

1720 Riverview Drive Kalamazoo, Michigan 49004 Tele: (269) 381-8080 Fax: (269) 381-3550 www.ktwp.org

### BOARD OF TRUSTEES WORK SESSION MEETING

### September 12, 2022, 5:30 PM

The Board of Trustees of the *Charter Township of Kalamazoo* will meet in a "Work Group Meeting" to be held at 5:30 p.m., on Monday, September 12, 2022, at the **Kalamazoo Township Hall** for the purpose of discussing the below-listed items and any other business that may legally come before the Board of Trustees of the *Charter Township of Kalamazoo*.

Join Zoom Meeting

https://us02web.zoom.us/j/85397897237?pwd=OWxyWmUrYIdpNIIpdjlzRzRLWWxrZz09 Meeting ID: 853 9789 7237 Passcode: 863305

> Dial by your location +1 312 626 6799 US (Chicago) Meeting ID: 853 9789 7237 Passcode: 863305 <u>https://us02web.zoom.us/u/kbgE5m76D</u>

- **A.** Assessments and Mileages
- **B.** Striking Personal Property Taxes
- C. Kalamazoo Township Strategic Plan
- D. Rental registrations
- E. Manager's Update
- F. Discussion regarding items on the Regular Agenda -
- G. Public comment

Posted: September 9, 2022

Kalamazoo Township Board meetings are open to all without regard to race, color, national origin, sex, or disability. Individuals with disabilities requiring special assistance must contact the Township, giving five business days notice by writing or calling: Donald Martin, *Charter Township of Kalamazoo* Supervisor, 1720 Riverview Drive, Kalamazoo, MI 49004-1099. Telephone: (269) 381-8085

#### Public Hearings on Special Assessments

| Type of Assessment        | Amount    | Date Published    | Amount      | Prior Year Levy | Change     |
|---------------------------|-----------|-------------------|-------------|-----------------|------------|
| Police Operating          | 1.7 mills | August 30, 2022   | \$878,611   | 1.7 mills       | 0          |
| Police Capital            | 0.3 mills | August 30, 2022   | \$155,049   | .3 mills        | 0          |
| <b>Community Policing</b> | 1.5 mills | August 30, 2022   | \$775,245   | 0               | 1.5 mills  |
| Fire Protection           | 2.0 mills | September 1, 2022 | \$1,033,660 | 1.0 mills       | +1.0 mills |
| Solid Waste               | \$79/unit | 8/23/22 & 8/25/22 | \$583,902   | \$79/unit       | 0          |
| Lighting                  | .40 mill  | 8/23/22 & 8/25/22 | \$206,732   | .40 mills       | 0          |

\*\* solid waste and lighting mailed notice to new construction in the district as well. This was accomplished on August 12, 2022.

#### Other September Resolutions

| L-4029 Operating Millage | 8.7013 mills (prior year 8.8428 reduced by required rollback) |
|--------------------------|---|
|                          |   |
|                          |   |

Road bond 2.33 mills (prior year 2.45)

#### CHARTER TOWNSHIP OF KALAMAZOO KALAMAZOO COUNTY, MICHIGAN

#### RESOLUTION TO ESTABLISH THE LEVY TO COLLECT SUFFICIENT FUNDS TO PAY THE 2024 PORTION OF THE INTEREST AND PRINCIPAL FOR THE GENERAL OBLIGATION UNLIMITED TAX BONDS SERIES 2015

WHEREAS, on February 24, 2015, the voters of the Charter Township of Kalamazoo approved a road bond proposal to borrow the principal sum of not to exceed Nine Million Seven Hundred Fifty Thousand Dollars (\$9,750,000) and issue its general obligation unlimited tax bonds in one or more series, payable in not to exceed eleven (11) years from the date of issue of each series, for the purpose of paying the costs of acquiring, constructing, furnishing and equipping road improvements in the township, including necessary rights-of-way, sidewalks, proper drainage facilities and appurtenances and attachments thereto; and

WHEREAS, the General Obligation Unlimited Tax Bonds, Series 2015 were sold in June 2015 at an interest rate less than estimated at the time of February 2015 election; and

WHEREAS, annually the Board of Trustees for the Charter Township of Kalamazoo has the responsibility for and the authority to set the levy at a rate that will raise sufficient funds to pay the amount of interest and principal due to the bond holders during the following year; and

WHEREAS, the calculation for the levy is the amount of principal and interest due in 2024, the estimated tax delinquency rate and the amount currently in the debt fund; and

WHEREAS the total amount of necessary revenue to be raised by the 2023 levy is \$1,188,709.34 and the current taxable value for the Charter Township of Kalamazoo is \$516,830,149 and therefore a levy of 2.33 mills (\$2.33 per \$1,000 of taxable value) on all taxable value within the Township on a separate row on the regular tax statements mailed by the Township in December 2022.

BE IT FURTHER RESOLVED that the Township Treasurer be authorized and directed to collect the aforesaid levy of 2.33 mills (\$2.33 per \$1,000 of taxable value) on all taxable value

within the Township on a separate row on the regular tax statements mailed by the Township in December 2022.

BE IT FURTHER RESOLVED that in the event of any delinquency in payment after February 14, 2023, said delinquent assessments be returned as delinquent to the Kalamazoo County Treasurer for collection as other Township taxes are assessed, levied and collected.

IT IS FURTHER RESOLVED that all resolutions or parts of resolutions in conflict herewith are hereby repealed.

Motion was made by \_\_\_\_\_\_ and seconded by \_\_\_\_\_\_ to adopt the foregoing Resolution.

Upon roll call vote the following voted "Aye":

The following voted "Nay":

The following were absent:

The Supervisor declared the motion carried and the resolution duly adopted.

#### CERTIFICATE

I hereby certify that the foregoing constitutes a true and complete copy of a resolution adopted at a regular meeting of the Kalamazoo Charter Township Board held on September 12, 2022, that the meeting was conducted and public notice of the meeting was given pursuant to and in compliance with the Michigan Open Meetings Act; that a quorum of the Board was present and voted in favor of the resolution; and that the minutes of the meeting will be or have been made available as required by the Open Meetings Act.

Mark E. Miller, Clerk Charter Township of Kalamazoo Kalamazoo County, Michigan

Attest:

Donald D. Martin, Supervisor

#### CHARTER TOWNSHIP OF KALAMAZOO KALAMAZOO COUNTY, MICHIGAN

#### **RESOLUTION APPROVING CHARTER MILLAGE FOR 2022**

#### September 12, 2022

WHEREAS at the August 2020 election, the Charter Township of Kalamazoo electorate approved the Charter Millage to be levied for four years (2020-2023 inclusive) at 8.94120 mills (\$8.7013 per \$1,000 of taxable value); which amount has been reduced by required millage reduction factors for 2023 to 8.7013 per the County Equalization Department and transmitted by the Township Assessing Officer.

NOW THEREFORE be it hereby resolved that the Charter Township of Kalamazoo Charter Millage at the required reduced and calculated rate of 8.7013 (\$8.7013 per \$1,000 of taxable value); is hereby approved and shall be entered as the Charter Millage on the L-4029 form submitted to the County in September, 2022.

Motion was made by \_\_\_\_\_, supported by \_\_\_\_\_, to adopt the

foregoing resolution. Upon roll call vote the following voted "aye":

The following voted "nay":

The Supervisor declared the Resolution duly adopted.

#### Charter Township of Kalamazoo

Mark E. Miller, Clerk Charter Township of Kalamazoo

#### CERTIFICATE

The undersigned, Mark E. Miller, the duly elected and acting Clerk of the Charter Township of Kalamazoo hereby certifies that the foregoing constitutes a true and complete copy of a resolution adopted by the Township Board of Kalamazoo Township on September 12, 2022, the original of which resolution is on file in my office, at which meeting a quorum was present, that said meeting was conducted in accordance with the Open Meetings Act of the State of Michigan and that the members of said Board voted upon said Resolution as hereinbefore set forth and that the minutes of the meeting will be or have been made available as required by the Open Meetings Act.

Mark E. Miller, Clerk Charter Township of Kalamazoo

Attest:

Donald Martin, Supervisor



1720 Riverview Drive Kalamazoo, MI 49004-1056 Tele: (269) 381-8080 Fax: (269) 381-3550 www.ktwp.org

| AGENDA ITEM REQUEST FORM                   | AGENDA ITEM NO: |
|--|-----------------|
| FOR MEETING DATE:                          |                 |
| SUBJECT:                                   |                 |
| REQUESTING DEPARTMENT:                     |                 |
| SUGGESTED MOTION:                          |                 |
|  |                 |
|  |                 |
| Financing Cost:                            |                 |
| Source: General Fund Grant                 | Other           |
| Are these funds currently budgeted? Yes No |                 |
| Other comments or notes:                   |                 |
|  |                 |
|  |                 |
| Submitted by:                              |                 |

Manager's Recommendation:

Direction: In order for an item to be included in the agenda this form must be completed and signed by the department head, committee chairperson, etc. requesting board action. This form is to be complete and accompany any and all requests submitted to the Kalamazoo Township Board of Trustees for official action. It indicates that the item has received proper administrative consideration prior to its presentation to the Board. The completed form and supporting documentation must be received in the Manager's office NO LATER THAN NOON THE THURSDAY PRECEDING THE NEXT REGULAR BOARD MEETING. Any request presented without this form or after the deadline will be considered incomplete and returned for resubmission.

