

SIGNIFICANT ACCOMPLISHMENTS - 2009

COMMUNITY SERVICES

Ann Arbor Housing Commission

- After experiencing a year filled with transition and staff turnover, the Commission was fully staffed by the end of FY 09 – with several positions filled on an interim basis.
- Initiated operational and physical needs assessment of Housing Commission.
- The Commission entered into a contract to convert 20 of its Section 8 Housing Choice Vouchers to project-based vouchers in a joint effort with Avalon Housing.
- The Commission's Section Eight Management Assessment Program (SEMAP) score for FY 09 was 79%, which was higher than expected and higher than its 2008 score of 69%.
- The Section 8 staff worked diligently to significantly increase the number of Housing Choice and Veterans vouchers leased up.
- The Commission's public housing occupancy level was just over 95% during FY 09, and 89% of new move-ins had incomes below 30% of area median income, far above the HUD target of 40% - the Commission continues to house the most needy, lowest income level residents of the Ann Arbor community.
- By the end of FY 09, the Commission had obligated more than half (57%) of its \$708,155 in stimulus capital funds received.
- Improved public housing and Section 8 Program customer service.

Office of Community Development

- Successfully integrated City of Ann Arbor into Washtenaw Urban County, a HUD-defined funding jurisdiction that receives funding to deliver housing, human services, public infrastructure, and related services to low-income populations in eleven local jurisdictions in Washtenaw County.
- Implemented integrated funding process that included the City of Ann Arbor General Funds for Human

Services, Washtenaw Urban County Human Service Funds, and Washtenaw County General Funds. Utilized representatives from each of these institutions to review funding requests and make recommendations to respective governing boards for human services capitalizing on regional cooperation to meet the needs of impoverished and homeless populations.

- Managed contracts with 54 different local nonprofits to provide services to low-income residents such as shelter, healthcare, affordable housing, and childcare serving more than 10,000 individuals.
- Supported Community Action Network to organize the Bryant neighborhood to address and improve housing, infrastructure, safety, and support for youth.
- Recruited 69 and certified 32 new contractors and 2 new subcontractors for the CD Housing Programs.
- Administered the Barrier Busters Program and Unmet Needs Fund to improve timely access to services and funds for those with emergency housing and utility needs.
- Financed the acquisition and rehabilitation of 38 permanent supportive housing (PSH) units and 12 units are under development.
- Completed Refinance and rehabilitation of 14 PSH units and 106 multi-family units are under rehabilitation.
- Secured \$850,000 in Neighborhood Stabilization Program funds for demolition, multi-family acquisition and rehabilitation and single-family acquisition and rehabilitation.
- Managed contracts with 4 nonprofits to provide housing foreclosure prevention and counseling to more than 1,000 individuals.
- Completed 12 single-family rehabilitation projects for low income property owners; created a manufactured housing repair programs.

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- Provided permanent relocation assistance to 20 tenants and temporary relocation to 1 homeowner.

Open Space and Parkland Preservation Program

- Received \$1,030,500 grant from USDA Farm and Ranch Land Protection Program (FRPP) for the Purchase of Development Rights on the 265-acre William and Cherie Nixon farm in Webster Township. The grant covers 50% of the purchase price. Webster Township has also pledged \$200,000 toward the purchase of the easement. The easement is expected to be completed the first quarter of 2010.
- Completed 3 Purchase of Development Rights easements in Webster Township, totaling 341 acres of protected farmland. Each of the purchases was in collaboration with Webster Township. Two of the purchases also received FRPP funding. The total purchase price of the three purchases equaled \$2,896,850 with a total cost to the City of \$1,283,500 or 44% of the purchase price.
- Two more Purchase of Development Rights easements, totaling 388 acres, are expected to close before the end of the year. Thus, the total acres protected for 2009 is expected to be 729 acres.
- Completed the purchase of one parkland conservation easement in collaboration with Scio Township. The easement provides public access and trails to some high quality natural area.

Parks and Recreation Services

- Hired a Director of Golf to oversee golf operations at both Huron Hills and Leslie Park Golf Courses, Recreation Facility Supervisor at Huron Hills Golf Course, and Recreation Facility Supervisor at Buhr Park Pool & Ice Arena.
- Restructured recreation facility maintenance with Field Operations in Public Services Area.

