

Monthly Administrative Reports

DECEMBER 2011



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CITY ADMINISTRATION DEPARTMENT

December 2011

OFFICE OF CITY MANAGEMENT

M. Vanderpool, City Manager

ECONOMIC DEVELOPMENT



Velocity



Punch list construction continues. Illuminated, exterior way finding sign recently installed, additional signage and key fob installations still to come. Mechanical contractor suggesting energy efficient improvements. Awarded bid for snow removal contract.

Met with Macomb-OU INCubator Director to discuss partner relationship and Velocity.

SHED is identifying and meeting with partners bi-weekly to bring events into Velocity. Along with Macomb County and the Macomb-OU Incubator, we are targeting events with MMTC, PTAC, Women in Defense, TARDEC, and Automation Alley to name a few. The focus of events is taking shape with both "off the shelf" opportunities from our partners and the development of new programs that bring multiple groups together in collaboration to serve businesses at the Center. The Velocity partners have met and identified and prioritized an extensive list of potential events.

The Second Amended and Restated Development and Tax Increment Finance Plan to address financing for the SmartZone was presented and approved by the LDFA and City Council. The revised plan was prepared to incorporate additional revenue from projects at Chrysler Sterling Heights Assembly Plant.

Defense

MCC put bids out for SE MI defense marketing strategy. Bids due in January. Meeting Macomb County and Warren to discuss coordinated efforts. PTAC held successful Defense Contracting 101 at Velocity.



Homeland Security

Meeting in January 2012 to discuss Cyber Security Forum.

Economic Development Department Organization & Website

Completed second review of new Economic Development Fact Sheet.

Finalized revisions to website in order to improve user friendliness and ease of access to information.

Continuing social media efforts via Facebook, Twitter and LinkedIn accounts.

Engaging in contract negotiations to secure the Salesforce system to improve department operations.

Presented Economic Development Department Strategic Plan during the strategic planning meeting to City Council.

Business Awards

SHED is partnering with SHRCCI to develop a business awards series to celebrate and honor great businesses in the community. Preparing to launch in early 2012.



DPW Office Lighting Grant

Complete. Energy efficient ballasts, new fixture wiring, reflectors and new T-8 bulbs replaced lighting that has been in the building since the 1970s. Project will reduce energy costs by an estimated \$2,500 annually.

Better Buildings for Michigan Program



Sterling Heights was one of seven suburbs chosen to participate in this DOE-funded pilot program. This unique community-based program creates a sustainable energy efficiency market and puts people to work by providing homeowners in the target areas with an energy assessment and a package of upgrades worth up to \$1,000 per household that will save most people an average of \$300 a year. Additional incentivized improvements can include insulation, air sealing, furnaces, water heaters, and heating and cooling systems all with comprehensive energy packets with energy efficient bulbs, programmable thermostats, and faucet replacement. Program is currently underway with approximately 31% of residents in targeted area responding. Program will continue thru December.

PACE Program

City Council approved an *Interlocal Agreement to Create and Join the Southeast Michigan Regional Energy Office Community Alliance*. The program is being developed and should launch in 2012.

Energy Efficiency & Conservation Block Grants (EECBG) - \$1,203,800 ARRA

DPW rooftop unit installation underway. IT and contractor working together to complete automated control system installation, network drops needed.

SmartZone Business Collaborative

Sent a draft strategic plan to partners for comment. Received some comments. Staff to regroup and evaluate.

Corridor Improvement Authority

Speedway preparing report for DEQ. Looking for graduate students to complete corridor study.

December Connections

- Met with Automation Alley to plan March networking event.
- Brainstorm session with Planning Department regarding retail.
- Met with Oakland University Engineering Departments to discuss STEM partnerships.
- Velocity Event planning meetings held with Oakland University & Macomb County.
- Attended SEMREO Steering Committee Meeting (PACE & BBFM).
- Congressman Levin's Office - James Jackson to discuss current areas of concern and opportunity in Sterling Heights
- Site Selection consultant Brandon Podolski from Plante Moran Cresa
- State Representative Jeff Farrington to discuss current areas of concern and opportunity in Sterling Heights
- Work on a confidential industrial project in North Sterling Heights area
- Michigan Economic Development Corporation Rebecca Wenglinski to discuss partnership in MichAGAIN program
- Ford Motor Company representatives from Government Relations, Ford Axle and Ford Van Dyke Transmission to obtain an update on local operations.
- SBTDC representatives to discuss piloting a retail Fast Trac plan
- Finalized plans with SHRCCI to launch the Sterling Edge Business Awards series that will be launched in January.

Minor Home Repair - Mobile Home & Senior Citizen Assistance Program

- Received 6 calls for service
- Received 7 program inquiry calls
- 1 application was sent out
- 0 renewal applications were approved
- 1 application is under review
- Denied 0 new applications for program

Home Chore Program

- 0 lawns were cut for the month of December
- 0 snow removals for the month of December
- Received 7 program inquiry calls
- 3 new requests for applications were sent out
- 0 renewal applications were approved
- 1 application is under review
- Approved 0 new applications for program

Fire Stations #2, #3 and #4

City Attorney proceeding to make a claim on the warranty and/or bond for failed apparatus bay floor coating. Facilities Maintenance reviewing heating solution proposed by mechanical engineers.



MANAGEMENT SERVICES



The City Manager discussed the following items in his *City Manager's Reports* during the December 2011 City Council meetings:

- Snow Emergencies
- New Recycling Compactor Update
- November 29, 2011 Rain Event Update
- Strategic Planning Update
- Fire Department Lieutenant's Award
- Refuse Collection During Christmas & New Year Holidays
- Business Spotlight

The 2012/13 Budget Request Manual was received this month and initial preparations have begun by the Management Services Specialist in order to meet the January deadline.

The Management Services Specialist continues to update the Municipal Telephone Directory that is accessible by all employees on the Z-drive. It is anticipated that upon completion, the updated directory will be printed and hard copies will be distributed to all departments next month.

Management Services Specialist assisted the City Manager in preparing for the Strategic Planning Session with City Council which was held December 12, 2011.

The City Manager conducted an Administrative Quarterly Meeting on December 14. The format followed that of the weekly Directors' Meeting and was attended by the City's administrative staff. The next quarterly administrative meeting will be held in February.

City offices were closed December 23 & 26 for Christmas and December 30 for the New Year holidays. City business was conducted during normal business hours on December 27-29.

Due to the busy holiday scheduling, this month's MACRO meeting was cancelled. The next meeting is scheduled for January 12, 2012.

The Management Services Specialist continues to work closely with the Treasurer's Office, City Attorney's Office, and Police & Fire Departments in assisting with the review of false alarm appeals received in the Management Office. During the month of December, the Management Services Specialist was busy processing five new False Alarm Letters of Appeal that were received. Additionally, six false alarm appeals were finalized and notifications of the appeal determinations were sent to the respective appellants.

HUMAN RESOURCES

K. Winnega, Human Resources Director



Labor Relations

Meetings and communications continue with the following union groups whose contracts have end dates of Jun 30, 2011:

- Police Officers Association negotiations continue with mediation process.
- Police Clerical negotiations continue with mediation process.
- Police Officers Association and Police Clerical go to arbitration over the City's application of PA 54 to their collective bargaining agreements. Outcome pending an arbitrator's decision.
- Police Officers Association and Police Clerical to arbitration over the City's application of PA 54 to their collective bargaining agreements. Outcome pending an arbitrator's decision.
- Police Officers Association and Police Clerical file jointly a Temporary Restraining Order – The State of Michigan in the Circuit Court for County of Macomb to stop the City of Sterling Heights from implementing the Hard-cap cost saving on January 1, 2012.
- Police Officers Association and Police Clerical jointly file an Unfair Labor Practice – The MERC stating the City violated Public Employment Relations Act (PERA) when the City failed to negotiate the implementation date of the Hard Cap.
- The Command Officers Union has a lawsuit pending in the Macomb County Circuit Court seeking to vacate an arbitrator's opinion and award denying a union grievance over the City's reduction in Command Officers' workweek from 40 hours to 37.5 hours.
- The Command Officers Union is also pursuing a new grievance to challenge the reduction in the workweek.

Healthcare

American Red Cross Blood Drive, December 8, 2011, donated enough blood to save 111 lives.



Personnel

Frank Gorlitz retires from the DPW, November 4, 2011

Dave Fox retires from DPW, November 21, 2011

Ronald Fanane hired as a the new Part-time Animal Control Officer

FINANCE & BUDGET DIVISION

B. Baker, Finance & Budget Director



FINANCE & BUDGET

Finance & Budget Issues

We created an Audit PowerPoint presentation to review the City's overall financial condition and discussed the City's audit highlights at the December 6 City Council meeting. The audit and the PowerPoint were placed on the City's website.

We prepared a PowerPoint presentation for the December 12 Strategic Planning meeting to update the City Council and employees on the City's financial condition and long-term financial plan. This information was also presented at the December 14 quarterly administrative staff meeting.

We assisted Community Relations in reorganizing and updating the financial information on the City's website.

We finished reviewing and analyzing next fiscal year's capital budget requests through the Capital Coordinating Unit. All departments were notified during the second week of December as to the funding status of their requests for next year's proposed budget.

An amendment to the Appropriations Ordinance was introduced at the December 6 City Council meeting and adopted at the December 20 meeting.

As part of the refinancing of a 2005 road bond, we held a bond ranking conference call with Standard & Poor's (S&P). S&P maintained the City's AA+ bond rating with a stable outlook as a result of continued labor savings, the City's ongoing cost containment efforts, and excellent management practices. We also reviewed the updated bond preliminary official statement.

We have updated our list of Service Sharing and Consolidation Efforts undertaken to date with the estimated associated savings, as well as a plan for further collaboration. This information was submitted to the State in order to qualify for reduced revenue sharing payments.

We finished an impact and feasibility study of incorporating a fixed component to the City's water & sewer rates as a result of rate changes by Detroit and Macomb County.

2012/13 Operating Budget

Operating Budget Manuals were distributed to all departments on December 7. All operating budget requests are due by January 16, 2012. Offices will receive their line-item budget worksheets and revenue worksheets on January 12 after accounting closes the month of December. We also held budget training for several new managers.

We finished updating the revised rate and fee schedule for the 2012/13 fiscal year based on a 3% inflation factor.

We began calculating the proposed personnel costs for the 2012/13 fiscal year. The data includes the wage and fringe benefit costs for employees based on the applicable labor contract and estimated savings.

We have begun preparing a forecast of the Water and Sewer Fund for the 2012/13 fiscal year.

Meetings

The Director attended meetings regarding the MGFOA Legislative Committee, General Employees Retirement Board, Investment Committee, and Labor Strategy.

FINANCIAL SERVICES

Controller

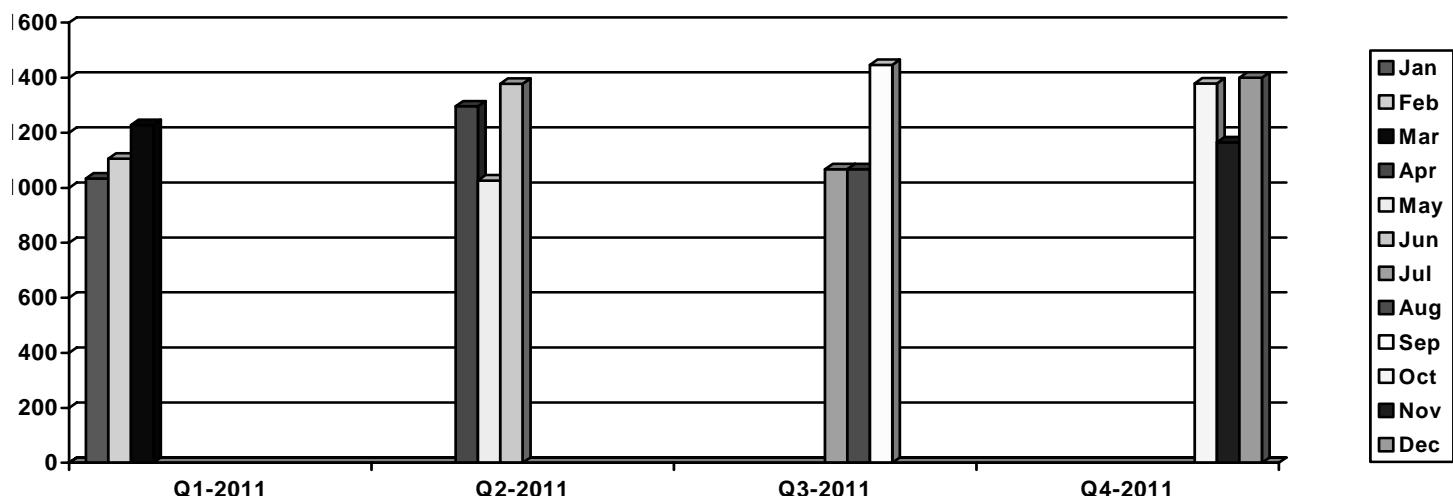
- Presented Financial Reporting seminar at MACPA Governors Financial Seminar
- Attended MGFOA monthly board meeting
- Completed reimbursement requests for various Homeland Security grants
- Completed and filed F-65

Accounts Payable

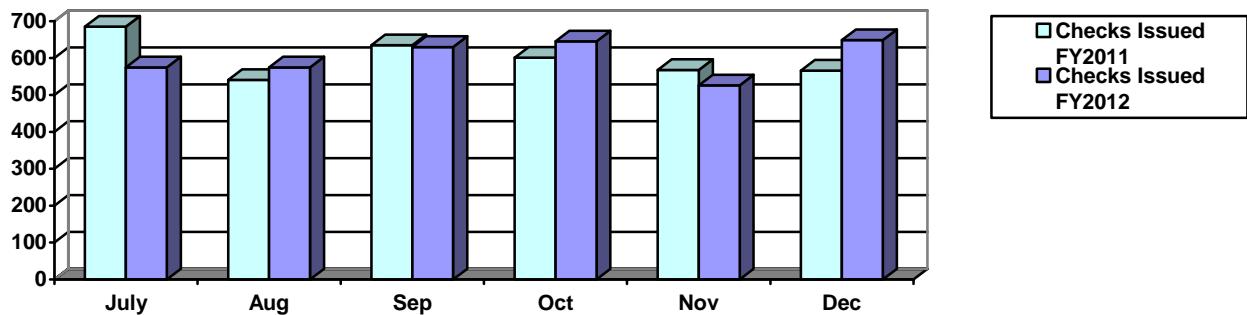
The following payables activity took place during December:

- Completed and filed Act 51 report
- Assisted several departments with billing issues – DPW, LDFA Incubator, and Fire; as well as EECBG grant reporting

Total documents processed in December exceeded 1,270. Over the past 12 months (calendar year), Accounts Payable processed on average in excess of 1,300 documents each month as compared to an average of 1,370 documents for the previous 12 months. The following chart represents the past twelve months of document processing activity:



Total checks issued for the first six months of the current fiscal year were approximately 3,600, which is unchanged from the first six months of the previous fiscal year. The monthly average of checks issued also remained unchanged at 600 checks per month. The following chart represents the checks issued for the first six months of each of the fiscal years previously referred to:

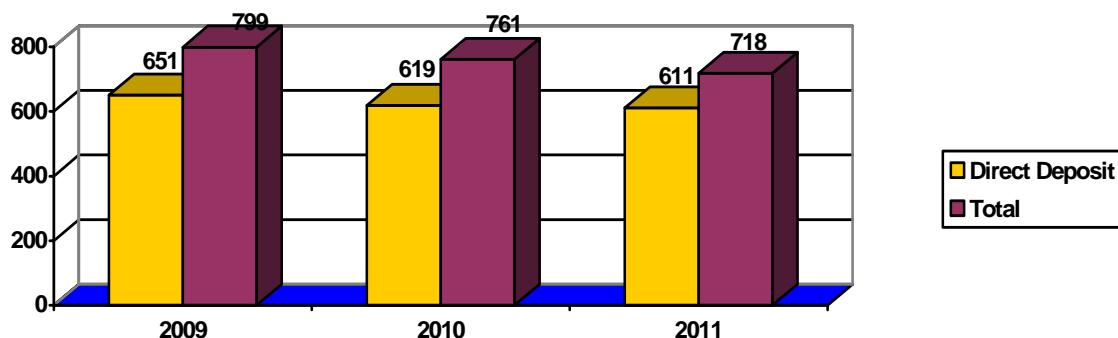


Payroll

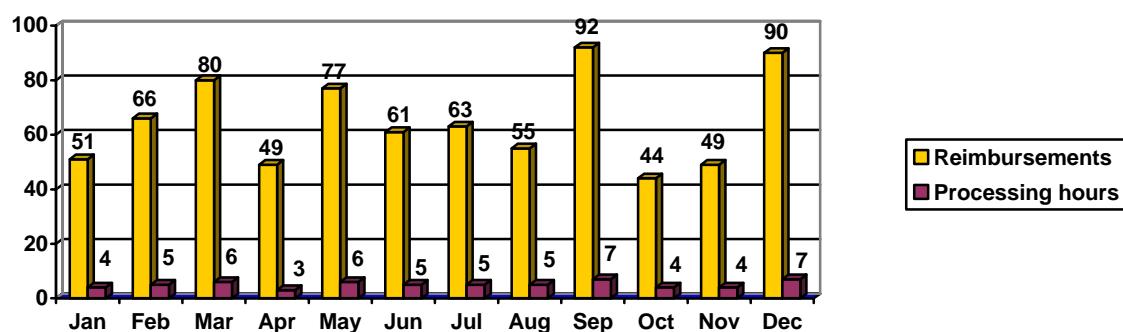
The following payroll activity took place during December:

- Conducted AFLAC Open Enrollment
- Conducted Open Enrollment for Other Employee Benefits
- Updated payroll tax tables for 2011 and social security tax rate changes

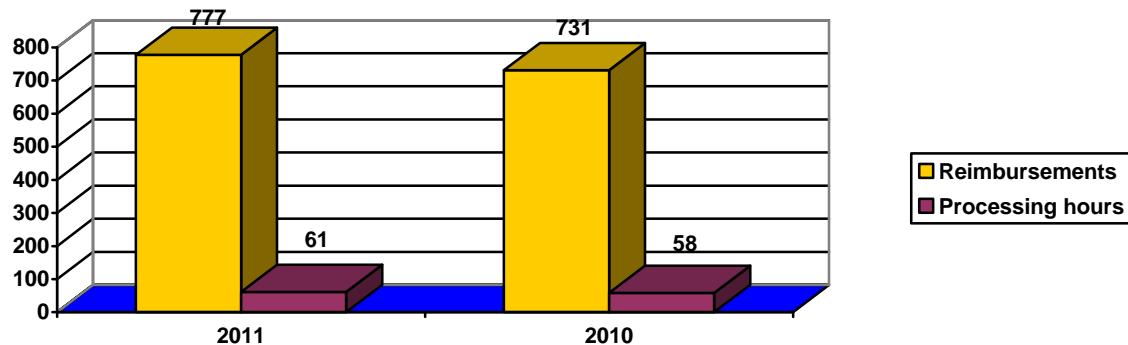
The Payroll Department continues to monitor employee participation in direct deposit of compensation. The increase continues to be primarily due to results of contract negotiations. Direct deposits represent 81.5%, 81.3% and 85.1% of employee payments at December 31, 2009, 2010 and 2011, respectively.



