mike Kohler attended a Social Networking training seminar in Escanaba. This training focused on investigations involving social network sites like MySpace and Facebook. These types of sites are frequently associated with investigations the department is working on and can be helpful in preventing crimes and gathering information on things that are happening in the community.
- The department worked with NMU Public Safety on a case when the University received a threat via the internet claiming a possible active shooter type scenario on NMU’s Campus. The department, along with other agencies, including the FBI, worked with NMU Public Safety during this event. Marquette Police also worked with MAPS representatives when it was decided to close the K-12 classes for the day. At the end of the day, it was determined that similar threats had been received by other universities in the country and the threat had possibly originated overseas. Classes resumed the following day.
- On February 10, 2011, MPD worked with other local Law Enforcement agencies in providing security for a Presidential visit to Marquette. A week’s worth of meetings went into the preparation for the President’s visit involving all of the local law enforcement agencies, along with the Secret Service and White House Staff. MPD assisted in providing security at the airport, in the motorcade all along the motorcade route, and inside of Vandeventer Arena where the President gave his speech. Additionally, officers provided security for the President when he made an unannounced stop at Doncker’s in the downtown area. The department was informed by the Secret Service and the White House staff that they felt the trip went very well and they were very pleased with the response from law enforcement, local government and the community itself.
- In March, Captain Rieboldt attended the Michigan Traffic Safety Summit in Lansing through a grant from the Office of Highway Safety Planning. This Summit focused on current trends and traffic related issues in Michigan.

- MPD hosted an information sharing meeting on March 31st in the Commission Chambers with law enforcement and emergency personnel attending from across the U.P. The purpose of this meeting was to start the process of developing a U.P. Strategy for information sharing and to introduce Brian Fitzpatrick of American Systems and Dan Estrem of the CSM Public Leadership Institute. Mr. Estrem has numerous years of law enforcement experience from his career with the FBI from which he became an expert in the field of information sharing. Mr. Estrem's nonprofit organization helps areas develop information sharing plans, governance boards and obtain federal funding. Mr. Estrem has helped establish Fusion Centers across the U.S. with the most recent in northern New York. The department is continuing work in this area and this meeting was the first of many.
- Department supervisors attended the annual U.P. Law Enforcement Administrators meeting in Escanaba on April 26th & 27th. Seminars were held covering the acquisition of ex-military equipment to an overview of the Marinette School shooting that occurred last fall. The training was provided by the State Police and was attended by many.
- The Marquette Police Department is continuing to work with the Marquette County Sheriff's Department on applying for the automated UD10 Traffic Crash reporting system grant through the Office of Highway and Safety Planning. Marquette County Law Enforcement Agencies are working together to apply as a group to increase our chances.
- Sgt. Ryan Grim developed and implemented the City Park Patrol. Park Patrol, made up of six certified lifeguards who are responsible for patrolling City parks and areas along the lakeshore/shoreline that pose possible water related accident risks.
- On July 7, 2011 Det./Sgt. Steve Snoweart was selected to represent the Marquette City Police Department on an FBI Cyber Crime Task Force based out of Bay City, Michigan. Detective Snoweart will work on investigations involving computer-related crimes throughout northern Michigan and the entire U.P. Officer Doug Hesilp was promoted to the position of Detective Corporal to fill the vacancy created by Det./Sgt. Snoweart's special assignment.
- ACO Dave Schneiderhan attended a week-long school to become a registered child restraint instructor. This class was offered free of charge through the Marquette County Health Department and allows Officer Schneiderhan to teach and/or install child restraints throughout the United States.

ARRESTS

ARREST TYPE	2008/09	2009/10	2010/11
Accidents/Fail to Report	23	21	27
Assault	36	30	34
Assault Domestic	42	44	68
Bond Violation	32	28	36
Breaking & Entering	9	13	8
Check Violations	17	11	15
Criminal Sexual Conduct	6	8	7
Disorderly Conduct/Drunk	24	21	32
Drugs	62	49	57
Embezzlement	3	0	5
Fleeing & Eluding	4	3	2
Fraud	5	24	12
Illegal Entry	10	9	10
Juvenile Runaways	25	27	28
Kidnapping	0	0	1
Larceny	30	14	26
Liquor Violations	26	18	13
Littering	3	10	4
Manslaughter	0	0	0
Murder	0	0	0
Malicious Destruction of Property	19	17	22
Obscene Conduct	5	3	5
Operate Without Insurance	31	28	34
Operators License Violations	106	128	116
Operating While Intoxicated	137	113	107
Probation/Parole Violations	32	28	15
Receive & Conceal Stolen Property	8	6	7
Resisting & Obstructing	20	20	30
Retail Fraud	31	32	19
Stalking	3	4	6
Trespass	11	22	20
Unlawfully Drive Away Automobile	2	2	0
Warrant Arrests	157	186	256
Weapon Violations	4	3	5
TOTALS:	923	922	1027