- Began soliciting donations for the Ann Arbor Parks & Recreation Scholarship Fund to help support scholarships for low-income residents.
- Revamped golf course operations through hiring full time staff, continued investment in customer service, equipment, facilities, and marketing resulting in a 16% increase in rounds played at Leslie Park Golf Course and a 30% increase at Huron Hills Golf Course over 2008 rounds (2008 rounds were up 25% over 2007 rounds).
- Completed the following parks improvements:
 - Cobblestone Farm Barn: wood flooring replaced, new walkways, lighting, signs and restrooms renovated
 - Farmers Market: installed new light fixtures, sound system and painted the sheds
 - Kempf House: barrier free ramp replaced with sloping sidewalk and new fence
 - Huron Hills Golf Course: replaced irrigation controls, added riding golf carts and completed clubhouse renovations
 - Leslie Park Golf Course: replacement of pedestrian bridges and cart paths, constructed two restroom structures, improved signage, yardage markers and clubhouse interior
 - Buhr, Fuller, Mack, Veterans Memorial Pools: installed VGB-approved drain covers
 - Mack Pool: installed benches, new lane lines and storage reel
 - Fuller Pool: installed energy efficient hand dryers, light switches, rebuilt pool heater
 - Veterans Memorial Park: painted water slide, installed dehumidification and fire suppression systems and renovated locker rooms
 - Gallup Canoe Livery: renovated interior of canoe Livery and coffee shop

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Argo Canoe Livery: expanded yard to accommodate livery equipment

Fuller Park: restoration of soccer fields

Burns Park: installation of Petanque Court bench, picnic table and kiosk

Hunt Park: restrooms renovated

Riverside Park playground replaced

Southeast Area Park basketball court resurfaced

- Issued 613 parks and recreation scholarships valued at over \$341,000 to income-eligible youth, adult, and families.
- Issued 15 Agency Passes to local social service agencies to provide low-income residents access to city pools and ice rinks.
- Served over 122,600 visitors at city swimming pools for general swim; served over 66,700 visitors at city ice rinks for open skates; provided over 1000 pool and ice arena rentals serving over 50,700 patrons; served over 39,000 patrons paddling in boats at Argo and Gallup Canoe Liveries; served over 13,000 patrons at Gallup Park coffee shop; 788 children participated in summer camps at Buhr, Fuller, Gallup and Argo Parks; hosted 148 events at Cobblestone Barn with an estimated 11,600 people in attendance; park space and shelters rented 763 times serving over 42,000 patrons; Farmers Market vendors began accepting Bridge Cards with over \$4,400 transactions; served over 500 adults, ages 50 and better, who visited between 12,000 to 15,000 times at Ann Arbor Senior Center; and served over 31,000 golfers at Leslie Park Golf Course and 21,000 golfers at Huron Hills Golf Course.

Planning and Development Services

- Continued implementation of new development process software (TrackIt) and IVR phone system.
- Citizen Participation Ordinance adopted 9/08 and went into effect 1/09. Over a

half dozen projects have completed their CPO meetings and reports.

- Continued moving A2D2 projects forward
 - Downtown Plan: plan adopted by Planning and Commission and Council.
 - Design Guidelines: Restarted review of the draft design guidelines in June 2009.
 - Zoning: Held over two dozen briefings on the zoning amendments in fall 2008, with adoption by City Council in November 2009.
- Completed draft of Master Plan Update; consolidation adopted by Planning Commission in May 2009 and City Council in October 2009.
- Created and implemented outreach strategy for Area, Height, and Placement amendments.
- Initiated amendment process for Chapter 61 (Signs) and Chapter 104 (Housing).
- Created "Petitions Under Review" web page to provide information about development proposals using an interactive map. Shifted construction inspectors to conduct rental housing inspections.

FINANCIAL AND ADMINISTRATIVE SERVICES

Accounting Services

- Completed the citywide needs assessment and vendor selection process for a new financial system. The new system will improve customer service and reduce technology costs as well as improving organization-wide efficiency.
- Received the GFOA Award for Excellence in Financial Reporting for the City's Comprehensive Annual Financial Report for the FY 08 audit.
- Facilitated the implementation of financial resources website including policies, procedures, forms, and hands-on training for our internal customers.

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- Implemented electronic funds transfer for vendor payments eliminating check processing and postage costs.

Assessor Services

- Completed all necessary work relating to completion and signing the Assessment rolls.
- Defense and reduction of backlog of Michigan Tax Tribunal Appeals.
- Coordinated and processed several property tax abatements.
- Improved ability to forecast tax revenues.
- Processed twice the number of appeals than the prior year for the March Board of Review.