The mission of Kalamazoo Township is to provide government services that promote a safe, healthy, accessible, and economically viable community to live, work, learn and play.



# Strategic Plan 2022





# Table of Contents

| Introduction1  |
|--|
| Our Guiding Principles2  |
| Our Strategic Framework  |
| Our Goals and Strategies4                                      |
| Goal 1: Vibrant strong community and neighborhoods4            |
| Goal 2: Strong community identity and engagement5              |
| Goal 3: Efficient and effective operations and collaborations6 |
| Goal 4: Financial stewardship7                                 |
| Implementation Schedule  |
| Next Steps and Implementation10                                |
| The Strategic Planning Process11                               |
| Strategic Accomplishments 2017 – 202213                        |
| SWOT Analysis16  |
| Challenges, Gaps, and Barriers22                               |
| Gap Analysis 201723  |
| Desired Stakeholder Involvement24                              |
| Strategy Execution Support Tools25                             |
| Worksheet for Implementing Objectives25                        |
| Implementation Tracking Form26                                 |
| Contact Information  |



### Introduction

Charter Township of Kalamazoo remains committed to fostering a vibrant, thriving, and welcoming community. To that end, the current board, staff, and township manager spent several days in July and August of 2022 updating our 2017 Strategic Plan. The full Strategic Planning Committee comprised staff leadership, the township manager, and the board of trustees. The full committee met on July 19 and 20 to review the previous plan and provide input. Following the July 19 and 20 discussions, a subcommittee was convened to revise the document. The Strategic Planning Subcommittee consisted of Supervisor Martin, Manager Mitchell, Trustee Leuty, and Trustee Glass. With the professional assistance of Peter Dams of Dams & Associates, the subcommittee held three writing sessions to revise objectives related to the following four goals we will focus on for the next two years:

- 1. Vibrant and Strong Neighborhoods
- 2. Strong Community Engagement and Identity
- 3. Effective Operations and Collaborations
- 4. Astute Financial Leadership

Kalamazoo Township strives to use good qualitative and quantitative data to govern our decisions. With a population consistently hovering around 21,000 for the last three decades, the township has seen a slight increase in population as of 2020 estimates. It currently rests at just over 22,000 people living in four unique neighborhoods, Lakewood, Northwood, Eastwood, and Westwood.

According to censusreporter.org (2022), our current median age is 35, with approximately 69% of residents under 50. In the last few years, we have seen increasing property and home values, young homeownership, and families with children. This data, combined with staff and board input, formed these priorities that we invite you to work with us on for the next two years. None of these goals are meant to be accomplished by one person alone, and we are committed to engaging the community in any strategies we implement. We will continue to engage the community throughout the implementation of this living plan.

#### In service and solidarity, Your Manager, Staff, and Board of Trustees





# **Our Guiding Principles**

|             | We envision Kalamazee Charter Township with enhanced   |
|-------------|--|
|             | We envision Kalamazoo Charter Township with enhanced   |
|             | Community identity and engagement  |
| Our         | Diversity, inclusion, and equity   |
| Vision      | Respect for all human rights   |
| VISION      | Openness and welcome to all populations  |
|             | Economic opportunity   |
|             | Intergovernmental collaboration  |
|             | The mission of Kalamazoo Township is to provide government   |
| Our         | services that promote a safe, healthy, accessible, and economically  |
| Mission     | viable community to live, work, learn, and play.   |
|             |  |
|             | As members of Kalamazoo Charter Township, our values guide our governance and our interactions with residents, visitors, and each other. We commit to being: |
|             | Ethical Serving our community honestly, fairly, and justly   |
|             | Respectful<br>Honoring the value of everyone we interact with  |
| Our         | Transparent  |
| Core Values | Practicing openness in our decisions and actions   |
|             | Responsive<br>Providing optimal service proactively and effectively  |
|             | Competent<br>Continually building knowledge to best serve the people   |
|             | Economical   |
|             | Prudent with our community's precious financial resources  |
|             |  |



### **Our Strategic Framework**

The strategic framework shows that the vision can only be achieved if Kalamazoo Township executes against the strategic goal and strategies.



Our Core Values





# **Our Goals and Strategies**

### Goal 1: Vibrant strong community and neighborhoods

| Stra | tegic Objectives   | Target Date | Owner                              |  |
|------|--|-------------|------------------------------------|--|
| 1.   | Board and staff have an enhanced understanding of diversity and inclusion  | Mar 2023    | Dexter Mitchell                    |  |
| 2.   | Township beautification plan to create a better-looking township   | Mar 2023    | Dexter Mitchell                    |  |
| 3.   | Decision whether to create a corridor improvement authority with a TIF district  | Mar 2023    | Don Martin                         |  |
| 4.   | Police officers who are assigned to community policing (to improve relationship with the community to lower crime in the future) | Jun 2023    | Bryan Ergang                       |  |
| 5.   | Encourage the creation of new neighborhood associations and support existing neighborhood associations in all neighborhoods      | Mar 2024    | Don Martin                         |  |
| 6.   | Collaborate with organizations to address affordable housing   | Ongoing     | Dexter Mitchell<br>and Mark Miller |  |





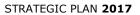
| Goal 2: Strong community identity and engagement |  |             |                             |  |  |  |  |
|--|--|-------------|-----------------------------|--|--|--|--|
| Strategic  | Objectives   | Target Date | Owner                       |  |  |  |  |
|  | elop a process for creating and/or participating in community events inside and side of the Township (e.g., one event/neighborhood/year) | Jun 2023    | Communications<br>Committee |  |  |  |  |
| 2. Inte  | ernal and external communication plan that addresses   | Jun 2023    | Communications<br>Committee |  |  |  |  |
| a.   | Consistent branding  |             |                             |  |  |  |  |
| b.   | Reflects the Township's diversity  |             |                             |  |  |  |  |
| c.   | Social media strategy  |             |                             |  |  |  |  |
| d.   | Collect email addresses and cell phone numbers to enable free communication to residents   |             |                             |  |  |  |  |
| e.   | e. Enhance webpage to provide more online information and services   |             |                             |  |  |  |  |
| Note: 5  | 0% of homes were sold in the last ten year.  |             |                             |  |  |  |  |





| Go   | Goal 3: Efficient and effective operations and collaborations                                 |             |                 |  |  |  |
|------|---|-------------|-----------------|--|--|--|
| Stra | tegic Objectives  | Target Date | Owner           |  |  |  |
| 1.   | Evaluation of township manager's performance on an annual basis                               | Dec 2022    | Board           |  |  |  |
| 2.   | Facility needs assessment (draft)   | Dec 2022    | Dexter Mitchell |  |  |  |
| 3.   | Staff members who report morale is high<br>a. Conduct an annual staff retreat to build morale | Mar 2023    | Dexter Mitchell |  |  |  |
|      | b. Conduct a bi-annual morale survey  |             |                 |  |  |  |
| 4.   | Decisions whether to hire additional positions:<br>a. HR<br>b. Parks<br>c. Communications     | Mar 2023    | Board           |  |  |  |
| 5.   | A comprehensive technology plan   | Jun 2023    | Rick Shaink     |  |  |  |
| 6.   | Wage analysis study in 2023   | Jun 2023    | PAC             |  |  |  |
|      | a. Update Employee Handbook and the Policy Manual   | Jun 2023    | PAC             |  |  |  |
|      | b. Master review calendar   | Mar 2023    | Ashley Glass    |  |  |  |
|      | c. Streamline processes   |             |                 |  |  |  |
| 7.   | Succession plan   | Oct 2023    | Dexter Mitchell |  |  |  |
| 8.   | Decision whether to have full-time elected officials  | Oct 2023    | Board           |  |  |  |
| 9.   | Policy and operations review  | Ongoing     | PAC             |  |  |  |
| 10.  | Communicate desired stakeholder involvement per stakeholder analysis (p. 24)                  | Ongoing     | Dexter Mitchell |  |  |  |







| Goal 4: Financial stewardship  |             |                            |
|--|-------------|----------------------------|
| Strategic Objectives   | Target Date | Owner                      |
| 1. Annual review of service fee structure to reflect actual cost of providing services   | Mar 2023    | Nancy Desai                |
| 2. Financial reports that meet board's oversight needs   | Ongoing     | Board                      |
| a. Evaluate current reports  |             |                            |
| 3. Identify and pursue appropriate local, state, and federal grant opportunities   | Ongoing     | Dexter Mitchell            |
| <ul> <li>Develop a plan to identify opportunities to work with area resources to assist in<br/>researching and writing grants (e.g., Western Michigan University, Kalamazoo<br/>Community Foundation)</li> </ul> |             | Board /<br>Dexter Mitchell |





