



AGENDA

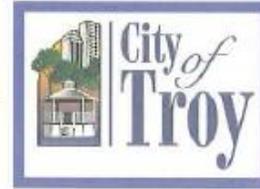
Regular Meeting of the

CITY COUNCIL OF THE CITY OF TROY

FEBRUARY 7, 2011
CONVENING AT 7:30 P.M.

Submitted By
The City Manager

NOTICE: Persons with disabilities needing accommodations for effective participation in this meeting should contact the City Clerk at (248) 524-3316 or via e-mail at clerk@troymi.gov at least two working days in advance of the meeting. An attempt will be made to make reasonable accommodations.



TO: The Honorable Mayor and City Council
Troy, Michigan

FROM: John Szerlag, City Manager

SUBJECT: Background Information and Reports

Ladies and Gentlemen:

This booklet provides a summary of the many reports, communications and recommendations that accompany your Agenda. Also included are suggested or requested resolutions and/or ordinances for your consideration and possible amendment and adoption.

Supporting materials transmitted with this Agenda have been prepared by department directors and staff members. I am indebted to them for their efforts to provide insight and professional advice for your consideration.

As always, we are happy to provide such added information as your deliberations may require.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John Szerlag". The signature is written in a cursive, flowing style.

John Szerlag, City Manager



**CITY COUNCIL
AGENDA**
February 7, 2011 – 7:30 PM
Council Chambers
City Hall - 500 West Big Beaver
Troy, Michigan 48084
(248) 524-3317

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INVOCATION: Pastor Stephen Husava – Northfield Hills Baptist Church**PLEDGE OF ALLEGIANCE:****A. CALL TO ORDER:****B. ROLL CALL:**

- a) Mayor Louise E. Schilling
Robin Beltramini
Wade Fleming
Martin Howrylak
Mayor Pro Tem Mary Kerwin
Maureen McGinnis
Dane Slater

- b) Excuse Absent Council Members:

Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

RESOLVED, That Troy City Council hereby **EXCUSES** the absence of _____ at the Regular City Council Meeting of Monday, February 7, 2011 due to _____.

Yes:

No:

C. CERTIFICATES OF RECOGNITION AND SPECIAL PRESENTATIONS:**C-1 Certificates of Recognition and Special Presentations Scheduled**

- a) Proclamation Presentation: Recognizing *National Children of Alcoholics Week* – February 13 -19, 2011.
- b) Oakland County Introductions: Oakland County Clerk Bill Bullard, Jr., and County Commissioners: District 13-Robert Gosselin, District 19-Mike Bosnic, District 20-David W. Potts, District 24-Gary G. McGillivray.

D. CARRYOVER ITEMS:**D-1 No Carryover Items****E. PUBLIC HEARINGS:****E-1 Re-Programming Community Development Block Grant (CBDG) Program Year 2008 and Program Year 2009 Funds**

Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

WHEREAS, After conclusion of a public hearing on this date, February 7, 2011, Troy City Council has determined that the program year 2008 unexpended funds in the amount of \$84,811.00 shall be **RE-PROGRAMMED** from Flood Drain Improvements to Section 36 Park Improvement Project #36-100-035 in the amount of \$53,171.80, and to Administration in the amount of \$31,639.20; and

WHEREAS, After conclusion of a public hearing on this date, February 7, 2011, Troy City Council has determined that program year 2009 unexpended funds of \$115,072.00, should be **RE-PROGRAMMED** from Flood Drain Improvements to Section 36 Park Improvement Project #36-100-035 in the amount of \$81,505.00 and to Administration in the amount of \$33,567.00.

THEREFORE, BE IT RESOLVED, That the Section 36 Park Improvement Project #36-100-035 **BE ADDED** to the list of CDBG projects for 2008 and 2009.

Yes:

No:

F. PUBLIC COMMENT:

F In accordance with the Rules of Procedure of the City Council, Article 16 – Members of the Public and Visitors:

Any person not a member of the City Council may address the Council with recognition of the Chair, after clearly stating the nature of his/her inquiry or comment. *City Council requests that if you do have a question or concern, to bring it to the attention of the appropriate department(s) whenever possible. If you feel that the matter has not been resolved satisfactorily, you are encouraged to bring it to the attention of the City Manager, and if still not resolved satisfactorily, to the Mayor and Council.*

- Petitioners shall be given a fifteen (15) minute presentation time that may be extended with the majority consent of City Council.
- Any member of the public, not a petitioner of an item, shall be allowed to speak for up to five (5) minutes to address any Public Hearing item.
- Any member of the public, not a petitioner of an item, shall be allowed to speak for up to five minutes to address Postponed, Regular Business or Consent Agenda items or any other item as permitted under the Open Meetings Act during the Public Comment portion of the agenda.
- City Council may waive the requirements of this section by a majority of the City Council members.
- City Council may wish to schedule a Special Meeting for Agenda items that are related to topics where there is significant public input anticipated.
- Through a request of the Chair and a majority vote of City Council, public Comment may be limited when there are fifteen (15) or more people signed up to speak either on a Public Hearing item or for the Public Comment period of the agenda.

G. RESPONSE / REPLY TO PUBLIC COMMENT

H. POSTPONED ITEMS:

H-1 No Postponed Items

I. REGULAR BUSINESS:

I-1 Board and Committee Appointments:

a) Mayoral Appointments

Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

RESOLVED, That the Mayor of the City of Troy hereby **APPOINTS** the following persons to serve on the Boards and Committees as indicated:

Board of Review

Appointed by Mayor (3-Regular) 3-Year Term

Term Expires 01/31/2014

Yes:

No:

b) City Council Appointments

Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

RESOLVED, That Troy City Council hereby **APPOINTS** the following persons to serve on the Boards and Committees as indicated:

Board of Zoning Appeals

Appointed by Council (7-Regular) 3-Year Term

Thomas Strat – Planning Commission Rep

Term Expires 01/31/2012

Philip Sanzica – Planning Commission Alt. Rep

Term Expires 01/31/2012

Yes:

No:

I-2 Board and Committee Nominations:**a) Mayoral Nominations – None Forwarded****b) City Council Nominations**Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

RESOLVED, That Troy City Council hereby **FORWARDS** the following nominated person(s) to serve on the Boards and Committees as indicated to the next Regular City Council Meeting for action:

Employee Retirement System Board of Trustees/Retiree Health Care Benefits Plan &

Trust: City Manager and Assistant City Manager/Finance & Administration; (1) City Council Rep.; (1) Troy Citizen -City Council Appt.; (3) Trustees-Elected by Retirement System Members; (1) Retiree Member in Defined Benefit Plan – City Council Appt.

3-Year Terms: Appointed Citizen, 3 Member Trustees, Council Trustee

Ex-Officio-DB Retiree Rep. Term Expires 12/31/2013

Yes:

No:

I-3 Request for Closed Session – No Closed Session Requested**I-4 Contract Extension – Auditing Services**Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

WHEREAS, On April 18, 2005, Troy City Council hereby awarded a three (3) year contract with an option to renew for three (3) additional years to provide Audit Services for years 2005, 2006, and 2007 to The Rehmann Group of Troy, MI for an estimated annual cost of \$63,820.00 {Resolution #2005-04-182};

WHEREAS, On December 17, 2007, Troy City Council exercised the option to renew the contract with The Rehmann Group for an estimated total cost of \$67,568.00 under the same pricing structure, terms and conditions as the original contract to expire December 31, 2010 {Resolution #2007-12-366-F4d};

WHEREAS, The Rehmann Group has agreed to enter into a new three-year contract under the same terms and conditions, at their original bid prices not to exceed \$63,820.00 for the 2011 audit;

WHEREAS, The Rehmann Group has met all expectations during the last six audits and their offer constitutes a 7% reduction from 2010 pricing;

WHEREAS, Staff reductions and retirements will leave only one of the four City Accountants who were employed June 30, 2010, in place at June 30, 2011; and

WHEREAS, The first two and particularly the first year of a new audit firm require a substantial increase of staff time and involvement in completing the annual audit;

THEREFORE, BE IT RESOLVED, That Troy City Council hereby **DEEMS** it to be in the City's best interest to hereby **APPROVE** and **EXTEND** the new contract to provide 2011 auditing services for the City of Troy from The Rehmann Group at an all inclusive maximum cost of \$63,820.00 with adjustments allowed in years 2012 and 2013, as outlined under the original contract to expire December 31, 2013.

Yes:

No:

I-5 Adoption of Troy City Council Goals and Vision Statement

Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

RESOLVED, That Troy City Council hereby **ADOPTS** the Troy City Council *Goals and Vision Statement* as presented and **DIRECTS** City Administration to develop objectives to facilitate Council's goals for Council's consideration at a future date.

Yes:

No:

I-6 Approval of Early Retirement Incentive Program – Classified and Exempt Employees

Suggested Resolution

Resolution #2011-02-

Moved by

Seconded by

WHEREAS, Michigan's continuing rising unemployment and reductions in the taxable value of real estate are adversely affecting the City of Troy's operating revenues;

WHEREAS, Michigan's continuing economic distress has led City management to project significant budget short-falls for fiscal years 2011, 2012, and 2013;

WHEREAS, Economic uncertainty demands that the City of Troy government reduce operational expenses while improving efficiency and effectiveness;

WHEREAS, One recognized means of reducing operational expenses while simultaneously creating opportunities for reorganization and restructuring is to provide a voluntary separation incentive for City employees to retire;

WHEREAS, Approximately 40 Classified and Exempt employees will meet the eligibility criteria for retirement from City employment as of February 28, 2011; and 28 Classified and Exempt employees are within five years of meeting the eligibility criteria for retirement from City Employment as of February 28, 2011; and

WHEREAS, The proposed *Early Retirement Incentive Program* has been reviewed and is recommended by City management as a mechanism to reduce workforce levels, create position vacancies, and provide City management with the opportunity to reduce costs, reorganize and restructure operations;

NOW, THEREFORE, BE IT RESOLVED, That Troy City Council hereby **AUTHORIZES** implementation of the following *Early Retirement Incentive Program* to be offered to the Classified and Exempt employees who will be eligible to retire, or are within five years of eligibility, on or before February 28, 2011, provided that the program is economically beneficial to the City of Troy; and

BE IT FURTHER RESOLVED, That the *Early Retirement Incentive Program* **MAY BE** offered during a minimum 48-day window of opportunity, with said incentive being the option of a lump sum payment of \$1,000 for each full year of retirement service as of February 28, 2011 or the conversion from a DC pension plan to a DB pension plan; and

BE IT FURTHER RESOLVED, That funding for the *Early Retirement Incentive Program* **SHALL BE OBTAINED** from funds mad available in the Department's budgets, and funding for the Early Retirement DC to DB Program **SHALL BE** obtained from the funds contained in the members' DC accounts; and

BE IT FURTHER RESOLVED, That employees in the Defined Benefit and Defined Contribution retirement plans desiring to participate in the *Early Retirement Incentive Program* **MUST FILE** written application to retire no less than 30 days in advance of their requested retirement date which shall be no later than June 30, 2011 with the Employees' Retirement System on the appropriate form; and

BE IT FINALLY RESOLVED, That the lump sum Early Retirement Incentive pay **SHALL NOT** be included in the final average compensation (FAC) for employees in the Defined Benefit Plan; with the contributions **TO BE** made to an employee's Defined Contribution Plan or Defined Benefit Plan by the City of Troy and the employee as a result of this lump sum payment.

Yes:

No:

J. CONSENT AGENDA:

J-1a Approval of "J" Items NOT Removed for DiscussionSuggested Resolution

Resolution #2011-02-

Moved by

Seconded by

RESOLVED, That Troy City Council hereby **APPROVES** all items on the Consent Agenda as presented with the exception of Item(s) _____, which **SHALL BE CONSIDERED** after Consent Agenda (I) items, as printed.

