



The Performance

2014



City of Traverse City



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The City of Traverse City

Office of the City Manager

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Happy Holidays!

The City of Traverse City staff and I would like to take this opportunity to present you with a summary of our accomplishments in 2014. It is important to us to illustrate the efficient and effective use of your tax dollars to serve our community.

This is not intended to be a comprehensive review, but rather a summary of items focusing on the big picture, demonstrating to our citizens that goals can be achieved when we work together.

Our success is a result from the effort of many, including the City Commission, City employees, members of our volunteer boards and committees, and residents and businesses that call Traverse City home. It is encouraging to know our community is making great strides in the right direction. To all who have helped in creating a more successful Traverse City, we say Thank You!

It is an honor and a privilege to serve you - the citizens of Traverse City - and we thank you for your confidence in us.

Best wishes for the Holidays and New Year! We look forward to the challenges and opportunities in 2015.

A handwritten signature in blue ink that reads "Jered Ottenwess".

Jered Ottenwess
City Manager

Increased Amenities / Community Enhancements:

Working together, the Downtown Development Authority and Traverse City Light and Power **installed a state-of-the-art WIFI system in the Downtown District, complimentary to our residents and visitors.**



Finished the West End Beach Trail and Access Project, extending trails along West End Beach.

To expand its communications effort, **Traverse City Light and Power launched a Facebook Page.**

Downtown Direct, a program that offers free bus passes to Downtown employees and encourages the use of public transit, was created through a partnership of the Downtown De-

velopment Authority, Traverse City Parking Services, and Bay Area Transportation Authority.

Downtown Traverse City continues to expand its social media presence to engage with the public and added an Instagram account to its already-existing Facebook and Twitter accounts. #downtowntc

Completed a multi-use West Boardman Lake Trail and small watercraft launch, to ensure access to all users.

Installed a viewing platform and ramped access to West End Beach to **give access to beach goers of all abilities.**

Through fundraising efforts, the City installed seven water bottle filling stations, **eliminating over 50,000 plastic water bottles from landfills.**

To greatly enhance the City's digital inventory of properties, obtained updated 2014 aerial imagery.

To expand its communication efforts and provide better online customer service, **the City revitalized its website.**



Increased Amenities / Community Enhancements (cont):

To increase the functionality of Eighth Street for non-motorized and motorized users, the City launched a pilot project for the reconfiguration of Eighth Street between Lake Avenue and Woodmere Avenue.

Securing our Future:

A grant from the Northwest Michigan Council of Governments for \$7,500 was secured to continue moving toward goals set forth in the Kid's Creek Master Plan.

Secured an AA+ with stable outlook Bond Rating from the Standard & Poor's Rating Services, which allows the City to secure funding at low cost.

Planted 80 trees throughout the City with the help of \$3,600 in grant funds from the Department of Natural Resources.

The Traverse City Fire Department provided 24 public education class events to area agencies, teaching the importance of fire safety and fire regulations.

Traverse City Light and Power increased **electrical service reliability by installing a new East Hammond substation, an investment of \$3.5 million.**

To explore the feasibility of a multi-purpose 550' universally-accessible fishing pier, the City obtained a \$232,000 Great Lakes Fishery Trust Grant.

Through training and education of fire personnel, **the Traverse City Fire Department has been certified to perform repairs on self-contained breathing apparatus and to perform flow test evaluations,** saving the department \$3000 annually.



The electors of Traverse City passed the Brown Bridge Trust Fund Ballot Proposal, allowing for money to be invested in City parkland.

The Traverse City Fire Department passed the Federal Aviation Administration inspection with a score of 100%, demonstrating a secure established department.

To combat the illegal distribution of child pornography, the Police Department joined the "Internet Crimes against Children" task force, with the Michigan State Police and several other Northern Michigan departments.

Securing our Future (cont):

Secured over \$2 million in grant funding from the Michigan Department of Environmental Quality to conduct a comprehensive inventory of the City's storm water and wastewater management assets to shape substantial infrastructure investment and management decisions.