CALLS FOR SERVICE

CALL TYPE	2008/09	2009/10	2010/11
Accidents (all types)	1198	1085	1087
Alarms (false)	189	176	200
Arson	4	1	3
Assaults	147	186	170
Assaults Domestic	147	180	203
Assistance	1885	1853	2172
Breaking & Entering	76	73	66
Civil Disputes	22	33	29
Conservation Violations	65	65	67
Criminal Sexual Conduct	27	16	35
Disorderly Conduct	586	599	748
Drugs	95	95	140
Drunkenness	237	214	319
Embezzlement	9	3	2
Family Offense	36	37	50
Forgery	5	8	6
General	811	1222	1091
Fire	13	10	15
Fraud (all types)	102	116	107
Hazardous Conditions	21	28	33
Health and Safety	859	879	775
Homicide	0	0	0
Illegal Entry	21	28	23
Inspections (all types)	274	234	747
Juvenile	16	13	20
Kidnapping	1	1	0
K9 Search	98	67	74
Larceny (all types)	499	473	539
Liquor Violations	248	174	155
Lost and Found	592	564	551
Malicious Destruction of Property	277	285	229
Mental	91	71	74
Missing Person	30	14	17
Natural Death	17	10	14
Obstruct Justice/Police	310	338	407
Operating While Intoxicated	132	113	107
Parking	879	912	996
Public Peace	435	517	340
Runaways	55	49	43
Retail Fraud	84	80	80
Robbery	8	0	3
Sex Offenses	7	6	8
Stalking/Intimidation	44	53	66
Suicide	2	3	2
Suicide Attempts	92	55	72
Suspicious	585	564	634
Traffic	473	509	510
Trespass	96	106	128
Unlawfully Drive Away Automobile	19	20	26
Weapons Violations	13	18	15
TOTALS:	11,932	12,156	13,198

INCIDENT REPORTS			
INCIDENT TYPE	2008/09	2009/10	2010/11
Accidents (all types)	1159	1040	1030
Arson	3	1	2
Assaults	57	74	73
Assaults Domestic	104	109	127
Breaking & Entering	55	59	53
Criminal Sexual Conduct	22	18	26
Drugs	59	57	74
Drug Overdose	8	3	9
Embezzlement	10	2	3
Family Offenses	12	13	23
Fire	9	5	8
Fraud (all types)	70	100	83
Health/Safety	149	150	131
Homicide	1	0	0
Illegal Entry	12	15	11
Larceny (all types)	332	337	352
Liquor Violations	259	146	71
Lost and Found	215	170	199
Malicious Destruction of Property	176	170	152
Mental	24	18	25
Missing Person	3	3	0
Natural Death	15	9	12
Obstruct Justice/Police	214	198	269
Operating Under Influence	135	111	101
Parking	76	106	70
Public Peace	187	150	136
Runaway	27	28	32
Retail Fraud	48	38	29
Robbery	3	1	4
Search (K9)	86	68	71
Sex Offenses	5	3	4
Stalking/Intimidation	16	23	27
Suicide	0	2	1
Suicide Attempts	28	13	30
Suspicious	35	23	24
Traffic	136	154	186
Trespass	12	20	17
UDAA	10	10	12
Weapons Violations	5	8	7
TOTALS:	3777	3455	3484

ANIMAL CONTROL			
VIOLATION	2008/09	2009/10	2010/11
Cat at Large	15	20	8
Unlicensed Cat	11	7	1
Dog at Large	89	67	84
Barking Dog	3	11	12
Dog on Beach	0	0	0
Unlicensed Dog	21	24	14
TOTALS:	139	129	119

TRAFFIC CITATIONS			
TICKET TYPE	2008/09	2009/10	2010/11
Accidents (failed to report)	16	11	13
Careless/Reckless Driving	27	25	35
Defective Equipment	237	181	262
Suspended License	83	76	66
Failed to Yield Right of Way	73	55	46
Improper Lane/Turn	73	75	76
Insurance Violations	447	421	508
Loud Noise/Music	226	161	165
Minor In Possession of Alcohol	234	156	152
Minor In Possession of Tobacco	17	32	27
Operator License Violations	213	245	241
Other Hazardous Violations	25	23	31
Other Non-Hazardous Violations	24	41	24
Operating Under the Influence	134	110	102
Registration Violations	305	273	323
Seatbelt Violations	226	203	195
School Bus Violations	4	7	1
Skateboard Violations	8	19	14
Speed	773	616	557
Stop Light/Sign Violations	145	160	128
TOTALS:	3290	2890	2966