Yes:

No:

J-1b Address of "J" Items Removed for Discussion by City Council

J-2 Approval of City Council MinutesSuggested Resolution

Resolution #2011-02-

RESOLVED, That Troy City Council hereby **APPROVES** the Minutes of the Regular City Council Meeting of January 24, 2011 and the Minutes of the Special City Council Meeting of January 31, 2011 as submitted.

J-3 Proposed City of Troy Proclamation: *National Children of Alcoholics Week – February 13 - 19, 2011*Suggested Resolution

Resolution #2010-12-

RESOLVED, That Troy City Council hereby **APPROVES** the City of Troy proclamation recognizing: *National Children of Alcoholics Week – February 13, - 19, 2011.*

J-4 Standard Purchasing Resolutions**a) Standard Purchasing Resolution 1: Award to Low Bidder: LED Lighting and Retrofits**Suggested Resolution

Resolution #2011-02-

RESOLVED, That Troy City Council hereby **AWARDS** a contract to purchase and install LED Lighting and Retrofits on the main City Hall Campus and Police/Fire Training Facility to the low total bidder, Corby Energy Services, Inc of Belleville, MI, for an estimated total cost of \$265,190.00.

BE IT FURTHER RESOLVED, That Troy City Council **ALLOWS** additional lighting purchases from Corby Energy Services through June 30, 2011 for installation at the fire stations not-to-exceed 25% of the total project cost or \$66,290.00 at unit prices contained on the schedule of values and bid tabulation opened 1/24/2011, a copy of which shall be **ATTACHED** to the original Minutes of this meeting.

BE IT FINALLY RESOLVED, That the award is **CONTINGENT** upon contractor submission of properly executed bid and contract documents, including insurance certificates and all other specified requirements.

J-5 Renewal of Membership in the Traffic Improvement Association (TIA) of Oakland County

Suggested Resolution
Resolution #2011-02-

RESOLVED, That the Troy City Council hereby **GRANTS** approval to pay the renewal of the City of Troy's membership in the Traffic Improvement Association for the year 2011, in the amount of \$24,400, with the fee to be divided equally between the Traffic Engineering and Police Departments; Funds are available in the 2010-2011 Traffic Engineering's Membership and Dues Fund and the 2010-2011 Police Department's Contractual Services General Fund.

J-6 Acceptance of Two Permanent Easements for Public Utilities form Wattles Square Center, LLC - #88-20-100-038 and Atto Construction, Inc. - #88-20-24-100-039

Suggested Resolution
Resolution #2011-02-

RESOLVED, That Troy City Council hereby **ACCEPTS** the Permanent Easements for public utilities from Wattles Square Center, LLC, owner of the property having Sidwell #88-20-24-100-038 and Atto Construction Inc., owner of the property having Sidwell #88-20-24-100-039.

BE IT FURTHER RESOLVED, That the City Clerk is hereby **DIRECTED** to record the Permanent Easements with the Oakland County Register of Deeds, a copy of which shall be **ATTACHED** to the original Minutes of this meeting.

J-7 Request from Board of County Road Commissioners of Oakland County to Grant a Highway Easement on City Owned Property, Section 6 – Sidwell #88-20-06-101-001

Suggested Resolution
Resolution #2011-02-

RESOLVED, That Troy City Council hereby **GRANTS** the request from the Board of County Road Commissioners of Oakland County to grant a highway easement on City owned property with Sidwell #88-20-06-101-001; and

BE IT FURTHER RESOLVED, That Troy Council hereby **DIRECTS** the Mayor and City Clerk to execute the easement document.

J-8 Mon Jin Lau Annual Fireworks Use RequestSuggested Resolution

Resolution #2011-02-

RESOLVED, That Troy City Council hereby **ISSUES** a fireworks permit to Mon Jin Lau, located at 1515 East Maple Rd., for the use of fireworks at its annual Chinese New Year celebration on February 8th, 2011; and

BE IT FURTHER RESOLVED, That Troy City Council hereby **INSTRUCTS** the Troy Fire Department to inspect the fireworks' display site and the fireworks to be used to assure compliance with applicable codes and standards for such a fireworks display.

K. MEMORANDUMS AND FUTURE COUNCIL AGENDA ITEMS:**K-1 Announcement of Public Hearings: None Submitted****K-2 Memorandums (Items submitted to City Council that may require consideration at some future point in time): None Submitted****L. COUNCIL REFERRALS:**

Items Advanced to the City Manager by Individual City Council Members for Placement on the Agenda

L-1 Resolution Submitted by Council Member Howrylak, Perhaps for Discussion PurposesSuggested Resolution

Resolution #2011-02-

Moved by

Seconded by

WHEREAS, The City of Troy has an additional \$1.7 million in unallocated fund reserves resulting from the 2009-2010 fiscal year's financial performance;

WHEREAS, The City of Troy's Employees Retirement System realized an investment gain of \$14.7 million for the year ending December 31, 2009 that is being amortized and will save the City of Troy significant contributions going forward;

WHEREAS, The City of Troy's Employees Retirement System realized significant investment gains for the year ending December 31, 2010 that will be amortized and will save the City of Troy significant contribution requirements going forward;

WHEREAS, The City of Troy is aiming for and achieving 10-15% labor and benefit cost savings across all employee groups; and

WHEREAS, The City of Troy has operated a free public library for the benefit of all for over forty years and there is a great need in the community for continuation of these services;

THEREFORE, BE IT RESOLVED, That the City Manager is hereby **DIRECTED** to draft an amended and revised multi-year budget that incorporates these cost savings and uses these funding sources to provide for and fund the Troy Public Library; and

BE IT FURTHER RESOLVED, That this amended multi-year budget be brought back to the City Council no later than February 21, 2010.

Yes:

No:

M. COUNCIL COMMENTS

M-1 No Council Comments Advanced

N. REPORTS

N-1 Minutes – Boards and Committees:

- a) Election Commission/Final – September 23, 2010
- b) Downtown Development Authority/Final – December 15, 2010
- c) Board of Zoning Appeals/Final – December 21, 2010
- d) Planning Commission Regular/Draft – January 11, 2011
- e) Planning Commission Regular /Final – January 11, 2011
- f) Retiree Health Care Benefits Plan & Trust/Draft – January 12, 2011
- g) Downtown Development Authority/Draft – January 19, 2011
- h) Election Commission/Draft – January 31, 2011
- i) Election Coordinating Committee/Draft – January 31, 2011

N-2 Department Reports:

- a) December 31, 2010 – Quarterly Financial Report

N-3 Letters of Appreciation:

- a) Letter from the Eisenhardt Family to Police Department Thanking and Recognizing P.O. Livingston, P.O. Huck, P.O. Brandimore for Assistance in Locating a Missing Child
- b) Letter from Alanda Slusser to Police Department Thanking and Recognizing Lt. Livingston and P.O. Gobler for their Assistance and Professionalism
- c) Letter from Margaret Ann Rendziperis to Carla Vaughan, Director of Senior Services, in Appreciation of the Chef's Choice Dinner Dance

N-4 Proposed Proclamations/Resolutions from Other Organizations:

- a) City of Rochester Resolution: Proposed Eliminate the Requirement that Clerks Send Corrected Voter Identification Cards Due to Changes in District for U.S. Representative, State Senate, State Representative, or County Commission

N-5 Michigan Public Service Commission – Notice of Hearing for the Gas Customers of the Consumers Energy Company – Case No. U-16485

N-6 Troy Youth Assistance – Board of Directors Meeting Minutes – November 18, 2010

N-7 MLCC Sunday Sales Reports

N-8 Stickney v. City of Troy et al.

N-9 ICMA Report: Parks and Recreation Services

N-10 Police Department Firearms Exchange

N-11 Billy Casper Golf – Guest Comments and Mystery Shop Information

O. STUDY ITEMS

O-1 No Study Items Presented

P. CLOSED SESSION:

P-1 No Closed Session Requested

F. ADJOURNMENT

Respectfully submitted,



John Szerlag, City Manager



CITY COUNCIL ACTION REPORT

January 11, 2011

TO: The Honorable Mayor and City Council Members

FROM: John Szerlag, City Manager
Cindy Stewart, Community Affairs Director

SUBJECT: Public Hearing – Re-programming Community Development Block Grant (CDBG) Program Year 2008 and Program Year 2009 funds

The Flood Drain Improvements account for CDBG program year 2008 has a balance of \$84,811.00, and the Flood Drain Improvements account for CDBG program year 2009 has a balance of \$115,072.00.

The proposed Flood Drain Improvement project in Section 36 consisting of installing storm drains with catch basins on Lovington Street, Minnesota to Dequindre is an extremely large project. Additional funding is not available at this time.

The balance of funds from Program Years 2008 and 2009 must be expended or relinquished.

Oakland County has recommended continuing the walking path project in Milverton Park as an eligible project under the CDBG program. This project would not be subject to Davis-Bacon if completed internally.

Section 36 Park Walking Path project in Milverton Park was initiated after the Program Year 2008 and Program Year 2009 CDBG applications were submitted, so it was not included on our initial list of projects.

Unexpended funds for CDBG Program Year 2008 must be exhausted by December 31, 2011 and the CDBG Program Year 2009 funds must be exhausted by December 31, 2012 in order for the City to be reimbursed by Oakland County through the CDBG Program.

City Management recommends reprogramming unexpended CDBG Program Year 2008 funds in the amount of \$84,811.00 and unexpended CDBG Program Year 2009 funds in the amount of \$115,072.00 from Flood Drain Improvements to Section 36 Park Improvement Project #36-100-035 and Administration as follows:

From Program Year 2008: To: Parks, Recreational Facilities -	\$53,171.80
Administration -	\$31,639.20
From Program Year 2009: To: Parks, Recreational Facilities -	\$81,505.00
Administration -	\$33,567.00



CITY COUNCIL AGENDA ITEM

January 11, 2011

TO: John Szerlag, City Manager

FROM: John M. Lamerato, Assistant City Manager/Finance & Administration
Susan A. Leirstein, Purchasing Director
James A. Nash, Financial Services Director

SUBJECT: Contract Extension – Auditing Services

Background

- On April 18, 2005, Troy City Council approved a three-year contract to provide Audit Services for the fiscal years ended June 30, 2005, 2006, and 2007 with an option to renew for three (3) additional years to The Rehmann Group, the vendor selected by Troy City Council as a result of a best value process. (Council Resolution #2005-04-182). On December 17, 2007, the option was exercised for an additional three (3) year period (Resolution # 2007-12-366 F-4d) under the same pricing structure, terms, and conditions expiring December 31, 2010.
- The Rehmann Group has offered to extend the contract for an additional three-year period beginning January 1, 2011, expiring December 31, 2013 at the prices originally bid in 2005.
- The ongoing implementation of the New World Systems financial management platform has allowed some efficiency improvements during the last two audits. More information is being exchanged electronically with Rehmann's auditors requiring fewer hours spent on-site.
- Since the last contract renewal, the City has reduced staffing levels significantly. There are now three (3) City Accountants employed and directly involved with the annual audit as opposed to five (5) in 2008. At least one (1) Accountant is expected to retire prior to June 30, 2011. This loss of experience increases the challenge of continuing financial reporting excellence.
- There are no requirements or recommendations to change external auditing firms; most cities retain firms for some time (Farmington Hills, 25 years; Sterling Heights, 20 years; Royal Oak, 11 years; Oakland County, 10+ years). The initial audit with a new firm involves a very substantial time commitment from both the firm and City staff. While The Rehmann Group varies its procedures from year to year, they are familiar with the workings of the City's finances and are able to conduct our audits more efficiently than a new firm coming in. Additionally, with reduced staffing, the Finance Department is unable to provide the level of support a new auditing firm would require.

