



# The Performance

City of Traverse City



2012



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The City of Traverse City

Office of the City Manager

GOVERNMENTAL CENTER  
400 Boardman Avenue  
Traverse City, MI 49684  
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Happy Holidays!

On behalf of the staff of the City of Traverse City, I want to take this opportunity to present you with a list of achievements from over the last year that we are proud of. This is not intended to be a comprehensive review, but rather a summary of accomplishments that allows us to focus on the big picture, showing our citizens and taxpayers the undertakings that can be achieved when we work together.

While there are times when government seems to be moving extremely slowly, we are continually looking for ways to use your tax dollars efficiently and effectively. With that in mind we would like you to be aware of how much was completed during 2012.

While our global economy still has obstacles to overcome, we know that our community is making great strides in the right direction. These successes are the result of the efforts of many; including the City Commission, City employees, members of the volunteer Boards and Commissions, and the residents and businesses that call Traverse City home. To all who have helped in creating a better Traverse City, we say Thank You!

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

Best wishes for the Holidays and New Year! We look forward to the challenges and opportunities in 2013.

A handwritten signature in blue ink, appearing to read "R. Ben Bifoss".

R. Ben Bifoss  
Traverse City Manager

## Increased Amenities / Community Enhancements:

The Downtown Development Authority, through Tax Increment Financing, funded the **2012 Downtown Street Tree Replacement Project and planted 84 new street trees.**

The Parks and Recreation Commission, as well as members of the city, **worked to create and independently fund the first off-leash dog park.** (Picture Below)



**For an improved trail experience for the upcoming West Boardman Lake Trail,** an agreement with the Lake Ridge Condominium Association was secured.

The Downtown Development Authority, in conjunction with the Downtown Traverse City Association, secured locations to place public art to create the **Downtown Art Walk in May 2012.**

**Zoning Code changes to provide standards that allow for Renewable Energy (wind and solar) systems** were approved.

A Special Improvement District project to **enhance the Northwest Michigan College alley north of East Front Street** was approved.

**Traverse City Light and Power customers received \$250,000 in incentives and saved over 3,000,000 kilowatts/hour** as part of the energy efficiency program.

**Planted over 10,000 new flowers** in various public areas throughout the city, adding to the beauty of the community.

The Downtown Development Authority worked to **install six new bike racks targeting the Farmers Market Area.**

The **Sara Hardy Farmers Market has increased its footprint,** bringing over 120 regional farmers in to provide goods to our residence. (Picture Right)

In connection with the Boardman Lake Trail, obtained the appropriate state permits for a **commuter trail extension between 14<sup>th</sup> Street and the current trail end to the north.**



## Operations:

Performed extensive post-storm tree and **debris cleanup after a record-setting snowstorm in March 2012.** (Picture Right)

Authorized an agreement to bill insurance carriers for medical transport services, **increasing revenue and functionality.**

Deployed the electronic poll book program, **increasing accuracy and efficiency in recording voter data and election administration information.**



**A purchase and sale agreement for the Depot Property was authorized, with affordable housing units planned for construction on the site.**

Worked with Munson Healthcare to grant **two alley vacations which will allow for a cancer treatment center expansion.**

Reviewed and administered the disbursement of over **\$65M in funds**, ensuring compliance with regulations and proper financial controls.

Secured and leveraged a **Homeland Security Grant in the amount of \$38,700 for the purchase of 22 new mobile police radios.**

**The City Commission and Traverse City Light and Power Board authorized \$1,000,000 in utility funds** for the Bayfront Improvement Project.

**Facilitated and provided in-depth information regarding the city's finances and operations** for the completion of the extensive annual audit.

**Processed and accommodated over 300,000 vehicles in the city's public parking decks**, providing concentrated, high-density parking logistics and services.

**Collected over 91.2% of parking fine revenue**, providing financial stability to the parking system.

**Processed over 2,000 service orders** for repair and maintenance needs for various public water-related matters.

**Maintained 78 city buildings and properties with an estimated value of \$132M**, guarding the city's investments.

Reviewed and approved just over **one billion dollars in insurance coverage required of others** in order to protect the city's financial position.

Renewed the City's insurance policy, **with overall increase in coverage, but overall premium decrease in cost.**

## Operations cont:

Approved the sale of the 'Spirit of Traverse City' **steam train to an organization in Buckley, allowing the train to remain in close proximity to Traverse City.**

The City Commission streamlined various business permits such as the **elimination of the Taxicab Permit** which was a duplicate regulation.

