

Emergency Manager Update

May 18, 2015



Changes Made Since July 2014

- This is **NOT** the same city as 10 months ago
- Organization now working together as a team
- Three new department heads plus other staff turnover has made a huge difference in attitude
 - Integrity
 - Customer Service
 - Responsive
 - Friendly
 - Team Oriented

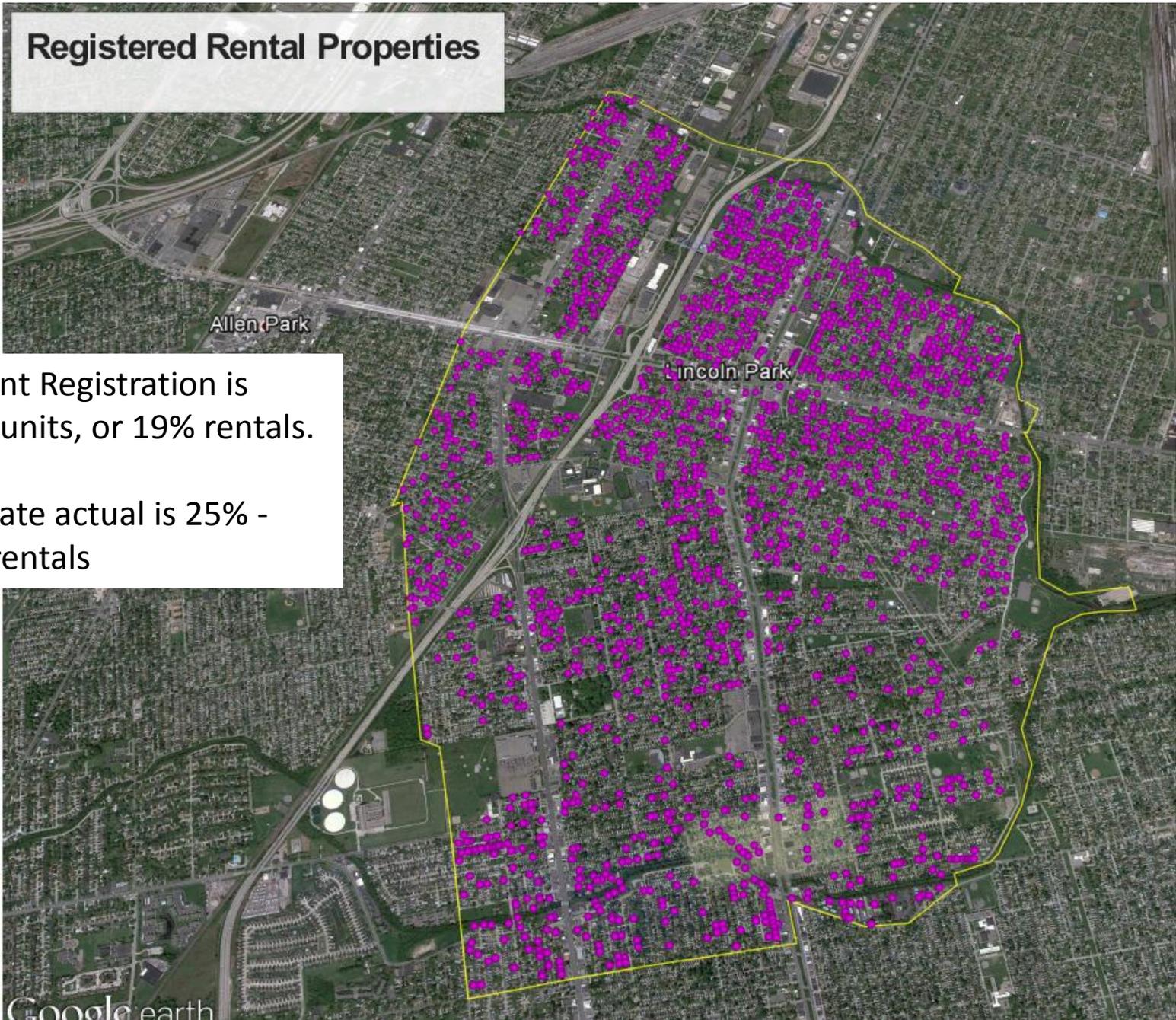
Active Employees Have Taken Reductions

- Eliminated purchase of 3 years service time toward retirement
 - Cost City \$30,000 - \$60,000 per person
 - One recent retiree cost \$150,000
- Before EM, City eliminated sell back of unused leave time
 - No longer have an employee selling back \$150,000 of time
 - New contracts have maximum 4 weeks vacation with 2 personal days
- Contracts changed to give the City control of overtime
 - No longer have 15 employees making over \$90,000 due to unnecessary overtime
- Retiree Health Care eliminated for all active employees and replaced with a Health Savings account
- Pension multipliers capped at 2.5 if the employee stays through retirement, reduced to 2.0 if the employee leaves early.