January 11, 2011

To: John Szerlag, City Manager
Re: Contract Extension – Auditing Services

Background- continued

- The Purchasing department does not conduct a traditional market survey when a best value process is utilized in making a recommendation.
- Although pricing is just one factor in the selection process, the proposal submitted by The Rehmann Group is significant in that increased auditor liability has generally resulted in higher fees for municipalities and businesses.

Financial Considerations

- Funds are available in the various operating accounts for Finance, DDA, Block Grant Administration, and Brownfield Redevelopment.

Option

- City management recommends that City Council approve the contract extension with The Rehmann Group at an all inclusive maximum 2011 price of \$63,820.00, the same as bid in 2005.



Mr. Gerald Desloover, Vice President
 The Rehmann Group
 5750 New King St Suite 200
 Troy MI 48098
 FAX: (248)952.5750

December 21, 2010

Dear Mr. Desloover:

The City of Troy exercised the option to renew the contract to provide audit services of the City's financial statements for three years with the Rehmann Group for the fiscal years of June 30th, 2008, 2009 and 2010 expiring December 31, 2010. As you are aware, the City is facing a significant budget shortfall; yet interested in extending the current contract for three (3) additional years under the same terms and conditions at reduced rates.

Throughout the life of the contract, the City has agreed to adjustments in the labor rates based upon verifiable changes by using the Consumer Price Index Inflation (CPI) Calculator or CPI computation for the published Urban-CPI for the Detroit/Ann Arbor Area. The City finds it necessary to revert to prices Rehmann originally bid in 2005 as indicated below:

Proposal A:	City Audit	\$57,000
Proposal B:	DDA	\$ 3,070
Proposal C:	Brownfield	\$ 1,800
Proposal D:	Smart Zone	\$ 1,950
All Inclusive Maximum Price (2011)		\$63,820

The Rehmann Group will have the option in years 2012 and 2013 of holding the labor rate constant or submitting new prices based upon verifiable changes in labor by using the Consumer Price Index Inflation (CPI) Calculator or CPI computation for the published Urban-CPI for the Detroit/Ann Arbor Area between the base year of June 2011 and the subsequent year, whichever CPI computation is lower and deemed to be in the City's best interest. Any adjustment made in the subsequent year will be calculated using the same method for June of the current year with your base year of June in the year the contract was last adjusted.

Please fax this letter back to the City of Troy Purchasing Department indicating if your company desires to **extend the contract until December 31, 2013**. The fax number is (248) 619-7608. A request by City staff to determine the company's interest in extending the contract in no way obligates the City. The extension cannot be exercised without a favorable market survey, Troy City Council approval and a blanket purchase order issued.

If you have any questions please call the Purchasing Department at (248) 524-3338.

CHECK ONE:

The Rehmann Group is interested in extending the current contract under the same terms and conditions at the reduced schedule as stated above:

The Rehmann Group is not interested in extending the current contract as stated above but offers:

X 
 Signed: Authorized Company Representative

Date: 1/11/11

Thank you,

Susan Leirstein, CPPO CPPB - Purchasing Director



CITY COUNCIL ACTION ITEM

Date February 3, 2011

TO: Mayor Schilling and City Council

FROM: John Szerlag, City Manager
Tonni L. Bartholomew, City Clerk

SUBJECT: Adoption of Troy City Council Goals and Vision Statement

The attached document reflects the City Council recommended City Council Goals and Vision Statement as developed by City Council at their December 6, 2010 Council Study Session and subsequently amended at the Regular Council meeting of January 24, 2011.



Troy City Council
Monday, January 24, 2011 - Revisions
Vision/Goals Draft

Vision:

	To honor the legacy of the past and build a strong, vibrant future and become /strives to be / will be / is an attractive the most attractive, and competitive place to live, work and grow business
--	--

Goals:

	Provide a safe, clean, and livable city
	Practice good stewardship of infrastructure
	Maintain high quality professional community oriented police and fire protection
	Conserve resources in an environmentally responsible manner
	Encourage development toward a walkable, livable community

	Provide effective and efficient local government
	Demonstrate excellence in community services
	Maintain fiscally sound local government
	Attract and support a committed and innovative workforce
	Develop and maintain efficiencies with internal and external partners
	Conduct city business and engage in public policy formation in a clear and transparent manner

	Build a sense of community
	Communicate internally and externally in a timely and accurate manner
	Develop platforms for transparent, deliberative and meaningful community conversations
	Involve all stakeholders in communication and engagement activities
	Encourage volunteerism and new methods for community involvement
	Implement the connectedness of community outlines in the Master Plan 2008

	Attract and retain business investment
	Clearly articulate an economic development plan
	Create an inclusive, entrepreneurial culture internally and externally
	Clarify, reduce and streamline investment hurdles
	Consistently enhance the synergy between existing businesses and growing economic sectors
	Market the advantages of living and working in Troy through partnerships

City Management will enhance goals by providing an objectives matrix subsequent to the Vision and Goals being adopted by City Council.



CITY COUNCIL AGENDA ITEM

DATE: February 3, 2011

TO: The Honorable Mayor and City Council Members

FROM: John Szerlag, City Manager *J.S.*
 John M. Lamerato, Assistant City Manager/Finance & Administration *J.M.L.*
 Mark Miller, Acting Assistant City Manager/Economic Development Services *M.M.*
 Peggy E. Sears, Human Resources Director *P.E.S.*

SUBJECT: **AGENDA ITEM** – Approval of Early Retirement Incentive Program –
 Classified and Exempt Employees

RECOMMENDATION

City management supports and recommends approval of the Early Retirement Incentive Program for Classified and Exempt employees.

BACKGROUND

In order to address the current budget situation, City Council directed that City management pursue a 10% cost savings from each employee group. This 10% is calculated on payroll costs which include base pay, pension, workers compensation and FICA.

Consistent with the direction of City Council, we have met with the Classified and Exempt employees to discuss further concessions beyond the furlough days that had been implemented. (Since February, 2010, the Classified and Exempt employees have been contributing furlough days which represent a 5% savings.) These discussions resulted in achieving a 10% reduction in payroll costs (approximately \$919,000), and included offering an incentive for early retirements.

This cost savings is comprised of a combination of furlough days and pay reductions, as well as the same changes to health insurance that were agreed to by the TFSA. With the Early Retirement Incentive Program, additional savings can be realized by (1) elimination of positions through attrition and (2) hiring replacements for those employees whose positions must be filled at a reduced pay rate and reduced level of benefits.

Agenda Item - Approval of Early Retirement Incentive Program – Classified and Exempt Employees
Page Two

A description of the program recommended by city administration and the actuarial valuation are attached. Generally, two options would be offered: a cash incentive of \$1,000 per complete year of credited retirement service with the City of Troy, or the option to convert from a Defined Contribution Pension Plan to a Defined Benefit Pension Plan. This Early Retirement Incentive Program must be cost neutral. The DC to DB Program would be funded directly from the members' DC accounts. The cost associated with the cash incentive program will be covered by the department.

PES/JML/bjm

Attachments

EARLY RETIREMENT INCENTIVE PROGRAM 2011

Classified and Exempt Employees

PROGRAM DESCRIPTION:

The City of Troy is implementing an Early Retirement Incentive Program (ERIP) in the form of two options, a cash incentive or a DC to DB conversion, in order to reduce personnel costs to accommodate budget constraints. The Program is being offered to eligible employees if the employee signs a Letter of Understanding with the City of Troy and, in the case of a union employee, that union agrees to the terms and conditions of the Program. Participation in the Program is entirely voluntary. Interested eligible employees in either the DB Pension Plan or the DC Pension Plan may elect to participate, but can only select one of the available options. Participating employees must retire on or before the date specified in the Plan.

INCENTIVE OPTIONS:

Cash Incentive

Eligible employees in either the Defined Benefit or Defined Contribution Pension Plan may elect to receive a cash incentive that is equal to \$1,000 for each actual complete year of credited service with the City of Troy as of February 28, 2011. The cash incentive will be issued not later than three weeks after the employees' designated retirement date. The number of years for which the cash incentive is made shall not include years of service granted for prior government service from an employer other than the City of Troy.

For those employees participating in the Defined Benefit Pension Plan, the incentive will not be included in any computation of Final Average Compensation (FAC) under any provisions of the Retirement System. Both the City and the employee will make the required contributions to the plan.

For those employees participating in the Defined Contribution Pension Plan, the employee and the City of Troy will each contribute their appropriate percentage to the plan.

DC to DB Conversion

Eligible employees in the Defined Contribution Pension Plan may elect to transfer their total accumulated balance (including all employee contributions and interest thereon) to the City of Troy Employees Retirement System-Defined Benefit Plan. Their pension will be based solely on the value of their accumulated DC account balance at the date of transfer as determined by the Retirement System's actuary.

GENERAL CONDITIONS:

Employees who are eligible to participate in the Early Retirement Incentive Program will be sent notification following approval of the program by City Council. The notice will include the Early Retirement Incentive Program Voluntary Resignation Agreement and Release of Claims form, a Receipt form and a Waiver of Review Period form. Employees will have a minimum of

45 days in which to consider the Release in order to seek counsel regarding their rights. If the employee chooses to waive the 45-day review period, he/she must submit the signed Waiver. Employees who elect to participate in the Program must submit the signed Release not later than the end of the window period and will have seven (7) days after signing to revoke their decision. Retirement dates are subject to approval, and retirement must occur not later than June 30, 2011.

ELIGIBILITY REQUIREMENTS:

The Program will be available to Classified and Exempt employees who meet the age and service requirements for normal or early retirement as of February 28, 2011, or are within five years of eligibility, as defined by the Employee Retirement System Ordinance or by the respective collective bargaining agreement. These eligibility requirements are as follows:

<p><u>GROUP A</u> <i>Regular Retirement</i></p> <p>25 years of service regardless of age; or Age 60 with 10 years of service</p> <p><i>Early Retirement</i> Age 55 with 10 years of service</p> <p><u>GROUP B</u> Those within five (5) years of eligibility as stated above</p>
--

EFFECTIVE DATES:

Window Period (45-days minimum): _____ through _____

Revocation Period Ends (7 days): _____

Retirement Not Later Than: June 30, 2011

January 21, 2011

CONFIDENTIAL

Mr. John Lamerato
Assistant City Manager - Finance
City of Troy
500 West Big Beaver Road
Troy, Michigan 48084

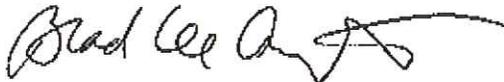
Re: A Supplemental Valuation of the Effect of a Proposed Early Retirement Incentive Plan (ERIP) for the City of Troy-Classified & Exempt

This report presents the results of a supplemental valuation of the potential impact of a proposed Early Retirement Incentive Plan on the City of Troy Employees Retirement System (ERS) and Retiree Health Plan. A summary of the Early Retirement Incentive Plan provisions is shown on the following page.

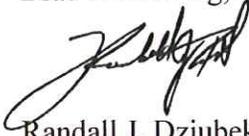
Except where indicated, this valuation was based on the actuarial assumptions and methods used in the most recent ERS and Other Postemployment Benefits annual actuarial valuations.

Both of the undersigned are Members of the American Academy of Actuaries (MAAA) and meet the Qualification Standards of the American Academy of Actuaries to render the actuarial opinion contained herein.

Sincerely,



Brad Armstrong, ASA, MAAA



Randall J. Dziubek, ASA, MAAA

BLA/RJD:lr
Enclosures

**CITY OF TROY EMPLOYEES RETIREMENT SYSTEM (ERS)
CLASSIFIED & EXEMPT
EARLY RETIREMENT INCENTIVE PLAN (ERIP)
PROPOSED PROVISIONS**

ERIP

Eligibility: Member is eligible or within five years of eligibility for regular or early retirement as of February 28, 2011. Members of both the ERS and the Defined Contribution Plan (DC) are eligible for the ERIP.