Governance:

Digitally captured and indexed over ten thousand pages of vital documents, preserving vital City records essential for the City's operations, legal poise and transparency.

Approved fourteen liquor license requests, expanding economic activity.

The Traverse City Police Department investigated several major crimes leading to the arrest and conviction of numerous suspects, ensuring the safety of our Traverse City community.

Revised various sections of the Planning and Zoning regulations, to ensure rules and regulations governing properties in the City are effective and preserving the City's character.



Worked with the organizers of the National Cherry Festival and Traverse City Film Festival to make operational changes to the events to ensure greater accessibility to non-motorized pathways, improve waste management efforts and other matters.

To balance the number of special events allowed in the City, **the City Commission passed regulations to lessen the footprint of events in public spaces.**

Updated the Infrastructure Strategy Policy to incorporate the urban street design guide of the National Association of City Transportation Officials to guide infrastructure investment decision-making.

To improve parking in the community, the **Transportation Committee surveyed six residential areas to determine parking regulation preferences in each area.**

Reviewed and issued 30 permits for Sidewalk Cafes within the City, promoting vibrant street life within an appropriate framework.

Governance (cont):



The Transportation Committee recommended the addition of ten Traffic Control Orders throughout the community to help improve local transportation standards.

The Downtown Development Authority, along with the Downtown Traverse City Association continued to support the local economy by sponsoring the Downtown Gift Certificate Program with over \$450,000 in sales.

To provide increased security, Traverse City Parking Services installed 325 new meter heads in Downtown Traverse City.

To enhance sidewalk passability for pedestrians of all abilities, the City Commission passed revised regulations regarding sidewalk cafes.

Addressed over 600 code enforcement complaints, to ensure compliance with various ordinances aimed at preserving quality of life.

Infrastructure Investments:

To enhance the quality of drinking water, the City invested \$225,000 at the Water Treatment Plant by repairing two filters including replacing wall coatings and filter media.

Secured \$375,000 from the Michigan Department of Transportation for the West Front Street Reconstruction Project, enhancing the functionality of the street.

Invested over \$300,000 in new sidewalk and gap infill construction to increase safety on our City sidewalks.

To increase the safety of road users, invested \$19,000 in funds to add traffic calming pavement markings to six City streets.

To create a more convenient way to pay for parking, invested over \$75,000 in new technology to allow for payment of parking meters by mobile devices.



Infrastructure Investments (cont):

Purchased and installed eight in-street pedestrian crossings signs, increasing the safety of our pedestrians.

To enhance the quality of drinking water, **invested \$35,000 in the coagulant feed system for treatment of the City's drinking water.**

Invested \$675,000 in funds to resurface City streets, enhancing the safety of our streets.

Replaced one large sump pump at the Water Treatment Plant by **investing \$10,000 to increase reliability for the lagoon wash water discharge system.**

Invested \$14,000 to enhance the ability to conduct water flow measurements and analysis at the Water Treatment Plant.

Leveraging over \$728,000, the West Boardman Lake Trail and Access Project has been completed to increase walkability along Boardman Lake.



Invested \$157,000 in funds to reconstruct Union St and Sequoia St, including the replacement of storm sewer and the installation of two experimental manhole castings on Union St.

Invested \$811,000 in membrane technology at the Wastewater Treatment Plant to protect the quality of water in our lakes and rivers.

Operations:

Traverse City Light and Power completed the third and final phase of the Consumers Energy to Traverse City Light and Power switchover project, giving the majority of City residents the opportunity to be users of local power.

Following proper internal control checks and audits by the City Treasurer's Office and City Clerk's Office **authorized the proper disbursement of over \$60 million in funding**, ensuring proper fiduciary responsibility.

Inspected over 400 rental homes in the community for compliance with safety standards.

Processed over 700 property transfers, guaranteeing all regulations were met.