**The Corridor Study Report was conducted and finalized**, which will guide the revitalization of certain corridors within the city.

**A public utility, urban design, and zoning element sub plans of the Master Plan were all adopted**, which will guide future planning decisions.

**Maintained, repaired and flushed over 118 miles of water mains**, ensuring a reliable and safe water supply.

## Governance:

Appointed over **thirty members of the community to various key volunteer board positions.**

Organized and provided complex meeting packets to **facilitate over 52 meetings of the City Commission.**

Approved **over forty Street Use Permits for special events in the city**, ensuring successful and safe special events in the city.

Approved an ordinance **banning fireworks within the City limits other than around the major holidays.**

After in-depth committee review, **the City Commission streamlined various permits and licenses.**

Traverse City Light and Power **celebrated 100 years of service to the residential and commercial customers** of the Grand Traverse area.

Established a committee of stakeholders to develop **effective Parks and Public Land Use guidelines within the city.**

Approved over **thirteen liquor license applications, expanding economic activity in the city.**

**Processed over 5,000** voter registration transactions, including moves within and outside of the city.

Conducted 248 fire code inspections, **for preventive efforts to reduce fires.**

Addressed **over 700 code enforcement complaints**, to ensure compliance with various ordinances aimed at preserving quality of life.

Through market analysis and professional assessments, **updated the city's property tax assessment records for over 8,800 active parcels**, for equity in tax assessments.

## Governance cont:

**Planned, organized and conducted three elections**, including the November Presidential Election.

Codified many city ordinances, **continuously working to improve local regulations.**

Authorized a five-year contract for **efficient management of parking systems.**

The City of Traverse City, through a contract adjustment with North Flight EMS, acquired the ability **to transport patients to the hospital.**

**Established a Smoke Alarm Program and has installed 137 smoke alarms in 67 residences.**

**Secured a permanent drop off box for safe disposal of prescription and over-the-counter drugs.**

**Over 124 new utility poles, 132 new transformers, and 100,000 feet of new electrical wire was installed for the Traverse City customers to increase efficient operations.**

Closed over 96% of detective cases, **providing justice and a safe community.**

## Infrastructure Investments:

Approved a **Special Improvement District for the reconstruction of the 200 block alley of East Front Street** to enhance functionality and provide visual improvement.

Secured and leveraged a tree grant from the Michigan Department of Natural Resources to help fund **planting of trees along the bayfront trail.**

**Completed the Larry C. Hardy Parking Deck Restoration Project**, performing needed maintenance within the building and fixing all needed repairs.

Invested **\$175,800 to complete the Wastewater Treatment Plant Odor Control Project.**

**Cleaned over 31,000 feet of sewers**, preserving public and personal property and Grand Traverse Bay.

**Approved a Conditional Rezoning Agreement** for the CVS Pharmacy project downtown, to allow for unique zoning while protecting the city's interests. (Picture Right)



## Infrastructure Investments cont:

**Completed Phase 2 of Silver Drive**, enhancing the transportation network with sensitivity to the Grand Traverse Commons parks.

Secured voter approval for use of a small portion of the city parkland for Division Street improvements, **with goals of improving safety and pedestrian friendliness.**

**Installed speed radar signs on Division Street to increase safety.**

Completed the **East Bay Park Stormwater Quality Project**, improving the overall quality of stormwater and protecting the bay.

Successfully completed **Phase I of the Clinch Marina Breakwater Improvement Project**, preserving the investment in the public marina.



Replaced the roof of the **City Opera House**, preserving the historic building.

Completed the extensive Pine and State Street Reconstruction Project, **enhancing the streets of Traverse City.** (Picture Left)

Finalized the annual **Sidewalk Replacement Project**, increasing safety of pedestrians.

**Completed the Water Plant Improvement Project** upgrading numerous components of the plant.

## Securing our Future:

**Negotiated savings and enhanced coverage to the city's insurance policy, protecting over \$132M in city assets.**

**Treated over 3.5 M pounds of solid waste**, protecting our natural resources.

**Treated over 1.5 billion gallons of wastewater**, protecting our natural resources and drinking water supply.

**Cared for and maintained the city's urban forest of over 9,000 street trees**, 2,000 park trees, and 3,000 cemetery trees.