Benefits provided by the ERIP:

- ERS Members – Immediate commencement of unreduced retirement benefit based on accrued service as of February 28, 2011.
- ERS and DC Members - Immediate commencement of retiree health benefits based on accrued service as of February 28, 2011.
- ERS and DC Members – All eligible members as of February 28, 2011 will receive a lump sum payment of \$1,000 for each complete year of service as of the same date. These lump sums will not be funded by the Retirement System. In the case of DC members, the eligibility for the lump sum is contingent on not converting their DC balance to a DB annuity under the Retirement System.

**CITY OF TROY EMPLOYEES RETIREMENT SYSTEM (ERS)
CLASSIFIED & EXEMPT
EARLY RETIREMENT INCENTIVE PLAN (ERIP)
PROPOSED PROVISIONS**

DATA PROVIDED TO THE ACTUARY: The City provided a listing of all of the active members that are believed to be eligible for the ERIP. The listing was reviewed for reasonableness, but was not audited by the actuary. The listing contained credited service as of February 28, 2011.

A summary of individuals deemed eligible for the ERIP and included in this report is shown below:

Group	Data as of February 28, 2011				
	Number Count	Total Annual Payroll	Average Age	Average Service Benefit Eligibility	
ERS					
NR Eligible	11	\$ 868,742	56.3 yrs.	27.4 yrs.	29.9 yrs.
ER Eligible	4	259,753	57.1	18.8	18.8
Eligible within 5 yrs.	4	287,132	50.3	20.8	23.2
Total ERS	19	\$ 1,415,627	55.2 yrs.	24.2 yrs.	26.2 yrs.
DC Plan					
NR Eligible	14	\$ 845,059	57.4 yrs.	22.5 yrs.	27.8 yrs.
ER Eligible	11	1,184,326	56.9	13.4	14.8
Eligible within 5 yrs.	24	1,819,569	54.0	13.3	15.2
Total DC Plan	49	\$ 3,848,954	55.6 yrs.	15.9 yrs.	18.7 yrs.

RESULTS OF THE VALUATION

The estimated impact of the proposed ERIP as of February 28, 2011 is shown below, assuming 100% of eligible members retire. The "Retiree Health" results represent the impact of immediate retirement for both ERS and DC Plan members.

Annual contribution results shown below were determined by amortizing the increase in the present value of benefits over a five-year period as a level percent of pay. These contribution results are not the expected increases in the Annual Required Contributions (ARC) that will be determined in the actuarial valuations following the ERIP, but are a good representation of the expected overall costs of the ERIP if paid off over a five-year period.

The results below generally reflect the assumption that absent the ERIP, members would continue working based on the assumptions used in the most recent actuarial valuation. However, it was assumed that two of eligible members would discontinue employment immediately absent the ERIP. The names of these two members were provided by the City.

	Increase in Present Value (PV) of Projected Benefits	Annual Contribution Required to Amortize PV Increase Over 5 Years			
Pension	\$ 412,639	\$ 90,088			
Retiree Health	590,692	128,961			
Sub-Total	\$ 1,003,331	\$ 219,049			
\$1,000 x Service *	830,000	NA			
Total	\$ 1,833,331	\$ 219,049			
 Reduced Member DB Contributions	 \$ 71,181	 \$ 15,540			
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 35%;">Increased Benefits Plus Reduced Member DB Contributions</td> <td style="text-align: right;">\$ 1,904,512</td> <td style="text-align: right;">\$ 234,589</td> </tr> </table>			Increased Benefits Plus Reduced Member DB Contributions	\$ 1,904,512	\$ 234,589
Increased Benefits Plus Reduced Member DB Contributions	\$ 1,904,512	\$ 234,589			

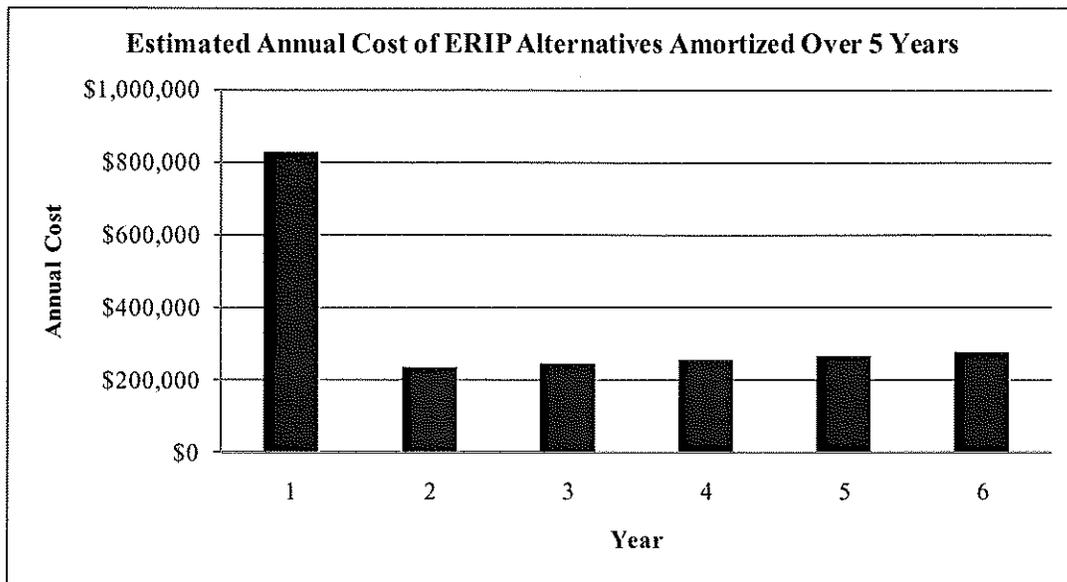
* The \$1,000 x Service amounts shown above are based on accrued service as of February 28, 2011. These lump sum payments will not be funded by the Retirement System. The cost to amortize over 5 years is not shown since it is assumed these payments will be made immediately following the retirement of participating members.

Increase in Annual Required Contribution (ARC) for Retiree Health Benefits

The Annual Required Contribution for retiree health benefits is currently based on the Entry-Age Normal (EAN) actuarial cost method. The expected increase in the actuarial accrued liability (AAL) under the EAN cost method due to the proposed ERIP is \$1,823,734. Under current methods, 30-year amortization of the increase in the AAL under the EAN cost method will be included in the calculation of the ARC in the valuation following the ERIP.

RESULTS OF THE VALUATION

The chart below illustrates the total expected cost of the additional pension and retiree health benefits provided under the ERIP alternatives if spread over a five year period. These results do not reflect the potential savings associated with the ERIP due to decreased payroll and fringe benefit costs and other factors. For an overall measure of the estimated cost/savings associated with the ERIP, the costs shown below should be combined with any expected savings due to decreased payroll and other factors. If the expected savings due to these factors over the next five years is equal to the costs shown below, the ERIP can be considered cost neutral to the City.



The estimated cost of the \$1,000 x service benefit is shown in Year 1. The 5-year amortization of additional costs under the ERIP is shown in Years 2-6. Year 1 represents the fiscal year ending June 30, 2011. We assumed that 50% of the eligible DC Plan members will elect to convert their DC balance to a DB annuity under the Retirement System thereby forgoing any lump sum payment.

RESULTS OF THE VALUATION

It is likely that less than 100% of eligible members will choose to retire under this ERIP. In the table below, we show the estimated increase in the present value of benefits and the 5-year amortization payment of these increases based on various election percentages (please refer to Comment 4 on page 6).

	Percentage of Eligible Members Assumed to Retire Under the Program			
	100%	50%	20%	10%
Number Assumed to Retire from ERS	19	10	4	2
Number Assumed to Retire from DC Plan	49	25	10	5
Increase in PV of Benefits Plus Reduced Member DB Contributions				
Pension	\$ 412,639	\$ 206,320	\$ 82,528	\$ 41,264
Retiree Health	590,692	295,346	118,138	59,069
\$1,000 x Service	830,000	415,000	166,000	83,000
Reduced Member DB Contributions	71,181	35,591	14,236	7,118
Total	\$ 1,904,512	\$ 952,257	\$ 380,902	\$ 190,451
5-Year Amortization of Above (In addition to One-Time Cost of \$1,000 x Service)				
Pension	\$ 90,088	\$ 45,044	\$ 18,018	\$ 9,009
Retiree Health	128,961	64,481	25,792	12,896
Reduced Member DB Contributions	15,540	7,770	3,108	1,554
Total	\$ 234,589	\$ 117,295	\$ 46,918	\$ 23,459

Please see the Comments on pages 6 and 7 for important information essential to understanding this report.

COMMENTS

Comment 1: This report is based on an assumption that individuals reported by the City as eligible for the ERIP, elect the ERIP and then retire on February 28, 2011. Data used for this report was based on the data provided by the City regarding eligible members, service as of February 28, 2011. Pay data provided for the December 31, 2009 annual actuarial valuation of the ERS was used to estimate pensionable earnings at retirement.

Comment 2: This report is based on the data and assumptions noted above and the proposed ERIP provisions shown on page 1. If you have reason to believe that the assumptions that were used are unreasonable, that the plan provisions are incorrectly described, that important and relevant plan provisions are not described, or that conditions have changed since the calculations were made, you should contact the author of this report prior to relying on information in the report.

Comment 3: This report shows the potential impact of the proposed ERIP on ERS pension and retiree health care costs as of February 28, 2011. The non-retirement costs/savings in other areas (payroll savings, fringe benefit savings, employer contributions to new hire defined contribution accounts, etc.) are not included in this report.

Comment 4: The cost of the proposed ERIP has been developed assuming that all of the individuals shown in this report are eligible for the ERIP and will elect to retire on February 28, 2011. Please be aware that the cost of the ERIP will vary for each individual member. For example, if half of the eligible employees elect to retire, and these employees are the ones who would benefit most from the incentive, the cost would be more than 50% of the maximum (100% retire) cost shown in this report. In other words, in the examples of 50%, 20%, and 10% election percentages on page 3, the cost would be increased if the employees electing to retire are the employees who would benefit most from the proposal.

Comment 5: The Government Finance Officers Association (GFOA) recommended practice for evaluating the use of early retirement incentives has been included in the Appendix of this report. The GFOA recommends the use of a short amortization period (such as 3-5 years) to finance the incremental cost of an early retirement incentive plan. Since savings are typically realized over a short period, the costs should also be recognized over a similar period. Regardless of the time period selected for funding, we recommend that policy makers carefully consider the 5 year results shown in this correspondence in the decision making process.

Comment 6: The calculations are based upon assumptions regarding future events, which may or may not materialize. They are also based upon present and proposed plan provisions that are outlined in the report. If you have reason to believe that the assumptions that were used are unreasonable, that the plan provisions are incorrectly described, that important plan provisions relevant to this proposal are not described, or that conditions have changed since the calculations were made, you should contact the authors of this report prior to relying on information in the report.

COMMENTS

Comment 7: If you have reason to believe that the information provided in this report is inaccurate, or is in any way incomplete, or if you need further information in order to make an informed decision on the subject matter of this report, please contact the authors of the report prior to making such decision.

Comment 8: No statement in this report is intended to be interpreted as a recommendation in favor of the changes, or in opposition to them.

Comment 9: This report is intended to describe the financial effect of the proposed plan changes on the retirement system. Except as otherwise noted, potential effects on other benefit plans were not considered.

Comment 10: The reader of this report should keep in mind that actuarial calculations are mathematical estimates based on current data and assumptions about future events (which may or may not materialize). Please note that actuarial calculations can and do vary from one valuation year to the next, sometimes significantly if the group valued is very small (less than 30 lives). As a result, the cost impact of a benefit change may fluctuate over time, as the demographics of the group changes.