# **Implementation Schedule**

This schedule may be adjusted based on emerging priorities and budget amendments.

| Strategies   | 2022      |           | 2023      |    |    |      |                        | 2024 | 0 |
|--|-----------|-----------|-----------|----|----|------|------------------------|------|---|
| Sorted by target date  | 2022      | Q1        | Q2        | Q3 | Q4 | 2024 | Owner                  |      |   |
| 3.1. Evaluation of township manager's performance on an annual basis   | Dec<br>22 |           |           |    |    |      | Board                  |      |   |
| 3.2. Facility needs assessment (draft)   | Dec<br>22 |           |           |    |    |      | Dexter<br>Mitchell     |      |   |
| 1.1. Board and staff have an enhanced understanding of diversity and inclusion   |           | Mar<br>23 |           |    |    |      | Dexter<br>Mitchell     |      |   |
| 1.2. Township beautification plan to create a better-looking township  |           | Mar<br>23 |           |    |    |      | Dexter<br>Mitchell     |      |   |
| 1.3. Decision whether to create a corridor improvement authority with a TIF district                                     |           | Mar<br>23 |           |    |    |      | Don Martin             |      |   |
| 3.3. Staff members who report that the morale is high  |           | Mar<br>23 |           |    |    |      | Dexter<br>Mitchell     |      |   |
| 3.4. Decisions whether to hire additional positions: HR, Parks, Communications   |           | Mar<br>23 |           |    |    |      | Board                  |      |   |
| 3.6.b. Master review calendar  |           | Mar<br>23 |           |    |    |      | Ashley Glass           |      |   |
| 4.1. Annual review of service fee structure to reflect actual cost of providing services                                 |           | Mar<br>23 |           |    |    |      | Nancy Desai            |      |   |
| 1.4. Police officers who are assigned to community policing  |           |           | Jun<br>23 |    |    |      | Bryan Ergang           |      |   |
| 2.1. Develop a process for creating<br>and/or participating in community<br>events inside and outside of the<br>Township |           |           | Jun<br>23 |    |    |      | Communic.<br>Committee |      |   |
| 2.2. Internal and external communication plan  |           |           | Jun<br>23 |    |    |      | Communic.<br>Committee |      |   |
| 3.5. A comprehensive technology plan   |           |           | Jun<br>23 |    |    |      | Rick Shaink            |      |   |



| Strategies   | 2022 |    | 20        | )23 |           | 2024      | 0                  |
|--|------|----|-----------|-----|-----------|-----------|--------------------|
| Sorted by target date  | 2022 | Q1 | Q2        | Q3  | Q4        | 2024      | Owner              |
| 3.6. Wage analysis study in 2023   |      |    | Jun<br>23 |     |           |           | PAC                |
| 3.6.a. Update Employee Handbook and the Policy Manual  |      |    | Jun<br>23 |     |           |           | PAC                |
| 3.7. Succession plan   |      |    |           |     | Oct<br>23 |           | Dexter<br>Mitchell |
| 3.8. Decision whether to have full-<br>time elected officials  |      |    |           |     | Oct<br>23 |           | Board              |
| 1.5. Encourage the creation of new neighborhood associations and support existing neighborhood associations in all neighborhoods |      |    |           |     |           | Mar<br>24 | Don Martin         |

### Ongoing Objectives

| 1.6. Collaborate with organizations to address affordable housing                  | Dexter Mitchell and<br>Mark Miller |
|--|------------------------------------|
| 3.9. Policy and operations review  | PAC                                |
| 3.10. Communicate desired stakeholder involvement per stakeholder analysis (p. 24) | Dexter Mitchell                    |
| 4.2. Financial reports that meet board's oversight needs                           | Board                              |
| 4.3. Identify and pursue appropriate local, state, and federal grant opportunities | Dexter Mitchell                    |



# Next Steps and Implementation

- Communicate the Strategic Plan to staff and external key stakeholders clearly and often.
- Have internal conversations on how staff and elected officials can contribute to the mission and vision and live the core commitments.
- Develop and implement detailed tactical action plans as needed.
- Track progress and identify data trends.
- Focus on strategy throughout the year through strategy-based staff and board meeting agendas and annual progress reports.
- Regularly report updates and results to all key stakeholders.
- Use process and outcome metrics for continuous improvement toward service excellence.
- Celebrate success!
- Regularly review, validate, and update the strategies.



# The Strategic Planning Process

This section of the Strategic Plan documents the planning process and the results of the planning activities from the July 19-20, 2022, retreat.

This record may be used to refresh the strategies and to orient new staff and elected officials.





### **Planning Participants**

We thank these participants for giving their time and expertise.

| Donald D. Martin*   | Supervisor          |
|---------------------|---------------------|
| Sherine M. Miller   | Treasurer           |
| Mark E. Miller      | Clerk               |
| Ashley Glass*       | Trustee             |
| Steven C. Leuty*    | Trustee             |
| Clara Robinson      | Trustee             |
| Lisa Moaiery        | Trustee             |
| Dexter A. Mitchell* | Manager             |
| Bryan Ergang        | Chief of Police     |
| David J. Obreiter   | Fire Chief          |
| Nancy Desai         | Director of Finance |
| David Becker        | Assessor            |

\* Denotes member of the Steering Team





### Strategic Accomplishments 2017 – 2022

The following strategies have been completed and are now part of the ongoing Township operations (Tier 2 operational priorities).

### Goal 1: Vibrant strong community and neighborhoods

- 1. Develop a schedule for regular board member visits to businesses
- 2. Conduct an internal review of ordinances related to blight and make recommendations as needed with priorities and timelines
- 3. Develop recommendations for the creation of TIF districts, DDAs, and Corridor Improvement Authorities
- 4. Institute proactive community policing to prevent crime
- 5. Collaborate more with Southwest Michigan First
- 6. Increase awareness of and measure progress towards sustainability
- 7. Create a Township Climate Action Plan
- 8. Present options for improving the enforcement of ordinances related to blight
- 9. Attract more businesses
- 10. Educate residents and businesses on area resources

### Goal 2: Strong community identity and engagement

- 1. Develop a process for creating and/or participating in community events inside and outside of the Township (e.g., one event/neighborhood/year)
- 2. Create and publish an annual event calendar
- 3. Provide regular opportunities for police and community to interact
- 4. Increase social and recreational opportunities to attract businesses
- 5. Create a "Trustee for a Day" program
- 6. Support neighborhood associations more intentionally
- 7. Provide relevant Township information to the neighborhood associations
- 8. Attending neighborhood association meetings/functions and report back to board



### Goal 3: Efficient and effective operations and collaborations

- 1. Develop a process for conducting staff evaluations. The process should include external wage analysis study and pay scale review for employees
- 2. Implement a document management system
- 3. Create standard operating procedures to capture institutional knowledge, including task analyses
- 4. Regularly review job descriptions for all staff positions
- 5. Complete implementation of present Master Plan
- 6. Complete implementation of the Parks and Recreation Master Plan
- 7. Develop a Township dashboard of measures of success
- 8. Develop the next five-year Township Master Plan
- 9. Conduct an annual joint meeting with the Board of Trustees, Road Commission, Planning Commission, and the ZBA
- 10. Implement best practices as suggested by the MTA and other professional resources
- 11. Continue to pursue open communication with federal, state, county, and local elected officials and municipalities
- 12. Continue implementation of the Non-motorized Transportation Plan
- 13. Strengthen the morale in all Township departments
- 14. Conduct regular formal anonymous engagement surveys

### Goal 4: Diverse and inclusive neighborhoods and governmental services

- 1. Broaden the scope of advertising job and committee opportunities with the Township
- 2. Youth academy with the Township's police and fire departments to get underrepresented youths interested in public safety careers (e.g., mentoring)
- 3. Develop a plan for working towards a police department that mirrors our community

### Goal 5: Financial stewardship

- 1. Evaluate current financial reports to determine whether they meet board's oversight needs
- 2. Implement an aggressive road maintenance schedule
- 3. Develop a long-term maintenance plan for water and sewer
- 4. Explore collaboration opportunities with other municipalities
- 5. Hold quarterly meetings with Finance Administrator
- 6. Continue to seek solutions regarding water and sewer rates