Building Department

- Outsourced Building Department to SAFEbuilt
 - Customer Friendly & Responsive
 - Quick turnaround on permitting and inspections
 - Enforce need for building permits before work starts
 - New tablet technology versus paper based system
 - Aggressive on rental registrations
 - New rental agreement with personal guarantee by owner
 - Ticketing and possible misdemeanors
- Goals
 - Control blight, protect property values
 - Continue enforcing building ordinances
 - Register all new rentals
 - Better coordination on CDBG demolition funds
 - Keep improving Lincoln Park's image as a place to do business

Registered Rental Properties



Current Registration is 3044 units, or 19% rentals.

Estimate actual is 25% - 30% rentals

Rental Properties - North of Southfield and East of Fort Street

Legend



DPS Department

- All new leadership has made a huge difference in moral
 - More responsive to citizen complaints
 - Employees taking more responsibility for doing good work
- Goals
 - Adding two staff in water/sewer area
 - Add part time person in office to help with phone calls
 - Increase maintenance on water & sewer
 - Maintenance and Regulatory Reporting calendars
 - Operating manuals for retention basin in pump stations
 - Spray patch versus cold patch
 - New salt dome
 - Reporting of work done on monthly basis to Council

Fire Department

- New Leadership with new ideas
 - Combined Chief and Marshall into one position
 - What more can the Fire Department do?
 - Hydrant maintenance and winterization
 - Fire Inspections – new tablet technology
- New Contract greatly reduced Overtime
 - OT reduced from \$600,000 per year to \$50,000 per year
 - Eliminated minimum manning, restrictions on when leave time can be taken, stop sick time abuse
- New Ambulance service – Rapid Response
 - Cost recovery on 911 services of \$70,000 per year
 - Brought in tablets for electronic report filing versus paper
 - EMD implemented which prioritizes which runs need first response
 - Save wear on trucks and free up firefighter time for other work
- Goals
 - Start billing for Hazmat cleanup cost recovery
 - Train firefighters as fire inspectors, start generating revenue
 - Explore shared services with Ecorse and River Rouge
 - Grant Money