APPENDIX



GFOA Recommended Practice

Evaluating Use of Early Retirement Incentives - 2004

Background. Governments occasionally offer early retirement incentives (ERIs)¹ to employees as a strategy to reduce payroll costs or stimulate short-term turnover among staff. ERIs are temporary, offered during a window that usually covers a period of months. They increase the economic value of the standard retirement benefit. Historically, ERIs rarely have succeeded, since costs are often greater than initially anticipated by the government offering the incentive, and savings are lower than projected.

Recommendation. GFOA recommends that governments exercise extreme caution if considering ERIs. Governments should take several actions prior to the decision to offer an ERI in terms of (1) goal-setting, (2) cost/benefit analysis, and (3) budgetary analysis. Governments should also develop an implementation plan.

1. Goal-Setting for ERIs

Governments should be explicit in setting documented goals for the ERI. Goals can be financial in nature, such as realizing permanent efficiencies in staffing or achieving budgetary objectives. ERIs can also be designed to achieve human resource goals, such as creating vacancies that allow for additional promotion opportunities and allowing management to bring in new staff. Any ERI goals should not conflict with other retirement plan goals (e.g., features to reduce turnover or increase retention).

An explicit statement of goals is needed to judge the ultimate success of the initiative and to develop performance measures. Further, having a statement of goals promotes transparency. Inappropriate goals such as rewarding a select group of staff should be explicitly rejected. Potential conflicts of interest among decision-makers who design an ERI should be monitored closely, since any self-dealing is costly and could harm the long-term credibility of the government entity.

2. Cost/benefit analysis

In judging whether an ERI should be offered, governments should assess the potential costs and benefits of ERI proposals, and the cost/benefit analysis should be linked to the goals of the ERI. For example, if a government sets a financial goal of obtaining long-term staffing efficiencies, then an

¹ The scope of this recommended practice does not cover deferred retirement option plans (DROP) or partial lump-sum option plans (PLOP), which often promote employee retention. The CORBA Committee may address this issue separately.

independent cost/benefit analysis should determine whether the ERI will actually bring about such staffing efficiencies. A cost/benefit analysis should be comprehensive. It should take into account direct and indirect impacts, such as the impact on the government for providing retiree health care and additional contractor costs. In addition, it should take into account the effect upon both the plan sponsor and the pension fund (if the pension fund is a separate organization). Governments should retain an actuary to assist in conducting a cost/benefit analysis.

Material changes to the ERI proposal during the legislative process should trigger adjustments to the cost/benefit and budgetary analyses.

Regarding financially-driven ERIs, a cost/benefit analysis should compare long-term benefits and costs against the “default” scenario of a hiring freeze. Most financially-driven ERIs project financial benefits based on payroll savings related to staff departures. However, any such savings should be discounted, because a hiring freeze also creates payroll savings (owing to the normal rate of staff departures). Thus, the ERI benefit is limited to the marginal increase in staff departures attributable to the ERI. Governments that attribute all staff departures to an ERI would over-state the ERI benefit, thus distorting the cost/benefit analysis.

Financially-driven ERIs may also obtain savings by replacing highly compensated staff with lower-paid staff. Analysis of such ERIs must take into account the fact that newly hired staff tend to experience faster salary increases than other employees.

If early retirement incentives are offered, they should be offered very infrequently and without a predictable schedule to avoid the expectation that another ERI will be offered. Such an expectation would distort normal employee retirement patterns.

The incremental costs of an ERI should be amortized over a short-term payback period, such as three to five years. This payback period should match the period in which the savings are realized. To calculate the incremental costs of an ERI, governments should conduct an actuarial analysis that discloses the present value of the liabilities associated with an ERI. Governments that have over-funded pension plans should avoid allocating any actuarial surplus to finance the incremental costs of the ERI.

3. Budgetary considerations

In order to develop accurate budgetary estimates for the ERI, it is necessary to estimate the incremental cost of the ERI, which will vary according to the level of employee participation. Any budgetary analysis should project multiple scenarios for employee participation levels.

A budgetary analysis should be comprehensive. It should take into account direct and indirect impacts, such as the impact on the government for providing retiree health care and additional contractor costs.

Because a collective bargaining agreement may affect potential ERI costs and benefits, it should be reviewed prior to developing budgetary estimates.

4. Implementation considerations

If implementing an ERI, at a minimum, governments should take into account the following points:

- A communication plan is desirable to help employees understand the ERI in the context of overall retirement planning;
- It may be necessary to gain input from collective bargaining units;
- Governments should consider the impact upon service delivery after employees retire, with identification of critical personnel whose services must be maintained;
- The duration of the window should take into account the ability of retirement staff to manage retirement application workloads, among other factors; and
- Performance measures should be used to ensure ERI goals are met. For financially-driven ERIs, governments should track and report direct and indirect costs and benefits to determine if goals are met, such as for vacancies and contract costs.

References:

A Primer on Early Retirement Incentives, GFOA, 2004.

Approved by the GFOA Executive Board, October 15, 2004.

Pastor Stephen Husava of Northfield Hills Baptist Church gave the Invocation. The Pledge of Allegiance to the Flag was given.

A. CALL TO ORDER:

A Regular Meeting of the Troy City Council was held Monday, January 24, 2011, at City Hall, 500 W. Big Beaver Road. Mayor Schilling called the meeting to order at 7:30 PM.

B. ROLL CALL:

Mayor Louise E. Schilling
 Robin Beltramini
 Wade Fleming
 Martin Howrylak
 Mayor Pro Tem Mary Kerwin
 Maureen McGinnis
 Dane Slater

C. CERTIFICATES OF RECOGNITION AND SPECIAL PRESENTATIONS:

C-1 Certificates of Recognition and Special Presentations - None Scheduled

D. CARRYOVER ITEMS:

D-1 No Carryover Items

E. PUBLIC HEARINGS:

E-1 Public Hearing for the Establishment of an Industrial Development District (IDD) and Plant Rehabilitation District (PRD) for Meritor Heavy Vehicles, LLC – 2135 W. Maple

The Mayor opened the Public Hearing for public comment.

The Mayor closed the Public Hearing after receiving no comment from the public.

Resolution #2011-01-006

Moved by Kerwin

Seconded by Beltramini

RESOLVED, That Troy City Council hereby **ESTABLISHES** an Industrial Development District (IDD), and Plant Rehabilitation District (PRD) for property known as 2135 W. Maple, Troy, MI 48084, Parcel #88-20-32-126-035, in accordance with City Council Policy Resolution #2010-08-173; and

BE IT FURTHER RESOLVED, That Troy City Council has **DETERMINED** that this district shall also be used for Plant Rehabilitation, and that **PROPERTY COMPRISING NOT LESS THAN 50%** of the State Equalized Value (SEV) within the District is **OBSOLETE**; and

BE IT FINALLY RESOLVED, That Troy City Council hereby **DIRECTS** the City Clerk to forward a copy of this resolution to the State Tax Commission, Treasury Building, P.O. Box 30471, Lansing, MI 48909-7971.

Yes: Schilling, Beltramini, Fleming, Kerwin, McGinnis, Slater

No: Howrylak

MOTION CARRIED

E-2 Public Hearing for the Establishment of an Industrial Facilities Exemption Certificate (IFEC) for Meritor Heavy Vehicles, LLC – 2135 W. Maple

The Mayor opened the Public Hearing for public comment.

The Mayor closed the Public Hearing after receiving no comment from the public.

Resolution #2011-01-007

Moved by Beltramini

Seconded by Fleming

WHEREAS, After due notice and proper hearing, the City Council of the City of Troy on January 24, 2011, established an Industrial Development District (IDD) for property known as 2135 W. Maple, Troy, MI 48084, Parcel # 88-20-32-126-035;

WHEREAS, An Application has been submitted by Meritor Heavy Vehicles, LLC, for an Industrial Facilities Exemption Certificate (IFEC) for personal property at 2135 W. Maple, Troy, MI 48084, for twelve (12) years, after completion; and

WHEREAS, After due and proper notice by the City Clerk, the City Council, on January 24, 2011, held a Public Hearing giving opportunity for comment by all taxing units as to the possibility that the granting of an Industrial Facilities Exemption Certificate (IFEC) for Meritor Heavy Vehicles, LLC, at 2135 W. Maple, Troy, MI 48084 may have the effect of substantially impeding the operation of the taxing unit, or impairing the financial soundness of the taxing unit;

NOW, THEREFORE, BE IT RESOLVED, That Troy City Council has hereby **FOUND** that the granting of an Industrial Facilities Exemption Certificate (IFEC) for Meritor Heavy Vehicles, LLC, at 2135 W. Maple, Troy, MI 48084 shall not substantially impede the operation of the City of Troy or the other taxing units, **NOR HAS IT BEEN FOUND** that the granting of the Industrial Facilities Exemption Certificate (IFEC) will impair the financial soundness of the City of Troy, or the other taxing units which levy taxes on said property; and

BE IT FURTHER RESOLVED, That Troy City Council hereby **APPROVES** the application for an Industrial Facilities Exemption Certificate (IFEC) for Meritor Heavy Vehicles, LLC, Inc., at 2135 W. Maple, Troy, MI 48084, Parcel # 88-20-32-126-035, for personal property for a term of twelve (12) years, after completion, contingent upon the execution of a Letter of Agreement between the City of Troy and Meritor Heavy Vehicles, LLC, and payment of the application fee established in accordance with Public Act 198 of 1974, as amended; and

BE IT FURTHER RESOLVED, That the Mayor and City Clerk are hereby **AUTHORIZED** to execute the Letter of Agreement between the City of Troy and Meritor Heavy Vehicles, LLC, a copy of which shall be **ATTACHED** to the original Minutes of this meeting; and

BE IT FINALLY RESOLVED, That the City Clerk is hereby **AUTHORIZED** to complete the Application and **TRANSMIT** same to the State Tax Commission, Treasury Building, P.O. Box 30471, Lansing, MI 48909-7971

Yes: Beltramini, Fleming, Kerwin, McGinnis, Slater, Schilling

No: Howrylak

MOTION CARRIED

E-3 Public Hearing for the Establishment of an Industrial Facilities Exemption Certificate (IFEC) for Plant Rehabilitation, for Meritor Heavy Vehicles, LLC – 2135 W. Maple

The Mayor opened the Public Hearing for public comment.

The Mayor closed the Public Hearing after receiving no comment from the public.

Resolution #2011-01-008

Moved by Slater

Seconded by McGinnis

WHEREAS, After due notice and proper hearing, the City Council of the City of Troy on January 24, 2011, established a Plant Rehabilitation District (PRD) for property known as 2135 W. Maple, Troy, MI 48084, Parcel # 88-20-32-126-035;

WHEREAS, An Application has been submitted by Meritor Heavy Vehicles, LLC, for an Industrial Facilities Exemption Certificate (IFEC) for Plant Rehabilitation, for real property at 2135 W. Maple, Troy, MI 48084, for twelve (12) years after completion; and

WHEREAS, After due an proper notice by the City Clerk, the City Council, on January 24, 2011, held a Public Hearing giving opportunity for comment by all taxing units as to the possibility that the granting of a Industrial Facilities Exemption Certificate (IFEC) for Plant Rehabilitation, for Meritor Heavy Vehicles, LLC, at 2135 W. Maple, Troy, MI 48084 may have the effect of substantially impeding the operation of the taxing unit, or impairing the financial soundness of the taxing unit;

NOW, THEREFORE, BE IT RESOLVED, That Troy City Council has hereby **FOUND** that the granting of a Industrial Facilities Exemption Certificate (IFEC) for Plant Rehabilitation, for Meritor Heavy Vehicles, LLC, at 2135 W. Maple, Troy, MI 48084 shall not substantially impede the operation of the City of Troy or the other taxing units, **NOR HAS IT BEEN FOUND** that the granting of the Industrial Facilities Exemption Certificate (IFEC) for Plant Rehabilitation, will impair the financial soundness of the City of Troy, or the other taxing units which levy taxes on said property; and

BE IT FURTHER RESOLVED, That Troy City Council hereby **APPROVES** the application for a Industrial Facilities Exemption Certificate (IFEC) for Plant Rehabilitation, for Meritor Heavy

Vehicles, LLC, Inc., at 2135 W. Maple, Troy, MI 48084, Parcel # 88-20-32-126-035, for real property for a term of twelve (12) years after completion, contingent upon the execution of a Letter of Agreement between the City of Troy and Meritor Heavy Vehicles, LLC, and in accordance with Public Act 198 of 1974, as amended; and

BE IT FURTHER RESOLVED, That the Mayor and City Clerk are hereby **AUTHORIZED** to execute the Letter of Agreement between the City of Troy and Meritor Heavy Vehicles, LLC, a copy of which shall be **ATTACHED** to the original Minutes of this meeting; and

BE IT FINALLY RESOLVED, That the City Clerk is hereby **AUTHORIZED** to complete the Application and **TRANSMIT** same to the State Tax Commission, Treasury Building, P.O. Box 30471, Lansing, MI 48909-7971.