PARKING CITATIONS			
VIOLATION	2008/09	2009/10	2010/11
Contrary to Post	109	141	43
Expired Meter	1144	1165	1013
Fail to Display Permit	22	27	23
Handicap Zone	135	140	108
Improper Parking	216	207	182
Left Side of Street	134	132	110
Loading Zone	120	116	145
Obstructing Sidewalk	308	324	211
Over 2 Hour Limit	2858	2396	2658
Parked 7 a.m.- 3 a.m.	106	170	220
Parked in Alley	4	7	0
Private Property	529	436	340
Restricted Zone	593	644	696
Right of Way	16	28	13
Temp Sign Zone	7	4	12
Too Close to Crosswalk	13	17	4
Too Close to Driveway	96	99	108
Too Close to Hydrant	123	95	88
Winter Parking Ban	2358	1717	1453
TOTALS:	8891	7865	7427

2010-2011 Police School Liaison Annual Report

The 2010-2011 Youth Services Officer (YSO) Annual Report is presented for your consideration. The YSO is only available to the schools when minimum staff levels are met at the Marquette Police Department. The Marquette School District consists of four elementary schools, one middle school, two alternative schools and one high school. Also in Marquette are two private schools. Occasionally, we will serve Northstar Academy grades K-12. The total students in the Marquette area (public, private and alternative schools) are 3,623.

The YSO is in attendance at home football games, dances, assemblies and graduation ceremonies. Attendance at these events serves two purposes: first, as security, and second is the relationship building between the police, community, teachers, school administrators, and students.

COMPLAINT ACTIVITY

	2008	2009-10	2010-11
Criminal Sexual Conduct	16	3	3
Assault	13	7	10
Stalking / Intimidation	1	9	12
Domestic Violence	3	1	0
Breaking & Entering	16	0	0
Illegal Entry	2	0	0
Larceny Motor Vehicle Parts	2	0	0
Larceny in a Building	13	3	11
Larceny from Motor Vehicle	13	2	0
Larceny Other	6	4	1
Malicious Destruction of Property	15	3	6
Trespass	6	4	6
Suspicious Situations	21	11	8
Violation of MI Public Health Code (Drugs)	12	12	13
Alcohol Violations	7	1	1
Runaways	5	3	3
Fraud	9	2	1
Weapons	2	2	0
Embezzlement	4	1	0
Hit & Run Accidents	6	7	0
Accident Other	7	7	15
Family Abuse	1	3	1
Family Abuse Other	3	0	0
Public Peace	21	0	0
Obstructing Justice	13	2	1
General/Assistance	39	93	75
Minor in Possession of Tobacco	15	27	30
Traffic Violations	64	31	10
Alarms	N/A	17	12
Parking Citations	N/A	169	160

Public Works

Department of Public Works



Park Cemetery after cleaning organic debris



Snow Hauling on Champion St.



Lakeshore Boulevard Shoulder Reshaping



Police Interceptor receiving an engine overhaul



Jet Rodding



Storm Structure Rehabilitation



PUBLIC WORKS 2010-11 ANNUAL REPORT

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the Department of Public Works for the 2010-2011 fiscal year.

Water Transmission & Distribution

Major maintenance was required at Grove Pump Station this past year. Both bladders in the two hydro-pneumatic tanks that maintain the pumped pressure district had failed which required the removal and replacement of both bladders. After the bladders were replaced they operated for about two weeks before one failed again. When the failed bladder was removed, a tear was found at the connecting point at the top of the bladder. The manufacturer refused to warranty the bladder because the City had done the install, which was installed to their specifications and instructions. Reviewing the install procedure found nothing that should have damaged the bladder. Along with the replacement of the failed bladder staff performed some modifications to the plumbing on the tanks to facilitate replacement of the bladders in the future. Because of the system design, there will be a need to replace them again in the future. The system has been operating flawlessly since.

A capital outlay project to replace the existing hydrant meters was accomplished this past fiscal year. To better protect the integrity of the water distribution system for our customer we purchased hydrant meters that have a RPZ (reduced pressure zone) backflow device incorporated in the meter that attaches to the hydrant. We also instituted a modification to the hydrant meter request procedure. Because we are not at the locations during use it will now be impossible to have contaminants from tankers sucked back into the distribution network in the event of a loss of system pressure or a tank having more pressure than our system. We now require the request be made to a specific hydrant location and water distribution personnel install the hydrant and lock it at the requested location. This procedure will help us eliminate possible damage to hydrants because we now know the locations of use. Also we have eliminated the occurrence of our hydrant meters being used at other municipality's distribution systems.