The processing of Section 125 reimbursement plan requests increased in December 2011 from 88 reimbursements/6 hours processing to 90 reimbursements/7 hours processing. This is a minimal increase in reimbursements and a 16.7% increase in processing time. The following chart represents the 2011 calendar annual activity:



The following chart represents total reimbursements processed and the associated hours:



ASSESSING

Assessing Issues

The December Board of Review (BOR) took place entirely on December 12, 2011. The BOR members in attendance were Rick Golpe, Ken Krawczak and Betty Jane Sukkar (BOR #1) and George Medvedik, Raymond Nadolski and Mark Valente (BOR #2).

The Results of the 2011 December BOR are as follows:

Financial Hardship Appeals:	64
Principal Residence Exemption (PRE) Changes:	403
Multiple Changes:	2
Qualified Errors:	4

*There were 209 total Hardship Appeals processed in March, July and December 2011, which was 43 (or 17%) less than the total number of Hardship Applications processed in 2010 (252).

The City Assessor prepared a report detailing the average residential improvement SEV & TV History.

The City Assessor reviewed the Commercial Redevelopment Act with the Economic Development Manager.

The City Assessor created a report that calculates total personal property taxes generated.

The City Assessor delivered the stipulations to settle all of the pending Ford Real & Personal Property appeals and talked to the City Attorney about drafting a Global Settlement Agreement.

The City Assessor researched STC Classification Appeals Determinations and discussed with Assessing Staff and Equalization.

The City Assessor prepared an Exempt Property Report for 2009-2011 and provided the 2011 Report to the Macomb County Equalization Department.

The City Assessor reviewed Classification Appeals court cases and how they relate to recent STC letters received regarding previous classification appeals pending at the Circuit Court.

The City Assessor reviewed the former Noonan Dealership Cost Approach and prepared a sales comparison approach worksheet to value the property for the 2012 Assessment Roll.

The City Assessor reviewed the following Split Applications this month:
SPL-0722 & 0726

Industrial Facilities Tax Exemption Certificate (IFEC) Issues

The City Assessor prepared the IFEC Extension Application for Experi-Metal at 6385 Wall Street.

The City Assessor drafted new language to be used for all future IFEC Extension Resolutions.

The City Assessor appeared before City Council to give a presentation on an IFEC Extension Request filed by Rave Computer at 7171 Sterling Ponds Court.

Michigan Tax Tribunal (MTT) & State Tax Commission (STC) Issues

The City Assessor reviewed MTT correspondence and updated Detail & Summary Reports.

The City Assessor reviewed the settlement figures for the Ford 2009-2011 real and personal property appeals and summarized all issues to be included in a Global Settlement Agreement.

The City Assessor researched the interest rates for MTT over and underpayments and estimated the amount of interest that is at issue with all of the Ford Property Stipulations.

The City Assessor read the Appraisal for the Milliken Millwork appeal, prepared comparable sales information and emailed a settlement offer to the City Attorney for forwarding.

The City Assessor reviewed the Cadillac Ferndale Appeal file and made a 2nd settlement offer.

The City Assessor prepared Sales Comparison Reports and emailed settlement offers for the 2010 A.G. Simpson and September Associates appeals.

The City Assessor prepared Sales Comparison Reports and made settlement offers for the Arrow Drive Company, Debra Hutchins Trust, Lincoln Road Company and JK Coe MTT Appeals.

The City Assessor reviewed file and sales information for MTT appeals for Pennas properties and met with the property owner and their attorney to talk about 2010-2011 valuation issues.

Appraiser III (Roxanne Reeder) attended one MTT Small Claims appeal in Mt. Clemens at the County building. The Petitioner did not show up for the hearing. The case was dismissed.

Appraiser III (Dawn Peterson) attended one MTT Small Claims case in Mt. Clemens. She also prepared evidence for one case to be heard in February, prepared stipulation offers for four cases, settled 11 cases with one Tax Appeal firm, prepared two respondent forms, input four final judgments and eleven consent judgments, one STC order and ran an updated CIA list.

Appraiser III (Jerry Jackson) prepared sales comparable analysis worksheets for four pending commercial or industrial MTT Small Claims appeals.

Appraiser I (Lori Peterson) attended the hearing for Glenn & Rose Pollard on December 20, 2011 and prepared a comparable sales analysis based on the limited information available.

Appraisal Staff Issues

Roxanne Reeder completed the work in the City's existing audit program detailed below.

Personal Property Audit Conducted:	1
Sent Letters regarding the findings of County audits:	4

Roxanne Reeder continued working on the annual Personal Property Canvass that is performed by visiting all of the business locations located in the City to identify those that are new to the City so that the Assessing Office may send them a statement to report their taxable personal property and to also identify those current commercial and industrial businesses that are no longer operating within the City. The December totals are listed below.

	<u>December</u>	<u>Total</u>
New Businesses Found:	163	192
Businesses that moved within the City:	8	12
Out of Business (OOB) for 2012:	93	97

She also sent letters to 225 businesses that did NOT file personal property statements and scanned those letters into the computer system and attached them to the appropriate parcels.

Dawn Peterson worked on the State P.R.E. Denial Lists for inclusion on the December BOR (131 parcels) and prepared Local Unit Denials for two parcels. She also input the 2012 inflation rate multiplier (2.7%) into the system and reversed twenty previous poverty exemptions from the 2011 March Board of Review. She also prepared 64 calculation sheets for Poverty Exemption requests that were processed at the December BOR, processed paperwork that resulted from the BOR, and balanced the database. She also worked in conjunction with Information Technology to transmit 3,039 Personal Property Statements (L-4175's) via PDF to Datamail Services for mailing to business owners. She also prepared a calendar to track the input of deeds from the Macomb County website for completion and recording purposes.

Jerry Jackson received and reviewed 29 commercial or industrial permits this month. He also prepared six commercial or industrial sales summary sheets & prepared six Real Property Statements. He also reviewed four project development blueprints and retained the appropriate pages for the Assessing file. He appraised one building addition, six building alterations and one damaged building. He also completed three interviews this month on the ongoing Sales Research Program (21 completed to date). He also updated the monthly studies concerning Commercial and Industrial Properties Asking Price Surveys and began his final year end call-back field inspections, completing 72 inspections this month. He also ran custom reports identifying the combined land size of all property classes in the City and updated the existing tax-exempt property report. He also prepared an analysis of the costs of potential building additions at the former Noonan Pontiac site, obtained costs of the extensive renovations taking place to the new Macomb Pipe & Supply Headquarters during a walk through and contacted management offices of all apartment complexes to determine current rental & vacancy rates of all existing apartment & mobile home complexes.

Lori Peterson appraised the improvements detailed below this month. She also drew individual digital apex sketches for nine residential properties and attached them to parcels.

Houses & Detached Condos: 13

She also packaged approximately 31 poverty/hardship exemption applications for Dawn Peterson to calculate, reviewed the paperwork filed with each application looking for conflicts or omissions. Most applications required phone calls to determine the required paperwork.

Clerical Staff Issues

Appraiser I (Patty Figurski) ran, printed and checked control totals each morning from the Equalizer Assessing Information System to insure that the database is sound and changes have not corrupted existing assessing information totals. She also sorted and distributed ninety building permits and 152 mechanical permits to the appraisers in the Assessing Office. She also worked on the Sheriff Deed Action List, finalized the December BOR minutes prepared for the December BOR, ran petitions to the conference rooms, finalized the December BOR minutes and mailed BOR determination letters to all applicants. She also took care of year-end field checks relating to prior fires and previously started building additions.

Appraiser Aide (Shawn Biernat) provided new owner information to Community Relations. She also reviewed ten Hardship Exemption Applications this month. She also scheduled appointments for those hardship applicants that are required to attend the BOR hearings.

Assessing Staff Performance Indicators

Resident Assessing Property & Land Online Retrievals:	15,614
Resident Assessing Comparables Online Retrievals:	<u>252</u>
Resident Assessing Total Online Retrievals:	15,866
Deeds & Property Owner Updates:	278
Property Transfer Affidavits & Name Changes Processed:	269
Principal Residence Exemption Affidavits & Rescissions Processed:	250

Assessing Local Meetings and Education

The City Assessor attended a Michigan Assessors Association (MAA) monthly business meeting on December 19, 2011 in Delta Township, Michigan.

PURCHASING/RISK MANAGEMENT

General

Met with a representative from NAPA to discuss options for the handling of vehicle parts and supplies.

Assisted the Housing Commission with the interviews of applicants for property management services for Schoenherr Towers and administrative services for the Section 8 Housing Voucher Program.

Participated in a conference call with Jason Thompson and City Attorney Bahorski regarding the McKesson Class Action litigation and settlement.

Met with DPW to discuss the Curbside Recycling Program and continue the evaluation of proposals received.

Presided over public openings of Purchasing Bids, Requests for Proposals, & CDBG bids.

The Purchasing Department sold excess City property via auction, with the City receiving a total of \$1,511 for the month of December.

Bids, Proposals, and Quotes

Bids were sent out, received, and reviewed for the following: Hauling and Disposal of Street Sweepings; Paper and Envelopes; Fleet Diagnostic Software; Scott Air Cylinders and SCBA Units (re-bid); Firearms Training Simulator; Double Detector Check Assembly.

There were 32 purchase orders processed in December.

Agenda Statements

Agenda statements were evaluated and prepared for six items that were presented at the December City Council meetings.

Claims / Lawsuits

Workers Compensation: Two new claims received.

As of December 31, 2011 there were no employees off work due to workplace injuries.

Short Term Disability: Three employees received STD benefits during the month.

Long Term Disability: Two employees received LTD benefits during the month.

Retiree Life Insurance Claims: 1

New property / liability / subrogation claims and incidents: 6

There were four new lawsuits received in December.

Safety / Training / Other

Met with a resident to investigate a sidewalk trip and fall accident.

PA 295 of 2010 allows the Police Department to sell confiscated firearms and use the proceeds for law enforcement purposes. In accordance with the new statute, confiscated weapons scheduled for disposal through auction will be listed for 30 days in a public notice on the Police Department's portion of the City's website beginning January 4, 2012. Weapons that were involved in violent crime will be excluded from this program. In the past, these firearms, that are readily available at sporting good stores, were sent to the state and destroyed.

The City Clerk, HR Director and Risk Manager inspected stored documents at the Clinton River Storage location and arranged for the on-site shredding of over 500 boxes of documents that were no longer needed.

The monthly Loss Control Committee meeting was held on December 13, 2011.

TREASURY

City Treasurer

- Attended, with Accountant, the Macomb County Treasurer's Association December meeting.
- Attended, along with members of Treasury staff, Comerica presentation regarding online lockbox exception processing. This process will be implemented in January 2012.
- Met, along with Management Assistant, with Ron Cash from Transworld to discuss a new process for collection of unpaid false alarm invoices.

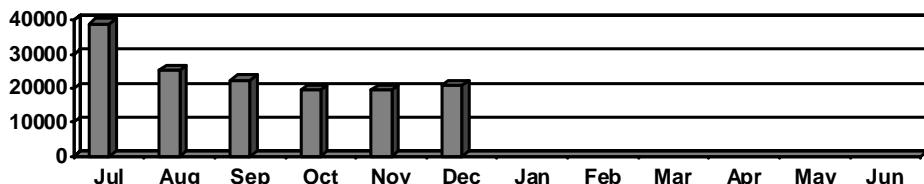
Treasury Office

- Treasury Accountant processed 472 property tax adjustments related to the December Board of Review.
- The City provides many avenues for residents to use credit cards to remit payments for a variety of services. The following table shows the level of credit card activity within various areas of the City for the current fiscal year and the prior two fiscal years.

	Current Year-to Date		Total		Total	
	Fiscal 2011/2012		Fiscal 2010/2011		Fiscal 2009/2010	
	<u>Number</u>	<u>Amount</u>	<u>Number</u>	<u>Amount</u>	<u>Number</u>	<u>Amount</u>
Treasury	1,441	\$749,089	2,907	\$1,035,929	2,497	\$906,445
41A Court	2,286	357,617	5,661	864,402	5,444	822,855
Parks & Rec.	2,449	176,136	4,276	299,843	3,696	260,272
Utility Billing	6,970	1,043,243	12,337	1,503,994	10,468	1,069,003
Building	43	9,388	82	19,601	125	20,649
Library	816	8,789	1,688	21,133	1,604	17,587
Total	14,005	\$2,344,263	26,951	\$3,744,902	23,834	\$3,096,811
Average \$ / Transaction		\$167.39		\$138.95		\$129.93

- Management Assistant and DPW staff generated 74 general billing invoices with a total value of \$84,404.58 during December. In addition, the Management Assistant also issued 96 false alarm warning letters during the month.
- During December, 20,863 public record data retrievals were conducted by residents and others using the BS&A Equalizer Internet product. Included in that total were 4,990 property tax inquiries and seven special assessment inquiries. The following graph shows the number of retrievals by month for the fiscal year.

Public Record Data - Retrievals (by month)



Utility Billing

- Nine new customers began using the auto-pay option in October. This brings the total number of auto-pay users to 2,966.
- The on-line service registered 2,190 hits during December 2011, which is even with the 2,192 hits registered last year.
- 32 customer bankruptcy filings and items of correspondence were processed during December. A backlog of five cases existed at the end of the month. Billing staff continues to coordinate collection of charges under bankruptcy protection with the City Attorney's Office.
- The number of residents registered under the budget-billing program is 147 as of the end of the month.
- During December, web-based credit card payments were made by 1,289 customers, paying 1,434 bills totaling \$172,204.03. Additionally, customers made 10,846 payments, totaling \$1,749,994.15 via the City's water/sewer billing lockbox at Comerica Bank.
- Included flyer regarding snow removal and snow emergencies with the December water billing.

Pension Administration Office

- Responded to 47 requests from members for clarification of benefits and related research issues.
- Prepared agendas for the regular monthly meeting of the GERS Board, as well as related correspondence with the custodial bank, legal counsel, financial advisor and various money managers.
- Prepared 1 GERS final pension calculation and 1 GERS pension estimate.
- Assisted City Controller with the completion of the Michigan Form F-65 and an on-line filing with the State of Michigan Treasury.

General Employees Retirement System (GERS)

At the December 2011 regular meeting, the board approved the service retirement application for Judy Hottle, Administrative Assistant, DPW. In addition, the Board received a report from Comerica Bank regarding the custodial activities for calendar 2011. The Board also received the annual analysis of actuarial assumptions from

Gabriel Roeder Smith & Company and determined appropriate assumption changes for the next fiscal year.

The monthly reports for November were received as follows:

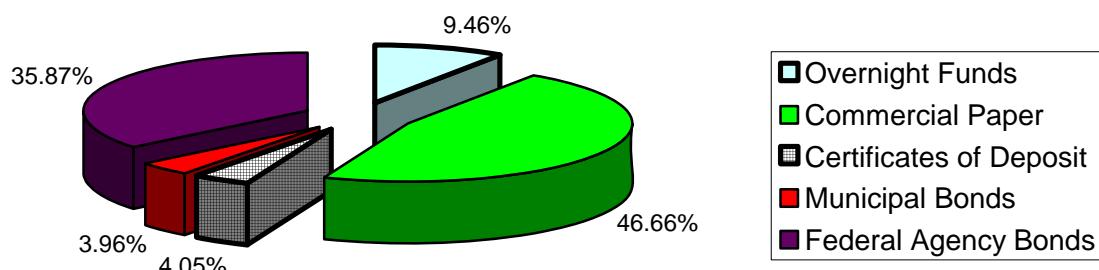
	<u>November 2010</u>	<u>November 2011</u>	<u>Change</u>
Securities lending income-FYTD	\$98	\$824	-88.11%
Number of retirees	299	277	7.94%
Pension payments for month	\$659,537	\$584,545	12.83%
Pension payments YTD	\$7,591,228	\$6,732,997	12.75%
Market value of portfolio*	\$102,768,992	\$107,643,087	-4.53%

*Represents a 1.67% decrease from the October 2011 balance.

Public Act 20 - Investment Activity

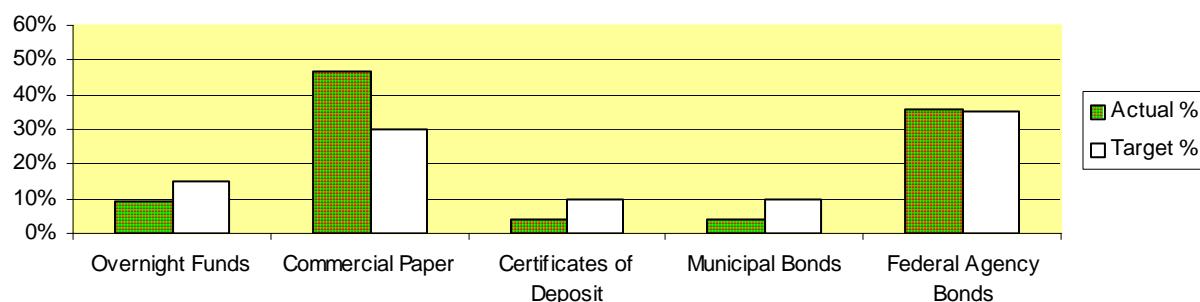
As of November 30, 2011 the Public Act 20 portfolio was invested in full compliance with Michigan Public Act 20 and the investment policy adopted by the City Council. As shown by the pie graph below, the actively invested portion of the portfolio was above the 85% target set by the investment committee.

PUBLIC ACT 20 PORTFOLIO HOLDINGS NOVEMBER 30, 2011



The bar graph below compares the actual holdings by investment type to the targets set by the City's investment committee.