Yes: Fleming, Kerwin, McGinnis, Slater, Schilling, Beltramini

No: Howrylak

MOTION CARRIED

F. PUBLIC COMMENT:

- Janice Daniels:** Discussed options to view City Council meetings; public comment; agenda items E-1, E-2 and E-3; the City Charter and the Library petition initiative.
- Richard Peters:** Discussed topics related to local and national issues.
- James Savage:** Discussed G. *Response / Reply to Public Comment* and his comments at a previous City Council meeting.
- Thomas Burke:** Discussed the Library petition initiative.
- Dan Brake:** Discussed the City Charter as it relates to the Library petition initiative.
- Steve Toth:** Distributed Boys & Girls Club Newsletter, *The Difference*; invited the public to attend the Boys & Girls Club's annual *Taste of Troy* fundraising event.

G. RESPONSE / REPLY TO PUBLIC COMMENT

H. POSTPONED ITEMS:

H-1 No Postponed Items

I. REGULAR BUSINESS:

I-1 Board and Committee Appointments: None Scheduled

I-2 Board and Committee Nominations:

a) Mayor Nominations

Resolution #2011-01-009

Moved by Schilling

Seconded by Howrylak

RESOLVED, That the Mayor of the City of Troy hereby **FORWARDS** the following nominated person(s) to serve on the Boards and Committees as indicated to the next Regular City Council Meeting for action:

Board of Review

Appointed by Mayor (3-Regular) 3-Year Term

Eileen (Nora) Turner

Term Expires 01/31/2014

Yes: Howrylak, Kerwin, McGinnis, Slater, Schilling, Beltramini, Fleming

No: None

MOTION CARRIED

b) City Council Nominations

Resolution #2011-01-010

Moved by Beltramini

Seconded by Howrylak

RESOLVED, That Troy City Council hereby **FORWARDS** the following nominated person(s) to serve on the Boards and Committees as indicated to the next Regular City Council Meeting for action:

Board of Zoning Appeals

Appointed by Council (7-Regular) 3-Year Term

Thomas Strat – Planning Commission Rep*

Term Expires 01/31/2012

Philip Sanzica – Planning Commission Alt. Rep*

Term Expires 01/31/2012

***Recommendation made by Planning Commission at their Tuesday, January 11, 2011 meeting**

Yes: Kerwin, McGinnis, Slater, Schilling, Beltramini, Fleming, Howrylak

No: None

MOTION CARRIED

I-3 Closed Session - *Troy v. Sentry, Inc. (Pro Car Wash)*

Resolution #2011-01-011

Moved by Howrylak

Seconded by McGinnis

BE IT RESOLVED, That Troy City Council **SHALL MEET** in Closed Session, *Troy v. Sentry, Inc. (Pro Car Wash)* as permitted by MCL15.268 (e), Pending Litigation.

Yes: McGinnis, Slater, Schilling, Beltramini, Fleming, Howrylak, Kerwin

No: None

MOTION CARRIED

I-4 Application for New Class C Quota Liquor License – Troy Parks and Recreation Department – Troy Community Center**a) Application for New Class C Quota License for City of Troy Parks and Recreation Department – Troy Community Center**

Resolution #2011-01-012a

Moved by Beltramini

Seconded by Fleming

RESOLVED, That the Troy City Council hereby **CONSIDERS** for **APPROVAL** a Class C Quota License for the City of Troy, Parks and Recreation Department, to be located at 3179 Livernois, Troy MI 48084, Oakland County (Troy Community Center) “above all others”; and hereby **AUTHORIZES** the Mayor and City Clerk to **EXECUTE** the document, a copy of which shall be **ATTACHED** to the original Minutes of this meeting.

b) License Escrow

Resolution #2011-01-012b

Moved by Beltramini

Seconded by Fleming

RESOLVED, That the City of Troy Parks and Recreation Department is hereby **DIRECTED** to place the new Class C Quota License into Escrow until such time as a catering vendor is under agreement and has been granted a license transfer.

Yes: Slater, Schilling, Beltramini, Fleming, Kerwin, McGinnis

No: Howrylak

MOTION CARRIED**J. CONSENT AGENDA:**

J-1a Approval of “J” Items NOT Removed for Discussion

Resolution #2011-01-013

Moved by Kerwin

Seconded by McGinnis

RESOLVED, That Troy City Council hereby **APPROVES** all items on the Consent Agenda as presented with the exception of Item(s) J-04d, which **SHALL BE CONSIDERED** after Consent Agenda (I) items, as printed.

Yes: Schilling, Beltramini, Fleming, Howrylak, Kerwin, McGinnis, Slater

No: None

MOTION CARRIED

J-2 Approval of City Council Minutes

Resolution #2011-01-013-J-2

RESOLVED, That Troy City Council hereby **APPROVES** the Minutes of the Regular City Council Meeting of January 10, 2011 as submitted.

J-3 Proposed City of Troy Proclamations: None Submitted**J-4 Standard Purchasing Resolutions****a. Standard Purchasing Resolution 3: Exercise Renewal Option – Vehicle Graphics**

Resolution #2011-01-013-J-4a

WHEREAS, On March 23, 2009, Troy City Council awarded a two-year contract for the installation and/or purchase of vehicle graphic material for Police, Fire and Fleet departments with an option to renew for two (2) additional years to the lowest acceptable total bidder, Majik Graphics, Inc. of Clinton Township, MI at unit prices contained in the bid tabulation opened February 11, 2009 (Resolution #2009-03-105-F-4f); and

WHEREAS, Majik Graphics, Inc. has agreed to exercise the two-year option to renew the contract under the same pricing, terms and conditions;

THEREFORE, BE IT RESOLVED, That Troy City Council hereby **EXERCISES** the option to renew the contract with Majik Graphics, Inc. of Clinton Township, MI, to provide two-year requirements to install and/or purchase vehicle graphic material for the Police, Fire, and Fleet departments under the same prices, terms and conditions expiring March 31, 2013.

b. Standard Purchasing Resolution 1: Award to Low Bidder: Newtek Tricaster TCXD850 Live Production Switcher System Including Installation

Resolution #2011-01-013-J-4b

RESOLVED, That Troy City Council hereby **AWARDS** a contract to purchase and install one (1) new Newtek Tricaster TCXD850 Live Production Switcher to the low bidder, Midwest Media Group, Inc. of Arlington Heights, IL, for an estimated total cost of \$24,995.00, which includes on-site training, one-year full warranty, and on-site support for the first scheduled meeting after the initial installation, plus any additional technical support required during the first sixty (60) days of operation at \$45.00/man-hour; and

BE IT FURTHER RESOLVED, That Troy City Council hereby **AWARDS** a contract to purchase and install one (1) new Newtek Tricaster TCXD850 Live Production Switcher to the low bidder, Midwest Media Group, Inc. of Arlington Heights, IL, **CONTINGENT** upon contractor's submission of properly executed bid and contract documents, including insurance certificates and all other specified requirements.

c. **Standard Purchasing Resolution 10: Travel Authorization and Approval to Expend Funds for Council Member Travel Expenses – Michigan Municipal League 2011 Capital Conference**

Resolution #2011-01-013-J-4c

RESOLVED, That Troy City Council hereby **AUTHORIZES** City Council members to attend the Michigan Municipal League 2011 Capital Conference from April 5-6, 2011 in Lansing, Michigan, in accordance with accounting procedures of the City of Troy.

J-5 Approval of Payment of Albanna Relocation Claim – Rochester Road Improvement Project, Torpey to Barclay, Project No. 99.203.5 & Wattles Road Improvements, Bristol to Worthington, Project No. 01.106.5 Parcel 19 – Sidwell #88-20-23-100-044

Resolution #2011-01-013-J-5

RESOLVED, That Troy City Council hereby **APPROVES** the Relocation Claim from Afrah Albanna pertaining to the City of Troy's acquisition of property at 3990 Rochester Road as required by Michigan Laws and Federal Regulations; and

BE IT FURTHER RESOLVED, That Troy City Council hereby **AUTHORIZES** payment in the amount of \$20,000.00.

J-6 Oakland County Inter-Local Agreement – Ballot Layout and Programming Services

Resolution #2011-01-013-J-6

RESOLVED, That Troy City Council hereby **APPROVES** an Inter-Local Agreement between the City of Troy and Oakland County for ballot layout and programming services at a fee of \$300.00 per election and **AUTHORIZES** the Mayor and City Clerk to sign the agreement, a copy of which shall be **ATTACHED** to the original Minutes of this meeting.

J-1b Address of “J” Items Removed for Discussion by City Council

J-4 Standard Purchasing Resolutions

d. **Standard Purchasing Resolution 10: Travel Authorization and Approval to Expend Funds for Council Member Travel Expenses – National League of Cities' 2011 Congressional City Conference**

Resolution #2011-01-014

Moved by Beltramini

Seconded by McGinnis

RESOLVED, That Troy City Council hereby **AUTHORIZES** City Council members to attend the National League of Cities' 2011 Congressional City Conference from March 12-16, 2011 in Washington, DC, in accordance with accounting procedures of the City of Troy.

Yes: Beltramini, Fleming, Howrylak, Kerwin, McGinnis, Slater, Schilling

No: None

MOTION CARRIED

K. MEMORANDUMS AND FUTURE COUNCIL AGENDA ITEMS:

K-1 Announcement of Public Hearings: None Submitted

K-2 Memorandums (Items submitted to City Council that may require consideration at some future point in time):

a) Contract Extension – Auditing Services

L. COUNCIL REFERRALS:

L-1 No Council Referrals Advanced

M. COUNCIL COMMENTS

M-1 Council Comments Advanced:

Mayor Schilling discussed agenda item N-8 Memorandum: *Update on Employee Concessions – Classified and Exempt Employees.*

Council Member McGinnis discussed agenda items: N-6 *Troy City Council – Vision/Goals – Draft*; N-7 *Memorandum: Report on January Troy City Manager’s Roundtable Meeting*; N-8 *Memorandum: Update on Employee Concessions – Classified and Exempt Employees*; N-10 *Memorandum: Library Update.*

Council Member Beltramini discussed agenda item N-10 *Memorandum: Library Update.*

Council Member Kerwin discussed agenda item N-10 *Memorandum: Library Update* and requested that the information be made available to the public on the Library’s webpage.

Discussion took place at the table regarding agenda item N-6 *Troy City Council – Vision/Goals – Draft*. Council Members suggested several revisions and were in agreement that the document needs further review before finalizing. There was a consensus of City Council to direct City Management to provide City Council with an updated version of *Troy City Council – Vision/Goals* in their FYI packet on Friday, January 28th, for City Council to review the revisions, provide feedback to City Management on Monday, January 31st and be slated as an agenda item for the February 7th City Council meeting.

Council Member Howrylak made a statement to clarify public comments made at the January 10, 2011 City Council meeting in regard to employee compensation.