The GIS equipment was updated to improve our information gathering and recording capability. This will increase the accuracy of the Geographical Information System and offer the crews that use them to look at the system in real time at locations throughout the city. The equipment also can receive Miss Dig requests in the field through e-mail and assist in the locating process, saving time spent traveling back and forth from the Service Center

- Water main repairs – 4
- Water service line repairs – 17
- Water service line replacements – 40
- Residential meter change-out – 125
- Total cross connection accounts – 652*

- High hazard accounts (reinspected every 36 months) – 536*
- Low hazard accounts (reinspected every 72 months) – 116*
- New cross connection accounts – 41*
- High hazard reinspections completed – 300*
- Low hazard reinspections completed – 57*
- Cross connections found to exist during inspection – 70*
- Cross connections corrected of the newly found connections – 48*
- Cross connections corrective action in progress – 630*
- Backflow prevention devices in system – 873*
- Backflow devices tested – 312*
- Large meters tested – 29
- Large meters not meeting AWWA specifications – 9

* Statistics are calendar year due to the time frame that is required by the Michigan Department of Natural Resources and Environment for the Water Supply Cross Connection Report that is due yearly.

Street Division

The street maintenance division of public works was especially busy with restorations from the large number of sewer lateral replacements done during the year. Most of these required not only bituminous street paving but concrete curbing, sidewalk and sometimes driveway replacement. Our brush, yard waste, leaf collections and the operation of the compost and rubbish site are still well liked by most residents. The volume of materials collected for disposal and recycled continues to increase.

Street Statistics

- Local Street Mileage – 58.27
- Major Street Mileage – 30.95
- Non-Motorized Mileage (Bikepath) – 13
- State Trunkline Mileage – 1.95

Routine Maintenance

- Gallons of paint for pavement marking (Local Streets) – 20
- Gallons of paint for pavement marking (Major Streets) – 390
- Tons of blacktop used for Sewer restorations (Local Streets) – 1,140
- Tons of blacktop used for Sewer restorations (Major Streets) – 60
- Tons of blacktop used for Water restorations (Local Streets) – 143
- Tons of blacktop used for Water restorations (Major Streets) – 7
- Tons of blacktop used for Stormwater restorations (Local Streets) – 100
- Tons of blacktop used for Stormwater restorations (Major Streets) – 5
- Tons of blacktop used for street repair (Local Streets) – 43
- Tons of blacktop used for street repair (Major Streets) – 2

Winter Maintenance

- Cubic yards of snow removed (Local Streets) – 6000
- Cubic yards of snow removed (Major Streets) – 9000
- Tons of salt used for ice control (Local Streets) – 644
- Tons of salt used for ice control (Major Streets) – 966
- Tons of salt used for ice control (State Trunkline) - 132
- Cubic yards of sand used for ice control (Local Streets) – 1684
- Cubic yards of sand used for ice control (Major Streets) – 2526
- Gallons of liquid calcium chloride used for ice control (Local Streets) – 400
- Gallons of liquid calcium chloride used for ice control (Major Streets) – 600

Sanitation

- Collection from approximately 6,100 residential units, 100 small commercial and one dozen litter barrels throughout the City.
- Curbside contract service collection fee - \$7.76
- Other contract service collection fee - \$1.10
- City service collection fee - \$4.69
- Vehicles at Compost Site – Leaves/Grass – 5,703
- Vehicles at Compost Site – Brush – 2,010
- Vehicles at Rubbish Drop-Off Site – 4,873
- Tons of Rubbish Collected – 820
- Tons of Metal Collected – 145.33
- Cubic yards of leaves collected curbside – 9000
- Cubic yards of brush collected curbside – 800
- Cubic yards of yard waste collected curbside – 5000
- Estimated tons hauled directly to the Marquette County Landfill – 14,789*
 - * Includes the one time haul from Blondeau Trucking of 6,600 tons

Sewer Division

The sewer maintenance department focuses largely on sewer system cleaning and repairs for the sanitary and storm sewer systems.

The total replacement of sanitary sewer laterals for houses and businesses from the right of way to the sewer main is a large part of the department excavations due to the orangeburg sewer pipe that is failing at a rapid rate. Partial replacement of sewer main pipes and structures such as manholes and catch basins on the sanitary and storm systems rounds out the excavation portion of the departments maintenance work.

Routine cleaning work that is scheduled annually in the department includes sanitary and storm main cleaning including the removal of roots and grease, manhole and drainage structure cleaning, removing sediment and trash from ditches and retention basins.

Inspecting and locating services performed by the department are as follows: televising of sanitary sewer laterals for residents as well as for engineering SIMP projects to determine condition and location of pipes, locating of utilities such as water distribution pipes, sanitary sewer pipes, storm sewer pipes and electrical lines for the Miss Dig system.