Information Technology

- Recognized at the state and national levels with three State of Michigan Technology Awards at the annual Michigan Government Digital Summit: Collaboration, Innovation and Leadership and a 5th place ranking in the annual Digital Cities Survey in the 75,000 – 124,999 population category.
- Successfully combined City and County datacenters, resulting in more efficient use of power and datacenter space. This move saved Washtenaw County approximately \$1.2 million in capital costs and positions both organizations for further technology collaborations.
- Consolidated telecommunications services to common cell, local and long distance agreements, resulting in a more efficient use of these resources and an overall reduced burden on the organization.
- Participated in the Mayor's Green Fair with a "City of Ann Arbor Information Technology" booth. Demonstrated various technology platforms, energy conservation techniques used by IT and provided donated USB drives with Green Fair content to citizens.
- Implemented E-Trakit with Planning & Development.
- Relocated the EOC.

Treasury

- Completed citywide installation of point-of-sale cashiering system to improve efficiency and enhance internal control.
- Completed electronic presentment and online payments.
- Developed a finance class for non-financial managers for city staff.
- Improved ability to forecast investment earnings.
- Coordinated with water & sewer to issue bonds. Rating for water & sewer was upgraded and the City's Aa2 confirmed.

Finance and Budget

- Support City Service Areas with budget and forecasting assistance.
- Support Smartzone LDFA through specialized audit and follow-up.
- Provided substantial analysis and support for the Pension & VEBA funds.
- Received the GFOA Distinguished Budget Presentation Award.
- Completed discussions with IRS about pension funding.
- Supported organization with internal audit reviews.
- Supported development of Police early-out program.
- Supported labor negotiations.

PUBLIC SERVICES

Capital Projects

- Approved guaranteed maximum price and amendment to Clark Construction contract
- Finished Construction Documents and received subcontractor bids
- Broke ground and began construction
- Implemented City Hall Activity Relocation plan

Customer Service

- City of Ann Arbor awarded "10 Years of Excellence for an Advanced Water Metering Project" by Metering International in the third quarter of the fiscal year
- Launched on-line bill payment application for water utilities and the opportunity to opt out of receiving paper bills in favor of eBills. Also launched on-

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line, digital version of the WaterMatters newsletter, fourth quarter of fiscal year

- Awarded presentation slots for three different conferences, as well as three published industry-specific magazine articles, to share Ann Arbor's customer-centric use of meter data, as well as advancing a "cost of service" strategy to support infrastructure costs and improvements.
- Wrote script for and recorded main phone tree for City of Ann Arbor (794-6000). Revised and documented several Service Unit level call trees in Community Services, Public Services, Financial Services, Administrative Services, and Safety Services.

Fleet and Facilities

- Constructed the first new municipally owned hangars at the airport in 30 years.
- Completing construction of a new maintenance facility at the Airport with occupancy anticipated 3rd quarter of FY10.
- An environmental assessment at the Airport to determine the potential impacts of a proposed runway safety extension is underway and should be completed by 3rd or 4th quarter of FY10.
- Converted the annual municipal vehicle auction to online bidding which has increased auction revenues and reduced vehicle disposal costs.
- Completed the installation of the City's E-85 fueling station at 2000 S. Industrial.
- Transitioned Recreation Facility Maintenance responsibilities over to Field Operations staff.
- Provided project management support for the Courts/Police construction project, including the relocation of furnishings and records from the basement of Larcom in preparation of the basement renovation.
- Awarded bids for the demolition of the Tios Building, scheduled for 2nd quarter of FY10, and currently working with

Project Management to develop a permanent parking lot on the site.

- Working with Systems Planning to review bids and negotiate a public-private partnership agreement to submit to Council, in the 3rd quarter of FY10, for the compost center operations.
- Increasing the mix of hybrid vehicles into the City's fleet, including the use of grant funds to offset the additional cost of hybrid systems.

Water Treatment Plant

- Replaced treatment process controls computers that were near the end of their service life to improve reliability.
- Completed the design of the lime feeding system to replace the existing lime feeding system that is beyond its service life to improve reliability and safety of employees.
- Completed the audit for unaccounted for water.
- Maintained the excellent employee safety program.
- Completed the design of improvements at the Residual Lime Settling Pond to ensure compliance with the NPDES permit.
- Demolished Michigan Inn.