### Planning Calendar

| Date           | Event   | Participants                          |
|----------------|---|---------------------------------------|
| April 15, 2022 | <ul> <li><u>Kick-off Meeting</u></li> <li>Prepare planning retreat</li> <li>Determine with 2017 objectives to continue</li> </ul>   | Steering Team                         |
| July 19-20     | <ul> <li><u>Strategic Planning Retreat</u></li> <li>Affirm guiding principles</li> <li>Review strategic accomplishments</li> <li>Getting to know your personal style</li> <li>Conduct SWOT and gap analyses</li> <li>Brainstorm strategies to close gaps</li> </ul> | Board of Trustees<br>Leadership Staff |
| August 09      | <ul> <li><u>Create the Strategic Plan #1</u></li> <li>Review retreat results</li> <li>Draft crisp objectives</li> </ul>   | Steering Team                         |
| August 16      | <ul> <li><u>Create the Strategic Plan #2</u></li> <li>Set target dates and identify owners</li> </ul>   | Steering Team                         |
| August 23      | <ul> <li><u>Create the Strategic Plan #3</u></li> <li>Check draft plan against planning activities and make final adjustments</li> <li>Review next steps: Rollout and implementation</li> </ul>   | Steering Team                         |
|                | Dams & Associates submits draft plan  |                                       |
|                | Board of Trustees reviews and adopts the final plan   |                                       |



# SWOT Analysis

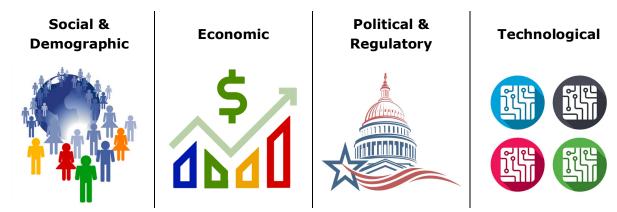
Strengths, Weaknesses, Opportunities, and Threats

| Strengths  | Weaknesses   |
|--|--|
| <ul> <li>Your current capabilities</li> <li>Capitalize upon these strengths to fulfill the mission and move toward the vision</li> </ul> | <ul> <li>Your current opportunities for<br/>improvement</li> <li>If not addressed in the strategic plan,<br/>weaknesses could impede fulfillment of<br/>mission and progress toward vision.</li> </ul> |
| <b>O</b> pportunities  | Threats  |
| <ul> <li>Identify trends that can become<br/>advantages for fulfilling your mission<br/>and vision.</li> </ul>                           | • The strategic plan's goals and objectives must address threats so they do not impede progress toward your mission and vision.  |

After identifying major strengths and weaknesses, participants determined whether the trends and their impacts identified at the first planning retreat presented potential opportunities or threats to achieving your mission and vision.

Trends were defined as (future) external events that may have a positive or negative impact on the organization's operation and services.

Trends in the following four separate but overlapping environments and their *direct impact* on your internal operations were identified.



These environments need to be continuously assessed and monitored.



### Strengths

Participants' perception of the Township' s *current* strengths and weaknesses.

| Strengths 2022                         | Weaknesses 2022                           |
|--|---|
| Hard-working employees                 | Staff turnover                            |
| Customer service                       | Low morale by staff                       |
| Flexibility in solving problems within | Trust in working together                 |
| departments                            | Multiple expectations of staff            |
| Good financial standing                | Communications to citizens                |
| Good planning for Township needs       | Outdated buildings                        |
| Citizens who participate               | Lack of space                             |
| Quality safety services                | Unclear chain of command                  |
| Stable tax base                        | Not enough funds for bigger projects      |
|  | Lack of staff limits operational capacity |

| Strengt  | ths 2017  | Weaknesses 2017  |
|--|---|--|
| <ul> <li>Corr</li> <li>Citiz</li> <li>Stro</li> <li>Not</li> <li>Tow<br/>peop</li> <li>Vari</li> <li>Stro</li> <li>Orive</li> <li>Centre</li> <li>Three<br/>Tow</li> <li>Hosp</li> <li>Treation</li> </ul> | nd infrastructure<br>nmitted and engaged elected officials<br>zen involvement<br>ong staff – skills, commitment<br>running a deficit<br>vnship government is closest to the<br>ple<br>iety of ideas, fresh eyes<br>ong professional police and fire services<br>ersity of housing stock<br>ntrally located within the county<br>ee options of school districts in the<br>vnship<br>spitals<br>ating all four neighborhoods with equity<br>nsparency | <ul> <li>Residents and visitors don't know when they enter the Township</li> <li>Residents don't know whether they live in the Township</li> <li>Housing blight</li> <li>Decaying housing stock - including commercial buildings</li> <li>Lack of business investment</li> <li>Lack of ability to get on/off 131</li> <li>Lack of proactive communication strategies (e.g., social media)</li> <li>Low investment in parks - not enough parks</li> <li>No venue for outdoor events</li> <li>Low voter turnout</li> <li>No community building</li> <li>Four separate communities: No center or downtown</li> <li>Running out of cemetery space</li> <li>Poor relationship with MDOT</li> <li>Bad street lights / non-LED street lights</li> </ul> |



### SWOT Analysis: Opportunities

Opportunities are defined as trends and impacts that can become advantages for fulfilling your mission and vision. Opportunities do not have to be specifically addressed by the strategic plan's strategies, but strategies should be built upon these strengths.

| Socia | al & Demographic Trends   | Impact on Kalamazoo Township   |
|-------|---|--|
| 1.    | COVID > many people don't feel accountable for breaking the law | Demand for outside activities<br>Work from anywhere  |
| 2.    | Aging population  | Changing workplace support requirements<br>Need for elder housing<br>Need for walkable neighborhoods     |
| 3.    | Young people moving into the Township                           | Need for outdoor spaces<br>Expectations for services<br>Void (lack of knowledge) regarding the community |

| Econ | nomic Trends  | Impact on Kalamazoo Township  |
|------|---|---|
| 1.   | Increasing entrepreneurships – Work<br>From Home (WFH) businesses | Need for WFH ordinances and zoning<br>Active support needed for non-traditional<br>businesses<br>Changing culture in the Township |
| 2.   | Labor movement (wages, desire for more free time)                 | Need for green spaces and walkability   |

| Tech | nology Trends  | Impact on Kalamazoo Township   |
|------|--|--|
| 1.   | Wide adoption of technology (e.g.,<br>Zoom meetings) | Expectations of broadband service<br>Computer training for staff<br>Changes in policies and procedures |
| 2.   | Digital divide between older and younger residents   | Continue services for the older residents (e.g., in person, mailings)                                  |



### SWOT Analysis: Threats

Threats are defined as trends whose impact on the organization cannot be addressed without further intervention. Unaddressed threats can severely limit your ability to deliver results. Your strategic plan must address these threats so they do not impede progress toward your mission and vision.

| Soci | al & Demographic Trends   | Impact on Kalamazoo Township  |
|------|---|---|
| 1.   | COVID > many people don't feel accountable for breaking the law | Operations affected in general<br>Impact on public safety (people don't feel<br>accountable for breaking the law)<br>Stress for service jobs who cannot work from<br>home (WFH) |
| 2.   | Homelessness and drug use                                       | No locations for people to go<br>Hospitals overburdened<br>More demand for public safety  |
| 3.   | Businesses close due to lack of staff > vacant spaces           | More people out on the streets<br>More demand for public safety   |
| 4.   | Climate change (fires, power outages)                           | More demand for public safety<br>Resiliency planning (in progress)  |
| 5.   | Work-life balance   | Different workplace expectations from younger<br>generation<br>Residents expect 8-5 services in person  |
| 6.   | Increased car ownership   | Clogged parking<br>Lower quality of life<br>Safety concerns   |



#### **Threats - continued**

| Ecor | nomic Trends                                      | Impact on Kalamazoo Township   |
|------|---|--|
| 1.   | Increasing income and wealth inequality           | Mismatch between housing and resources<br>Need to support people   |
| 2.   | Inflation and high gas prices                     | Increased costs to operate<br>Longer times between repairs of assets (e.g., car<br>repair)<br>Long lead times (e.g., fire trucks)<br>Increasing wages<br>Smaller geographic talent pool<br>Have to do more with less |
| 3.   | Increased need for new revenue and millages       | More opposition<br>Budget constraints<br>Impact staff time   |
| 4.   | Labor movement (wages, desire for more free time) | Attract workers is difficult (housing, quality<br>workers)<br>Higher wages   |
| 5.   | Recycling and waste removal                       | Impact on residents<br>High need for communication to explain recycling  |



#### **Threats - continued**

| Polit | ical & Regulatory Trends   | Impact on Kalamazoo Township  |
|-------|--|---|
| 1.    | Increasing preemption at the federal and state levels                    | Less local control<br>More unfunded mandates  |
| 2.    | Rise of anti-democratic forces $\rightarrow$ More divisions and conflict | Staff have to deal with conflict<br>Elections are being challenged  |
| 3.    | Mistrust / fake news   | Staff have to explain a lot more which reduced productivity   |
| 4.    | Decriminalization of drug use $\rightarrow$<br>Increased homelessness    | Increasing need for behavioral health services<br>Uncertainty how to fund support services for<br>residents |
| 5.    | Upcoming elections   | Uncertain impacts   |

| Tech | nology Trends  | Impact on Kalamazoo Township   |
|------|--|--|
| 1.   | Increasing energy cost                               | Increased transportation costs<br>Increased infrastructure costs   |
| 2.   | Wide adoption of technology (e.g.,<br>Zoom meetings) | Expectations for immediate responses<br>Increased need for cybersecurity<br>Increased infrastructure costs |
| 3.   | Technology use                                       | Loss of relationships between staff and residents ("community feel")                                       |



# Challenges, Gaps, and Barriers

During the gap analysis, participants identified challenges, gaps, and barriers that could impede progress toward Kalamazoo Township's vision to the fullest extent possible.