Preventative maintenance includes identifying locations in the sanitary sewer system with repeated problems for root control treatment contract, televising contract to check condition of sewer mains and the slip line contract to replace severely damaged pipe. Working with residents with sanitary sewer back-up problems to find the cause and location of problem and assist them with the proper solution.

Training consists of confined space training and atmosphere testing along with rescue training in conjunction with the fire department, trenching and shoring, proper lifting procedures, working around electrical and utilities, working around heavy equipment, personal protection equipment, MSDS, Hazwoper training, blood borne pathogens, etc.

Sewer Operations Maintenance

- Sewer backups responded to – 62
- Sewer laterals televised – 419
- Sewer main repairs – 25
- Jet rodding (linear feet of sewer) – 111,271
- Root cutting (linear feet of sewer) – 266,793
- Sanitary Sewer Overflows (SSO) – 0
- Grease trap inspections – 110

Sewer Capital Outlay

- Sewer lateral taps – 2
- Sewer lateral replacements – 74
- Manhole repairs – 55

Stormwater Routine Maintenance

- Catch basin repair – 41
- Catch basin replacement – 2
- Storm point repairs – 2
- Storm line thawing – 1

Forestry Division

A \$2,500.00 MDNR Community Forestry Grant helped fund a reclamation tree planting project on an unimproved triangular lot at Lakeshore and E. Michigan. Twenty (20) large-caliper trees were individually tagged at a Wisconsin wholesale nursery and planted as part of the project once the site was cleaned and leveled with topsoil.

A second high profile planting was also undertaken at the new S. Front round-about. The arborist worked with the beautification committee on a partnered project where three (3) trees, sixty one (61) shrubs, along with several perennial and annual flower beds were established at the site following its cleaning and reshaping.

A large scale tree removal, stump grinding and clean up of accumulated downed trees was accomplished with parks division personnel along the Peter White “rights-of-way” around Presque Isle Park: seventy five (75) dead trees (mostly poplar species) were removed in this effort.

Forestry Statistics

- In-house tree planting – 8
- In-house transplanting – 9
- Contractual – 90
- 61 shrubs were planted at the center of the MDOT round-a-bout
- 23 shrubs were planted as a replacement hedge following the Champion St. reconstruction
- Small tree pruning – 212
- Large tree pruning – 211
- Tree removal – 169
- Stump grinding – 93

Park Cemetery

The arborist/sexton and forestry division personnel undertook the following above and beyond the typical facility maintenance and burial work.

The Memorial Day observance site was upgraded and formalized, with the transplanting of several large shrubs, tree pruning, construction of a permanent flag holding structure and “tomb of the unknown,” landscaping and resodding. In conjunction with this upgrade and in a cooperative effort with the American Legion, a reclaimed granite structure was moved from the Memorial Day site to the Potter’s Field area where it was used as the focal point of a new memorial honoring veteran’s buried in the field.

The cemetery’s “first pond” at the Seventh Street entrance was drained and cleaned of accumulated organic debris. Water quality in the facility’s three ponds is typically quite low, with associated odor and unsightliness issues. Routine pond draining and cleaning is now scheduled, and efforts are underway to pursue aeration devices for the two most visible ponds.

With the assistance of street and park division personnel, a cemetery office, complete with vault and restroom, was established in a bay of the facility’s garage.

Cemetery Statistics

- Traditional Burial – 35
- Cremains Burial – 33
- Columbarium Burial – 4
- Grave Space Sale – 32
- Cremains Space Sale – 2
- Columbarium Sale – 5
- Infant Space Sale – 0
- Infant Burial – 0
- Vault Storage – 0
- Foundations – 57
- Perpetual Care Collection – 2

Motor Vehicle Equipment Division

Using our current software program GEMS and our fueling software program Phoenix, we have developed a weekly maintenance due report. This report determines any future service needed. At the end of every shift, vehicles fuel tanks are filled at the Municipal Service Center fuel depot. The operator enters the mileage or hours used. Every Monday, a file is converted from Phoenix to GEMS. From this data, a report is generated that indicates which vehicles are due for service. Maintenance work is then scheduled accordingly. This process has had a positive effect on the department. It saves on labor cost by eliminating the need for an employee to manually look at each piece of equipment. It also prevents equipment from going into an “over due” maintenance status. Timely vehicle maintenance is crucial, as it prolongs the life of expensive equipment. By being proactive in vehicle repair & maintenance, there has been a substantial decrease in equipment failure, thus decreasing vehicle downtime.