Wastewater Treatment Services

- Completed installation of a standby generator the Arbor Landing Sewage Lift Station to increase system reliability and avoid the backup of sewage into basements.
- Completed construction of Phase I of the Facilities Renovations Project to demolish certain WWTP structures and underground utilities. This work will enable the plant site to accommodate construction of major capital improvements projects.
- Completed construction of approximately 20% of the Residuals Handling Improvements Project to replace failing biosolids handling equipment, systems and related infrastructure. Anticipate approximately 50% of project construction to be completed by the end of FY 10.

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- Completed 90% design documents for Phase II of the Facilities Renovations Project to replace the older portion of the WWTP (West Plant). Submitted the preliminary site plan application for this project to Ann Arbor Township and anticipate approval by early 2010.
- Completed an application to the Federal Emergency Management Agency (FEMA) for a Conditional Letter of Map Revision (CLOMR) to certify that proposed improvements to the earthen embankment and floodwall surrounding the WWTP site will meet FEMA's flood protection standards. FEMA approval of the CLOMR is necessary to obtain final site plan approval for Phase II of the Facilities Renovations Project and to enable construction of the project as designed.
- Replaced obsolete and failing variable frequency drives for two large secondary effluent pumps to ensure flexibility and reliable plant operations under extreme operating conditions. Replacement resulted in more efficient and effective operations and reduced maintenance costs.
- Continued process to implement a stewarded work culture that aligns with the City's and the Public Services Area's strategic directions. Completed development of five training modules and presented two of the modules to all supervisory staff. Completed orientation of all WWTSU staff in the desired work culture change process.

Field Operations

Park Operations

- Placed 110 yards of playground sand in 70 park locations
- Total renovation of Gallup Canoe Livery
- Replaced 10 drinking fountains with handicap accessible units that were previously not handicapped accessible and were in an unacceptable condition.
- Repaired, crack sealed, color coated tennis court at Windemere and Sugarbush Parks.

- Renovated Restrooms Argo Canoe Livery.
- Replaced 10 Grills through out the Park System.
- Painted wooden Shelters at Gallup and Island Park
- Site improvement to Belize Park; built a Rain Garden to manage storm water.
- Removed deteriorating split rail fence at Allmendinger and replaced with decorative boulders.
- Addressed 75 citizen web page requests. Link included on all of the Park's web-pages for easier customer access.

Forestry

- Planted 364 trees in multiple neighborhoods supported by the Dean Fund. The Dean Fund, along with parks millage paid for seasonal staff to operate three water trucks and perform post-planting care to aid in young tree establishment and increase survival rate.
- Supported the efforts of Adopt-a-Park to plant over 50 park and street trees.
- Partnered with Rotary Club to plant 177 trees in three neighborhood parks.
- Planted over 820 trees; an increase of 57% over the previous fiscal year.
- Introduced the Forestry crew to the tree inventory data, reports and record keeping.
- Utilized inventory reports and data to prioritize work based on the condition of the entire urban forest in addition to requests from the public.
- Removed 436 potentially hazardous trees from streets and parks.
- Trimmed 96 trees that were in the critical need category or on streets scheduled for resurfacing to prevent tree damage during construction operations.
- Assessed and resolved over 100 tree/sidewalk conflicts
- Removed 267 stumps in the parks and on streets.
- Addressed 212 incidences of broken branches and storm-damaged trees.

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- Recovered \$27,000 for trees lost or damaged in accidents.

Natural Area Preservation

- Coordinated 108 public and private stewardship workdays.
- Coordinated over 1100 individual volunteers, who contributed over 6700 volunteer hours towards natural area stewardship.
- Managed two prescribed fire crews to reintroduce fire into 147 acres of park natural areas.
- Controlled invasive plant species on 452 acres at 52 parks and natural areas of the highest ecological quality.
- Conducted re-vegetation of native plant species on 115.6 acres of park natural areas at 35 sites.
- Maintained 38.7 miles of trails in 42 parks and natural areas for recreation purposes with volunteer assistance.
- Conducted hazard tree removal on 18.8 miles of trail in 12 parks and natural areas with assistance from forestry.
- Dedicated approximately 7400 hours of staff time to ecological restoration efforts.
- Distributed NAP Newsletter to 2900 residents.
- Coordinated 38 Adopt-A-Park adoptions; approximately 40% of all parks in the Adopt-A-Park program are adopted.
- Coordinated 41 Adopt-A-Park workdays, held in 29 Parks
- Adopt-A-Park program volunteers planted 64 trees in 9 parks

Solid Waste

- Collected 15,916 tons of residential refuse, a decrease of 7% from last year.
- Collected 13,236 tons of commercial front-load refuse, a decrease of 12% from last year.
- Collected 1,510 tons of refuse from the downtown area, a decrease of 26% from last year.