Gaps are listed in the order discussed, not in the order of priority. Items within each category reflect participants' perceptions. The purpose of this activity was to show consensus and alignment with respect to the top gaps and barriers. *Therefore, duplicate or similarly worded items may reflect contributions from different participants.* 

| Vibrant strong community<br>and neighborhoods  | Strong community identify<br>and engagement   | Efficient and effective operations and collaborations  |
|--|---|--|
| Connecting communities on<br>non-contiguous land<br>Create a welcoming Twp<br>Economic and social<br>opportunities/incentives to<br>attracts residents and<br>businesses<br>Attracting more businesses | Weak community engagement<br>Expectations Soversus reality<br>Soversus reality<br>Branding to identify our<br>"neighborhoods"/community<br>Reaching people<br>Increase external<br>communications and<br>information<br>Collaborate<br>Not enough community<br>engagement | Modernization of communication<br>standards<br>Modernization of technology<br>standards<br>Staff turnover<br>Culture<br>Morale<br>Turnover / Hiring<br>Establish means to increase trust<br>and respect between employees<br>Better communication needed to<br>increase employee morale, |
| Diverse and inclusive<br>neighborhoods and<br>government services  | Financial Stewardship   | welfare, and production<br>Lack of staff to deliver quality<br>services  |
| Affordable housing shortage  | Township budgetary<br>constraints<br>Fiscal constraints   | Retain and recruit staff<br>Trust<br>Building limitations<br>Internal and external<br>communication<br>Working with staff<br>Modernization of workflow<br>parameters<br>Communication transparency<br>Communication<br>Capacity<br>Staffing shortages                                    |



# Gap Analysis 2017

| Identity and Engagement   | Collaboration and<br>Infrastructure  | Funding and Financial<br>Management  |
|---|--|--|
| Community engagement<br>Township identity<br>Lack of community identity<br>(K-Twp brand)  | Intergovernmental community<br>Limits to collaboration<br>Transportation<br>Partnerships | Limited financial resources to<br>meet goals<br>Decreasing revenue to meet<br>goals likely   |
| Lack of resident awareness of<br>township government<br>Community identify township?  | Maintaining infrastructure<br>(conserving assets)<br>Infrastructure                      | Funding<br>Money \$<br>Board Priorities  |
| Neighborhood associations<br>Twp identity<br>Exterior signage<br>Understanding equity<br>Open communication<br>Improved community | Blight and brownfields   | Board members losing focus<br>(between terms)<br>Limited time to deal with<br>important issues (tyranny of he<br>urgent)<br>Goal setting |
| communication strategy (social media)   | Law Enforcement  | Economic Development   |
| Public Media Network not<br>utilized enough<br>Communication with every<br>resident   | Pro-active (vs. re-active)<br>policing (community policing)<br>Police                    | Need for new / more industries<br>and jobs<br>Jobs   |



### **Desired Stakeholder Involvement**

Stakeholders are defined as *individuals*, groups, or organizations who can exert substantial influence over your operations and outcomes.

To be optimally effective in working with your stakeholders, we identified the *desired* level of their involvement.

Your strategic goals and objectives must help you attain this desired level of stakeholder involvement and make it an integral part of your operations.

| Our Stakeholders                                      | Desired Level of Involvement  |
|---|---|
| Southwest Michigan First                              | Prepare open rural land and brownfields for development   |
| Kalamazoo County<br>Government                        | <ul> <li>Free up ARPA funds</li> <li>Make CDBG funds spending decisions with Kalamazoo<br/>Township at the table</li> <li>Hire a climate action coordinator as a shared position</li> <li>Involve Kalamazoo Township more actively in brownfield<br/>development</li> </ul> |
| Kalamazoo County Road<br>Commission                   | <ul> <li>Be an Act 51 partner for non-motorized plan (e.g., sidewalks)</li> <li>Communicate changes early (e.g., speed limits)</li> <li>Ensure a common goal (?)</li> </ul>   |
| Kalamazoo Regional Water<br>and Wastewater Commission | <ul><li>Work on wastewater agreement with the City</li><li>Implement the water contract</li></ul>   |
| ISAAC   | <ul><li>Work with other municipalities on quality housing ordinances</li><li>Include Kalamazoo Township in gun violence discussions</li></ul>   |
| Surrounding municipalities                            | Communications strategy for collaborative opportunities   |



# Strategy Execution Support Tools

To support the execution of your strategic plan, we are providing the following tools.

### Worksheet for Implementing Objectives

| Date Updated: | Enter date here |
|---------------|-----------------|
|               |                 |
| Goal:         |                 |

| Owner       | Project | 1.       | 4.       |
|-------------|---------|----------|----------|
| Target Date | Team    | 2.<br>3. | 5.<br>6. |
|             |         | 5.       | 01       |

| Criteria for Good                        | 1. |
|--|----|
| How you will know the objective has been | 2. |
| accomplished well?                       | 3. |

| Implementation<br>Plan | Project Milestones | Target<br>Date | Compl. |
|------------------------|--------------------|----------------|--------|
| Use work outputs for   | 1.                 |                |        |
| project milestones     | 2.                 |                |        |
|                        | 3.                 |                |        |
|                        | 4.                 |                |        |
|                        | 5.                 |                |        |
|                        | 6.                 |                |        |
|                        | 7.                 |                |        |

|        | Kalamazoo Township Implementation Tracking Form   | Date    | Owner                              | <         | Current Update |
|--------|---|---------|------------------------------------|-----------|----------------|
| Goal 1 | Goal 1: Vibrant strong community and neighborhoods  |         |                                    | automatic |                |
|        |   |         |                                    | coloring  |                |
| 1.     | Board and staff have an enhanced understanding of diversity and inclusion                 | Mar-23  | Dexter Mitchell                    | 2         |                |
| 2.     | Township beautification plan to create a better-looking township                          | Mar-23  | Dexter Mitchell                    | 3         |                |
| м.     | Decision whether to create of a corridor improvement authority with a TIF district        | Mar-23  | Don Martin                         | 1         |                |
| 4.     | Police officers who are assigned to community policing (to improve relationship with the  | Jun-23  | Bryan Ergang                       |           |                |
| 5.     | Encourage the creation of new and support existing neighborhood associations in all neigh | Mar-24  | Don Martin                         |           |                |
| 6.     | Collaborate with organizations to address affordable housing                              | Ongoing | Dexter Mitchell and<br>Mark Miller |           |                |
| Goal 2 | Goal 2: Strong community identity and engagement  |         |                                    |           |                |
| 1.     | Develop a process for creating and/or participating in community events inside and outs   | Jun-23  | Communications<br>Committee        |           |                |
| 2.     | Internal and external communication plan that addresses                                   | Jun-23  | Communications<br>Committee        |           |                |
| Goal 3 | Goal 3: Efficient and effective operations and collaborations                             |         |                                    |           |                |
| 1.     | Evaluation of township manager's performance on an annual basis                           | Dec-22  | Board                              |           |                |
| 2.     | Facility needs assessment (draft)   | Dec-22  | Dexter Mitchell                    |           |                |
| ы.     | Staff members who report that the morale is high  | Mar-23  | Dexter Mitchell                    |           |                |
| 4.     | Decisions whether to hire additional positions: HR, Parks, Communication                  | Mar-23  | Bo ard                             |           |                |
| 5.     | A comprehensive technology plan   | Jun-23  | Rick Shaink                        |           |                |
| .9     | Wage analysis study in 2023   | Jun-23  | PAC                                |           |                |
|        | <ul> <li>Update employee and elected officials handbook</li> </ul>                        | Jun-23  | PAC                                |           |                |
|        | b. Master review calendar   | Mar-23  | Ashley Glass                       |           |                |
| 7.     | Succession plan   | Oct-23  | Dexter Mitchell                    |           |                |
| 8.     | Decision whether to have full-time elected officials                                      | Oct-23  | Bo ard                             |           |                |
| 9.     | Policy and operations review  | Ongoing | PAC                                |           |                |
| 10.    | Communicate desired stakeholder involvement per stakeholder analysis (p. 24)              | Ongoing | Dexter Mitchell                    |           |                |
| Goal 4 | Goal 4: Financial stewardship   |         |                                    |           |                |
| 1.     | Annual review of service fee structure to reflect actual cost of providing services       | Mar-23  | Nancy Desai                        |           |                |
| 2.     | Financial reports that meet board's oversight needs                                       | Ongoing | Bo ard                             |           |                |
| м.     | Identify and pursue appropriate local, state, and federal grant opportunities             | Ongoing | Dexter Mitchell                    |           |                |