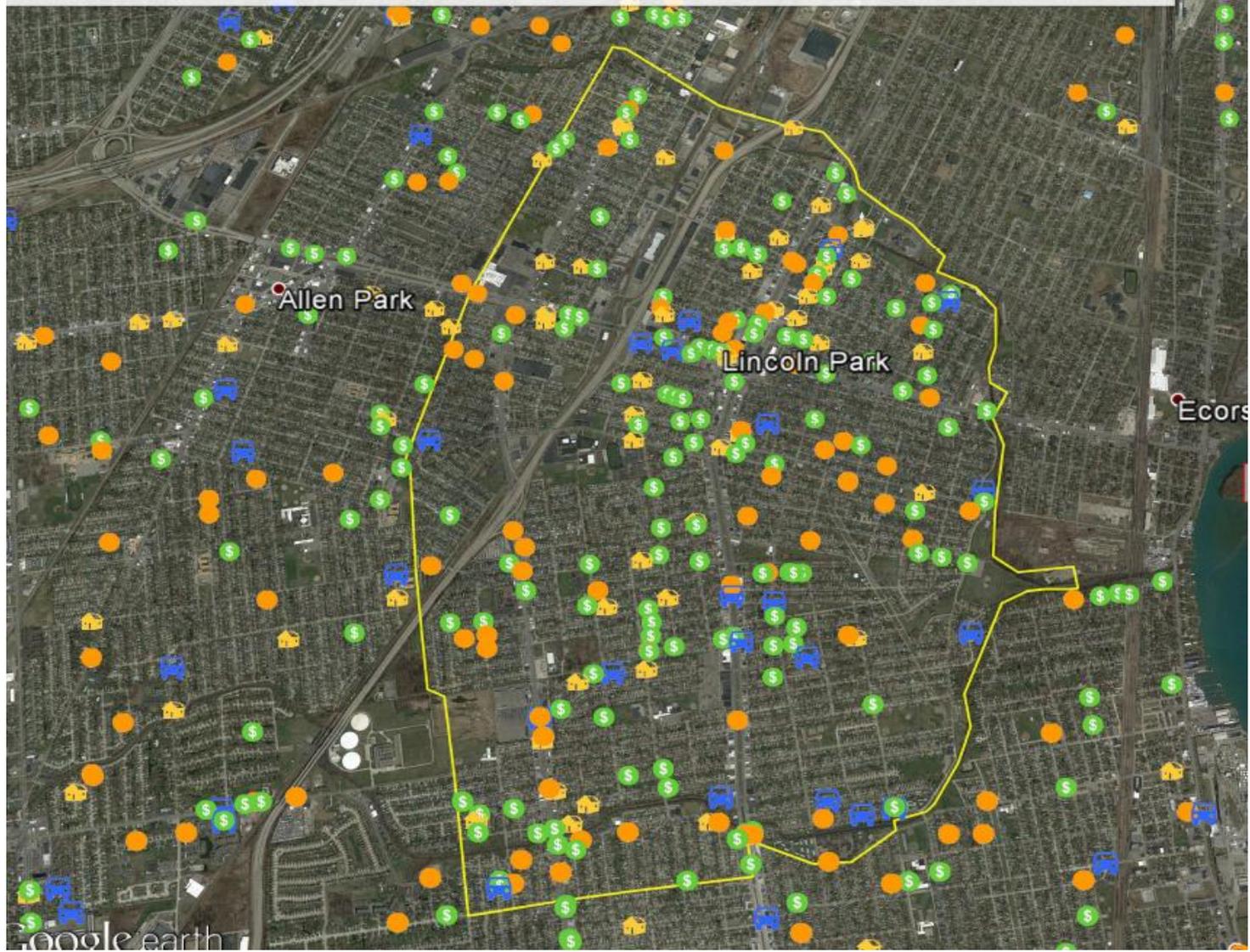
Police Department

- Leadership has been very open to change and new ideas
 - 12 hour power shift, staff for peak activity
 - Added two part time officers
 - Reduce OT from \$600,000 to \$250,000 per year
 - \$150,000 regular shift, \$100,000 SET & SCAT
 - Look for new revenue sources
 - Take over storage of towed vehicles, \$200,000 per year
 - New booking fee, \$30,000 per year

CompStat (Crime Mapping)

- Use technology to do more with less
 - Real time regional crime mapping
 - Identify trends and focus on hot spots
 - Work smarter, target crime
- Contract with Wayne State Center for Urban Safety
 - Developed software and has run CompStat for Detroit Precincts for the past six years
 - Coordinate meetings and provide student analyst
 - Paid for with troubled city grant from State
- Mapping in rental houses, fire and EMS runs
 - Can map in anything with an address or GPS coordinates

Larceny, Car Theft, Property Damage and Burglary - Past 90 Days



Police Department Goals

- Identify and Target crime hot spots
 - Tie crime into rental properties and hold landlords accountable
- Regional CompStat meetings with neighboring cities
- Add more patrol officers
- Deputy Chief or Community Policing Officer
- Grant Money

City Hall

- Sharing of staff between departments
- Customer friendly
- Department Heads involved in budget process
- College intern
 - Adopt a park with business sponsors
 - Band shell refurbishment raised \$25,000
 - Grant money
 - Ecivis
 - Networking

Goals

- Generate month end reports for Council from DPS, Fire, Police, Building Department, and Finance
- Continue cross training and sharing of staff between departments
- Continued emphasis on service and being customer friendly

Water Billing

- Meter reading problem is being fixed via a team effort between City Hall and DPS
- Methodically working through each district and fixing the problems
- Michigan Meter is at City Hall for each billing cycle and then correcting homes with no reads
 - Full report in June on meter issues and possibly adding another tower

Goals

- Minimize estimated billing to 5% or less
- Catch water leaks before they become uncollectable
- Continue with water shut offs to force payment
 - Enter payments plans in case of hardship

Clean Slate

- **ALL THAT MATTERS IS GOING FORWARD**
- Emergency Management gives Lincoln Park the chance to forget the past and start fresh