- Collected 354 tons of refuse during Art Fair and Fall Student Move-In, a decrease of 12% from last year.
- Collected 1,863 tons of commercial front-load recycling. Totals are an increase of 1% from last. Recruitment and educational efforts by Solid Waste Coordination staff have spurred increasing compliance with separation of refuse and recyclables.
- Collected 859 tons of recycling from the downtown area, a decrease of 30%.
- Collected 9,735 tons of yard waste, an increase of 140% over 2008 totals. Increased residential and local business participation were contributing factors.

Stormwater Sewer System

- Launched in-field date entry by the Jetting Crew to increase efficiency.
- Completed 90 new residential storm drain taps to reduce the amount of flow into the sanitary sewer.
- Set up an inspection process for the inlets while conducting the West Nile prevention treatment. This has helped to reduce the number emergency repairs.
- Televised 30,712 linear ft of storm pipe; finding and repairing over 25 potential problem areas.
- Reconstructed or made repairs to over 150 inlets.
- Replaced or adjusted 10 storm manhole ring and covers.
- Cleaned 37 yards debris from the top of 504 inlets.
- Jetted 90,000 linear ft of storm pipe plus sump cleaning of over 500 inlets to remove 168 yards of debris from the system.
- Inspected 36,220 linear ft of open ditch to remove 131 yards of debris.
- Installed 4 dry well systems on streets that have no storm infrastructure, thus lowering the need to install new storm sewer, in addition it will help to reduce flooding issues on private property.

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- Made repairs to 5 discharge / intake points in the storm system to improve water quality and maintain structural integrity.

Sewage Disposal System

- Completed 389,007 feet of Jetting to clear sanitary lines, a decrease of 24% from last year.
- Completed 337,406 feet of Rodding to clear roots from sanitary lines, a decrease of 18% from last year.
- Completed 131,540 feet of sewer main line televising an increase of 11% from last year
- Via Cityworks citizen request system, received 45 sewer back-up requests, and 13 miscellaneous requests.
- Installed 10 new sewer taps, and completed 9 sewer disconnects.
- Completed 13 sewer ring and cover replacements.

Water Supply System

- Sandblasted, primed, and painted 519 fire hydrants utilizing a leading edge procedure that will increase the life of the paint on the hydrants.
- Completed 96 service transfers from old water mains to new water mains.
- Installed 65 new fire hydrants to comply with Fire Protection standards.
- Completed 59 service renewals, upgrading service leads from galvanized pipes to copper which improves delivered water quality.
- Repaired 104 water main breaks, most of these breaks are due to harsh winter conditions.
- Installed 77 new system valves to reduce the number of customers impacted during water main shut-down.
- Approximately 7,731 Miss Dig tickets were received during the fiscal year.

Street Maintenance/Technical Services

- Conducted 8840 sidewalk ADA compliance inspections as part of the annual program with verification of 3,835 completed repairs.
- Constructed 18 corner ramps.
- Conducted 28.3 centerline miles of pavement evaluations performed to

maintain compliance with funding guidelines.

- Completed 178,000 linear feet of pavement markings and restriped 33 intersections.
- Performed 24 traffic counts and 4 turning movements.
- Completed 52,445 square feet of permanent pavement repairs.
- Conducted temporary pothole pavement repairs using 423.7 tons of patching materials.
- Swept 960 curb miles of local roads.
- Swept 515 lane miles of major roads.
- Installed 689 temporary “no parking” signs in support of spring sweeping; equivalent to 17 curb miles of “no parking zones.”
- Graded 90 centerline miles of gravel roads.
- Placed 1,181 tons of gravel during the gravel road maintenance.
- Applied 23,000 gallons of dust suppressant.
- Cleaned 3,000 linear feet of ditch to provide improved drainage.
- Upgraded 25 driveway culverts.
- Salt trucks deployed 82 days using 6,632 tons of salt.
- Applied 1,407 tons of traction sand on streets.
- Collected 5,182 tons of leaf during fall leaf collection season

Traffic Control

- IIRoute fiber optic cable to City for new addition to building.
- Installed 75% of the LED street lights in the downtown area.
- Rebuilt traffic signals at Main St. and Stadium Blvd. and Briarwood & State St.
- Performed preventative maintenance on all traffic signals.