PUBLIC ACT 20 HOLDINGS NOVEMBER 30, 2011 ACTUAL % COMPARED TO TARGET %



The fiscal year-to-date yield-to-maturity for the combined portfolio (1.65%) exceeds the average benchmark (two-year Treasury note yield of 0.59%) set by the investment committee. The year-to-date results of investment activity for the period ended November 30, 2011 were as follows:

	2011/12	2010/11	Change
Earnings	\$747,902	\$521,031	43.54%
Percent of Budget	109.48%	61.76%	77.27%
Yield:			
Overnight	0.07%	0.18%	-58.61%
Active Invest.	1.98%	1.76%	12.41%
Portfolio Balance:			
Overnight	\$12,091,530	\$6,936,360	74.32%
Active Invest.	<u>\$82,682,442</u>	<u>\$94,183,399</u>	-12.21%
Total Portfolio	<u>\$94,773,973</u>	<u>\$101,119,759</u>	-6.28%

The current year-to-date interest earnings are high due to market rate adjustments to the value of long-term bonds. As the current bond interest rates continue to drop, existing bonds with higher interest rates rise in value. Although the market value does represent the current value of the bond, the gains will not be realized unless the bond is sold prior to maturity.

ADMINISTRATIVE SERVICES DIVISION

W. Blessed, Assistant City Manager/City Clerk



CITY CLERK

Political Redistricting

Every 10 years, the district maps for Congress, State Senate, State House and Macomb County Commissioner are redrawn in response to the new census data. Late this month, we received access to the detailed district maps developed by the State of Michigan.

The Election Commission will meet to redraw precinct boundaries that when possible will conform to political district boundaries. We try to avoid split precincts where some voters in the precinct receive one style of ballot and other voters receive a different style of ballot. We will also take the opportunity to combine and reduce the number of precincts to reduce costs.

The office then has to update the street listing to forward to the Secretary of State's Office so they can change the information in the Qualified Voter File. There is a great deal of detail work and it is very time consuming. It is due by the end of January. New voter cards must be sent to any voter whose political district, polling place, or precinct has changed.

February 28, 2012 Presidential Primary election

The Michigan legislature has scheduled February 28, 2012 as the date for the presidential primary. The Republican nominee will be determined at this election. The Democratic nominee will be determined later in the year at a Democratic caucus. This will be a closed primary. There will be two ballots for this election – Republican and Democratic. The voter in the precinct, as well as the voter who fills out an absentee ballot application, will have to check a box on a form indicating which party's ballot they wish to vote – they cannot vote both. To add further confusion, since the Democratic nominee will be determined at a caucus later in the year, it is likely that President Obama will file to have his name removed from the ballot. In addition, voters will be angry that they have to fill out a form indicating that they want a Republican or Democratic ballot. The State of Michigan will reimburse the City for all costs associated with the election.

Liquor License Applications

A request to transfer a Class C license has been received from American Blue Ribbon Holdings LLC located at 44899 Mound Road. They are transferring the license from Max and Erma's Restaurants, Inc. This applicant bought Max and Erma's restaurants out of bankruptcy court. There will be no change to the present management at this location or menu at this time. The transfer was approved at the December 20, 2011 City Council meeting.

A request to transfer a Resort Class C license with Dance\Entertainment Permit has been received from Sahara of Sterling Heights Inc. located at 2390 Metropolitan Parkway. They are transferring the license from J.W. Investments Inc. and moving the location of the license from 4359 Highland, Waterford, MI. This is a Resort Class C license so it can be transferred from Oakland County to Macomb County. Class C licenses can only be transferred with a county, not between counties.

A request was received from Sterling Plaza Hall LLC to transfer ownership of 2011 Class C liquor license, located at 13408-13416-13428 E. 11 Mile Rd., Warren, MI, from Gamars, Inc. and transfer location to 44605 Schoenherr, Sterling Heights. This is a bingo hall that also hosts non-profit millionaire parties that is transferring its license from a similar facility in Warren. The applicant owns both the Sterling Heights location and the Warren location. At the November 15, 2011 City Council meeting the applicant took action to request that the applicant proceed with the submitted plans. The transfer was not approved at the December 6, 2011 City Council meeting. City Council reconsidered their decision at the December 20, 2011 City Council meeting and approved the transfer.

A request was received from AMC Theatres Forum 30, 44681 Mound Road to transfer ownership of a Class C license with Entertainment Permit from Ping On restaurant (held in escrow), 42300 Van Dyke. They wish to serve alcohol in a similar manner as the Emagine theaters.

Licenses

Staff has been busy processing itinerant merchant licenses, massologist, junkyard, animal, and amusement device licenses.

Dog license renewals (11,000) will be sent out next month. Since staff will also be busy with preparing for the February 28, 2012 Presidential primary, it is anticipated that it will take approximately eight weeks to process mail in renewals.

Other

The City Clerk continues to be involved in numerous meeting regarding labor negotiations. Presently, we are negotiating with the Police Officers and Police Clerical groups.

State legislation has been passed that would move all school board elections to November. This canceled the scheduled May 8, 2012 Warren Consolidated Schools election.

INFORMATION TECHNOLOGY

BS&A

- Assisted with personal property statements
- Researching cost to move permits, code, and complaints to BS&A
- Conference Call with BS&A to prepare to view software demo
- Researching cost to move financials to BS&A from Munis
- Researching BS&A migration to .net (SQL) – Received new quote on 11/30/10
- BSA to Accela updates as needed – training additional staff
- Continued working and configuring the APEX sketching software Assessing
- Assisted with database maintenance
- Pulled the PRD Web Server stats for the month
- Continued to support BS&A Multiple Databases and Application Server

Munis

- Preparing to run W2s and 1099s
- Researching purging options
- Testing purging options
- Planning migration to SQL required by 2012
- Assisted with month end
- Converting crystal reports as users call
- Fixed several processing errors
- Ran utilities on Database
- Multiple Live to Test database copies
- Loaded several program fixes
- Crystal Report writing for users
- Administrative maintenance on the Online system
- Processed payroll checks
- Support of all city staff members using Munis System

Faster CCGsystems

- Assisted with report maintenance

- Working with Faster support to upgrade DB
- Sent database copy to Faster for conversion testing
- Planning database upgrade
- Reviewing maintenance agreement
- Created monthly reports
- Maintenance of all system users and printers

Accela Permits

- Updated notices for plan reviews
- Rolled permits numbers to 2012
- Planning database upgrade
- Continued to research data structure for use in GIS system
- Staff training on Permits
- BSA to Accela updates performed as needed
- Continued working on setting up a new way to run planning & zoning BZA notices
- Fixed QBE problem
- Ran monthly QBE assessing report from permits system
- Manual backup of all permit systems
- Supported users in Building and Planning with Permits Plus Problems

Recware

- Researching Active.com hosting solution
- Planning database upgrade
- Printing monthly birthday report
- Now running reports for Internet, Senior, Parks, and Nature Ctrs
- Assisted with running the daily cash dist report
- Staff assisted in design of data entry for Recware software

QVF

- Backups
- Updated and replicated software

Court

- Installed PAAC manuals on client PCs
- Working with JIS on e-ticket
- Added multiple AS/400 sessions
- Worked on various AS/400 problems
- Helped create new macros for AS/400 at Court
- Assisted with several software and configuration issues

Hardware

- Working on UPS battery fault issue at City Hall
- Replaced motherboard in PC at PD
- Replaced battery on council laptop
- Replaced power supply on council laptop
- Worked with Maintenance to wire & connect the boilers at City Hall, PD, & Library
- Reported several printers to Konica OPS program for repair
- Staff started PC Replacement (Purchasing, ED, Building, Treasury)
- Completed server build for APS reportbeam, smart number, and smart export
- Investigating Velocity phone and data capabilities and needs

- Imaging and configuring MW800's for DPW vehicles
- Maintenance contract for 3 UPS and 3 Generators now in place
- Fixed multiple PC's throughout city
- Continued updating computer inventory list
- Cleaned multiple printers making roller noises

Software

- Installed LPR Boss software on clients at PD
- Upgraded Tokay backflow pro for DPW
- AT&T Cloud storage training and demo
- Fixed issues with Outlook 2003 at FD
- Working with Albin to implement OPS on all HP network printers
- Completed setting up automated conference rooms and equipment
- Working with Microsoft and Symantec to fix Exchange backup issues
- Completed Oracle upgrade working on testing applications
- Researching software upgrade with Accela, Recware, and Faster
- Testing internal helpdesk software
- Testing open office as replacement for MS office due to budgetary constraints
- Working on SharePoint server for testing purposes
- Installed Webroot SME client AV/Spyware
- Site Sage support for Community Relations – website fixes
- Assisted staff with various software problems and solutions
- Loaded software apps in coordination with various departments

ISP/ Firewall/Network

- Fixed time stamp issue on the web log for the Web Filter
- Investigating backup Internet service
- Pushed out windows updates to all servers and clients
- Working on Departmental mail stores
- Made several policy changes on content filter
- Monitor and maintain Internet, E-mail, and Firewall effectiveness and reliability
- Reviewed Firewall policy for optimum efficiency
- Upgraded Barracuda database hourly
- Ran Monthly Internet and E-mail usage reports

Police

- Updated information on all modems on Verizon online site for troubleshooting
- Working on case report / subject city and state issue
- Met with Verizon on ongoing coverage issues
- Working on file attachment issue on PD mobile
- Working on changing forms in night mode on PD mobile
- Worked with DDACTS to get Clemis raw data to the state
- Setup microfilm printing to network printers for PD Records
- Working on automated EMD solution for dispatch
- Fixed Canadian and out of state license plates with LEIN returns
- Fixed chat log reporting issue
- Uploaded database to NWS ftp server for testing
- Updated virtual partner for APS project
- Worked with PD on time stamp in CAD issue
- Updated PAAC manual

- Worked with PD and New World on AVL playback capabilities
- Scheduled training for APS e-ticket
- Worked with APS on server and software configuration
- Completed setup and training for LPR
- Working on hold music for ACD list messages
- Working on several New World issues – next monthly meeting 1/9/12
- Planning upgrade to 9 sp8
- Loaded all data into test from data conversion except tickets, narratives, & external attachments
- PC Tel antennae will be primary and our original antennae will now be diversity
- Installed 36 new antennae setups in cars, DPW to install remaining
- Fixed several issues with Clemis laptop
- Upgrading MDCs with DPW in all PD cars
- Working with New World on Data Conversion – Mapping all fields
- Data conversion for business registry almost complete
- Working on PD forensics project – received all equipment; still waiting on configuration
- Working with PD on APS E-ticket project
- Assisting LPR, agencies with LPR configuration
- Staff repaired multiple MDC issues (AVL, Modem, Screen)
- Radio System
- Maintain and support XP workstations and Network printers

Fire

- Working on fire records training class issue for FD
- Fixed T55 MDC
- Fixed issues with E3 MDC
- Working with FD & New World to plan fire records installation & implementation
- Imaging all rigs with new image
- Working with Facilities Maintenance to get a part for the UPS at Fire Admin
- Fixed various errors in NFIRS
- Support & maintenance of XP Workstations & Printers at Fire Admin & remote stations

Phone System and Nextels

- Completed automated menus at PD for 2900 and 2800
- Completed renewal contracts for AT&T
- Working on VOIP project
- Working on caller ID issue at Velocity
- Working with Verizon to eliminate text message charges from public safety modems
- Cleaning up AT&T bill in cost saving effort – cancelled several lines and contracts
- Setup and manage of the new Verizon accounts for the mobility devices
- Investigating Phone System upgrades
- Investigating how the Avaya takeover of Nortel will impact the City
- Several phone changes due to employee moves and retirements
- Replaced several broken and outdated Nextels
- Working with AT&T to patch the VOIP servers
- Authorized several Nextel accessory purchases
- Updated/adjusted/added several program changes to several Nextel phones
- Updated and changed several names on landline phones
- Fixed several extensions of landline phones
- Swapped out several Nextel phones with new ones

- Working with Nextel on fixing spamming
- Adjusted time on phone system
- Converting Nextel phones to 586 area code
- Maintain and support all phone systems and Nextel phones city wide
- Maintain and support all land line telephone systems

General

- Windows updates installed on all computers in WAN
- Updated copiers to reflect new staff members
- Setup for new council member on system and network setup at residence
- Working on MORE project
- Compiled PC Inventory for Finance
- Setup laptop for Council Meetings
- Backup of complete network data on a nightly basis
- Help Desk support for city wide technology

FACILITIES MAINTENANCE

Completed Projects

1. Prepared 7 vehicles for out of town travel.
2. Prepared and set up 38 meeting rooms.
3. Completed annual fire suppression test on sprinkler systems throughout the city.
4. Completed annual fire extinguisher inspection on all city extinguishers.
5. Installed new dishwashers at Fire Station #5
6. Had dutch door (cut ½) made for the property room clerk at the Police Department.
7. Prepared Upton House for Sterling Christmas.
8. Repaired ceiling tiles at 41-A District Court.
9. Completed water treatment on all boilers.

Future Projects

1. Prepare all voting equipment for upcoming election.
2. Take down and store all Christmas decorations.
3. Do training on all new HVAC equipment and boilers
4. Check all emergency exit lights and signs.
5. Start fall cleaning of all facility restrooms and repaint where needed.
6. Do preventative maintenance on all sump pumps and hoses.
7. Locate and mark all VAV boxes at the Velocity Building.
8. Clean all boiler rooms after installation of new boiler equipment.

CITY DEVELOPMENT DEPARTMENT

December 2011

D. Mende, City Development Director

PLANNING

City Council

PCM-1117 - Planning Commission/City Council – To adopt a Resolution supporting Complete Streets concepts and policies for the City of Sterling Heights.

Planning Commission

PCM-1118 – David Ikeler II – Request for Special Approval Land Use: To allow an automobile service center. North side of 18 Mile east of Mound Rd. in Section 9.
Property address: 6067 Eighteen Mile Rd.

DEV11-0001 – Iacopelli Enterprises, Inc. - Request for Qualification for One-Family Cluster Option. North side of Sixteen ½ Mile Road between Van Dyke and Dodge Park Road in Section 22.

Property address: 11211, 11255 & 11271 Sixteen ½ Mile Road

PCM-1117 - Planning Commission/City Council – To recommend approval of a Resolution supporting Complete Streets concepts and policies for the City of Sterling Heights.

Planning Commission - Pending

Election of Officers

Zoning Board of Appeals Cases

BZ11-028 – Brindlewood, L.L.C. – Request Board approval to waive the major screening requirement.

Property address: 14652 Nineteen Mile Rd.

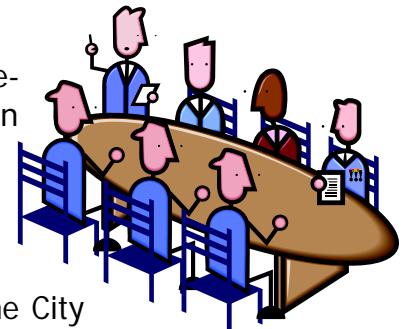
BZ11-029 – LP Meyer & Associates (Windsor) Ltd. – Request Board approval:

- 1) 14 foot variance to the required 50 foot front yard building setback.
- 2) 80 space parking variance.
- 3) To allow 10 parallel parking spaces.

Property address: 6640 Sterling Dr. South

BZ11-030 – Shawn Arnaout – Request Board approval for a Use Variance to allow an internet sweepstakes café.

Property address: 3731 Fifteen Mile Rd.



Final Site Plan Approval

SPR-3329 – Suburban Collection Pre-Owned Vehicles - East side of Van Dyke between 18 Mile & Constitution Blvd. in Section 15.

SPR-3315 – Subway Restaurant – East side of Van Dyke @ Independence Dr. in Section 15.

SPR-3330 – Chrysler Group, LLC (Trailer City) – West side of Van Dyke between Metropolitan Pkwy. and 17 Mile Rd. in Section 21.

SPR-3314 – Rosie O’Grady’s (outdoor patio) – West side of Mound Rd. between 15 & 16 Mile Road in Section 29.

Miscellaneous

Land Division & Combination

SPL-0726 – Grace Transportation, Inc. (42301 Mound Rd.) - Application approved for lot split parcel -10-08-279-019

Zoning Compliance

Five zoning verification letters were investigated and completed.

Sign Permit Applications

21 sign permit applications were reviewed.



Freedom of Information

Four requests were processed for Freedom of Information.

Field Inspections

32 site inspections were completed.

Use Permits

22 Use Permits were reviewed and approved.

License Renewals Processed

Eight applications for Amusement Device License were reviewed.

One application for Class C Liquor License was reviewed.

One application for Automobile/Dealership License was reviewed.

Neighborhood Stabilization Program

- Currently awaiting response from MDEQ regarding the remediation report for 43225 Van Dyke.
- Macomb Habitat for Humanity - two properties currently under construction. The remaining two properties will be completed in 2012.

HOME

- Attended the Macomb HOME Consortium monthly meeting.

CDBG-R

- ADA ramps are installed final payment pending restoration.

CDBG

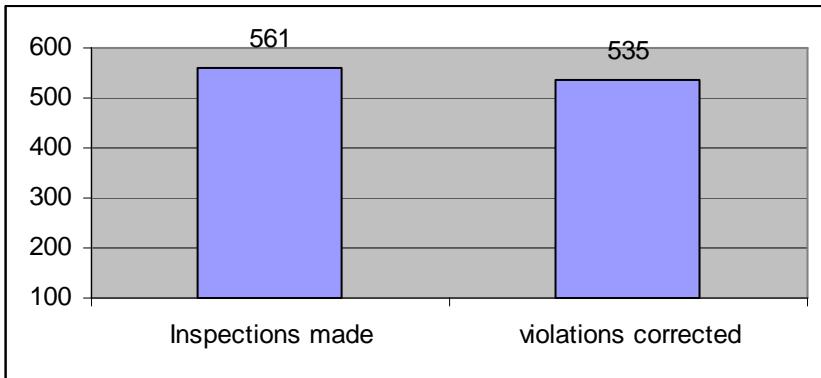
- Housing Rehabilitation - Reviewed one new application. Two projects were closed out. One voluntary withdraw from the program. There are currently 11 open files in various stages of the program.
- Received ten calls inquiring about the Housing Rehabilitation program. Mailed seven applications.
- CDBG Specialist attended the winter MCDDA conference in Lansing.

Housing Commission

- Attended the monthly Sterling Heights Housing Commission meeting. During the meeting interviews were held with five companies that responded to the SHHC's SOQ for management services. The contract will be awarded during the SHHC's January 2012 meeting.

NEIGHBORHOOD SERVICES

December Inspections:



Pat Willis continued working on code enforcement cases assigned to officer on medical leave.