Equipment

- Small Equipment – 204
- Sedan/Pickups – 87
- Large Equipment – 80

Maintenance

- Tune up – 72
- Brakes – 35
- Suspension work – 40
- Drive Train – 5
- Engine work – 4
- Oil changes – 334
- Restoration work (average restoration takes 120 hrs) – 5
- Equipment Painting – 2
- Snow Plow under body changes – 72
- Schedule Maint.(above and beyond just oil change) – 150
- New Equipment Outfitted – 6

Fuel Usage

- Waste Water Treatment Plant – 1,929 gallons
- Marquette Housing – 1,403 gallons
- Downtown Development Authority (DDA) – 1,702 gallons
- Lakeview Arena – 1,625 gallons
- Motor Pool – 107,798 gallons
- Marquette Area Public Schools (MAPS) – 48,547
- AMCAB – 5,728 gallons
- Powell Township – 4,818 gallons
- Peter White Public Library (PWPL) – 32 gallons

Facility Maintenance Division

The main goal for the department during the FY 10-11 was to complete all remaining capital improvement projects that had been approved in the previous two fiscal years. All remaining work was either completed or is in process to be completed within two months of the end of the fiscal year.

City Hall and the Lakeview Arena benefited from a majority of this year’s work through the completion of several capital improvement projects. Many of these projects were driven by the

need to reduce the City's energy consumption. The most notable energy reduction projects involve the replacement of Metal Halide lighting with energy efficient T8 fluorescent lighting. City personnel continue to look for ways to reduce the City's electrical and gas consumption through the use of preventative maintenance and monthly energy audits.

The following list highlights some of the major projects and accomplishments that were either completed in the fiscal year or are near completion.

- Lakeview Lighting Upgrade – completed June. One hundred and ninety two Metal Halide fixtures were replaced with high bay fluorescents. We anticipate 25% reduction in electrical usage.
- Cemetery Office – completed April. New HVAC, electrical and plumbing systems were installed.
- MSC Fuel Pumps – completed December. Fuel pumping area updated to meet the latest DEQ fuel depot requirements.
- City Hall Security System – Completed December. A 24 hour motion activated security system was installed to protect City Hall artwork.
- City Hall Elevator – Completed December. An upgraded electrical disconnect and new hydraulic pump were installed.
- City Hall Fire Alarm Project – Ongoing. A new modern ADA compliant fire alarm system is being deployed. Expected completion date of August 2011.
- Lakeview Scoreboard – Ongoing. New LED scoreboard to be installed in Russell Arena in August 2011.
- Parking Lot sealing – Ongoing. City Hall and the MSC to receive much needed parking lot maintenance. Expected completion date of August 2011.
- Gym Lighting Project – Ongoing. 18 Metal Halide fixtures to be replaced with high bay fluorescents. System to include occupancy sensors and a programmable lighting control panel. Expected completion date of August 2011.
- Lakeview entry doors – Completed February. North entry doors were replaced due to arena vandalism in 2009. Doors were upgraded from steel to aluminum.
- City Hall Office Renovations – Completed December. The City Manager's office and the Police Captain's office were updated with new carpeting and paint.
- Lakeview Arena Munters Unit - Completed May. Dehumidification unit at Lakeview Arena was configured incorrectly since installation. Controller, motor overloads, and sensor errors were corrected and unit now functions 100%.
- MIOSHA Pre-assessment – Completed February. A MIOSHA hazard survey was completed at the MSC, City Hall, Fire Departments, Lakeview Arena, Wastewater, Water Filtration, and Water Distribution Stations. Many hazards were identified and corrected. Staff continues to prepare for the unannounced inspection that will occur anytime after October 2011.
- City Hall HVAC System – Ongoing. New circulation pumps were purchased and are to be installed before heating season begins in fall 2011.
- Lakeview ice compressor Repairs and Improvements – Ongoing. Repairs are being made to two of the four reciprocating chillers. Several energy saving ideas were generated regarding chiller operation and maintenance. Expected completion of energy projects is August 2012 if funded.

Parks and Recreation Maintenance Division

Replacement of William's Park playground equipment and layout modification was completed. Fitting proper toy location and surface improvements helped kid traffic pattern flow smoothly. The sand fall zones were replaced with woodchips to improve safety.

City Hall also received a fair share of attention with remodeling of the assistant manager's office with ceiling tiles, power needs, wall work, trim, carpet, furniture and shades. Captain Riebolt's office was also remodeled with ceiling tiles, wall work, trim, carpet, and power needs.

Kaufman pavilion was added to the routine maintenance plan.

Hurley Ball Field received a new A.D.A. drinking fountain with updated water and sewer lines. This also gave us an opportunity to do maintenance on restrooms with out effecting the water fountain operation.

Tourist Park received a new sign for hours and dates of operation. This sign provides information for travelers as well as park guests.