### Implementation Tracking Form

•



## **Contact Information**



#### Donald D. Martin, Supervisor

Phone (269) 381-8083

- Email supervisor@ktwp.org
- Web Site www.ktwp.org
- Address 1720 Riverview Drive Kalamazoo, Michigan 49004



#### Peter Dams, Ph.D., President

| Phone | (269) 501-3000 |
|-------|----------------|
|       |                |

- Fax (866) 472-0554
- Emailpdams@damsandassociates.comWeb Sitewww.DamsandAssociates.com
- Address 876 Miller Road Plainwell, Michigan 49080



# Our Strategic Plan

## Welcome!

Charter Township of Kalamazoo remains committed to fostering a vibrant, thriving, and welcoming community. To that end, the current board, staff, and township manager spent several days in July and August of 2022 updating our 2017 Strategic Plan. The staff leadership, the township manager, and the board of trustees met on July 19 and 20 to review the previous plan and provide input. The Strategic Planning Subcommittee held four writing sessions to revise objectives related to the following four goals we will focus on for the next two years:

- 1. Vibrant and Strong Neighborhoods
- 2. Strong Community Engagement and Identity
- 3. Effective Operations and Collaborations
- 4. Astute Financial Leadership

With a population consistently hovering around 21,000 for the last three decades, the township has seen a slight increase in population as of 2020 estimates. It currently rests at just over 22,000 people living in four unique neighborhoods, Lakewood, Northwood, Eastwood, and Westwood.

Our current median age is 35, with approximately 69% of residents under 50. In the last few years, we have seen increasing property and home values, young homeownership, and families with children. This data, combined with staff and board input, formed these priorities that we invite you to work with us on for the next two years. None of these goals are meant to be accomplished by one person alone, and we are committed to engaging the community in any strategies we implement. We will continue to engage the community throughout the implementation of this living plan.



# Our Strategic Framework

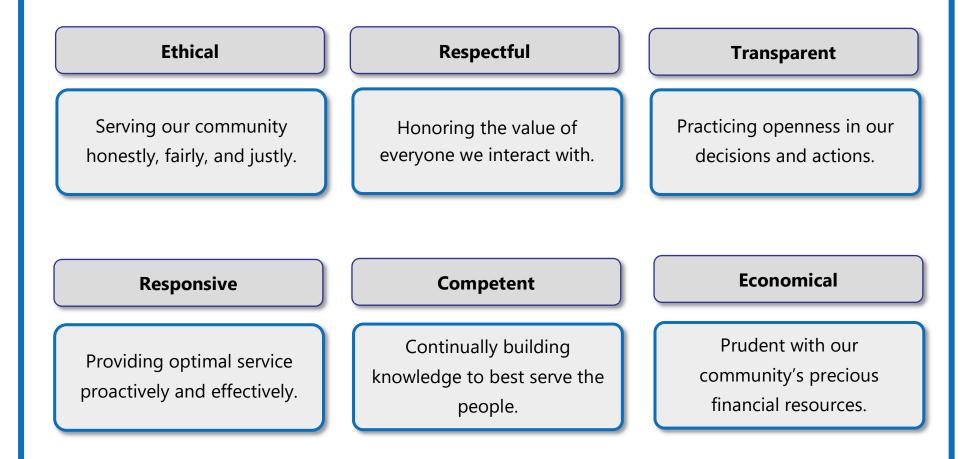
The mission of Kalamazoo Township is to provide government services that promote a safe, healthy, accessible, and economically viable community to live, work,

### **Our Mission Our Goals Our Vision** We envision Kalamazoo Charter Township with enhanced Goal 1: Vibrant strong community • Community identity and and neighborhoods engagement Goal 2: Strong community identity • Diversity, inclusion, and equity and engagement • Respect for all human rights Goal 3: Efficient and effective • Openness and welcome to all operations and collaborations populations • Economic opportunity learn, and play. Goal 4: Financial stewardship • Intergovernmental collaboration Ethical | Respectful | Transparent | Responsive | Competent | Economical **Our Core Values**



# **Our Core Values**

As members of Kalamazoo Charter Township, our values guide our governance and our interactions with residents, visitors, and each other. We commit to being:





## **Our Strategic Plan**

## Welcome!

Charter Township of Kalamazoo remains committed to fostering a vibrant, thriving, and welcoming community. To that end, the current board, staff, and township manager spent several days in July and August of 2022 updating our 2017 Strategic Plan. The staff leadership, the township manager, and the board of trustees met on July 19 and 20 to review the previous plan and provide input. The Strategic Planning Subcommittee held four writing sessions to revise objectives related to the following four goals we will focus on for the next two years:

- 1. Vibrant and Strong Neighborhoods
- 2. Strong Community Engagement and Identity
- 3. Effective Operations and Collaborations
- 4. Astute Financial Leadership

With a population consistently hovering around 21,000 for the last three decades, the township has seen a slight increase in population as of 2020 estimates. It currently rests at just over 22,000 people living in four unique neighborhoods, Lakewood, Northwood, Eastwood, and Westwood.

Our current median age is 35, with approximately 69% of residents under 50. In the last few years, we have seen increasing property and home values, young homeownership, and families with children. This data, combined with staff and board input, formed these priorities that we invite you to work with us on for the next two years. None of these goals are meant to be accomplished by one person alone, and we are committed to engaging the community in any strategies we implement. We will continue to engage the community throughout the implementation of this living plan.



## **Our Strategic Framework**

## **Our Mission**

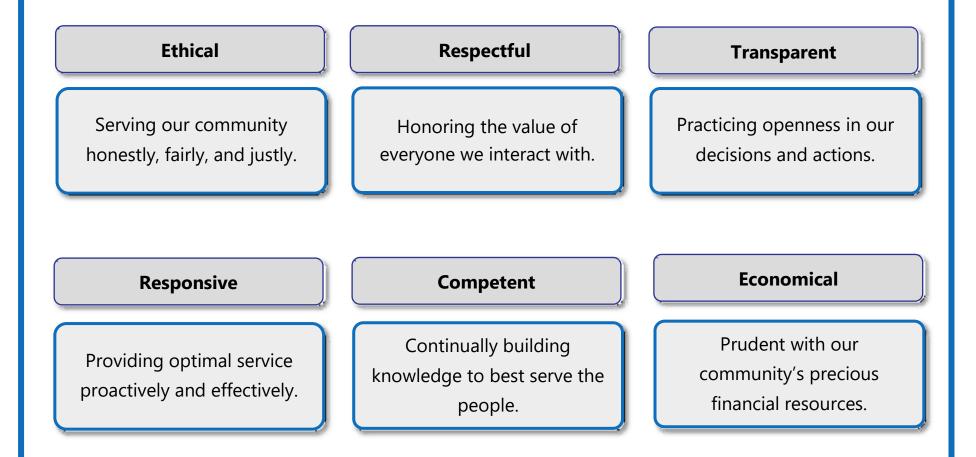
The mission of Kalamazoo Township is to provide government services that promote a safe, healthy, accessible, and economically viable community to live, work, learn, and play.

### **Our Goals Our Vision** We envision Kalamazoo Charter Township with enhanced Goal 1: Vibrant strong community • Community identity and and neighborhoods engagement Goal 2: Strong community identity • Diversity, inclusion, and equity and engagement • Respect for all human rights Goal 3: Efficient and effective • Openness and welcome to all operations and collaborations populations • Economic opportunity Goal 4: Financial stewardship • Intergovernmental collaboration Ethical | Respectful | Transparent | Responsive | Competent | Economical **Our Core Values**



## **Our Core Values**

As members of Kalamazoo Charter Township, our values guide our governance and our interactions with residents, visitors, and each other. We commit to being:



| Date Updated: | SAMPLE |
|---------------|--------|
|---------------|--------|

|  | Goal: | 3. Airport property is fully utilized (utilization, revenue) |
|--|-------|--|
|--|-------|--|

.