Assisted code enforcement officers with processing and mailing 5 Violation Notices; scanned them into PermitsPlus

Assisted Building Dept. staff with incoming phone calls

Assisted Community Relations by taping OBA meetings

Staff and volunteers removed 60 illegal signs

Continued preparation for the 2012 Cultural Exchange; receiving and processing participation/sponsor forms; calling entertainment groups and restaurants; distributing posters, etc.

Finalized the Diversity Distinction Awards, presented at Dec 6 council meeting sponsored by the Ethnic Community Committee; ordered award trophies; coordinated award ceremony and reception beforehand.

Add new volunteers to list

Assisted Building Dept. by following-up with residents who failed to obtain permits for work performed on their property (fences, pools, renovations, electrical, building). Inspected property (approx. 25), mailed correction notices and followed up with civil infraction if necessary or withdrew application of work was not completed.

Prepared two OBA cases

Assisted Community Relations with switchboard

Worked on media contacts for publicity for Better Building energy project

Recruited volunteers for Community Relations clerical project

Researched new Web address for Community Relations

SHINE

Completed two SHINE projects with volunteers:

- Estate home with heritage church volunteers
- Special Recreation program with community Service volunteer

Contact Boy and Girl Scouts district representatives to discuss winter snow removal project

Number of residential contacts made: 107

CODE ENFORCEMENT

Abated

These cases were prepared for the Ordinance Board of Appeals but were cleaned up prior to the meeting.

Ordinance Board Cases

1. G11-0371 Brouckaert, Lynda L. – 13340 Whitfield Drive. Hearing on nuisance abatement at this location for house roof in need of replacement shingles, garage boards in need of repair/replacement, garage roof in disrepair (collapsing and in need of new shingles).

2. G11-0372 Stephens, Mark & Anne – 11746 Fairview Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, debris - newspapers.

3. G11-0373 Spies, Robert F. – 11808 Fairview Drive. Hearing on nuisance abatement at this location for junk auto, illegally parked trailer full of debris, improperly stored garbage, debris – milk crates, mattress, furniture, hand cart, coolers, scrap metal, wood, auto parts, hand tools, toys, plastic, downspouts, garden tools, gas cans and many other miscellaneous items.

4. G11-0374 Schlaich, Leslie – 42650 Loni Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, improperly stored outside furniture and garbage/garbage can, missing downspouts, debris – limb piles, branches, leaves and other miscellaneous items.

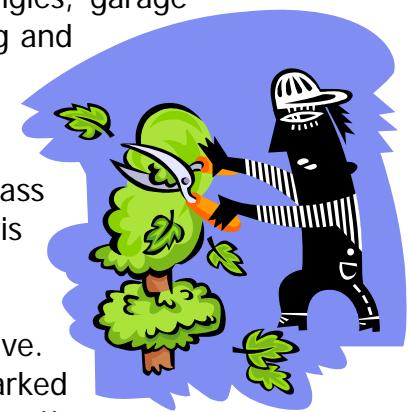
5. G11-0375 Bazi, Nestoris & Iman/U.S. Bank, N.A. – 35066 Davison Street. Hearing on nuisance abatement at this location for roof in disrepair.

6. G11-0376 AC I Sterling Heights, LLC – 3995 Fourteen Mile Road. Hearing on nuisance abatement at this location for water in truck well, soffit needs repairs.

Abated 7. G11-0377 Shauya, Wally – 3776 Nowak Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, debris on roof of shed, improperly stored hose, missing downspout extension.

Abated 8. G11-0378 BAC Home Loans Servicing, L.P. – 34119 Chatsworth Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, debris and outdoor storage – yard waste (leaves), bike, wood, folding chair, scooter, plastic chairs, and fence posts in need of removal.

9. G11-0379 Kejbou, Shaaln & Zina/Bank of NY Mellon – 33646 Kennedy Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, outdoor storage – lawn equipment, front window frames rotting, broken screen on roof, debris – toys, rug, bird cage, plastic and other miscellaneous items.



10. G11-0380 Federal Home Loan Mortgage Corp. – 2564 Koper Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, missing garage window, improperly stored garbage can and hose, outdoor storage – broom and rake, debris – leaves, rotted wood benches, branches, wood pile and other miscellaneous items.

11. G11-0381 Valbuena, Elsa Editha/Federal National Mortgage Assoc. – 14041 Brougham Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, illegal structure (next to house), missing downspout extension, torn canopy, rotted and broken patio railing, wood posts in need of removal, debris – basketball pole, logs, wood, metal poles and other miscellaneous items.

12. G11-0382 Papakonstantinou, Vigios & Kiriakoula/U.S. Bank, N.A. – 8101 New Bradford Blvd. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, broken rear gate and shed, improperly stored hose and garbage can, debris – newspapers, flyers, table (on its side), pile of broken concrete, loose trash and other miscellaneous items.

Abated
13. G11-0383 Mansour, Adnan & Shatha/Comerica Bank – 3463 Pipers Glen Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, dead and hanging branches (tree in front landscape bed), improperly stored garbage cans, missing downspout extension, detached downspout, debris – wooden folding table, leaves, newspapers and other miscellaneous items.

14. G11-0384 Federal Home Loan Mortgage Corp. – 2528 Koper Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, missing siding, peeling garage trim, damaged fence, debris – yard waste (leaves), child gates, paint cans, tires, wood, empty flower pots, car mats, lids, concrete and other miscellaneous items.

15. G11-0385 Stevens, Dennis – 2138 Hopkins Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, improperly stored garbage cans and garden hose, stagnant water on covered pools, dead trees along back fence (around 10 of them), boards along fence causing drainage problem, debris – pool accessories.



16. G11-0386 BAC Home Loans Servicing, L.P. – 8681 Strom Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, unkempt garden, tree stump in need of removal, debris and outdoor storage – trampoline, bricks, fire pit and leaves.

17. G11-0387 Asaro, Tammy & Philip/U.S Bank, N.A. – 11119 Diamond Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, missing downspouts and gutters, debris and outdoor storage – folding chairs, limbs, leaves and other miscellaneous items.

18. G11-0388 Bank of NY Mellon – 41937 Tufts Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes/ornamental tree, weeds in landscaped beds, crack/cuts and perimeters, stagnant water in fountain, debris – gutter parts, newspapers, bricks/pavers and other miscellaneous items.

19. G11-0389 Dept. of Veteran Affairs – 12605 Raleigh Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, improperly stored garbage cans, playhouse in disrepair (illegal structure, no permit), illegally stored trailer with debris, uncovered pool with stagnant water, excessive overflowing garbage, unkempt garden, outdoor storage and debris – soda machines, leaves, wood/log, tub full of debris, toys, pails, pool accessories, empty pots, plywood, folding chair, trampoline, rug, basketball net and other miscellaneous items.

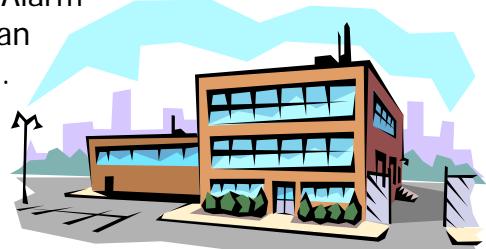
20. G11-0390 Rutkowski, Bridget A. – 11606 Canterbury Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, tall grass along fence lines, dead tree stump in need of removal, hedges along city sidewalk need trimming.

21. G11-0391 VanSparrentak, Norman – 11300 Judy Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, missing downspout extension, debris – branches, newspapers, leaves and other miscellaneous items.

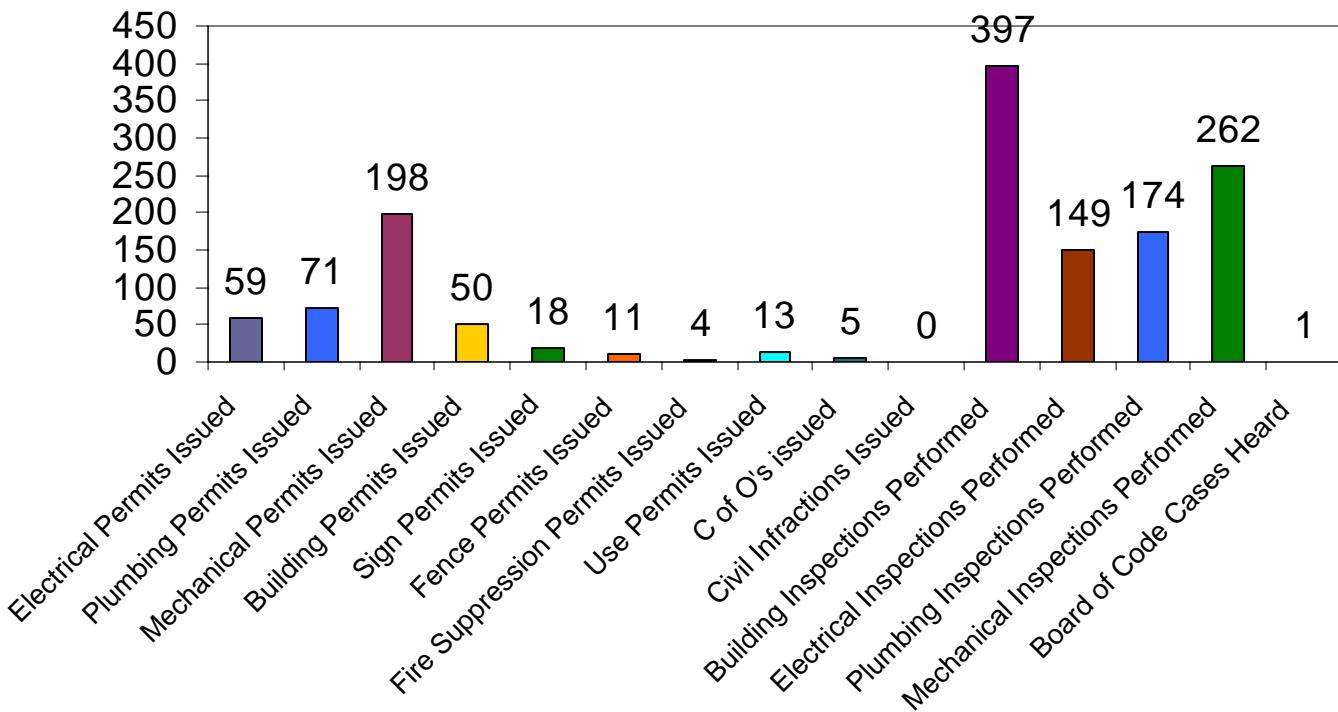
22. G11-0392 Wong, Diane & Yon, Wing S. – 38061 Fringe Drive. Hearing on nuisance abatement at this location for overgrown grass and bushes, weeds in landscaped beds, crack/cuts and perimeters, improperly stored garbage/garbage cans, debris – brick/cinder blocks, broken flowerpot and other miscellaneous items.

Board of Code Appeals – Cases Heard

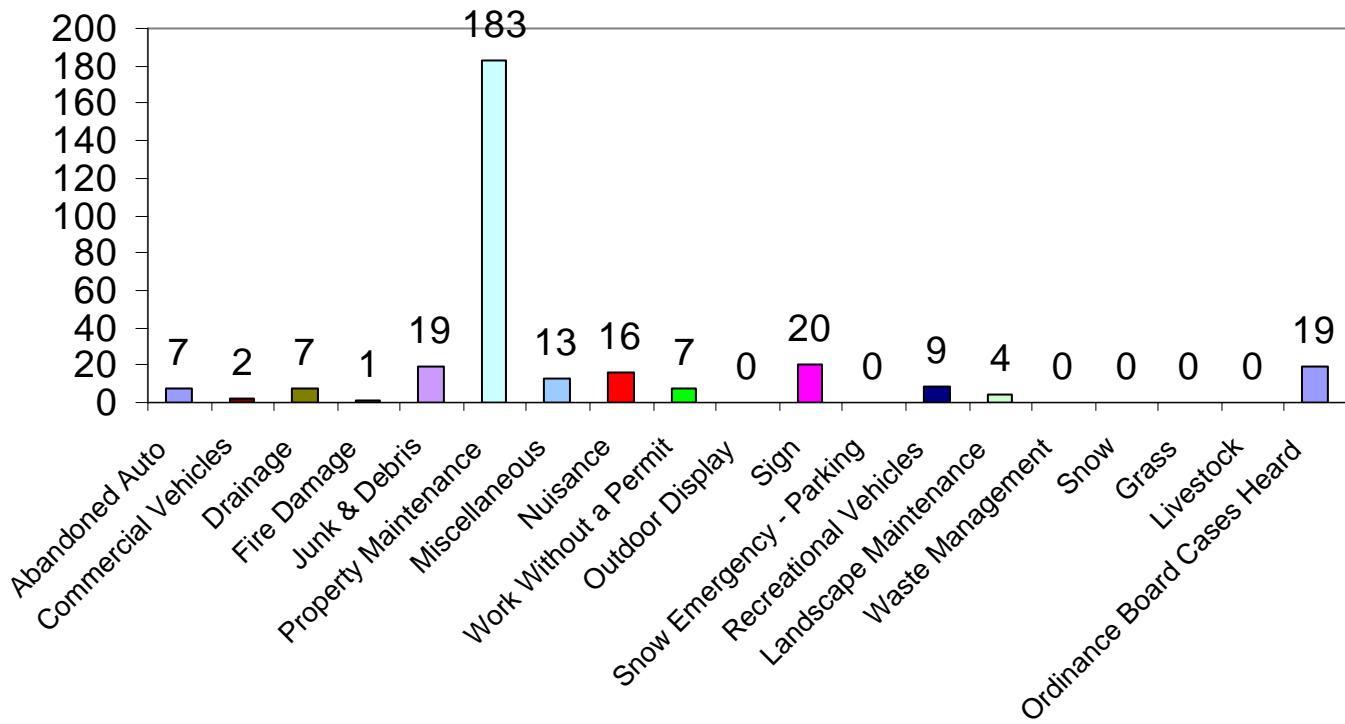
G11-0230 - Faurecia/Roy Wolny – 6100 Sims Drive. Requesting Board approval for variances to Section 6.8.5 Fire Alarm System Inputs 2002 Edition (6.8.5.6 Alarm Signal Initiation – Automatic Fire Suppression System other than Water Flow, 6.8.5.6.1 and 6.8.5.6.2.) of the NFPA 72.



December 2011 Building Department



December 2011 Code Enforcement





BUILDING SERVICES

PERMIT DATA	CURRENT PERIOD		SAME PERIOD		YEAR TO DATE	
	NUMBER	VALUE	NUMBER	VALUE	NUMBER	VALUE
Building Permits Issued						
Single Family Residential	1	159,057	9	590,646	80	17,398,412
2 Family Buildings	0	0	0	0	0	0
5 Family Buildings	0	0	0	0	0	0
1 Family Houses Attached	0	included above	0	included above	0	included above
Hotels, Motels	0	0	0	0	0	0
Amusement & Recreational	0	0	0	0	3	0
Churches	0	0	0	0	0	0
Industrial	0	0	0	0	1	69,574,415
Service Stations	0	0	0	0	0	0
Hospitals & Other Institutions	1	1,594,848	0	0	3	19,651,314
Office, Bank & Professional	0	0	0	0	1	872,122
Public Works Utilities	0	0	0	0	0	0
Schools & Other Educational	0	0	0	0	0	0
Stores & Other Mercantile	0	0	0	0	3	1,673,632
Other Non Residential	0	0	2	0	60	197,799
Structures other than Bldgs	0	0	0	0	1	27,898
Add or Alter Residential	2	20,729	4	234,738	45	691,419
Add or Alter Commercial	9	1,568,497	8	1,129,635	101	18,698,375
Residential Garages & Carports	0	0	1	106,502	12	741,643
Demolitions	0	0	0	0	16	0
Mobile Homes	0	0	6	0	7	0
Pools/Spas	0	0	0	0	29	0
Decks	1	0	2	0	38	0
Concrete	4	0	2	0	267	0
Fire Repair	1	0	1	0	23	100,250
Tents	0	0	0	0	30	0
N/A & Misc	31	0	26	0	674	0
Total Building Permits Issued	50	3,343,131	61	2,061,521	1394	129,627,278
Electrical Permits Issued	59		63		745	
Plumbing Permits Issued	71		52		639	
Mechanical Permits Issued	198		141		1,374	
Sign Permits Issued	18		24		212	
Fence Permits Issued	11		0		247	
Fire Suppression Permits Issued	4		4		67	
Use Permits Issued	13		9		233	
Certificate of Occupancy Issued	5		7		48	
Civil Infractions Issued	0		2		351	
Complaints Initiated	291		336		4,911	
Meter Reader Complaints	0		1		7	
Building Inspections Performed	397		372		5,978	
Electrical Inspections Performed	149		163		1,882	
Plumbing Inspections Performed	174		154		2,023	
Mechanical Inspections Performed	262		247		2,811	
Ordinance Board cases heard	19		12		293	
Ordinance Board cases prepared	22		14		403	
Board of Code cases heard	1		0		3	
Code Enforcement Inspections	1610		1627		24,513	

COMMUNITY RELATIONS DEPARTMENT

December 2011

S. Guitar, Community Relations Director

COMMUNICATION SERVICES

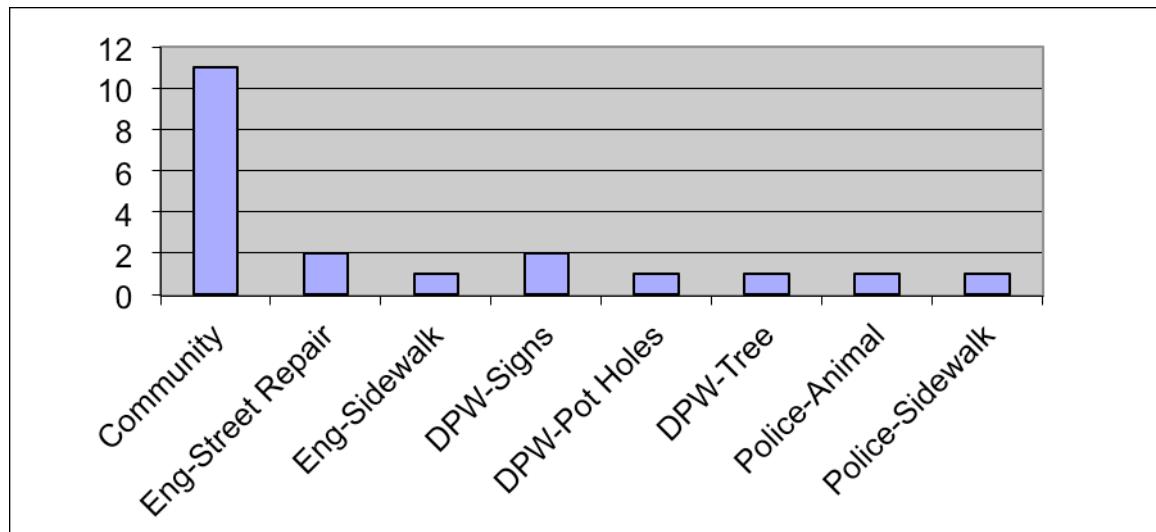
- Holiday Assistance Program: Despite the October deadline for applications, the program continued into December, with an estimated 65 families receiving assistance from sponsors who came forward after learning of additional need.
- Met with Chamber of Commerce to finalize "Sterling Edge" business awards project. Chamber approved program with some minor changes. Plan is to issue press release and have Web nominations available in January.
- Continued updating Facebook and Twitter
 - Facebook – 2,430 people "like" us, up from November.
 - Twitter – 363 followers, up from November.
- Entered fan mail from residents and employees, community events, garage sale notices.
- Various press releases sent out, placed on Web site, facebook and twitter.
- Placed Memorial Day Parade applications on the Web site.
- Assisted SHED with creation of a development newsletter.