Systems Planning

- Continued LED Streetlight program, bringing in additional manufacturers for tests and secured additional funding (\$300,000) for replacements in the city's Energy

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- Efficiency and Conservation Block Grant (EECBG) application.
- Sponsored second year of a multi-year evaluation study of phosphorus testing of Huron River with UM faculty examining effectiveness of phosphorus ordinance with initial results showing statistically significant 17% reduction in river phosphorus levels from 2003-2005 baseline data when compared to an upstream control site. Results have gained national attention.
- Slowed phase in of comprehensive commercial recycling, with a goal of achieving 50% waste recovery in the business sector within three years.
- Implemented commercial recycling program through the downtown.
- Completed GIS-based stormwater infrastructure inventory, including 14,259 catch basins in the corrected GIS deliverable.
- Updated 2009 State of Our Environment report with 13 new indicators describing progress toward creekshed health, healthy urban forest, phosphorus reductions, and footing drain disconnects.
- Collaboration with Washtenaw County Drain Commissioner's Office, related to the Allen Creek Initiative. Successfully secured \$2.5 million in low interest State Revolving Loans (SRF), with 40% loan forgiveness through ARRA/Stimulus for \$2.0 million of the loan.
- Funded installation and operation of a stream gauge in Mary Beth Doyle Park. The data from the gauge will be used measure the effectiveness of the Mary Beth Doyle Park stormwater management system that was completed in 2008.
- Completed Transportation Plan Update - first since 1990.
- Initiated Feasibility Study for signature transit service with three partners, AATA, DDA and UM.
- Received Silver award status from the League of American bicyclists, an increase from our previous designation of Bronze. This illustrates the progress we are making on advancing alternative transportation in the city.
- Developed Fuller Road Station conceptual plan and entered into Memo of Understanding (MOU) with UM to develop Phase One project.
- Completed a GIS based inventory of city managed trees, which provides data on 40,749 street trees, 6,610 park trees in maintained areas and 8,853 potential street tree planting locations. Successfully secured a \$20,000 grant from the Michigan Department of Natural Resources to conduct the tree inventory; and when completed, the project was \$40,000 under budget.
- Developed Brownfield plan for and saw construction begin on the first developed Ann Arbor Brownfield project, a LEED silver ALDI grocery store that removed 5 underground storage tanks and 18,000 cubic yards of contaminated soils.
- Completed Huron River and Impoundment Management Plan with 30 consensus recommendations approved by the HRIMP committee, Environmental Commission, and Park Advisory Commission.

Project Management
Federal Funding Assistance:

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- Secured \$2,700,000 of Federal ARRA for the City's streets improvement projects.
- Secured \$4,460,000 of Federal STPU funds for the City's streets improvement projects.
- Secured \$750,000 of Federal CMAQ fund for the construction of a new roundabout.
- Received approval for \$19,000,000 for Federal DWRP for the City's water system improvement projects.

Joint Projects:

- IFacilitated the US23-Geddes Road-Earhart Road improvement project with the MDOT. The project includes a new pedestrian bridge over US23, new on-off ramps at the US-23 interchange, and 3 new roundabouts at Geddes Road. Construction began in October 2009 with a completion date of November 2010.
- Completed a joint project with the UM to improve surface storm water runoff at the Harvard Drain – Arboretum area.
- Began a partnership with the UM for the Phase I of the Ann Arbor Multi-modal Transportation Center at Fuller Road, with a plan to complete this phase of the project in 2012.

Private Development:

- Established a new and simplified fee schedule for the city's private development services.
- Maintained a high level of service for the review and the inspection of the construction projects in the City's ROW by the private development and UM contractors.

Streets/Bridges:

- Completed the construction of the City's first roundabout at the intersection of Nixon Road-Huron Parkway. The improvement project included the reconstruction of Nixon Road south of Huron Parkway and the partial reconstruction of Huron Parkway east of Nixon Road.
- Completed the 2009 Local Streets Resurfacing Project that included the

resurfacing of 19 residential streets for a total of 2.4 miles.