| Strategic<br>Objective: | 3.3. Decision about building a crosswind runway |
|-------------------------|---|
|-------------------------|---|

| Owner       | Craig    | Project | 1. Eric                                | 4.       |
|-------------|----------|---------|--|----------|
| Target Date | Dec 2022 | Team    | <ol> <li>Amanda</li> <li>3.</li> </ol> | 5.<br>6. |

| Criteria for Good                        | 1. Airport director supports consultant's recommendation |
|--|--|
| How you will know the objective has been | 2. Approved by super majority of Aeronautics Board       |
| accomplished well                        | 3. ROI within agreed upon timeframe                      |

| Implementation<br>Plan                  | Project Milestones                 | Target<br>date | Compl. |
|---|------------------------------------|----------------|--------|
| Use work outputs for project milestones | 1. Criteria for good agreed upon   |                |        |
| project milestones                      | 2. Consultant on board             |                |        |
|   | 3. Runway requirements             |                |        |
|   | 4. Crosswind analysis              |                |        |
|   | 5. Noise impact study              |                |        |
|   | 6. Construction timeframe estimate |                |        |
|   | 7. Cost estimate                   |                |        |
|   | 8. Recommendation                  |                |        |

| Date Updated: |  |
|---------------|--|
| Goal:         | 1. Programs and services meet the evolving needs of individuals served throughout the lifespan (service quality, family satisfaction, revenue) |

| Owner       | Joe      | Project | 1. Jen       | 4. |
|-------------|----------|---------|--------------|----|
| Target Date |          | Team    | 2. Chantelle | 5. |
| Target Date | Oct 2022 |         | 3. Scott     | 6. |

| Criteria for Good  | L. Self-funded  |
|--|---|
| How you will know the<br>objective has been<br>accomplished well | <ol><li>Staff who are proficient in prevention and management of aggressive behavior (PMAB)</li></ol> |
|  | 3. Staff/client ratios are 1:1 or 1:2   |

| Implementation<br>Plan | Project Milestones   |  | Compl. |
|------------------------|--|--|--------|
| Use work outputs for   | 1. Criteria for good agreed upon   |  |        |
| project milestones     | 2. Identify potential clients  |  |        |
|                        | 3. Identify staffing needs: initial, 6 months, 12 months   |  |        |
|                        | <ul> <li>4. Develop a budget</li> <li>5. Create a marketing plan</li> <li>6. Staff who pass PMAB assessment</li> </ul> |  |        |
|                        |  |  |        |
|                        |  |  |        |
|                        | 7. Etc.  |  |        |

| Date Updated: | PRACTICE |
|---------------|----------|
|---------------|----------|

| Goal: | Goal 3: Efficient and effective operations and collaborations |
|-------|---|
|-------|---|

| Strategic<br>Objective: | 3.1. Evaluation of township manager's performance on an annual basis |
|-------------------------|--|
|-------------------------|--|

| Owner       | Supervisor | Project | 1. | Mark Miller    | 4. | Steve Leuty    |
|-------------|------------|---------|----|----------------|----|----------------|
| Target Date |            | Team    | 2. | Sherine Miller | 5. | Clara Robinson |
| Taiget Date |            |         | 3. | Ashley Glass   | 6. | Lisa Moaiery   |

| Criteria for Good                        | 1. | Completed on time              |
|--|----|--------------------------------|
| How you will know the objective has been | 2. | Point matrix                   |
| accomplished well?                       | 3. | Clear performance requirements |
|  | 4. | Input from all board members   |

| Implementation<br>Plan | Project Milestones                                     |  | Compl. |
|------------------------|--|--|--------|
| Use work outputs for   | 1. Develop evaluation process                          |  |        |
| project milestones     | 2. Develop evaluation instrument or buy off the shelf  |  |        |
|                        | 3. Research evaluation tools from other municipalities |  |        |
|                        | 4. Consult with township attorney                      |  |        |
|                        | 5. Training on evaluation design                       |  |        |
|                        | 6.   |  |        |
|                        | 7.   |  |        |

| Date Updated:   | Enter date here |         |          |          |                |        |
|---|-----------------|---------|----------|----------|----------------|--------|
| Goal:   |                 |         |          |          |                |        |
| Strategic<br>Objective:   |                 |         |          |          |                |        |
| Owner   |                 | Drojact | 1.       | 4.       |                |        |
| Target Date   | Project<br>Team |         | 2.<br>3. | 5.<br>6. |                |        |
|   |                 |         | 1        |          |                |        |
| <b>Criteria for Good</b><br>How you will know the<br>objective has been<br>accomplished well? | 1.<br>2.<br>3.  |         |          |          |                |        |
|   |                 |         |          |          |                |        |
| Implementation<br>Plan  | Project Miles   | tones   |          |          | Target<br>Date | Compl. |
| Use work outputs for  | 1.              |         |          |          |                |        |
| project milestones  | 2.              |         |          |          |                |        |
|   | 3.              |         |          |          |                |        |
|   | 4.              |         |          |          |                |        |
|   | 5.              |         |          |          |                |        |
|   | 6.              |         |          |          |                |        |

7.

| Kalamazoo Township Implementation Tracking Form   | Date    | Owner                              | Status                | Date of Update<br>(e.g., Sep 2022) |
|---|---------|------------------------------------|-----------------------|------------------------------------|
| Goal 1: Vibrant strong community and neighborhoods  |         |                                    | automatic<br>coloring |                                    |
| 1. Board and staff have an enhanced understanding of diversity and inclusion                | Mar-23  | Dexter Mitchell                    | 2                     |                                    |
| 2. Township beautification plan to create a better-looking township                         | Mar-23  | Dexter Mitchell                    | 3                     |                                    |
| 3. Decision whether to create of a corridor improvement authority with a TIF district       | Mar-23  | Don Martin                         | 1                     |                                    |
| 4. Police officers who are assigned to community policing (to improve relationship with the | Jun-23  | Bryan Ergang                       |                       |                                    |
| 5. Encourage the creation of new and support existing neighborhood associations in all neig | Mar-24  | Don Martin                         |                       |                                    |
| 6. Collaborate with organizations to address affordable housing                             | Ongoing | Dexter Mitchell and<br>Mark Miller |                       |                                    |
| Goal 2: Strong community identity and engagement  |         |                                    |                       |                                    |
| 1. Develop a process for creating and/or participating in community events inside and outsi | Jun-23  | Communications<br>Committee        |                       |                                    |
| 2. Internal and external communication plan that addresses                                  | Jun-23  | Communications<br>Committee        |                       |                                    |
| Goal 3: Efficient and effective operations and collaborations                               |         |                                    |                       |                                    |
| 1. Evaluation of township manager's performance on an annual basis                          | Dec-22  | Board                              |                       |                                    |
| 2. Facility needs assessment (draft)  | Dec-22  | Dexter Mitchell                    |                       |                                    |
| 3. Staff members who report that the morale is high   | Mar-23  | Dexter Mitchell                    |                       |                                    |
| 4. Decisions whether to hire additional positions: HR, Parks, Communication                 | Mar-23  | Board                              |                       |                                    |
| 5. A comprehensive technology plan  | Jun-23  | Rick Shaink                        |                       |                                    |
| 6. Wage analysis study in 2023  | Jun-23  | PAC                                |                       |                                    |
| a. Update employee and elected officials handbook   | Jun-23  | PAC                                |                       |                                    |
| b. Master review calendar   | Mar-23  | Ashley Glass                       |                       |                                    |
| 7. Succession plan  | Oct-23  | Dexter Mitchell                    |                       |                                    |
| 8. Decision whether to have full-time elected officials                                     | Oct-23  | Board                              |                       |                                    |
| 9. Policy and operations review   | Ongoing | PAC                                |                       |                                    |
| 10. Communicate desired stakeholder involvement per stakeholder analysis (p. 24)            | Ongoing | Dexter Mitchell                    |                       |                                    |
| Goal 4: Financial stewardship   |         |                                    |                       |                                    |
| 1. Annual review of service fee structure to reflect actual cost of providing services      | Mar-23  | Nancy Desai                        |                       |                                    |
| 2. Financial reports that meet board's oversight needs                                      | Ongoing | Board                              |                       |                                    |
| 3. Identify and pursue appropriate local, state, and federal grant opportunities            | Ongoing | Dexter Mitchell                    |                       |                                    |



Strategic Planning 2022

## **Guiding Principles Worksheet**

Last updated: August 24, 2022

| Current Guiding Principles  | Changes Recommended by Trustee Glass   |
|---|--|
| Mission   | Mission  |
| The mission of Kalamazoo Township is to provide government services that promote a safe, healthy, accessible, and economically viable community to live, work, learn, and play.   | Our mission is to provide excellent public services that support a thriving community where all feel welcome and free to live, work and play.  |
| Vision  | Vision   |
| <ul> <li>We envision Kalamazoo Charter Township with enhanced</li> <li>Community identity and engagement</li> <li>Diversity, inclusion, and equity</li> <li>Respect for all human rights</li> <li>Openness and welcome to all populations</li> <li>Economic opportunity</li> <li>Intergovernmental collaboration</li> </ul> | Our vision is to be a leading local government that uses exceptional<br>communication, collaboration, and planning to accomplish the following<br>goals:<br>1. Vibrant and Strong Neighborhoods<br>2. Strong Community Engagement and Identity<br>3. Effective Operations and Collaborations<br>4. Astute Financial Leadership |
| Core Values   | Core Values  |
| As members of Kalamazoo Charter Township, our values guide our governance and our interactions with residents, visitors, and each other. We commit to being:  | Kalamazoo Charter Township uses the following values to guide our<br>interactions as colleagues and community members. As an organization,<br>we commit to being:  |
| Ethical   | Ethical  |
| Serving our community honestly, fairly, and justly  | Serving our community honestly, justly, and fairly   |
| Respectful  | Respectful   |
| Honoring the value of everyone we interact with   | Honoring the value of everyone we interact with  |



Strategic Planning 2022

### **Guiding Principles Worksheet**

Last updated: August 24, 2022

| Current Guiding Principles  | Changes Recommended by Trustee Glass  |
|---|---|
| Transparent<br>Practicing openness in our decisions and actions         | Transparent<br>Practicing openness in our decisions and actions                                 |
| Responsive<br>Providing optimal service proactively and effectively     | Responsive<br>Providing exceptional services by listening to our community                      |
| Competent<br>Continually building knowledge to best serve the people    | Competent<br>Preparing our township through astute financial leadership and problem-<br>solving |
| Economical<br>Prudent with our community's precious financial resources | Included in "Competent"   |

2021-2023

#### CHARTER TOWNSHIP of KALAMAZOO 1720 Riverview Drive Kalamazoo, MI 49004 (269) 381-8080

#### **RENTAL DWELLING APPLICATION / REGISTRATION**

Pursuant to the Kalamazoo Township Rental Properties Maintenance Ordinance, all dwellings leased or occupied for rental purposes must be registered with the Township. Please fill out the Application for Registration and submit it to the Township, along with \$100 application fee (due at the time of renting). If this rental registration is a renewal of the dwelling an additional \$100 fee will be assessed if paid after September 30, 2021. If the dwelling is no longer a rental unit or this form was sent to you in error please skip to #9.