Citizen Action Center – February 2011

148 General E-mail Request for Information and/or Service
3 Inquires by Phone
3 Inquires in Person (Does not include Holiday Assistance)

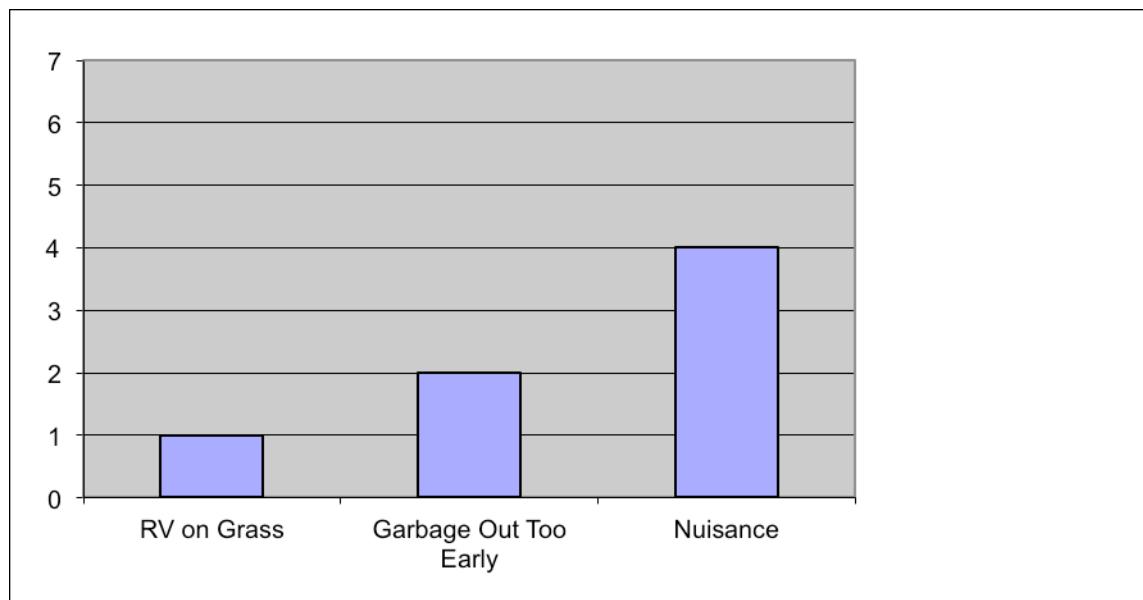
REQUEST FOR SERVICE

	<u>NUMBER RECEIVED</u>
Community Relations Gen.	11
DPW – Signs, Potholes, Tree Removal	4
Eng – Street Repairs, Sidewalks	3
Police – Animal Control	1
Police – Blocked Sidewalk	1



**FAN MAIL
RECEIVED**
None received

COMPLAINTS	NUMBER REC'D
RV on grass	1
Garbage out too early	2
Nuisance	4



BOARDS & COMMISSIONS

Sterling Heights Cultural Commission

- No meeting in December.

Sterling Heights Community Foundation

- The 2011 Year End Giving Campaign kick-off began on Tuesday, 12/6/11.
- Wujek-Calcaterra Funeral Homes opened an endowment fund through the Community Foundation.

Sterling Heights Beautification Commission

- No meeting in December.

Sterling Heights Ethnic Community Committee

- The committee sponsored the Diversity Awards at the Dec. 6th council meeting, recognizing 6 businesses and individuals. They also began preparation for the Cultural Exchange in February.

BROADCAST SERVICES

SHTV MONTHLY REPORT

- 11 garage sale/lost pet/service club notices posted on the SHTV Message Board
- NEWS STORIES
 - A Sterling Christmas
 - Business Spotlight - NDIA
 - Charity at the Holidays
 - C.O.P.
 - Diversity Distinction Awards
 - Senior Citizens/Masons Care Packages
 - Snowman Contest
 - Tax Changes

PEG CENTRAL MONTHLY REPORT

456 files (376.18 hours) available for playback

1380 Hits

Top 10 hits:

- Strategic Planning Directors Meeting (internal only)
- City Council Meeting 12-12-11
- City Council Meeting 12-6-11
- City Council Meeting 12-20-11
- Getting to Know Your Neighbor #11
- Zoning Board of Appeals 12-15-11
- Legally Speaking - Mortgages 2
- Sterling Heights News 12-12-11
- City Council Meeting 11-15-11
- DPW Overview

Total monthly Streaming Bandwidth used: 24.42GB

Online Services Monthly Report

Total Website Hits/Pageviews

86,296

Web Updates in December

11 community calendar items
20 Library calendar items
6 nature center calendar items
10 parks & recreation calendar items
0 garage sales
1 job postings
0 lost pet notice
18 press releases
10 sets of minutes
13 agendas

External Link Report: December 31, 2011

2190 Water Bill Review & Payments
2163 Assessing Information
1009 Tax Information
431 Pay Property Taxes
94 Bid Opportunities
86 Parks & Recreation Registration

Number of Sterling Heights E-Services Subscribers: December 31, 2011

19,266 Job Opportunities list
3,559 E-Newsletter list
2,753 Garage Sales list
1,786 Council Report list
1,152 SHTV Monthly Schedule list
1,058 City Agenda list

Pageview Report: December 31, 2011

37,720 Home Page
5,240 City Government
4,880 Newscatch
2,448 Search
2,275 City Departments
1,669 Apply for a City Job
1,175 Police Department
1,125 Newsroom
1,012 Points of Pride
966 Holiday Trash Delays

PRINTING SERVICES

PRINT REQUESTS

2,000 - Job Cards for Building
5,000 - Not Approved Labels for Building
10,000 - Approved Labels for Building
1,000 - Snow Removal Door Hangers for Building
500 - City Council Booklets for City Clerk
25 - City Council Wallet Cards for City Management
200 - Valentine Craft Color Copies for Library
1,000 - Letterhead & Envelopes for Friends of the SHPL
1,500 - Hardball Post Cards for Parks & Recreation
1,500 - Softball Post Cards for Parks & Recreation
3,000 - Senior News Newsletter for Parks & Recreation
5,000 - Leave/OT Requests for Police
2,000 - Case Jackets for Police
500 - Tax Program Info Sheets for Treasury

STOCK REQUESTS

Assessing - 500 City Letterhead.
Building - 1,500 #10 City Window Envelopes, and 1,000 #10 City Envelopes.
41A Dist Ct - 2 bxs of 1 part, 2 bxs of 2 part, & 2 bxs of 3 part Continuous Feed Computer Paper.
Engineering - 500 #10 Envelopes.
Library - 500 Group 98 & 99 Time Cards.
Parks & Recreation - 500 City Letterhead.
Police - 50 Time Card Summary, 40 Telephone Message Pads.

BINDERY

79 - Comprehensive Annual Financial Reports copied, tabbed, and G.B.C. bound with covers.

BUSINESS CARDS

500 - Adler, & 500 - Martin

STOCK ROOM

3,000 - While You Were Out Message Pads
5,000 - Validating Slips

COPY PAPER

Assessing - 2 cases
City Management - 2 cases
D.P.W. - 2 cases
Engineering - 2 cases
Finance - 4 cases

COMMUNITY SERVICES DEPARTMENT

December 2011 *T. Turgeon, Community Services/Library Director*

PUBLIC LIBRARY

Automation/Technology

The drum on the public B&W printer (1st floor) was replaced.

The public PACs were re-named and organized thus creating a more logical and orderly list on the PC Reservation system and for patrons as well.

A new procedure was developed to handle cases where the library's system and/or Internet goes down. Upon notification by Technical services staff, Administration staff will notify service desks that the problem is being addressed.

Services/Programs/Issues

In December, the library circulated 44,216 items and responded to 5,942 resident requests for information.

30,735 residents visited the library in December, an average of 1,397 a day or 140 an hour.

Library staff adopted two needy families in Sterling Heights and donated clothing, Christmas gifts, and Meijer gift cards.

Basic 2011 federal tax forms and Publication 17s are now available in the library lobby. Federal tax form instruction booklets and Michigan tax booklets should arrive in late January.

Debbie Vercellone and Tish Huang went to the Macomb LBPH's old site to pick up large print and children's materials offered as donations.

Ed Piet finished weeding the 500s.

Christmas events for children and families were held at the library through December. Our holiday programming offerings drew 405 people. Programs included crafts, a seasonal magic show, and a Santa Open House. A Candy Cane contest brought in 383 entries.

We had nine after-school teen programs with 264 teens attending.

The library offered free, one-on-one investment consultations with the developer of Michigan's Investor Education in Your Community program on Dec. 8. 15 people were able to take advantage of a 15-minute financial analysis without any sales pitches or offers.

Jack Dempsey, author of *Michigan in the Civil War: A Great and Bloody Sacrifice*, came to discuss his book on Thursday, Dec. 1. He offered a fascinating presentation to 18 people.

Boards/Commissions/Staff

Alice Cook and Jason Groth attended the CDBG public hearing on Dec 5 regarding funding for the Outreach Services Program. Alice Cook, Krys Kobersy, Tish Huang and Tracy Harnish attended a meeting to plan summer 2012 programming with Kathryn Ribant Payne and Tammy Turgeon. Two public services staff meetings were held this month. One All Staff meeting was held this month. Adult Area pages are temporarily working extra shifts due to the vacant page position. The library's Christmas Potluck was a delicious assortment of mostly homemade appetizers, entrees and desserts enjoyed by all. The Technical and Professional Union held their Christmas Luncheon and Officer Elections in the library's Programming Center. Alice Cook is the outgoing Unit Steward as of January 31, 2012 completing over eight years of service. Kathryn Ribant Payne was elected Unit Secretary.

Sarah Keith, a staff member in Circulation, submitted her resignation.

December Library Statistics

	December 2011	FY 11/12
Library Web Site Hits	27,163	172,048
Online Catalog/Database Usage/Facebook/Blog	32,265	233,117
Circulation	44,216	298,264
Public Computer Usage (Hours)	4,625	30,581
Library Visits	30,735	228,555
Information Requests from Residents	5,942	49,239
Program Attendance	1,669	12,596
Loans-Outgoing Items	5,932	40,466
Loans-Items Received	6,332	46,100
New Patron Registrations	236	2,221
In-House Usage	8,085	65,668
Materials Added	1,205	8,436
Holds Placed by Residents	5,727	37,741

PARKS & RECREATION



Administration Staff attended the Metro Detroit ASA Board meeting on December 16 in Troy, MI.

Staff members attended a meeting with the Warren Parks and Recreation Director to discuss current service sharing and potential future opportunities.



Tickets for the Sterling Civic Theatre's production of "Schoolhouse Rock Live!" went on sale on December 6 at the Recreation Center!

The special computer that was positioned in the Community Relations Department and used primarily for creating the *City Magazine* has been relocated to the Recreation Center so that the magazine may now be processed by the Parks and Recreation staff.

Instructional

Auditions for Sterling Civic Theatre's production of "Legally Blonde" took place December 12 - 14 at Sterling Heights High School.

The fall sessions of Dance Instruction have come to an end and the last opportunity for dance recital costume ordering took place on December 20.

The Fall sessions of Yoga, Turbo Sculp, Mid-Eastern Dance and Total Body Conditioning all ended in December.

Athletics

The Senior Boys Basketball program began in December. Open gym will run until February 16.

Special Events

The 35th Annual "A Sterling Christmas" was held on December 3 in Dodge Park with over 4,000 people in attendance!

Sterling Civic Theatre hosted two days of "Pancakes with Santa" in the Recreation Center.

Nature Center



On December 3, the Nature Center held its "Christmas Critters" program with 58 participants.

On December 10, a Snowmobile Safety class led by Craig Williamson was held with 34 students participating.

On December 14, the Nature Center held a "Stories with the Animals" program with 38 participants.

The total number of drop-in visitors for the Nature Center in December was 262.

The Nature Center showed 3 movies in December with 24 participants.

The Nature Center held 3 Birthday Parties in December with 73 guests.



Park/Building Operations

Parks and Recreation staff attended a site walkthrough at Nelson Park South regarding a potential Disc Golf Course.

The Park Operations staff decorated both the Recreation Center and the Senior Center for the holidays.

Park Operations staff prepared Dodge Park and the Recreation Center for "A Sterling Christmas", "Brunch With Santa", and the Special Recreation Christmas Dance.

Senior Center

Park Operations staff prepared the Senior Center for the annual Senior Christmas program.

On December 8, 38 seniors saw the hit Broadway musical, "Wicked", at the Fox Theatre.



The monthly Card Party was held on December 2 with 125 in attendance.

On December 20, the movie "Christmas with the Cranks" was shown to 29 seniors.

Six Get-Togethers were held in December with 234 seniors in attendance.

The Calorie Conscious group met five times with a total of 204 seniors attending.

48 seniors attended three Woodcarving meetings in December.

24 seniors attended four Open Painting Workshops and 12 seniors attended two Painting Instruction classes.



Pickleball continues its popularity with 584 seniors enjoying court time this month.

Line Dancing had 158 seniors participate in nine class sessions.

Five sessions of Zumba Gold Dance/Exercise class were held with 107 seniors attending.

26 seniors enjoyed playing the game Scrabble during December.

Five sessions of Exercise with Mary were held in December with 62 seniors attending.

Four Tai Chi classes were held in December with 78 seniors participating.

Five sessions of Yoga were held in December with 19 seniors in attendance.

Badminton was played by 50 seniors this month.

On December 27, 10 seniors helped prepare care packages for our troops overseas.

The Investment Club met one time this month with seven people in attendance.

64 seniors played Basketball this month.

548 seniors participated in playing Bridge this month.



169 seniors used the Pool Room in December. The Pool Tournamnet was held with 30 people in attendance.

A total of 957 seniors used the walking track during December.

The Foot Doctor saw 39 seniors for appointments in December.

Six sessions of massage were held with a total of 55 participants.

Blood pressure readings were taken on December 14 with 34 seniors in attendance.



21 musicians visited the Senior Center on Wednesdays in December to play instruments and sing together.

On December 7, Bob Killewald entertained the seniors with his karaoke equipment for Christmas.

The annual Senior Center Christmas Party was held on December 16 with 165 in attendance.

Special Recreation

Brunch with Santa was held on December 4 with 76 people in attendance.



The Christmas Dance was a hit and even Santa made an appearance!

Bowling continues to be popular.

The Cooking classes were very well attended.

Craft classes saw lower enrollments again likely due to the rise in registration fees.



Sadly, the trip to Kalahari had to be postponed until September 8 – 10, 2012 due to low enrollment. Attempts are underway to increase registrations.

The Dance Exercise classes for Children and also for Adults continued their sessions and have seen very good attendance.

Preparations for our Winter 2012 programs are underway!

FIRE DEPARTMENT

December 2011

M. Deprez, *Interim Fire Chief*

ADMINISTRATION DIVISION

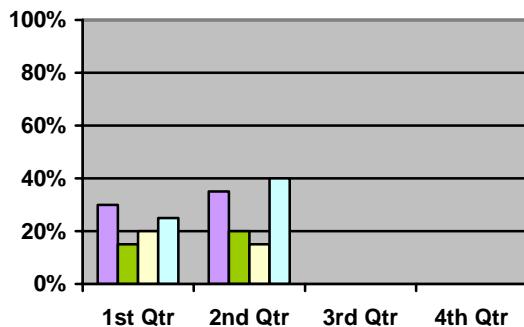
During the month of December, ***Interim Fire Chief Deprez:***

- Continued oversight and mentoring of Interim Assistant Chief Media and Fire Marshal Bauss.
- Continued work on the upcoming 2012/13 Budget.
- Attended the Macomb County Local Planning Team (LPT) meeting.
- Reviewed the November Financial Report for all expenditures.
- Attended the Macomb County Fire Chiefs' Mutual Aid committee meeting.
- Met with the Firefighters Local 1557 Executive Board to discuss operational issues.
- Continued ongoing informal "face-to-face" meetings with all Fire Department members.
- Attended the Macomb Fire Chiefs' Meeting.
- Attended the Southeastern Fire Chiefs' meeting.
- Continued pre-build construction meetings with city representatives and Halt Fire regarding the new Fire Engine.
- Attended the Tri-Jurisdiction Centralized Dispatch committee meeting at the County Executive's office.
- Attended the Macomb College Fire/EMS Advisory board meeting.
- Mustered out Capt. J. Opalewski who retired and conducted the promotional ceremonies for Capt. B. DeMeyere, Lt. J. Toth and Sgt. R. Haase.
- Met with the senior admin staff of New World to discuss the current state of the medical PCR & the records management system transition anticipated for April 2012.
- Attended the annual Macomb College appreciation awards ceremony where Capt. B. DeMeyere was recognized as Fire Instructor of the Year.
- Attended the City's Quarterly Administrator's meeting.