**Cared for and maintained over 4,500 shrubs, 114 flowerbeds**, adding to the beauty of our community.

**Maintained over 385 acres of parkland in 32 city parks**, enhancing the quality of life in Traverse City.



## Securing Our Future cont:

Received \$745,000 from the Great Lakes Restoration Initiative Grant in an effort to **implement storm water filtration systems at East Bay Park to protect Grand Traverse Bay.**

Invested \$200,000 in grant funds from the Great Lakes Restoration Initiative for Bryant Park Stormwater Improvements Project, **protecting our bay by eliminating 75% of stormwater** from average rainfall. (Photo Right)

Obtained a \$40,000 Michigan Coast Management Program Grant and a \$156,000 Waterways Grant **for improvements to the Boardman River Boat Launch.**



**Obtained a \$210,000 Grant for the Boardman Lake Trail West project from the Michigan Natural Resources Trust Fund.**

**Authorized \$2.05 M in contracts for Clinch Park Revitalization Project Phase 1 and Phase 2.**

Obtained a \$100,000 **Land and Water Conservation Grant for the Clinch Park Revitalization Project.**

Authorized a \$520,540 contract for **paving and resurfacing projects on East Bay Boulevard, Barlow Street and the 200 block alley of East Front Street.**

After an intensive competitive bidding process, authorized a new five-year agreement **for management of the city's wastewater treatment plant, saving over \$100,000.**

Secured \$850,000 in local program funds for the **rehabilitation of the South Cass Street Bridge over the Boardman River.**

**Mowed over 70 acres of lawns, medians and other grassy right-of-ways** throughout the year.

Received over \$80,000 in funding from the **Better Building for Michigan Program to increase energy efficiency in residential areas.**

Received and leveraged a \$19,350 Byrne Justice Assistance Grant for **funding the Traverse City Narcotics Team (TNT).**

## Accolades / Raising the Bar:

**Named one of eleven Coolest Winter Places in America** by Fox News; relax and have a glass of wine!



**Best Summer Trips of 2012, Traverse City is the biggest little beach town in the U.S.** according to National Geographic.

**Spend a weekend in Traverse City enjoying natural wonders, fine wine, locally sourced food, and breathtaking scenery** as encouraged by American Way.

**Laid-Back Lakeside Living Towns:** Traverse City is said to be one of the best places to retire by Where to Retire Magazine.

**Friendly to all senior citizens, Traverse City is recognized** by the Disability Network and the Michigan Commission on Services to the Aging.

**Traverse City is a must see area from anyone around the globe,** the New York Post raves about the beauty of our wonderful city.

**One of the Top Five Michigan Beach Towns,** Traverse City is highlighted by AOL Travel News.

**The Taj Mahal of Michigan Golfing Gurus,** Midwest Golfing Magazine recognizes Traverse City!

**Considered the Hamptons of Michigan,** Forbes Magazine gives ten good reasons to visit and live in the Traverse City area!

**Labeled One of Eight Best American Small Towns for Foodies** according to Boots n All travel guide.

**Termed “Best Book City” for book lovers** by Livability, American’s Best Places to Live and Visit!

**Dubbed one of the Best Places to Retire in the Country** according to Money Magazine.

**A biker’s sensation, area bike trails are featured as the top rides in Michigan** by Bicycling Magazine.

**Recognized nationally by the American Public Power Association, Traverse City Light and Power received the Century Award** for serving the community for 100 years.



# DIRECTORY OF OFFICIALS - 2012

## City Commission

Mayor Michael Estes  
Mayor Pro Tem MaryAnn Moore  
Commissioner Jody Bergman  
Commissioner Barbara D. Budros  
Commissioner James Carruthers  
Commissioner Jeanine Easterday  
Commissioner Michael J. Gillman

## City Officials

City Manager	R. Ben Bifoss
City Attorney	Lauren Tribble-Laucht
City Assessor	Polly Cairns
City Clerk	Benjamin C. Marentette
City Engineer	Timothy J. Lodge
City Treasurer/Finance Director	William E. Twietmeyer
Fire Chief	James Tuller
Police Chief	Michael Warren
Planning Director	Russell A. Soyring
Public Services Director	Robert Cole
Downtown Development Authority Executive Director	Bryan Crough
Light and Power Interim Executive Director	Tim Arends



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