- Miles of trail plowed – 182
- Dog boxes serviced – 2,912
- Toy repairs – 48
- Irrigation repairs – 24
- Drinking fountain repairs – 29
- Trash cans serviced – 21,890
- Beach maintenance – 120
- Cook stove cleaning – 3,000
- Gravel parking lot repair – 29
- Flag pole/flag maintenance – 56
- Outdoor ice rink flooding – 36
- Parking lot plowing – 600
- City Hall maintenance – 300

Water/ Wastewater

Water-Wastewater



Pictured above (left to right): WWTP Operator Neil Traye, Supt. Curt Goodman, WWTP Operator Chuck Paul, Supervisor Tom Asmus, WWTP Operator Lyle Michaels, and WWTP Lab Technician/Operator Mark O'Neill. Not pictured from the plant: WWTP Operator Dan Johnston, WWTP Operator Bernie Stanaway, Maintenance Mechanic & Special Equipment Operator Neil Hayward



Marquette Water Filtration Plant



Marquette Area Wastewater Treatment Plant

Mission Statement

The Marquette Water and Wastewater Treatment Department will be a leader in effective water pollution control, continuously evolving to reflect the ever-changing demands of our many customers at the local, regional, state, national and international levels. "Protecting Public Health and preserving our Resources through Technology" is our focus in achieving our goals.



Water/Wastewater Treatment 2010-11 Annual Report

The year was marked by several notable permit compliance challenges as well as deficiencies in the area of biosolids storage and disposal. Major equipment failures resulted in permit violation as did a root control application in the sanitary sewer system. There has been success in the area of solids treatment process control and digester foam suppression.

As a testament to the complexity of the issues at hand, the facility has recently been selected by the Water Environment Research Federation to serve as a case study to determine the underlying causes of anaerobic digester foaming.

As a result of the challenges, facility improvements have been constructed and process control strategies implemented. The staff has gained valuable insight into a very complex yet effective and efficient treatment operation. Looking ahead and planning for the future, the elements necessary for permit compliance lie in a disciplined and diligent approach by staff to process monitoring and preventive maintenance. These programs are essential in detecting symptoms of what may develop into problems. This approach provides the best opportunity of responding to problems promptly and preventing failure.

In concluding, never before has the value of a well-trained, conscientious and ambitious staff been as evident as it is today. The staff at the wastewater treatment plant has demonstrated a willingness to accept additional responsibilities to accommodate a new operation and facilitate continuing incremental improvements. Some of these responsibilities including grease trap inspections, SCADA process control software programming, industrial wastewater acceptance, and gaining new vehicle operating licenses. The treatment operation has demonstrated its potential as measured in effectiveness and efficiency. The key to maintaining the successful operation lies in maintaining a well educated and skilled staff.

During the past year, operation of the Water Filtration has been stable. A five year capital outlay plan has been developed through the Drinking Water State Revolving Loan Fund. Projects included in the 5 year plan include

- *new turbidimeters,*
- *chlorine residual analyzers,*
- *sodium hypochlorite generators,*
- *variable frequency drives,*
- *temperature controls,*
- *boiler replacement,*
- *door replacements,*
- *process control computer upgrades and*
- *corrosion control measures.*

These projects will be scheduled as recommended through the budget process.

During the past year, two capital projects were completed. These included replacement of two variable frequency drives and upgrades to the process control computer system. The computer upgrade project was engineered to operate as a stand alone network for security purposes.

Department Notable Events

- A Permit modification for dissolved oxygen concentration is approved by MDEQ at the request of the Marquette Area Wastewater Treatment Plant.
- Root Killer application in the sanitary sewer system has an apparent impact treatment facility resulting in a permit violation..
- The Maximum Allowable Headworks Loading Study (MAHL) is completed by a consultant and integrated into the facilities existing Trucked Wastewater Policy. The policy incorporates a permitting process for prospective collection system dischargers.
- Major Secondary Clarifier Failures occur. The equipment vendor, Siemens Technologies, covers the costs associated with the repair. The repair is a joint effort by plant staff and Siemens Technologies.
- A Foam Suppression system is installed by staff with assistance from the PWD. The system is proven highly effective in its designed purpose.
- A secondary sludge storage tank coarse aeration diffuser header fails leading to permit violation. The repair is a joint effort by the original installing contractor (KBK) and plant staff.
- Grease Trap Inspections integration begins with two staff from the treatment plant working under the supervision of the current PWD utility inspector.
- Two operators gain Commercial Drivers Licenses to facilitate transporting biosolids cake to points of application or disposal.
- Digester Temperature Control equipment installation and improvements are incorporated.