Interim Assistant Chief Media:

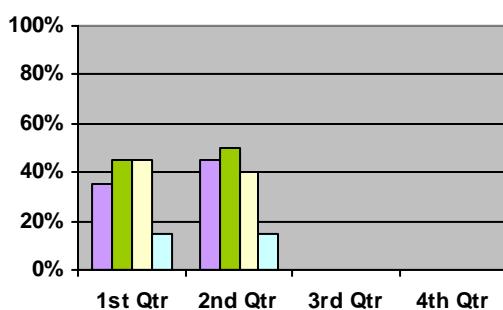
- Continued orientation to the Assistant Chief's position.
- Attended multiple meetings relating to the implementation "New World" software system.
- Attended several city meetings.
- Reviewed the December's Financial Report for all expenditures.
- Continued with succession planning for the department.
- Coordinated the submission of monthly evaluations of new officers and firefighters.
- Completed monthly evaluations for the Battalion Chiefs and Fire Marshal.
- Attended the Macomb County Medical Control's Training & Education and Medical Advisory committee meetings.
- Attended the Macomb County Medical Control's Board of Director's meeting.
- Assisted with the practical assessment of candidates in a Regional Alliance for Firefighters (RAFT) Company Officer II class.
- Attended the Michigan Association of Fire Chief's December meeting.
- Attended a RAFT subcommittee on the "Blue-card" system to look at potential regional implementation.
- Met with the Director of Macomb County Medical Control to discuss county issues.

Performance Objectives – Fire Administration



- To provide a successful transition from the current Fire Department's 4D Record Management system to the New World system.
- To continue to pursue additional service sharing opportunities with other area Fire Departments and within the City in an effort to deliver quality emergency services in the most cost effective and efficient manner.
- To utilize the transition into the new Records Management system as a means to reorganize all Fire Department files.
- To continue to refine inventory control of all necessary supplies in an effort to reduce budgetary cost.

Performance Objectives – Fire Extinguishment



- To successfully implement the New World Computer Aided Dispatch (CAD) system into daily operations.
- To redefine both response districts and response modes to minimize unnecessary movement/response of Fire apparatus while continuing to deliver an effective and efficient level of emergency service.
- To successfully transition all personnel in the fluent use of the New World Records Management System to ensure effective and efficient daily operations.
- To capture electronically all Fire Hydrant locations within the City to be utilized on the City GIS mapping system.

TRAINING DIVISION

The Training Division coordinated/delivered training on the following subjects during the month of December:

- Documentation training
- County mutual aid training
- Hose load packing & deployment
- EMS documentation
- EMS skills validation practical
- EMS skills validation worksheet
- Cardiac protocol review/worksheet

Interim Training Chief Duke:

Meetings attended:

- Administrative Quarterly
- County HazMat Operations
- County HazMat & Tech Rescue Executive Board
- Loss control
- Training Division

Miscellaneous:

- Division budget preparation
- Division performance objectives
- Division did you know facts
- Coordinated/published January training schedule
 - Course descriptions for:
 - Battalion meetings
 - PPE inspection/SCBA fit testing
- Cardiac protocol worksheet development
- Mutual Aid worksheet development
- FEMA AFG direct deposit paperwork
- Submittal of grant paperwork for reimbursement to county
- Training Officer orientation
- Plan development for K. St. Peter continued FEO remedial training
- Plan development for M. Contrera FEO remedial training
- Coordination of strip mall addresses for GIS mapping in New World CAD
 - Met with Dean Martindale to discuss project
- Processed paperwork for grant funded reimbursable over time
- Review daily run summary reports
- RAFT Operations assessment center at Roseville FD
- Recommended training outside the dept to the FC for approval
- New World System
 - Qualification changes
 - Permission changes
 - Personnel changes
- Training offerings
 - Outside department training

EMS Coordinator Ferguson:

Meetings attended:

- Henry Ford Macomb Pharmacy about MSDS sheets
- Macomb Community College Awards Breakfast for EMS Mentors
- American Heart Association Webinar

Miscellaneous:

- Completed monthly total count of reimbursed medical supplies from UMAS
- Complete QI report as well as the mandatory special county PSRO review of cardiac patients and priority 1 runs for November 2011 and sent it to the Macomb County Medical Control Authority (MCMCA)
- Monitored the completion of Monthly Blood Pressure Checks for City Employees
- Entered data into the Cardiac Arrest Registry to Enhance Survival (CARES) network
- Conducted an inventory and purchased medical supplies
- Finalized the 2012/2013 Medical Supply Bid List
- Facilitated the Ride-Alongs for 7 MCC EMS Students
- Assisted in the yearly LifePak 12 Maintenance and Inspections
- Picked-up and delivered backboards from various hospitals

Interim Training Officer Ranes:

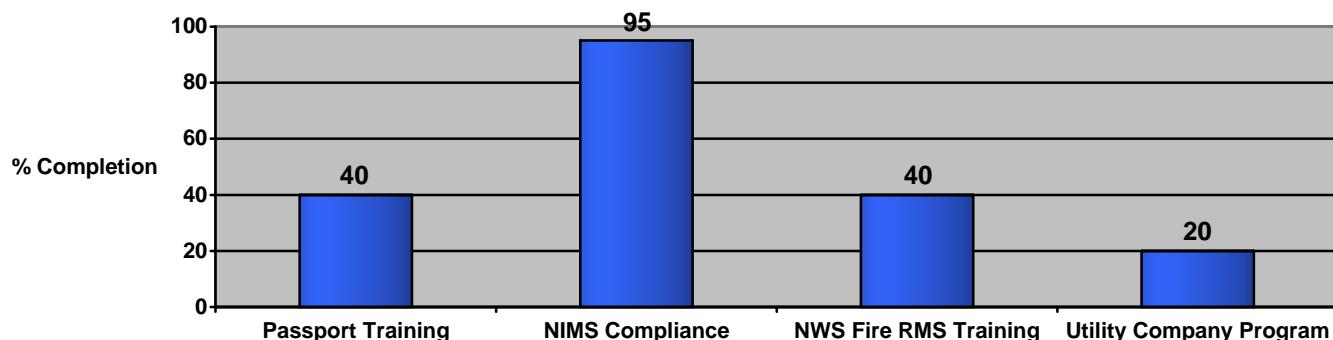
Meetings attended:

- MFFTIC Instructor Orientation
- County HazMat at Clinton Twp.
- Roseville RAFT officers assessment center proctor

Miscellaneous:

- Educational Methodology for fire instructor certification
- Pub Ed event at Kindercare 15 & Schoenherr
- Updating FEO Manual
- Holiday Lunch for managerial assistants
- Had carrying case for training speaker stand repaired at Byblos
- Organizing and cleaning training closet
- Assemble and proof reading all driver scantron test for delivery to the State
- Submitted FEO evaluation regarding St. Peter
- Research pipeline awareness
- Organize and cleaning of training garage

Training Division - 2011/2012 Performance Objectives



ISO 9001:2000 Calibrated Devices Report			
Devices tested/calibrated in: December		Devices to be tested/calibrated in: January	
Description	Quantity	Description	Quantity
Airpak regulators & reducers	26	Airpak regulators & reducers	30
Airpak sensor batteries	20	Airpak sensor batteries	28
30-minute bottles	36	30-minute bottles	26
Fire extinguishers annual & hydro	32	Fire extinguishers - annual & hydro	30
Oxygen bottles	22	Chemical Warfare Detection System	0
60-minute bottles	12	60-minute bottles	24
Gas detectors	0	Gas detectors	4
10-minute bottles/SABA's/RIT	4	10-minute bottles/SABA's/RIT	2
Ground ladders	28	Ground ladders	36
Draeger Detection System	0	Gamma Rae Dosimeters	0
APD	0	Gamma Rae Dosimeter batteries	0
Posicheck 3	2	Multirae	1
Air compressor & Air testing	1	Level A Entry Suits	2
CO Detectors	1	Defibrillators	0
Linesman gloves	4		
Hotsticks	1		

A total of 640 patients in the month of December were transported to area hospitals via Universal-Macomb EMS.

FIRE EXTINGUISHMENT

The Extinguishment Division responded to **983** alarms in **December 2011**. This averages out to **32** alarms per day or **1** run every **45** minutes. Fiscal runs year to date are **5,853**.

Fire Activity

December 4; Engine 4 responded with three men to a "garage fire" on Grenada. With a three-sided view of the house, Engine 4 found the attached garage fully involved with flames coming from the window and overhead door. The house had heavy dark smoke coming from the end vents on the B&D sides of the second floor and the open door wall on the C-side of the house. A 360-degree look of the house had no changes. Engine 4 positioned on the C-side of the house because of the wind direction and smoke. The crew of Engine 4 made entry into the A-side front door when the first floor flashed forcing the crew out until the room was done flashing. The crew then reentered and extinguished the fire in the front room and then made their way to the garage. The crew of Rescue 1 made entry from the C-side doorwall with the crew of Engine 4 meeting them at the hall in front of the garage entry door. Both crews were placing water into the garage. Command ordered all crews in the A-side of the house out of the house, and all firefighting to be performed from the C-side because of the wind direction. The crew of Engine 4 withdrew to receive new air bottles and to wait for a new assignment from Command. The crew of Engine 4 received an assignment to check the second floor for extension with no new extension of fire found. The crew of Engine 4 was assigned to rehab until overhaul and repacking hose was completed. Estimated Property Loss: \$175,000 / Estimated Contents Loss: \$75,000.

December 14; Engine 4 was dispatched for a truck on fire behind the BMW store. Engine 4 arrived to find a Waste Management garbage truck with the cab fully involved on fire and spreading. The lone driver was out and uninjured. Engine 4 got a water supply with help from Rescue 1. The fire was extinguished. A ladder was put up to access the top of the truck to see if the inside garbage was burning. It was not, but the front was wet down. There were two vehicles parked nearby, but there was no damage to either of them. The driver of the pickup was asked to move his vehicle to prevent any damage during extinguishment/overhaul and the hotspots were extinguished. The driver said he was going to make a pickup of the dumpster when the PTO wouldn't work. He then saw flames from the engine compartment. He said the truck was working fine prior to this. Waste Management supervisors arrived on the scene and were informed of the situation. They called for their tow vehicle, and Engine 4 and Rescue 1 picked up all the hose. Engine 4 cleared and returned to quarters. Estimated Property Loss: \$50,000.

EMS Activity

December 6; Engine 5 was dispatched, along with Rescue 1, to the Sterling Heights Police Department for a walk-in medical. The person was complaining of difficulty in breathing. Engine 5 arrived to find a 21-year-old male, sitting in a chair, with a chief complaint of difficulty in breathing, left flank pain, and a headache. The patient denied any chest pain. The patient admitted to one beer prior to the event. Initially the patient denied any street drug use. The patient initially appeared conscious, alert and

oriented x 3, but appeared to be lethargic in responses. The patient's lung sounds were noted as clear. The patient's pupils were noted as dilated, approximately 5mm, and sluggish to respond. The patient was placed on the monitor showing a normal sinus rhythm. The patient requested transport to HFM ED. The patient was placed on O2 via a nasal cannula at 2 lpm. The patient's vitals and medical history were taken and noted. After the patient was placed into the ambulance, the patient came forth with information of drug use; stating he had taken "a lot of Ecstasy, Methadone, and Malleys". A patient IV was established with an 18 g cath of .9 normal saline with a 200cc bolus initiated. A 12 lead EKG was performed, showing a normal sinus rhythm with no ST elevation or depression noted. HFM was contacted and notified of the priority II patient via the 800-mgtz radio, with no additional orders given. En route the patient began complaining of "blurred vision and loss of vision". His pressure also kept increasing. The patient's priority was upgraded to a priority I, and HFM was recontacted via 800-mgtz radio. 2 mg of Narcan was given IV push, and an additional 300 cc of .9 normal saline was given. The patient's BP decreased to 154/98. The patient's care was transferred to HFM staff ER doctor and RN at bedside with a full verbal and written report given.

December 15; Engine 3 was dispatched for a man who cut his hand with a knife on English Drive. Upon arrival Engine 3 found a 53-year-old male sitting in a chair, alert and oriented X3. The patient said that the sleeve of his shirt was caught in a miter saw blade and pulled his arm into the saw. An initial patient survey revealed the patient had a 4-inch by 2-inch laceration to his left forearm. Engine 3 wrapped the patient's left forearm in a trauma dressing and secured it with a 4-inch cling and tape, all bleeding controlled. Engine 3 placed the patient onto O2 and placed the patient onto the ECG that showed a NSR. Engine 3 started an I.V. and gave the patient Fentanyl 50mcg IVP with relief of his pain from a 10 to a 6. The patient was moved onto the stretcher with his feet raised and secured into the ambulance and rapidly transported. En route Engine 3 gave the patient a 200ml fluid bolus. The patient denied any loss of consciousness, chest pain, shortness of breath, difficulty in breathing, abdomen pain, nausea, headache, blurred vision or weakness, and the patient had full movement and sensation to his left hand and arm. Engine 3 placed the patient into a bed in the ED and gave a full report and all paper work to the ED staff. No other significant findings.

Motor Vehicle Accidents

December 4; Engine 3 was dispatched for a motor vehicle accident on Schoenherr. Patient 1 of 2: Upon arrival Engine 3 found a 50-year-old male sitting on the bumper of Truck 1, alert and oriented X3. Truck 1 personnel were holding the patient's c-spine. The patient was an unrestrained driver who struck another vehicle head on at low speed. An initial patient survey revealed the patient had an open fracture of his right wrist. All bleeding was controlled, and Truck 1 had splinted the patient's arm prior to Engine 3's arrival. Engine 3 placed a c-collar onto the patient and placed him into full c-spine precautions, and secured him onto the stretcher and into the ambulance. Engine 3 started an I.V. and gave the patient 75mcg of Fentanyl IVP and rapidly transported. The patient denied any loss of consciousness, chest pain, shortness of breath, difficulty in breathing, abdomen pain, nausea, headache, blurred vision, fever or weakness. The patient was placed into a bed in the ED and a full report and all paperwork were given to the ED staff. No other significant findings.

Patient 2 of 2: The patient was the restrained driver of a moderate speed head on collision. The patient was wearing his seatbelt, and the airbags did deploy. The patient was alert and oriented x 3 and was ambulatory upon Engine 3's arrival. The patient denied any loss of consciousness. The patient also denied any head, neck, or back pain. The patient stated that he felt shaken up, but did not want any medical treatment or transport to the hospital. Engine 3 informed the patient it was in his best interest to be seen at the hospital. The patient continued to deny treatment and signed the refusal form.

December 17; Engine 1 & Rescue 1 responded to a motor vehicle accident with injuries. Engine 1 arrived to find a 21 y/o female sitting in a car involved in an accident. The patient was involved in an injury accident with moderate damage to the front-end without airbag deployment. The patient stated that she did not know whether she was wearing her seatbelt, but there was spidering on the windshield from head impact. The patient's chief complaint was head/neck pain. Full c-spine precautions were taken, and the patient was placed on a c-collar and backboarded. The patient was placed in UMAS's rig. The patient was reassessed and stated that she had pain in her head and right side of her neck. The patient's head was assessed for blunt trauma from the windshield to reveal superficial injuries. A full patient care report was provided to BTR without incidence. A full patient care report was provided to UMAS A-42 staff and the patient's care was transferred without incidence.

Other Alarm Activity

December 10; Engine 4 dispatched for a CO detector going off, nobody was sick. Engine 4 responded non-emergency and was met by the caller who said that her CO detector went off and she had a reading of 103, but felt fine. Engine 4 got a reading of 68 ppm in apt. 207, and the resident's Kidde CO monitor was showing a reading of 88 ppm. She already had the bedroom window open. Engine 4 had the resident wait downstairs in the hallway (freezing temps outside). Engine 4 went to the basement to check the furnaces/hot water heaters, but they were in locked rooms. The resident did not know if each apartment had their own furnace or shared. Engine 4 zeroed out their monitor and checked the heat returns in the first floor hall. The readings were in the 50s. Engine 4 requested maintenance to respond with an ETA. Then a resident in #203 opened the door to see what was going on. Her apartment had a reading above 50 ppm. Dispatch was advised to notify Consumers and Universal to respond with a bus for shelter. Engine 4 began knocking on doors to evacuate the building. No one complained of any illness. Some residents sat in their cars, one in the bus, and a few left to stay with family. Names and phone numbers were obtained. CO readings were obtained in all apartments from 12 ppm to over 64 ppm. Apartment 208 was vacant. Maintenance arrived and didn't have the right key for the furnace room, and he called another maintenance man. A representative from Consumers arrived on scene and was informed of the situation. He had readings and then checked the furnace room. He said we'd need to turn up each apartment thermostat one at a time for him to check. Engine 4 assisted with this. The only thing he found was that two of the older furnaces of the four, in the small furnace room, had intakes from inside the room. He said the make-up air could be causing the problem and suggested leaving the door to the room open for now, but it could be against fire code. He was placing an "Advisory Tag" on that room. He then found the hot water heater in furnace room B had an unsecured flue, and he was getting readings from that. He had maintenance shut that off, turn off

the gas, and advised them of what needed to be done. Engine 4 and Consumers then ventilated and assured CO readings were below 9 ppm before residents could return to their apartments. Consumers was thanked for their assistance. Engine 4 returned to quarters and called the three residents who had left, to advise them it was safe to return. The Battalion Chief was informed of the event, and emails were sent to the Fire Marshal and Building Official for follow up.

December 28; Truck 1 responded to a report of a strong chemical smell in Sterling Estates. Upon arrival Truck 1 smelled the odor. The address given was adjacent and downwind of the Sunoco substation at 7077 19 Mile road. Truck 1 investigated and found they were doing maintenance at the substation and they had their blowers on in the building to dissipate H2S. The amount was too low to give a readable level on the meter or present a hazard. Truck 1 was made available after notifying dispatch.

Other Activity

December 11; A Juvenile Firesetter program was conducted at Station #5.

FIRE DEPARTMENT – MONTHLY STATS				
Activity by Category	Year-to-Date Cumulative Since July 1, 2011 Fiscal 11/12	Prior Year Same Period Since July 1, 2010 Fiscal 10/11	December-11	December-10
FIRE	128	158	16	22
EMS	4422	4249	787	689
OTHER	1303	1175	180	172
	5853	5582	983	883

FIRE PREVENTION

During the month of December, ***Fire Marshal Bauss:***

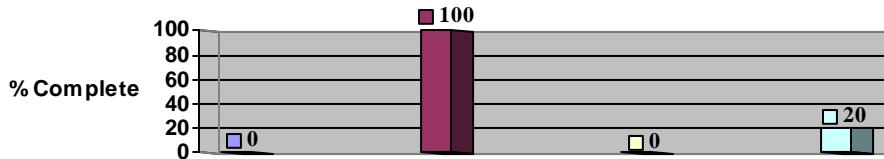
- Telephone conference with other Fire Marshal's ref. Aerosol spray cans used to accelerate kitchen-cooking fires.
- Attended meeting with Board of Code appeals. Faurecia Heat Smoke vents not tied into Fire Alarm panel. Final decision, electrically responsive thermal links do not need to be tied to Fire alarm panel.
- Meeting with SHAP ref. required water supply for new assembly building. One of two fire pumps at this facility will be replaced to provide required pressure at farthest point. Exterior spacing of fire hydrants OK at 310 feet for SHAP, this project only. SHAP will provide electronic map of hydrant locations for interfacing with New World System.
- Issued Stop Work Order for Suite 490 Sterling Town Center, sprinkler system modifications without permit. Alarm system was tripped. Building was evacuated on 12/9/2011. Contractor had system in test mode. Met with owner of this Suite.
- Sat on review Board for City of Dearborn Heights, five candidates Fire Inspector position. Two candidates for Fire Marshal.
- Issued \$750 ticket to owner of Building when during the coarse of a Fire Origin and Cause investigation it was found that the UL300 kitchen suppression system along with all portable fire extinguishers had not be inspected and maintained as required for almost two years.