Mayor Schilling left the meeting at 9:18 PM.

N. REPORTS

N-1 Minutes – Boards and Committees:

- a) Retiree Health Care Benefits Plan & Trust/Final – October 13, 2010
- b) Library Advisory Board/Final – November 4, 2010
- c) Employees’ Retirement System Board of Trustees/Final December 8, 2010
- d) Planning Commission Regular/Draft – December 14, 2010
- e) Planning Commission Regular/Final – December 14, 2010
- f) Board of Zoning Appeals/Draft – December 21, 2010
- g) Planning Commission Regular/Draft – January 11, 2011
- h) Library Advisory Board/Draft – January 13, 2011
Noted and Filed

N-2 Department Reports:

- a) Permits Issued December 2010
Noted and Filed

N-3 Letters of Appreciation:

- a) Letter of Appreciation from Marco Signorello to Police Chief Gary Mayer Recognizing Police Officer Mairorano
Noted and Filed

N-4 Proposed Proclamations/Resolutions from Other Organizations: None Proposed

-
- N-5 Communication: Liquor Control Commission – Permit Authorizing to Sell Spirits, Mixed Spirit Drink and/or Beer and Wine on Sunday**
-
- Noted and Filed

-
- N-6 Troy City Council – *Vision/Goals* – Draft**
-
- Noted and Filed

-
- N-7 Memorandum: Report on January Troy City Manager’s Roundtable Meeting**
-
- Noted and Filed

-
- N-8 Memorandum: Update on Employee Concessions – Classified and Exempt Employees**
-
- Noted and Filed

-
- N-9 Letter of Resignation from City Clerk Tonni Bartholomew from the Federal Election Assistance Commission Standards Board to Secretary of State Ruth Johnson**
-
- Noted and Filed

-
- N-10 Memorandum: Library Update**
-
- Noted and Filed

N-11 Memorandum: Utility Cost Savings by Shutting Down City Hall One Day per Week, on Fridays

Noted and Filed

O. STUDY ITEMS

O-1 No Study Items Presented

The meeting **RECESSED** at 9:19 PM.

Mayor Schilling returned.

The meeting **RECONVENED** at 9:23 PM.

P. CLOSED SESSION:

P-1 Troy v. Sentry, Inc. (Pro Car Wash)

ADJOURNMENT

The meeting **ADJOURNED** at 9:30 PM.

Louise E. Schilling, Mayor

Tonni L. Bartholomew, MMC
City Clerk

A. CALL TO ORDER:

A Special Meeting of the Troy City Council was held Monday, January 31, 2011, at City Hall, 500 W. Big Beaver Road. Mayor Schilling called the meeting to order at 6:00 PM.

B. ROLL CALL:

Mayor Louise E. Schilling
Robin Beltramini
Wade Fleming
Martin Howrylak
Mayor Pro Tem Mary Kerwin
Maureen McGinnis
Dane Slater

C. DISCUSSION ITEMS:

C-1 Review of the ICMA Report

The meeting **RECESSED** at 7:34 PM.

The meeting **RECONVENED** at 7:41 PM.

D. PUBLIC COMMENT:

John Cribari 22 year auto business employee shared business cycle experience.
Linda Kajma Commended the City for the ICMA Report.
Janice Daniels Conveyed the report did not contain the information she was requesting.

E. ADJOURNMENT:

The meeting **ADJOURNED** at 8:12 PM.

Louise E. Schilling, Mayor

Tonni L. Bartholomew, MMC
City Clerk

City of Troy

PROCLAMATION NATIONAL CHILDREN OF ALCOHOLICS WEEK FEBRUARY 13 – 19, 2011

WHEREAS, It is estimated that one in four children in the United States under age 18 is hurt by family alcohol abuse or alcoholism, and that countless others are affected by parental drug use; and

WHEREAS, There is strong scientific evidence that alcoholism runs in families, with children of alcoholics being two- to four-times more likely to develop alcoholism than children of non-alcoholics; and

WHEREAS, Parental alcohol abuse is a significant factor in a large proportion of child abuse and neglect cases; and

WHEREAS, Young children of alcoholics exhibit symptoms of depression and anxiety to a greater extent than children of non-alcoholics; and

WHEREAS, Young children of alcoholics often have difficulty in school and are more likely to be truant, drop out of school, repeat grades, or be referred to a school counselor or psychologist; and

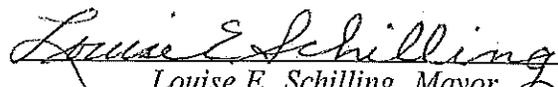
WHEREAS, Children of alcoholics, with interest and support from family, friends, health professionals, teachers, clergy and others, can avoid the negative effects of familial alcoholism; and

WHEREAS, The Troy Community Coalition and caring members of our community are committed to helping children of alcoholics;

NOW, THEREFORE, BE IT RESOLVED, That the Troy City Council does hereby proclaim February 13-19, 2011 as Children of Alcoholics Week in the City of Troy, Michigan; and

BE IT FURTHER RESOLVED, That the City Council calls upon all citizens, community agencies, organizations and businesses in Troy to encourage all citizens of Troy to help break the silence often surrounding familial alcoholism and reach out to support the children and their families.

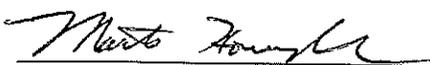
Presented this 7th day of February 2011.


Louise E. Schilling, Mayor


Mary Kerwin, Mayor Pro Tem


Robin E. Beltramini, Councilwoman


Wade Fleming, Councilman


Martin Howrylak, Councilman


Maureen McGinnis, Councilwoman


Dane Slater, Councilman



CITY COUNCIL AGENDA ITEM

January 26, 2011

To: John Szerlag, City Manager

From: John M. Lamerato, Assistant City Manager/Finance and Administration
 Mark F. Miller, Acting Assistant City Manager/Economic Development Services
 Susan A. Leirstein, Purchasing Director
 Steven A. Pallotta, Director of Building Operations
 Zachary Branigan LEED AP, Consultant

Subject: Standard Purchasing Resolution 1 – Award To Low Bidder: LED Lighting and Retrofits

Background

On January 24, 2011, four (4) bid proposals were received to furnish and install LED Lighting on the City Hall municipal campus. A total of 256 vendors were notified via the MITN system.

Carlisle / Wortman Associates, Inc under the direction of Zachary Branigan, LEED AP, AICP Associate developed funding recommendations that were approved through the Energy Efficiency and Conservation Block Grant Program.

The Energy Efficiency and Conservation Block Grant required Rapid Energy Assessment Programs to identify a series of factors where the City could realize significant energy savings. The LED Lighting Retrofits upgrades were chosen to reduce energy consumption at the City Hall main campus buildings, and the Police/Fire Training facility.

This project will reduce the overall electrical usage and maintenance costs associated with old inefficient lighting fixtures.

The LED Lighting upgrades will use Michigan designed and manufactured products. Relume Technologies is based in Oxford, Michigan, established in 1994. Relume began LED research and design work seventeen (17) years ago as a contract firm for the United States Department of Defense, and was a pioneer in LED technologies back in the infancy of this new form of lighting. Many of the solutions for military applications manufactured by Relume were put into service in the Middle East during the beginning of the Gulf War and are still in active use today, including LED battlefield lights, check-point signals, and mobile surgical unit shelter lighting. Relume's LED Solutions use CREE LEDs manufactured in Durham, North Carolina, custom optics made in Indiana, aluminum extrusions, powder coating, and circuit boards made in Michigan, and all assembly operations are completed at Relume's Oxford, Michigan plant, giving Relume products the distinction of having the highest domestic and Michigan content of any LED manufacturer in the US .



CITY COUNCIL AGENDA ITEM

January 26, 2011

To: John Szerlag, City Manager
Re: Award To Low Bidder – LED Lighting and Retrofits

Background (continued)

All products carry a seven (7) year warranty to 70% lumen maintenance, setting an industry-leading new standard for LED performance-driven warranties. This project will allow the City to analyze the performance of Michigan –manufactured LED components, and provide energy conservation solutions. The LED Lighting Retrofits are one of the recommended implementation of Rapid Energy Assessment Project.

Recommendation

City management recommends awarding a contract to furnish and install LED lighting to the low total bidder, Corby Energy Services, Inc of Belleville, Michigan at an estimated total cost of \$265,190.00. The award is contingent upon contractor's submission of proper insurance certificates and all other specified requirements.

In addition, staff requests additional lighting purchases be allowed through June 30, 2011 for installation at the fire stations not-to-exceed 25% of the total project cost or \$66,290.00 at unit prices contained on the bid tabulation and schedule of values.

Fund Availability

Funds are available in the Building Operations capital fund for building and improvements which will be reimbursed through the Energy Efficiency and Conservation Block Grant (EECBG) Program.



Schedule of Values
LED Lighting
Page 1 of 1

SCHEDULE OF VALUES

Your company **MUST** complete this form.

A Schedule of Values of labor rates for personnel that will be involved in the project should be included below. These rates will be used to determine costs for any additional installation services required.

RATE PER JOB CLASSIFICATION:	UNIT PRICE
ELECTRICIAN	\$ 85. ⁰⁰ /hour
GROUND MAN	\$ 75. ⁰⁰ /hour
LABORER	\$ 70. ⁰⁰ /hour
	\$ /hour
	\$ /hour
	\$ /hour
	\$ /hour
	\$ /hour
	\$ /hour
	\$ /hour
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	\$ /hour
	\$ /hour

COMPANY NAME: CORBY ENERGY SERVICES, INC

sl

VENDOR NAME:

**	Corby Energy Services, Inc.	Electrex Company, Inc.
CHECK #:	000190989	5082539903
CHECK AMOUNT:	\$15,000.00	\$15,000.00

PROPOSAL A: LED LIGHTING AND RETROFIT INCLUDING INSTALLATION - VARIOUS LOCATIONS

ITEM	DESCRIPTION	EST QTY	UNIT PRICE MATERIAL	EXT COST MATERIAL	COMPLETE SUM INSTALLATION	UNIT PRICE MATERIAL	EXT COST MATERIAL	COMPLETE SUM INSTALLATION
1	12 Watt / LR6C	25	\$ 95.00	\$ 2,375.00	\$ 3,125.00	\$ 107.06	\$ 2,676.50	\$ 3,326.50
2	41 Watt / LWP2	28	\$ 325.00	\$ 9,100.00	\$ 11,750.00	\$ 358.28	\$ 10,031.84	\$ 11,214.84
3	64 Watt / LFL2	12	\$ 635.00	\$ 7,620.00	\$ 8,570.00	\$ 701.72	\$ 8,420.64	\$ 8,891.64
4	80 Watt / PS1	49	\$ 625.00	\$ 30,625.00	\$ 35,475.00	\$ 707.02	\$ 34,643.98	\$ 34,840.98
5	60 Watt / Custom	33	\$ 600.00	\$ 19,800.00	\$ 26,650.00	\$ 655.08	\$ 21,617.64	\$ 23,228.64
6	119 Watt / PS2	24	\$ 775.00	\$ 18,600.00	\$ 26,100.00	\$ 835.28	\$ 20,046.72	\$ 21,219.72
7	79 Watt / Custom	4	\$ 865.00	\$ 3,460.00	\$ 4,210.00	\$ 941.28	\$ 3,765.12	\$ 3,963.12
8	38 Watt / LWP1	20	\$ 325.00	\$ 6,500.00	\$ 7,500.00	\$ 357.22	\$ 7,144.40	\$ 7,999.40
9	121 Watt / Vue 250 - III	66	\$ 875.00	\$ 57,750.00	\$ 60,250.00	\$ 941.28	\$ 62,124.48	\$ 65,776.48
10	121 Watt / Vue 250 - II	33	\$ 890.00	\$ 29,370.00	\$ 30,645.00	\$ 941.28	\$ 31,062.24	\$ 32,888.24
11	8.39 Watt / LWP3	1	\$ 200.00	\$ 200.00	\$ 260.00	\$ 212.00	\$ 212.00	\$ 257.00
12	39 Watt / LFL1	1	\$ 325.00	\$ 325.00	\$ 410.00	\$ 357.22	\$ 357.22	\$ 400.22
13	245 Watt / Vue 400 - II	13	\$ 1,250.00	\$ 16,250.00	\$ 16,750.00	\$ 1,325.00	\$ 17,225.00	\$ 17,945.00
14	245 Watt / Vue 400 - III	8	\$ 1,250.00	\$ 10,000.00	\$ 10,300.00	\$ 1,325.00	\$ 10,600.00	\$ 11,045.00
15	84 Watt / Vue 150 - III	6	\$ 800.00	\$ 4,800.00	\$ 5,030.00	\$ 800.30	\$ 4,801.80	\$ 5,141.80
16	65 Watt / Vue 100 he - II	2	\$ 700.00	\$ 1,400.00	\$ 1,475.00	\$ 763.20	\$ 1,526.40	\$ 1,636.40
Est. Material & Install Total: Proposal A			\$ 248,500.00			\$ 249,774.98		