Operations (cont):

Treated over one million gallons of high quality drinking water at the Water Treatment Plant, ensuring safe water for our residents.

Facilitated and approved fifty-one special event requests, ensuring compliance with all regulations and proper coordination of event logistics.

Successfully completed the Michigan State Tax Commission Audit of Assessing Requirements.

As part of Traverse City Light and Power's underground cabinet and streetlight pole painting maintenance project, **40% of the underground cabinets and 667 street-lights have been painted throughout Traverse City.**

In partnership with National Take Back Prescription Drug Day a permanent drop "POD" for the safe disposal of expired or unwanted over-the-counter medications and prescription drugs was installed in the lobby of the Dennis W. Finch Law Enforcement Center, **allowing 3,362 pounds of medications to be properly disposed of.**

Completed a Water System Reliability Study for the City water distribution system to ensure efficiency within the system.

Reviewed and updated photos and sketches for over 1,100 City properties, safeguarding accuracy of records.

Through extensive six-day training, **the department K-9, ZUK and his handler, received re-certification from the International Police Working Dog Association (IPWDA).**

Helping to better manage trash issues, **the Downtown Development Authority purchased a Solar Trash Compactor.**

Conducted a pump test on the Low and High Service Pumps at the Water Treatment Plant to verify individual pump capacities.

The Traverse City Fire Department installed 41 smoke alarms in residential homes, ensuring the safety of our residents.

Conducted in-depth analysis of the City's operational functions and negotiated comprehensive insurance coverage for a broad range of City operations, with a variety of specialty coverages, to protect the City's financial position and stability.

Audited and reviewed over \$500 million in required insurance policies, protecting the City's financial poise.



Accolades / Raising the Bar:



Traverse City was named one of the **Top Six Best Small Towns to Visit This Summer** by the Huffington Post.

Where to Retire Magazine dubbed **Traverse City as one of the top cities to retire to.**

For the twenty-fifth year, Traverse City was recognized as Tree City USA for its dedication to trees and plants in our community.

Designated America's Most Romantic Town, Traverse City was named by the Travel and Leisure Magazine as your place for a romantic getaway.

Redbook Magazine's listed Traverse City among its Best Travel Finds of 2014.

Recognized for its dining, Traverse City is considered one of the **Top Ten Foodie City's in the country** by Livability.com.

The City of Traverse City received a Placemaking Award from Grand Traverse County Planning and Development for the Water Bottle Filling Stations project.

Travel Channel named Traverse City as one of the **Top Seven Beer Destinations in the United States.**

Designated a Top Ten Small Town, by Livability.com as a place to be in 2014.

Seeing the World in a Weekend, the Frugal Travel Guys calls Traverse City your next weekend visit.

The Daily Traveler gives **Five Reasons to Consider Traverse City as your next vacation destination.**

The City of Traverse City received the President's Award for its enhancements to Clinch Park from the Keep Michigan Beautiful Organization.

One of America's Favorite Towns, Travel and Leisure **named Traverse City as one of their favorite small towns.**

Traverse City was named number six on a TripAdvisor top ten list of **Traveler's Choice Destinations on the Rise in the United States.**



DIRECTORY OF OFFICIALS - 2014

City Commission

Mayor Michael Estes
Mayor Pro Tem Barbara D. Budros
Commissioner James Carruthers
Commissioner Jeanine Easterday
Commissioner Gary L. Howe
Commissioner Ross Richardson
Commissioner Tim Werner

City Officials

City Manager
City Attorney
City Clerk
City Treasurer/Finance Director

Jered Ottenwess
Lauren Tribble-Laucht
Benjamin C. Marentette
William E. Twietmeyer

Department Directors

City Assessor
City Engineer
Fire Chief
Police Chief
Planning Director
Public Services Director
Downtown Development Authority Executive Director
Traverse City Light and Power Executive Director

Polly Cairns
Timothy J. Lodge
James Tuller
Michael Warren
Russell A. Soyering
David Green
Robert Bacigalupi
Timothy Arends



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