- MDEQ performed a compliance Inspection for Land Application Program.
- MDEQ performed a Reconnaissance Inspection at WWTP. The only finding was that the facility does not have sufficient on site biosolids storage capacity.
- The Eagle Mills site is permitted for Land Application. The site is a blighted former industrial location deemed “Recoverable” and with potential for future silvaculture application.
- A new polymer product for is selected for biosolids dewatering.
- Construction of a temporary biosolids storage facility on site eases a bottle neck in the solids handling and disposal process.
- 798 bacteriological samples were analyzed at the water filtration plant.

Operation

Staffing at the wastewater treatment plant and lift station has remained stable for the previous year. As mentioned earlier, staff has taken on additional responsibilities to facilitate the new operation and new regulations. In the near future, two additional City owned lift station shall fall beneath the umbrella of this operation.

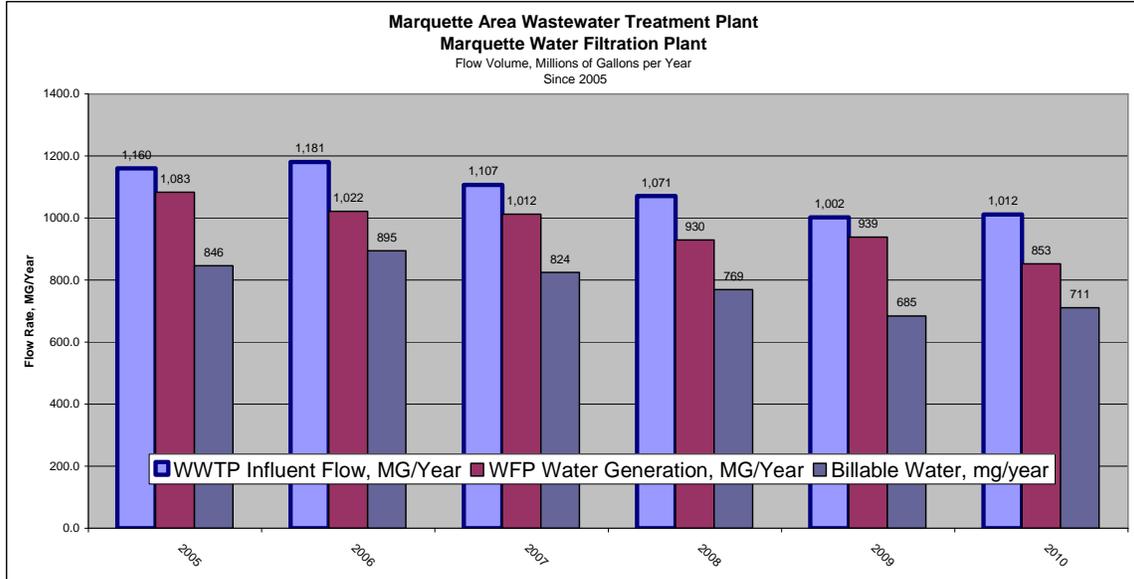
The wastewater treatment plant and lift stations employ 8 full time employees. The water plant employs five full time employees and is staffed at all times. All departmental employees hold the required regulatory certifications to operate water and wastewater operations. Four wastewater employees routinely support water plant operation and maintenance through dual certifications. All departmental employees are cross trained in all aspects of plant operation.

Current Operational Staffing Positions	
Wastewater Treatment Plant	Water Treatment Plant
5 Operators	4 Operators
1 Lab Technician/Coordinator	1 Working Supervisor
1 Maintenance Mechanic	
1 Supervisor	

In 2011 Tom Asmus presented at the State Conference a paper highlighting the biological phosphorus removal process at Marquette Area Wastewater Treatment Plant. Tom continues to serve as the President of the Michigan Water Environmental Association for the Upper Peninsula.

Department Statistics

The following bar chart illustrates Water and Wastewater Treatment volumes compared to billable water volumes. An investigation is currently underway to account for the discrepancies.



Biosolids Disposal

During the 2010/11 the MAWTF applied biosolids as a fertilizer/soil amendment at the following properties:

- Cliffs Natural Resources,
- Eagle Mills, and
- Van Damme Farm properties.

Due to limited storage capacity, biosolids were also landfilled at the Marquette County Landfill.



Beach Monitoring Program Expands

In 2010 the City of Marquette and the Superior Watershed Partnership, through an EPA Great Lakes Restoration Initiative, have been awarded a 2 year \$77,000 grant to expand the current Beach Monitoring Program. The program will increase the frequency and duration of beach monitoring and beach sanitary surveys to reduce bacterial contamination at beaches. This project will reduce human health risks at high priority beaches by improving monitoring, investigating any sources of bacterial contamination, and working to eliminate any sources of contaminants.

There were no beach closures during 2010 due to water quality issues.