Fire Inspector Adsit:

- Attended Monday morning briefings.
- Attended PIA for fire at 11070 Grenada
- Met with investigators at Grenada .
- Witness tested Siren Operated Signal device at Macomb Group with Engine 3.

Fire Prevention 11/12 Performance Objectives

<input checked="" type="checkbox"/> 1. To successfully train all personnel in the use of the New World records Management System ensuring effective and efficient daily operations.
<input checked="" type="checkbox"/> 2. To develop a succession plan in anticipation of the Fire Marshal's retirement.
<input type="checkbox"/> 3. To reorganize all fire Prevention records and utilize electronic data storage where available.
<input type="checkbox"/> 4. To examine all operating guidelines and procedures to ensure the most efficient and effective service delivery.



MONTHLY ACTIVITY REPORT				
Activity Name: FIRE PREVENTION		Month of: December 2011		
PERFORMANCE INDICATORS		2010/11 ACTUAL	2011/12 BUDGET	DEC. 2011/12 Y.T.D.
1. Total Fire Inspections Conducted		2,333	1,235	58 492
General Building Fire Inspections		389	0	1 33
Special Code or Final Occupancy Inspections		423	525	20 169
Liquor License, Amusement Devices, Capacity Checks & Site Inspections.		200	350	11 57
Witnessed Acceptance Tests Inspections		100	80	5 32
Re-inspections of Violations		1,070	200	17 165
Citizen Assistance Inspections		106	80	5 37
2. Hours Spent on Hazardous Materials Data Entry				0
	Hours	Hours	Hours	Hours
3. Violations Discovered and Issued		4,397	3,000	122 816
4. Investigations (Fire and Other)		56	90	5 20
5. Plan Reviews (Site, Buildings, Alarms)		334	350	8 143
fwd:	1,278		+ 193	1,471

POLICE DEPARTMENT

December 2011

M. Reese, Police Chief

PERSONNEL

Officer David Strasz retired on December 7th after serving the Police Department since September of 1999. Dave was a police officer for nearly 40 years collectively at the time of his retirement. **We wish Dave a happy, healthy retirement!**

NEWS RELEASES

On Tuesday, December 13th, Lt. Riley, Ofc. Kalinowski and Ofc. Wemple delivered wrapped gifts to the children of three less fortunate families in the Amelia Agnes Transitional Home. A total of six families were adopted by the police department this Christmas season; three from the Amelia Agnes Home and three additional families, whose names were submitted to Community Relations. The toys were collected at a fundraiser that was held at Villa Penna's in November, and divided between the Sterling Heights Police Department, Clinton Township Police Department, Utica Police Department and the Macomb County Sheriff's Department. The gifts for the families provided by Community Relations were delivered in time for Christmas.

The annual "F.O.P. Cops and Kids" was held at the Target store located at Metropolitan Parkway and Dequindre on December 17th. Volunteers helped children shop for themselves and their families, and assisted in wrapping the gifts. Of course Santa Clause was present!

CRIMINAL ACTIVITY

DECEMBER 1:

A resident in the 13000 block of Breezy Drive, located in the Schoenherr and 19 Mile Road area, reported that someone opened a Sears charge account using her name and address.

Two residents in the 44000 block of Pine Drive, located in the Hall and Hayes area, reported that their vehicles had been broken into. One vehicle had the driver's side window broken out, however nothing had been taken. The second vehicle had the rear driver's side window broken out, and several items had been stolen.

A resident in the 11000 block of Erdmann Road, located in the Clinton River Road and 19 Mile area, reported that someone broke into his home while he was away. The victim came home to discover that the screen of a basement window had been removed and glass had been broken out. It does not appear that actual entry was made to the residence, and it did not appear that entry was attempted at any other window or door.

DECEMBER 2:

A patron of Liberty Park, 33600 Mound Road, north of 14 Mile, reported that someone stole her purse from her vehicle while it was parked in the lot. The victim may have accidentally left the car unlocked, as there were no signs of forced entry.

The victim parked his car on Adele near Metropolitan Parkway, east of Dodge Park Road, and when he returned the following morning, his prescription medications were missing. There were no signs of forced entry.

DECEMBER 5:

A resident in the 40000 block of Hamilton Drive, located in the 18 Mile and Van Dyke area, reported that someone stole numerous items from his garage. The garage had accidentally been left unlocked.

A resident in the 8000 block of Anson Drive, located in the 18 Mile and Van Dyke area, reported that someone broke out her kitchen window and entered her residence. Nothing appeared to be missing from the home, and the victim did not hear anything through the night. There was a ratchet in the kitchen sink under the shattered window and a bench was directly under the exterior of the window with a cut piece of screen on it.

The property manager in the 43000 block of Schoenherr Road, south of Canal, reported that a copper pipe and a brass vacuum breaker for the sprinkler system had been cut from the exterior wall of the building.

A resident in the 3000 block of Denson Drive, located in the 16 Mile and Ryan area, reported that someone broke out the rear driver's side window of her vehicle while it was parked in her driveway.

The victim reported that someone broke into her vehicle while it was parked in the 35000 block of Beattie Drive, located in the Mound and 15 Mile Road area, and stole her purse. The victim states she was only gone from her vehicle for approximately 10 minutes prior to the theft occurring.

DECEMBER 6:

The victim reported that her car had been broken into while parked in the 44000 block of Schoenherr, south of Hall Road. The driver's side window had been broken and her purse, which contained her driver's license and credit cards, had been stolen.

The plant manager of a business in the 5000 block of Bridgewood Drive, located in the Mound and 18 Mile Road area, reported a theft of approximately 18 steel pieces of varying lengths and weights from the back lot. He stated the gate was closed when they arrived in the morning, but the lock was missing and could not be located.

A resident in the 37000 block of Robinhood Drive, located in the Schoenherr and Plumbrook area, reported that someone broke into her storage unit and stole several items she was storing for a friend.

DECEMBER 7:

A resident in the 6000 block of Goff Avenue, located in the 19 Mile and Mound area, reported that her debit card had been used to make several purchases totaling \$900 over the Internet. The victim is still in possession of the card.

A resident in the 34000 block of Viceroy Drive, located in the Dequindre and 15 Mile Road area, reported several unauthorized withdrawals on her debit card, along with transaction fees. The victim had been on vacation in various countries, during which time she used her debit card to withdraw currency. When she returned, she contacted her bank and a stop was placed on the card.

A Sterling Heights resident reported that her credit card had been used at the Wal-Mart store located at 14 Mile and Van Dyke without her authorization. The victim is still in possession of the card that had been compromised.

A resident in the 2000 block of 14 Mile Road, east of Dequindre, reported that his vehicle had been stolen. The vehicle had been parked in front of the victim's residence at the time of the theft.

DECEMBER 8:

A resident in the 12000 block of Burtley Drive, located in the 19 Mile and M-53 area, reported that her debit card had been used in Spain. She stated that her credit union contacted her, questioning the transaction, and verified that she was still in the U.S.

A resident in the 5000 block of Victory Circle, located in the 17 Mile and Mound area, reported that someone attempted to use his credit card. The bank noticed the attempted fraud and denied the transaction. The victim and his wife are still in possession of the card in question.

DECEMBER 9:

A resident in the 8000 block of Winchester Drive, located in the Utica Road and M-53 area, reported that someone stole her spare tire and tire cover from her vehicle while it was parked in front of her home.

A resident in the 42000 block of Buckingham Drive, located in the Schoenherr and 19 Mile Road area, reported that someone broke into his shed and stole his lawn equipment. The victim discovered the doors to be open and the lock missing.

A patient of a medical facility in the 37000 block of Schoenherr, north of 16 Mile Road, reported that while she was at her appointment, someone stole the catalytic converter from her vehicle.

The garage door of a foreclosed home in the 4000 block of Augustine, located in the Ryan and 15 Mile Road area, had been pried open. The interior of the home appeared undamaged and empty.

DECEMBER 12:

An employee of a restaurant in the 37000 block of Van Dyke, at Metro Parkway, reported that the catalytic converter had been stolen from his vehicle while he was working.

The victim reported that her purse and its contents were stolen from her vehicle while she was at church service in the 43000 block of Merrill Road, located in the 19 Mile and Mound area. A window had been broken out of the vehicle to gain access.

A resident in the 42000 block of Flis Drive, located in the 19 Mile and Ryan area, reported that his house had been broken into while he was away for approximately two and a half hours. On his return home, he found the side garage door broken open and the interior entry door open. He immediately contacted the police. Unknown at this time what was taken.

DECEMBER 13:

The victim reported that the catalytic converter had been stolen from his vehicle while he dined in the 13000 block of Lakeside Circle.

A resident in the 4000 block of Dickson, located in the Ryan and 16 Mile Road area, reported that someone stole the radio from his vehicle while it was parked in his driveway. The radio was removed very cleanly, with minimal damage to the dashboard.

A resident in the 8000 block of Hickory Drive, located in the 15 Mile and Van Dyke area, reported that someone stole the catalytic converter from his vehicle while it was parked in the lot of the complex.

DECEMBER 14:

The victim reported that while reviewing her account online, she observed that money had been taken from her account by way of checks. The victim is in possession of the checks listed. Three of the checks were processed in Sterling Heights, and an additional three checks were processed in other cities.

A resident in the 13000 block of Camelot Drive, located in the Schoenherr and 16 Mile Road area, reported that someone wrote and cashed a check from her account. The victim states that the account in question does not have any printed checks. The account number was hand-written on the check and her signature was forged.

The owner of a restaurant in the 34000 block of Dequindre, south of 15 Mile Road, reported the business had been broken into. There was a small chip of cinderblock taken out directly next to the door lock. The cash register and a file cabinet were found on the floor behind the front counter, and cash was missing from the register.

Two residents in the 33000 block of Somerset Drive, located in the 14 Mile and Van Dyke area, reported that loose change had been taken from their vehicles while they were parked in the victims' driveways. A total of three vehicles had been entered, and there were no signs of forced entry to any of the vehicles.

DECEMBER 15:

A resident in the 3000 block of Elmcrest Road, located in the Ryan and 15 Mile Road area, reported that while shopping, her debit card was denied. She came home and checked her account online, at which time she discovered unauthorized purchases that occurred in Ohio. The victim had the card deactivated.

A resident in the 5000 block of Maceri Drive, located in the 18 Mile and Mound area, reported that she discovered a white substance on the brick wall of her house. The unknown substance was not dry and could be smudged, and it's unknown if it can be washed off.

Two victims reported that their purses were stolen out their car while they were attending a function at a daycare facility in the 8000 block of 14 Mile, east of Van Dyke. The front passenger side window had been broken out and the only things taken were the purses, which contained various credit cards and very little cash.

DECEMBER 16:

A patron of Lakeside Mall, in the Hall and Schoenherr area, reported that his truck was stolen while it was parked in the lot. The victim is up-to-date on his payments, and is in possession of both sets of keys.

A resident in the 35000 block of Annette Drive, located in the Ryan and 15 Mile Road area, reported that someone broke out the rear passenger window of her vehicle while it was parked on the street. Nothing appeared to be missing from the interior.

A resident in the 3000 block of Byrd Drive, located in the 14 Mile and Ryan area, reported that someone scratched his vehicle on all sides. There was also a dent in the passenger door and the windshield was cracked.

DECEMBER 19:

Two patrons of MJR Theatres, 35400 Van Dyke, at 15 Mile Road, reported their vehicles had the catalytic converters stolen while parked in the lot.

A patron of the Polish Century Club, 33204 Maple Lane Drive, at 14 Mile Road, reported that someone broke out the rear window of his vehicle and stole his wife's purse and his work laptop computer.

A resident in the 42000 block of Parkside Circle, located in the Utica Road and M-53 overpass area, reported that someone stole his vehicle from the parking lot. The vehicle was parked in front of the victim's residence at the time of the theft.

A resident in the 33000 block of Sherwood Forest Drive, located in the 14 Mile and Ryan area, reported that all the screens around the entire home had holes punched in them in the corner where the window would open if not locked. No actual entry was gained. The victim noticed one screen damaged the day before she made the report, and thought the damage was caused by animals. She then discovered that all the screens had the same type of damage and contacted the police.

The owner of Bangkok Bistro, located on Van Dyke at 16.5 Mile, reported that the front door of the restaurant had been forced open. The cash register had been broken into, along with the safe in the office. Cash and an iPod were missing from the office.

DECEMBER 20:

Three parishioners of St. Michael's Parish, 40501 Hayes Road, south of 18 Mile Road, reported their vehicles had been broken into while at evening service. All vehicles were locked and had a window broken out, with purses either stolen or rummaged through and cash taken. Nothing else was disturbed or taken from any of the vehicles.

A resident in the 33000 block of Cornelissen Drive, located in the Schoenherr and 14 Mile Road area, reported that his vehicle had been entered and items stolen from it. The vehicle was parked in the driveway and left unlocked at the time of the theft.

A resident in the 11000 block of 19 Mile Road, east of the M-53 overpass, reported a transaction of nearly \$2000 on an American Express account. The victim states he does not have an American Express account, nor did he give anyone permission to access his checking account.

A resident in the 42000 block of Sycamore Drive, located in the Schoenherr and 19 Mile Road area, reported that someone rummaged through his unlocked vehicle and stole approximately \$10 in cash.

DECEMBER 21:

A resident in the 3000 block of Brandi Drive, located in the Ryan and 17 Mile Road area, reported that he was awakened to the sound of glass breaking and called 911. Upon officers' arrival, the exterior of the home was checked and a broken window was located on the back of the house. It appeared the window was being pried when it shattered. No actual entry was gained to the home.

The groundskeeper of a church in the 42000 block of Hayes Road, south of Canal, reported that the copper pipes and valve to the sprinkler system had been cut off the building. It appears a hacksaw was used to cut the pipes.

DECEMBER 22:

A resident in the 43000 block of Frontenac Avenue, located in the 19 Mile and Van Dyke area, reported that he heard noise coming from the rear of his residence. Upon investigating, he observed a white male reaching in through the screen door of his patio area attempting to unlock the door. The victim asked him what he was doing, and the suspect walked away and made a call on his cell phone. The suspect then returned and the victim told him he'd called the police. The suspect then left the area. The victim advised the suspect appeared to be intoxicated.

A resident in the 14000 block of Emerson Drive, located in the Schoenherr and Moravian area, reported that someone stole a package that was delivered to her porch by UPS earlier in the day.

A resident in the 8000 block of Constitution Boulevard, located in the 18 Mile and Van Dyke area, reported that someone stole a stroller and clothes from his storage unit. It appeared that the flimsy latch was moved out the way to gain entry.

A resident in the 35000 block of Vito Drive, located in the 15 Mile and Ryan area, reported that she received two collections notices regarding two outstanding AT&T accounts. The victim stated she gave no-one permission to open these accounts. She was advised that her Social Security Number and birth date were used.

A resident in the 8000 block of San Marco Boulevard, located in the 17 Mile and Van Dyke area, reported that someone stole tools from his garage. The victim believes entry was gained by using his garage door opener from his vehicle.

A mom and daughter reported their purses stolen from their vehicle while they attended church service in the 41000 block of Ryan Road, north of 18 Mile Road. The passenger door window had been shattered to gain entry. The purses contained numerous credit and gifts cards, along with their I.D., cash and check books. When the victims went to cancel their credit cards, they were informed that the cards had been used several times at various locations.

DECEMBER 27:

The manager of Sterling Quick Lube, located on Van Dyke near 16.5 Mile, reported that someone smashed a panel of glass on the rear rolling garage door, entered the business, and stole cash from inside the office.

A resident in the 2000 block of 17 Mile Road, near Dequindre, reported that someone smashed out the rear driver's side window of her vehicle while it was parked on the street near her residence. The victim stated that nothing was missing from the vehicle.

An employee of Toys R Us, located at 13801 Lakeside Circle, at Hall Road, reported that someone removed the catalytic converter from her vehicle while it was parked in the south lot.

DECEMBER 28:

A resident in the 15000 block of Southpointe Drive, located near Hall Road and Hayes, reported that someone broke out the rear driver's side window of her vehicle. The vehicle had been parked under the carport near her apartment building. The victim stated that nothing was stolen from the vehicle.

The office manager of a medical clinic in the 13000 block of 14 Mile Road, near Schoenherr, reported that someone had entered the utility room of the building and cut the internet/phone lines, which disabled the alarm system. There were no signs of forced entry and nothing was missing.

A resident in the 4000 block of 15 Mile Road, near Ryan, reported that her bank had notified her of some possible fraudulent charges on her account. The victim found that several accounts and credit cards had been opened using her name. The victim had the accounts closed immediately.

DECEMBER 29:

A business owner in the 37000 block of Mound, near 16 Mile Road, reported that someone stole the Bryant air conditioning unit from the north side of the building.

A resident in the 3000 block of Gemini, located in the Dobry and Ryan area, reported that someone fraudulently opened credit card accounts in his name at Best Buy, Target, and Toys R Us. The victim received a Best Buy statement showing 3 large purchases at two different stores in Indiana. It is unknown if any purchases were made at Target and Toys R Us. All of the accounts have been cancelled.

A Livonia resident reported that someone wrote two checks from her checking account to pay for purchases at the Meijer store located on 16 Mile and Van Dyke. The victim is in possession of her checkbook and it is unknown how the suspect got her information.

A Royal Oak resident reported that American Express notified him of suspicious charges on his account. There were 3 unauthorized charges totaling \$1515.79 that were made at the Target store on 15 Mile and Van Dyke. The victim closed the account immediately.