- Completed the 2009 Major Streets Resurfacing project that included the resurfacing of S. State Street, E. Liberty St, N. Maple Road, Maiden Lane, Packard St, and Miller Ave for a total of 2.6 miles.
- Completed the reconstruction of one mile of Huron River Drive using unique roadway cross section, stormwater BMPs, and trenchless pipe bursting to protect adjacent natural features.
- Completed the reconstruction of West Stadium Blvd at Pauline (to Suffolk).
- Completed the design for the reconstruction of West Stadium Blvd from Suffolk to 7th Street.
- Removed several beams from the E. Stadium Boulevard Bridge over S. State Street as additional safety measures for the S. State traffic until the replacement of the E. Stadium Bridges in 2010

Traffic Engineering:

- Completed the Traffic Calming projects at Devonshire, Maplewood, Jewett, and Gladstone.
- Completed the citywide Pedestrian Plans including pedestrian refuge islands at Seventh St, Packard St, Ellsworth Road, and S. Main St.
- Installed 3 "countdown" pedestrian signals in downtown, with plans to add 10 more in the current year.
- Completed the construction of two additional SCOOT projects. SCOOT is an advanced traffic signal control system which reduces the traffic delays and ease traffic congestion in the major corridors.

Water and Sewer Utilities:

- Replaced the water mains to improve water quality, water pressure, and ease of maintenance at Glendaloch Circle, Crest Ave, Hiawatha, Colgate, Londonderry, Anderson, Loyola, Clair Circle, Elmcrest, Iroquois, S. Ashley, S. Main, Riverview, and Washtenaw Ave.

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- Completed the requirement for the MDEQ's Administrative Consent Order (ACO) for the Swift Run Sanitary Sewer.
- Completed 30,000 feet of new Footing Drain Disconnect pipes.
- Completed the construction of the Swift Run Sanitary Sewer Relief project, and addresses the pipe's overflow issues.

SAFETY SERVICES

Fire Services

- Achieved a BLS (Basic Life Support) licensure which will enhance service and response capabilities. All of the department's front-line apparatus and reserve apparatus are now licensed to carry additional specialized equipment enabling fire services staff to respond more effectively to life-threatening situations. Responders are now able to treat diabetic, severe allergic, and respiratory arrests (unable to breathe on own). In order to maintain this licensure, 30 credits of continuing education are needed, including CPR, pre-hospital trauma certifications and all of these are taught internally at the department to keep costs as low as possible.
- The fire prevention division reorganized to create districts for each of the inspectors to improve customer services/customer care. The fee schedule for services was reviewed and updated to more accurately reflect cost recovery which resulted in more revenue for fiscal year 09 compared to 08.
- The department purchased a water rescue boat to respond more efficiently and quickly to water emergencies. There were six water rescue attempts in the past few months.
- The department is transitioning to Huron Valley Ambulance (HVA) as its main dispatching agency. The radio department has been working diligently to update the necessary systems to make the transition on November 30.

Most of the department has already been trained in the new dispatching system.

- The department redesigned the station supply ordering system to ensure cost control and to ensure the supplies needed were priced reasonably with preferred vendors. The department materials and supply budget has been reduced by 50%.
- Call volume increased from 5996 in fiscal year 2008 to 6045 in fiscal year 2009; yet the department was able to reduce expenditures in most areas.

Emergency Management

- July-September – OEM is actively working with the Ann Arbor Public School District to coordinate representation at each of their lockdown drills.
- Meeting with Ann Arbor's Energy Department to conduct a load test on essential equipment that would be needed in the event of an emergency. The Energy Department is looking into installing solar panels on emergency equipment, and the EOC may be a candidate for this project. 3/3/2009
- The MCU was used as the Police Department front desk area due to demolition that was being performed on City Hall. 3/14 & 3/15/2009
- Conducted CERT Training Session for new CERT members (2/5/2009)
- Conducted 1st CERT training class for new CERT recruits (4/2/2009)
- Design Full-Scale Exercise for CERT Final Class (5/11/2009)
- Attended MSP CERT Team Competition MSP Academy; 2 teams, took 2nd and 3rd place (5/16/2009)
- Lockdown Drills
 - Stone School (1/7/2009)
 - Ann Arbor Preschool & Family Center (1/7/2009)
 - Abbot Elementary School (2/12/2009)
 - Rudolph Steiner School (2/18/2009)