All responses must be printed or typewritten and the Application must be signed in ink.

| 1. | Dwelling address: <u>G12 Wallacc</u>   |
|----|--|
| 2. | Dwelling owner(s) name: <u>Servetredge</u> RH O'B (MARK)<br>Driver's license #, state identification #, or corporation identification#                 |
|    | Permanent address: (Street) 527 S. Westnedge<br>(City) Kalanazed (State) MI (Zip Code) 49007   |
|    | Home Phone: Business Phone:81 -6470  |
|    | Email pate obvictor Dire.com Cell Phone:   |
| 3. | Property Management/Legal Agent/Resident Agent designated by owner, if any:  |
|    | Driver's License #, State Identification #, or Corporation Identification #.   |
|    | Permanent Address: (Street)  |
|    | (City) (State) (Zip Code)  |
|    | Home Phone: Business Phone:  |
|    | Email Cell Phone:  |
| 4. | Number and location of off-street parking spaces available for dwelling: $\underline{3}$ (Attach sketch of off-street parking if applicable - page 3.) |
| 5. | Number of residential rental units in dwelling:  |

- 6. Number of sleeping rooms contained on each floor within each rental unit: 3<sup>rd</sup> Floor \_\_\_\_\_\_ 2<sup>nd</sup> Floor \_\_\_\_\_\_ 1<sup>st</sup> Floor \_\_\_\_\_ 2<sup>nd</sup> Basement \_\_\_\_\_
- 7. Maximum number of tenant's owner will allow to occupy each rental unit:

8. Will subletting be permitted by any tenants? <u>W</u>

The undersigned hereby makes application for rental dwelling registration for the above dwelling and agrees to permit the Township Building Official or other official designated by the Township Board to enter and inspect said dwelling during reasonable daylight hours, to ascertain compliance with Township Ordinances upon reasonable prior notice to the Owner(s) or Tenant(s) of the dwelling to be inspected. Further, the undersigned hereby states that the above responses are true to the best of their knowledge and acknowledge that any untruthful response shall constitute a violation of the relation Township Rental Properties Maintenance Ordinance.

Date:

Owner/Legal Agent Signature

per colc

Please return form/payment to:

Kalamazoo Township 1720 Riverview Dr. Kalamazoo, MI 49004

9. If this property is not a rental unit, (please note the reason for any changes in the property's status in the space directly below with the property address), sign and date, then mail the form back and we will update our records. Thank you.

**Dwelling address:** 

Reason for change:

Dwelling owner(s) name: \_\_\_\_\_\_

\_\_\_\_Phone:

The undersigned hereby states that the above responses are true to the best of their knowledge and acknowledge that any untruthful response shall constitute a violation of the Kalamazoo Township Rental Properties Maintenance Ordinance.

Date:

Date

З.

#### **Owner/Legal Agent Signature**

(Township Office Receiving record) Application Fee Received – Cash / Check #\_\_\_\_\_ Amt.\_\_\_\_ Date\_\_\_\_\_

The following Acceptance of Application & Registration of Rental Dwelling to be executed by Township.

I have received the application fee.
 I acknowledge receipt of a Rental Dw

- I acknowledge receipt of a Rental Dwelling application for the dwelling
  - Said dwelling is hereby registered with the Charter Township of Kalamazoo.

The Rental Dwelling Registration for said dwelling shall expire on September 30, 2021 or upon the transfer of ownership of the dwelling, whichever is earlier.

Administrator, Kalamazoo Township Rental Properties Maintenance Ordinance

#### **Charter Township of Kalamazoo**

Property Address
612 WALLACE AVE

. 1720 Riverview Drive Kalamazoo, MI 49004 (269) 381-8080 Parcel Number 06-14-432-080

Registration Period October 1, 2022 to September 30, 2023 Registration expires upon transfer of ownership or end of registration period, whichever is earlier

#### **Rental Dwelling Registration**

Pursant to the the Kalamazoo Township Rental Properties Maintenance Ordinance #551, all dwellings leased or occupied for rental purposes must be registered with the Township. Please complete this Rental Registration and return to Kalamazoo Township 1720 Riverview Dr. Kalamazoo, MI 49004, along with the \$100 registration fee. The \$100 registration fee is due every two years by September 30th. If not paid by September 30th, a late fee of \$100 will be added.

| O'BRIEN, PATRICK T.<br>527 S. WESTNEDGE<br>KALAMAZOO MI 49007 | If this form was sent to you in error or the dwelling is no<br>longer a rental, please skip to the reverse side - not a rental |  |  |
|---|--|--|--|
| Pro   | operty Owner's Information   |  |  |
| Driver's License#, State ID or Corp ID#                       | Home Phone   |  |  |
| Email Address:  | Cell Phone   |  |  |
|   | Business Phone   |  |  |
| Prop  | erty Managment Information   |  |  |
| Property Managment contact name                               |  |  |  |
| designated by owner, if any                                   | Home Phone   |  |  |
| Driver's License#, State ID or Corp ID#                       | Cell Phone   |  |  |
| Email Address:  | Business Phone   |  |  |
|   |  |  |  |

#### **Rental Property Information**

1. Number and location of of street parking spaces available for dwelling?

Attach sketch of off-street parking if applicable

2. Number of residential units in dwelling?

3. Number of sleeping rooms contained on each floor within each rental unit

First Floor \_\_\_\_\_\_ Second Floor \_\_\_\_\_ Third Floor \_\_\_\_\_ Basement \_\_\_\_\_

4. Maximum number of tenant's owner will allow to occupy each rental unit? \_\_\_\_\_

5. Will subletting be permitted by any tenants? Yes No

1

#### Charter Township of Kalamazoo

Property Address
612 WALLACE AVE

1720 Riverview Drive Kalamazoo, MI 49004 (269) 381-8080 Parcel Number 06-14-432-080

Registration Period October 1, 2022 to September 30, 2023 Registration expires upon transfer of ownership or end of registration period, whichever is earlier

The undersigned hereby submits this rental dwelling registration for the above dwelling and agrees to permit the Township Official or other official designated by the Township Board to enter and inspect said dwelling during reasonable daylight hours, to ascertain compliance with Township Ordinances upon reasonable prior notice to the Owner(s) or Tenant(s) of the dwelling to be inspected. Further, the undersigned hereby states that above responses are true to the best of their knowledge and acknowledge that any untruthful response shall constitute a violation of the Kalamazoo Township Rental Properties Maintenance Ordinance and may be deemed responsible for a municipal civil infraction as defined by Michigan statue which shall be punishable by a civil fine.

Signed

Date

Owner/Legal Agent signature MUST BE SIGNED IN INK!

#### **PROPERTY IS NOT A RENTAL**

If this property, **612 WALLACE AVE**, is not a rental unit, please note any changes in the property's status in the space below, sign and date. Please return completed form to: Kalamazoo Township 1720 Riverview Dr. Kalamazoo, MI 49004 and we will update our records. Please be advised that this form will need to be updated every two years. Thank you.

Reason for the change:

The undersigned hereby states that the above responses are true to the best of their knowledge and acknowledge that any untruthful response shall constitute a violation of the Kalamazoo Township Rental Properties Maintenance Ordinance any may be deemed responsible for a municipal civil infractions as defined by Michigan statue which shall be punishable by a civil fine.

| Signed   |                        | Date             |
|--|------------------------|------------------|
|  | MUST BE SIGNED IN INK! |                  |
| Township Office Receiving Record   |                        |                  |
| Receipt #  |                        |                  |
| Above dwelling is hereby registered with the Charter Township of Kalamazoo |                        |                  |
| Date   | Initals                |                  |
|  | Ка                     | lamazoo Township |
|  |                        |                  |