A resident in the 2000 block of Burningbush, located in the area of 19 Mile and Dequindre, reported that someone had broken into his residence while he and his wife were out. The suspect entered through a kitchen window in the rear of the house. The security alarm was tripped when the suspect exited through a rear doorwall, which is the same time that the victim and his wife arrived home. Nothing in the house had been disturbed, and there didn't appear to be anything missing.

There were two break-in attempts made in the 1900 block of Forest Mead Drive, located in the area of 19 Mile and Dequindre. One of the residents arrived home from work and discovered that someone had attempted to pry the front door open, but was unsuccessful. The other resident reported that he and his wife arrived home to find the rear sliding doorwall ajar. Closer inspection revealed that the door had been pried open. Several bedrooms had been rummaged through, and there was cash and several pieces of jewelry missing.

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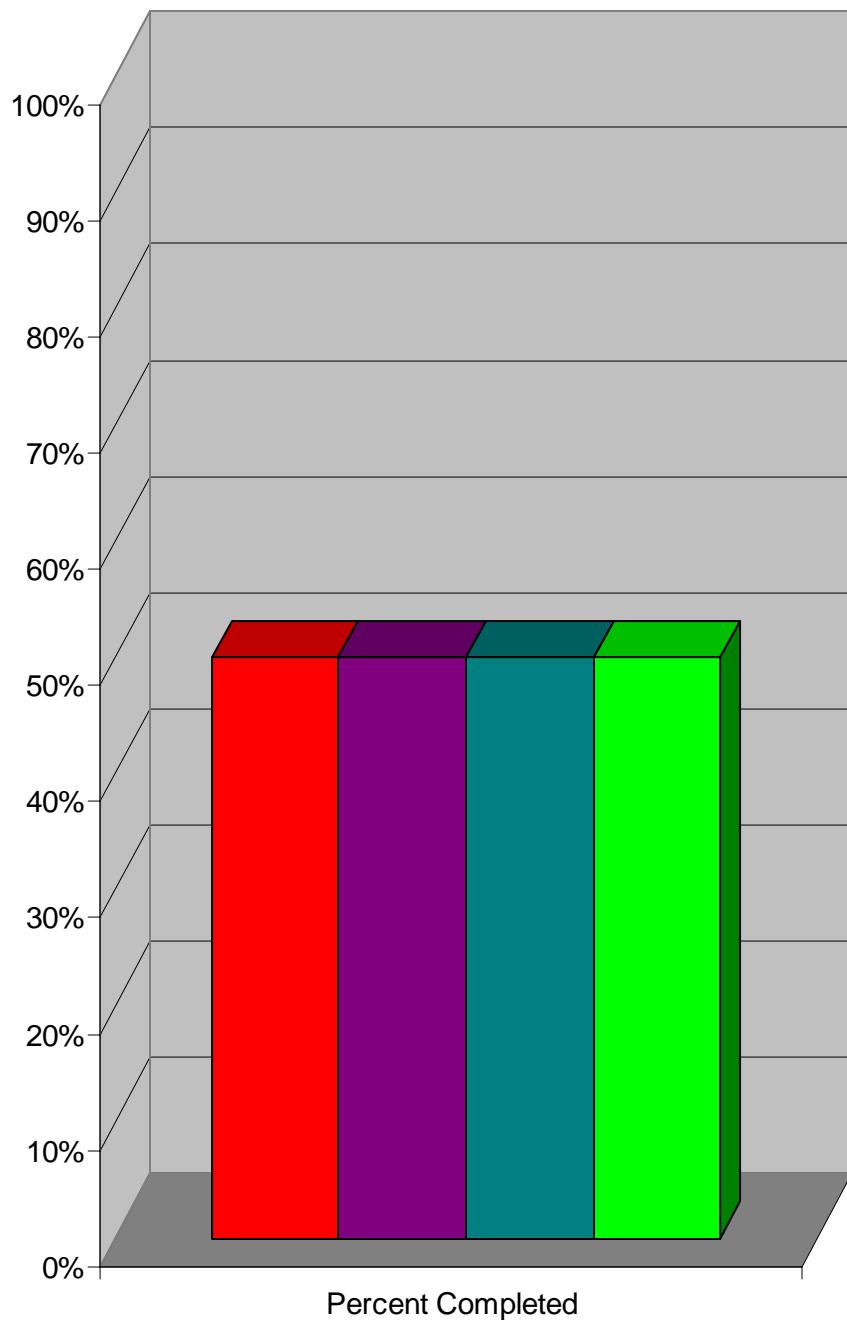
## **DEPARTMENTAL ACTIVITY ANALYSIS – JULY 2011**

*In coordination with the Michigan Incident Crime Reporting System (MICRS), statistical reports would be discussed for the month of July and compared to the statistics for June of 2011; however, due to a severe shortage of personnel and cuts in hours, no statistics for the month of July could be completed.*

# **Activities for the Month of December For the Office of Emergency Management**

- The Office of Emergency Management, with Sterling Heights CERT volunteer coordinators, began preparation for a new Community Emergency Response Team (CERT) training class, scheduled to take place during February and March of 2012.
- Ms. Miller chaired the Local Emergency Planning Committee (LEPC) meeting on Tuesday, December 6<sup>th</sup>.
- The Emergency Manager, Nicole Miller, attended the grant-funded Michigan State Citizen Corps Volunteer Conference in Traverse City, Michigan, held on December 8<sup>th</sup> & 9<sup>th</sup>.
- Ms. Miller met with Michigan State Police Emergency Management & Homeland Security District 2N Coordinator, Lt. Mark Martinez, on Friday, December 16<sup>th</sup>, to discuss future exercises and training for the city. This includes damage assessment training for the city's Damage Assessment Team, E-Team web-based training for all applicable personnel, and a 2012 tabletop exercise.
- The Emergency Manager attended the Macomb County Local Planning Team (LPT) meeting held at the Clinton Township Police Department on Tuesday, December 20<sup>th</sup>.
- The Emergency Manager continued to monitor winter weather conditions.
- The Emergency Manager completed the recommended Office of Emergency Management Operating Budget for the 2012-2013 fiscal year.

## Performance Objectives



■ To strengthen the city's ability to respond in a coordinated manner to an emergency incident by attending & participating in Homeland Security & Emergency Management planning meetings, committees, seminars, trainings & conferences.

■ Provide and make available drills and/or exercises that test and improve upon the city's ability to respond to a major incident.

■ Provide avenues and training to strengthen each department's ability to communicate during an emergency, both within their department and within the Emergency Operations Center.

■ Provide avenues to facilitate citizen awareness of personal and community preparedness, and encourage participation in community preparedness activities.

# PUBLIC WORKS DEPARTMENT

December 2011

*S. Conigliaro, Public Works Director*

## FLEET MAINTENANCE DIVISION

The interoperability of this division is getting stronger by the day. All technicians continue to be cross-trained in the different divisions within Fleet. This has not only improved knowledge of all the technicians but has significantly raised morale. The sense of self-worth and camaraderie exists strongly amongst the technicians.

- Provided 13,345 gallons of unleaded fuel and 4,647 gallons of diesel fuel from 1,671 transactions.
- The Parts Department processed an average of 12 invoices per day for a total of 222 invoices for the month. The dispatcher also processed 14 invoices. Fleet processed a total of 236 invoices for the month.
- The total number of parts issued to technicians was 618, an average of 33 parts per workday. Total expenditures for the Parts Department was \$38,714.44.
- Completed 112 repair orders and 34 Preventative Maintenance work orders on city vehicles and equipment.
- The dispatcher has handled the opening and closing of work orders and is also used as our afternoon parts runner.

## PARKS AND GROUNDS MAINTENANCE DIVISION

- 13 maintenance/repairs were made to park apparatuses.
- 2 snow/ice control call-in situations.
- Trash collection was performed at the parks and municipal sites on 12 days.
- Setup, worked, and restored Dodge Park for Sterling Christmas with Parks and Recreation.
- Started trimming all of the trees in the City parks. Started removing any downed trees and cutting down dead trees, to remove any potential hazards from the parks and to help beautify our parks.

## SEWER MAINTENANCE DIVISION

### **Inspectors:**

- 139 Service requests.
- 36 Miss Dig inspections.
- Inspected 1 sanitary connections with 1 water line connections, 6 sanitary line repairs, and 3 new sump installations and 6 repairs.

### **Jet operators:**

- Cleaned 61,200 feet of sanitary line, 600 feet of storm line, and 6 culverts.
- Cut concrete for water main repairs and storm/sanitary structure repairs.

**Service workers:**

- Cleaned water service repair locations.
- Restored 9 sites from water service repairs.
- Rebuilt 1 catch basins.
- Repaired 1 portion of roadway associated with the catch basin repair, and 3 rear yard storm structures.

**Plant Operator Mechanics:**

- Checked sanitary sewer lift stations and storm water retention pond pump stations.
- Cleaned meter pits and repaired timers at Riverland lift station, and bar screens at ponds and ditch locations.
- Monitored storm water levels and flooding from heavy rains at the end of the month.
- Cross-trained 3 service workers in Plant Maintenance.

**Laborers**

- Assisted in all applications and job assignments for Sewer Division maintenance.

**STREET SERVICES DIVISION**

- 4 snow removal overtime occurrences.
- 1,500 feet of snow fence was installed.
- 2.99 miles of gravel roads were graded.
- 35.13 tons of patch was used for pothole patching.
- 174 tree and branch chipping locations were done.
- 2 revolutions for roadside cleanup of major roads were performed.
- 74 traffic signs were repaired or replaced.
- 250 feet of ditch cleaning was performed.
- 1.5 cubic yards of material was swept up on major roads.
- 4 days in which snow and ice control efforts were undertaken.
- 15 hours were requested per snow/ice event to complete snow/ice removal.
- 4 days in which brine was applied.
- 136 r.o.w. trees were trimmed in-house.
- 4 r.o.w. trees were removed in-house.
- 89 r.o.w. tree inspections were performed.
- 1 police car was logoed.
- 1 city car was logoed.
- 10 employees were trained for snowplowing.

**WATER DISTRIBUTION DIVISION**

S & W Excavating, the company contracted for Water Division work requiring excavating, such as service taps, water main/service line repairs, and stop-box replacement, completed the following:

- 4 residential service taps.
- 10 emergency water main/service line repairs.
- 9 non-emergency service line repairs.

Water Service Workers and our Meter Repair/Install crew respond to service requests from residential and commercial customers as well as Water Billing. These service calls include high/low consumption investigations, meter repairs, hydrant repairs, flow tests, service line inspections, water main finals, and supervising/assisting contractors in installs/repairs. Daily inspections and maintenance procedures at the water booster station are also performed.

- 316 service requests were received.
- 5 meters were repaired.
- 33 meters were replaced.
- 44 meters were tested.

Inspectors conduct cross connection inspections and maintain the departments backflow prevention program. Requests for water main and service line locates are answered daily. Inspectors performed:

- 482 locates.
- 74 cross connection inspections.
- 34 backflow compliance inspections.
- 71 other code compliance inspections.

The Meter Readers read 11,002 residential and commercial meters.

## **WATER & SEWER ADMINISTRATION**

Steve Charbeneau was promoted from Sewer Service Maintenance Worker to Inspector in the Sewer Division on December 24, 2011.

### **Bid Specifications – Prepare**

- Turf Fertilizer Spec
  - Specifications are being reviewed and updated
- Branch Chipping Spec
  - Specifications are being investigated and created
- Noxious Weed Spec
  - Specifications are being reviewed and updated
- Purchase and Planting of Street Trees
  - Specifications are being reviewed and updated
- Mowing and Maintenance of Municipal Sites
  - Specifications are being reviewed and updated

### **Bid Recommendations – Review**

- Diagnostic Computer Assistant Spec
  - Proposals Received

## **ENGINEERING**

### **Plan Reviews:**

- 9 site plans submitted for review.
- 7 plot plans submitted for review.

### **Service Requests:**

- 14 service requests processed. This includes 3 requests for local road pavement evaluation.

### **Inspection:**

- 213.5 hours of inspection performed on installation of public improvements.
- 129 inspections completed as part of Soil Erosion and Sedimentation Control Program.

### **Development Project Releases:**

- 3 site plans have been released due to completion of site plan improvements and \$21,900.98 in escrow monies deposited with the City have been released.

### **Map Creation:**

- 1 map created for various City Departments.
- 16 map revisions performed for City Departments.

### **Miscellaneous Departmental Initiatives/Tasks:**

- National Flood Insurance Program – MDEQ program review, second visit, (CAV) held at City offices.
- GIS Program – Assisting Police Department with GIS based dispatch center software.
- CMAQ Grant Application – Submitted grant application for installation of right-turn lanes from 15 Mile Road to Maple Lane and Dodge Park.
- CMAQ Grant Application – Submitted grant application for the replacement of a street sweeper.
- 2011 Road Ratings – Road ratings submitted to State in accordance with Act 51 requirements.
- Tyler Drive Resurfacing – Presented project to Citizen Advisory Committee in hopes of securing CDBG funding.
- Chrysler Body Shop – Met with Chrysler officials and engineers to discuss site design issues.
- Van Dyke Bridge over Clinton River – Attended pre-construction meeting. Construction to begin mid-March 2012 and end mid-August 2012. Two-way traffic, one lane, to be maintained.
- Ryan Road Traffic Signal Upgrades – Attended pre-construction meeting. Work to begin in April 2012 and finish August 2012. Located at various intersections throughout city.

| Project                                                                                 | City Projects     |                      |              |                 |                     |              |                         |      | Percent Complete | Final Payment Date | Notes (See Below) |
|-----------------------------------------------------------------------------------------|-------------------|----------------------|--------------|-----------------|---------------------|--------------|-------------------------|------|------------------|--------------------|-------------------|
|                                                                                         | Preliminary Phase | Topographical Survey | Design Phase | Bidding Process | Contract Award Date | Award Value  | Construction Start Date |      |                  |                    |                   |
| 1. Hayes Road Sanitary Sewer, Moravian to Bartola Subdivision, CP#974                   | x                 |                      |              |                 |                     |              |                         |      |                  |                    |                   |
| 2. Section 4 Water Main                                                                 | x                 | x                    | x            |                 |                     |              |                         |      |                  |                    |                   |
| 3. Laurel Meadows Pump Station Repairs, CP#06-138                                       | x                 | x                    | x            | x               | 04/19/2011          | 47,467.00    | 9/2011                  | 90%  |                  |                    |                   |
| 4. Mound Road Water Main, 17 Mile Road to 18-1/2 Mile Road, CP#06-142                   | x                 | x                    | x            | x               | 08/17/2010          | 1,608,384.60 | 10/4/2010               | 99%  |                  |                    |                   |
| 5. 2010 Sidewalk Gap Completion, CP#07-173                                              | x                 | x                    | x            | x               | 08/17/2010          | 135,281.00   | 10/1/2010               | 99%  |                  |                    | a.                |
| 6. Fairfield Pump Station Repairs, CP#09-196                                            | x                 | x                    | x            | x               | 04/19/2011          | 120,431.50   | 9/2011                  | 80%  |                  |                    |                   |
| 7. Gainsley Drive Sanitary Sewer Repairs, CP#11-220                                     | x                 | x                    | x            | x               | 09/20/2011          | 363,859.06   | 10/12/2011              | 85%  |                  |                    | b.                |
| 8. Utica and Van Dyke Park, CP#10-206                                                   | x                 | x                    | x            | x               | 09/07/2010          | 180,518.65   |                         |      |                  |                    |                   |
| 9. 2011 Asphalt Pavement Repair Program, CP#10-211                                      | x                 | x                    | x            | x               | 07/19/2011          | 292,252.50   | 8/11/2011               | 98%  |                  |                    |                   |
| 10. 2011 Concrete Replacement Program, CP#11-218                                        | x                 | x                    | x            | x               | 07/19/2011          | 546,000.00   | 8/11/2011               | 92%  |                  |                    | c.                |
| 11. Baumgartner Park ADA Upgrades, CP#10-213                                            | x                 | x                    | x            | x               | 04/19/2011          | 153,073.00   | 5/2011                  | 99%  |                  |                    |                   |
| 12. Utica Road Sanitary Sewer and Water Main Extension, Plumbrook to Puritan, CP#06-146 | x                 | x                    | x            | x               | 06/07/2011          | 145,882.00   |                         |      |                  |                    |                   |
| 13. 2011 Sidewalk Removal and Replacement Program, CP#10-214                            | x                 | x                    | x            | x               | 08/02/2011          | 183,510.00   | 9/16/2011               | 100% |                  |                    |                   |
| 14. Sanitary Sewer, Storm Sewer, and Water Main Repair Project, CP#10-215               | x                 | x                    | x            | x               | 09/20/2011          | 156,139.50   | 10/10/2011              | 98%  |                  |                    | d.                |
| 15. 2011 Joint Sealing Program, CP#11-219                                               | x                 | x                    | x            | x               | 07/05/2011          | 100,000.00   | 8/25/2011               | 100% |                  |                    |                   |

| <i>County Projects</i>                |                   |                      |              |                 |                     |             |                         |                  |                    |                   |
|---------------------------------------|-------------------|----------------------|--------------|-----------------|---------------------|-------------|-------------------------|------------------|--------------------|-------------------|
| Project                               | Preliminary Phase | Topographical Survey | Design Phase | Bidding Process | Contract Award Date | Award Value | Construction Start Date | Percent Complete | Final Payment Date | Notes (See Below) |
| 1. Van Dyke Bridge over Clinton River | x                 | x                    | x            | x               |                     | 941,550.00  | 3/15/2012               | 0%               |                    | e.                |

| <i>State Projects</i> |                   |                      |              |                 |                     |             |                         |                  |                    |                   |
|-----------------------|-------------------|----------------------|--------------|-----------------|---------------------|-------------|-------------------------|------------------|--------------------|-------------------|
| Project               | Preliminary Phase | Topographical Survey | Design Phase | Bidding Process | Contract Award Date | Award Value | Construction Start Date | Percent Complete | Final Payment Date | Notes (See Below) |
| No Active Projects    |                   |                      |              |                 |                     |             |                         |                  |                    |                   |

NOTES:

- a. Invoices sent to property owners for work completed on November 15, 2011.
- b. Sewer complete. Asphalt base course and leveling course complete. Final asphalt lift and concrete drives to be completed in the Spring of 2012.
- c. Approximately 2,000 yards of concrete replacement to be completed in Spring of 2012.
- d. Four tree plantings to be completed in Spring of 2012.
- e. Two-way traffic will be maintained. Tentative schedule is to begin March 15, 2012 and be substantially completed by August 15, 2012.