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- April-June – OEM is actively working with the Ann Arbor Public School District to coordinate representation at each of their lockdown drills. Very positive feedback from everyone on each school drill.
- Attended the AAPS REMS Tabletop exercise @ Community High School (2/17/2009)
 - Attended Severe Weather Drill
Forsythe Middle School (2/18/2009)
Haisley School (3/26/2009)
 - Conducted Building Vulnerability Assessment on Rudolph Steiner High School (6/10/2009)
 - Received 25 Braille emergency preparedness books for distributing throughout the County. Working with WCEMD, and Ann Arbor District Library to distribute the books to the Braille reading community
 - Conducted Daycare & Pre-School Emergency Preparedness Training Seminar at Briarwood Mall for approx. 34 businesses (5/19/2009)
 - Emergency Preparedness presentation to Cranbrook Senior Towers residents (25); coordinated with HVA & WC Public Health Department (5/28/2009)
 - Prepare City of Ann Arbor News Release reference Pandemic Flu (FAQ & Answers)
 - Worked with City PIO/Communication to put out consistent Pandemic message (4/28/2009)
 - Acquired \$59,000 in Federal Grant to perform large scale, multi jurisdictional mobile field force training and purchase necessary equipment. (this team will respond to small and large scale civil disturbance events throughout the county)
 - Acquired \$60,000 in Federal Grant for AAFD in technical and USAR equipment and training
 - Reallocated \$19,000 in Federal Grants for AAFD to attain a 6X6 ORV “Gator” that would be utilized to suppress fires and respond to medical calls in confined spaces (U of M Stadium, Art Fair, etc)
 - Presented Field Operations Supervisors with a brief overview of ICS concepts and requested that each department develop an emergency plan (8/13/2009)
 - Reviewed U of M’s Football Stadium Emergency Plan and provided them with suggested changes (8/24/2009)
 - Attended U of M Football Games. Manned Mobile Command Unit during football games to monitor weather, security, coordinate communication interoperability among responding agencies for the game, monitor event and communicate any suspicious activities back to MSP/EM&HSD via E-Team. Provided resources as needed for 35+ Ann Arbor Police Department staff members (9/5, 9/12, 9/19, & 9/26/2009)
 - Attended HSEEP/NEXS training in Macomb County (7/13/2009)
 - Conducted an Orientation exercise with EOC Primary Staff members. Distributed Ear’s to appropriate staff members to update. Also handed out a packet of information to specific departments regarding developing a Copland (8/7/2009)
 - OEM staff responded to a fuel spill at 3240 Washtenaw Avenue, Shell Gas Station (8/8/2009)
 - Evaluated U of M Hospital and Health Centers Treatment Center SNS Tabletop Exercise (3/24/2009)
- Police Services
- 2-year Budget Process Completion for FY 2010 & FY 2011
 - The 3rd Annual Police/Civilian Awards Ceremony was held in May 2009, again with the financial aide of the Ann Arbor Chamber of Commerce and several local businesses. Due to budget constraints for this years’ program, expenses were cut significantly in location costs (Michigan

SIGNIFICANT ACCOMPLISHMENTS - 2009

- Union) and buffet lunch thanks to the generosity of sponsors.
- Reduced number of employees within Polices Services by 26 through early retirement buy-out plan.
- Restructure of Police Services to adjust for loss of 8 senior command officers due to early retirements.
- Streamlined Detective Bureau and Patrol Division to make best use of reduced number of staff (*see attached org. charts*)
- Joint Dispatch Operations: AAPD/Washtenaw County Dispatch agreed upon and in the works:
 - Personnel from both agencies will be in co-located in expanded AAPD Communications Center with full implementation to begin in spring 2010.
 - Back-up Dispatch Center to be at the Sheriff's Dept.
- AAPD EOC located at the Ann Arbor City Water Treatment facility.
- Police Courts Bldg Project - Construction project ongoing.
- Divisions of Police Services Moved from Various Locations
 - Anticipated and successful moves of Administration and Special Services
 - Unanticipated and successful moves of Patrol & Detective Bureau due to City Hall basement issues
- Completion of AAPD Command Leadership Development Program with assistance of Neil Simon Associates. Training to begin in January 2010 with assistance of MacNlow Associates. Two-year effort culminating in Command leadership curriculum to include:
 - Coaching and Mentoring
 - Leadership
 - Consistent Management Practices
 - Team Building
 - Strategic Planning
 - Diversity
 - Total Quality Management
 - Decision Making Skills
 - Law Enforcement Ethics
- Technical Training
 - Communication
- Bi-weekly Senior Management meetings expanded to include Sergeants, Civilian Supervisors, Richard Martonchik (SSA Human Resources Representative)
- Established weekly 1-hr. executive Command meetings
- Meet regularly with community and business groups to keep lines of communication open, particularly when PD was downsized and increased crime had been reported in several areas.
- Reduced several non-personnel budgetary items to include:
 - Reduced number of take-home vehicles allowed by Fire and Police significantly.
 - Reduction of number of department-owned cell phones with stipends offered to those required to carry cell phone for their jobs (citywide effort).
- Implemented several new or significantly amended policies and procedures within police services.
- Union contract settlements: Ongoing negotiations with HR