PROPOSAL B: LED LIGHTING - PARTS ONLY

ITEM	DESCRIPTION	EST QTY	UNIT PRICE MATERIAL	Total Cost	UNIT PRICE MATERIAL	Total Cost
17	12 Watt / LR6C	102	\$ 95.00	\$ 9,690.00	\$ 101.00	\$ 10,302.00
18	12 Watt / LR6 / SC6	20	\$ 155.00	\$ 3,100.00	\$ 73.00	\$ 1,460.00
19	12 Watt / LRP38	30	\$ 130.00	\$ 3,900.00	\$ 134.00	\$ 4,020.00
Est Total Material Cost: Proposal B			\$ 16,690.00		\$ 15,782.00	
EST. GRAND TOTAL PROPOSALS A & B			\$ 265,190.00		\$ 265,556.98	

CONTACT INFORMATION: Hours of Operation 24 Hr Phone #	7AM - 5PM (313) 350-2441	8:00AM - 5:00PM (586) 468-7571
	COMPLETION SCHEDULE: Can Meet Y or N	May 31, 2011 Y
SITE INSPECTION: Y or N Date	Y 1/11/2011	Y 1/11/2011
PROGRESS PAYMENT: Identified as	Monthly Progress Payments Blank	Monthly Installment Billing Blank
INSURANCE: Can Meet Cannot Meet	XX	XX
SCHEDULE OF VALUES Attached: Y or N	Y	Y

VENDOR NAME:

**	Corby Energy Services, Inc.	Electrex Company, Inc.

EXCEPTIONS:

WARRANTY:

VENDOR QUESTIONNAIRE:

Attached Y / N

TWO FORMS COMPLETED:

Legal Status Y / N

Non-Collusion Y / N

ACKNOWLEDGEMENT: Signed Y / N

ADDENDUM #1: Attached: Y / N

	No Exceptions	NA
	As Specified	
	Y	Y
	Y	Y
	Y	Y
	Y	Y
	Y	Y

ATTEST:
Steven Pallotta
Diane Fisher
Julie Hamilton

**** BOLDFACE TYPE DENOTES LOW TOTAL BIDDER**

 Susan Leirstein CPPO CPPB
 Purchasing Director

VENDOR NAME:

	Rauhorn Electric, Inc.	Allied Building Service
CHECK #:	9479203979	000250360
CHECK AMOUNT:	\$15,000.00	\$15,000.00

PROPOSAL A: LED LIGHTING AND RETROFIT INCLUDING INSTALLATION - VARIOUS LOCATIONS

ITEM	DESCRIPTION	EST QTY	UNIT PRICE MATERIAL	EXT COST MATERIAL	COMPLETE SUM INSTALLATION	UNIT PRICE MATERIAL	EXT COST MATERIAL	COMPLETE SUM INSTALLATION
1	12 Watt / LR6C	25	\$ 94.00	\$ 2,350.00	\$ 3,931.38	\$ 82.95	\$ 2,073.75	\$ 4,738.00
2	41 Watt / LWP2	28	\$ 338.78	\$ 9,485.84	\$ 11,983.16	\$ 306.60	\$ 8,584.80	\$ 16,761.80
3	64 Watt / LFL2	12	\$ 688.81	\$ 8,265.72	\$ 10,898.80	\$ 618.45	\$ 7,421.40	\$ 11,204.40
4	80 Watt / PS1	49	\$ 650.18	\$ 31,858.82	\$ 37,003.60	\$ 646.80	\$ 31,693.20	\$ 40,572.00
5	60 Watt / Custom	33	\$ 618.25	\$ 20,402.25	\$ 23,763.07	\$ 576.45	\$ 19,022.85	\$ 31,528.85
6	119 Watt / PS2	24	\$ 813.32	\$ 19,519.68	\$ 24,437.58	\$ 748.65	\$ 17,967.60	\$ 29,485.00
7	79 Watt / Custom	4	\$ 900.49	\$ 3,601.96	\$ 4,362.43	\$ 831.60	\$ 3,326.40	\$ 6,654.40
8	38 Watt / LWP1	20	\$ 333.77	\$ 6,675.40	\$ 8,687.80	\$ 309.52	\$ 6,190.40	\$ 14,250.00
9	121 Watt / Vue 250 – III	66	\$ 917.41	\$ 60,549.06	\$ 77,832.48	\$ 832.65	\$ 54,954.90	\$ 90,132.90
10	121 Watt / Vue 250 – II	33	\$ 917.41	\$ 30,274.53	\$ 38,916.24	\$ 832.65	\$ 27,477.45	\$ 42,977.45
11	8.39 Watt / LWP3	1	\$ 198.95	\$ 198.95	\$ 294.56	\$ 177.45	\$ 177.45	\$ 1,581.45
12	39 Watt / LFL1	1	\$ 345.60	\$ 345.60	\$ 480.59	\$ 306.60	\$ 306.60	\$ 1,710.60
13	245 Watt / Vue 400 – II	13	\$ 1,272.33	\$ 16,540.29	\$ 20,192.71	\$ 1,178.10	\$ 15,315.30	\$ 25,364.30
14	245 Watt / Vue 400 – III	8	\$ 1,272.33	\$ 10,178.64	\$ 12,426.28	\$ 1,178.10	\$ 9,424.80	\$ 14,468.80
15	84 Watt / Vue 150 – III	6	\$ 813.13	\$ 4,878.78	\$ 6,273.50	\$ 714.14	\$ 4,284.84	\$ 8,912.84
16	65 Watt / Vue 100 he – II	2	\$ 775.05	\$ 1,550.10	\$ 1,930.63	\$ 672.00	\$ 1,344.00	\$ 3,892.00
Est. Material & Install Total: Proposal A			\$ 283,414.81			\$ 344,234.79		

PROPOSAL B: LED LIGHTING - PARTS ONLY

ITEM	DESCRIPTION	EST QTY	UNIT PRICE MATERIAL	Total Cost	UNIT PRICE MATERIAL	Total Cost
17	12 Watt / LR6C	102	\$ 90.39	\$ 9,219.78	\$ 82.95	\$ 8,460.90
18	12 Watt / LR6 / SC6	20	\$ 149.50	\$ 2,990.00	\$ 82.95	\$ 1,659.00
19	12 Watt / LRP38	30	\$ 123.33	\$ 3,699.90	\$ 114.48	\$ 3,434.40
Est Total Material Cost: Proposal B			\$ 15,909.68		\$ 13,554.30	
EST. GRAND TOTAL PROPOSALS A & B			\$ 299,324.49		\$ 357,789.09	

CONTACT INFORMATION: Hours of Operation 24 Hr Phone #	7:00AM - 5:30PM (586) 405-7774	7:00AM - 5:00PM (248) 882-2152
	May 31, 2011 45 Days After Fixture Delivery	May 31, 2011 Y
COMPLETION SCHEDULE: Can Meet Y or N	Y 1/11/2011	Y 1/11/2011
SITE INSPECTION: Y or N Date	Monthly Installments after fixture delivery Blank	
PROGRESS PAYMENT: Identified as	Monthly Invoicing based on work completed Blank	
INSURANCE: Can Meet Cannot Meet	XX	Y
SCHEDULE OF VALUES Attached: Y or N	Y	Y

VENDOR NAME:

Rauhorn Electric, Inc.

Allied Building Service

EXCEPTIONS:

Bid excludes sales tax - if required add
 additional \$14,460.00 to bid

Blank

WARRANTY:

As Specified

VENDOR QUESTIONNAIRE:

Attached Y / N

Y

Y

TWO FORMS COMPLETED:

Legal Status Y / N

Y

Y

Non-Collusion Y / N

Y

Y

ACKNOWLEDGEMENT: Signed Y / N

Y

Y

ADDENDUM #1: Attached: Y / N

Y

Y



CITY COUNCIL AGENDA ITEM

Date: January 20, 2011

To: John Szerlag, City Manager

From: John M. Lamerato, Assistant City Manager/Finance & Administration
 Mark F. Miller, Acting Assistant City Manager/Economic Development Services
 Steve Vandette, City Engineer
 Gary G. Mayer, Chief of Police

Subject: Renewal of Membership in the Traffic Improvement Association (TIA) of Oakland County

Background

The City of Troy has been a member of the TIA since 1975. The TIA is a private non-profit organization that is responsive to the problems and needs of local traffic officials. They are a source for traffic facts, including traffic crashes and traffic operations data. The City of Troy obtains citywide traffic crash statistics (including the intersection and road segment crash reports and ranking, county traffic crash trends, location specific crash details, and alcohol related statistics from the TIA and as a TIA member they are provided without charge.

The TIA works with the Troy Police Department on several enforcement-related projects and grants, including recent and ongoing speed limit studies in order for the City of Troy to be compliant with Public Act 85. They facilitated the Police Department in obtaining over \$18,900.00 last year in federal grants for alcohol and seat belt endorsement. The TIA also works with our adjacent communities to improve traffic in the general area that can be a secondary benefit to the City.

Recommendation

It is recommended that the City of Troy renew its membership with the Traffic Improvement Association. The partnership the City has developed with TIA over the past 35 years has led to many collaborative efforts that have enhanced traffic safety in our community.

Fund Availability

The renewal membership fee for the year 2011 is \$ 24,400.00, the same fee charged in 2009 and 2010. Funds are available and will be divided equally between Traffic Engineering's Membership and Dues fund and the Police Department's Contractual Services General fund.

City Attorney's Review as to Form and Legality

N/A



CITY COUNCIL AGENDA ITEM

Date: January 14, 2011

To: John Szerlag, City Manager

From: Mark F. Miller, Assistant City Manager/Economic Development Services
Steven J. Vandette, City Engineer *[Signature]*
Larysa Figol, Sr. Right-of-Way Representative *[Signature]*

Subject: Acceptance of Two Permanent Easements for Public Utilities from Wattles Square Center, LLC – #88-20-24-100-038 and Atto Construction Inc. - #88-20-24-100-039

Background

As part of a new residential development located in Section 24 on Wattles Road east of John R, the Engineering department has received two easements for public utilities from Wattles Square Center, LLC, owner of the property having Sidwell #88-20-24-100-038 and Atto Construction Inc., owner of the property having Sidwell #88-20-24-100-039.

The format and content of these two easement documents is consistent with easements previously accepted by City Council. The consideration amount on each document is \$1.00.

Recommendation

City Management recommends that City Council accept the attached two public utility easements, consistent with our policy of accepting easements for development and improvement purposes.

PERMANENT EASEMENT

Sidwell #88-20-24-100-038
Resolution #

Wattles Square Center, LLC, a Michigan limited liability company, Grantor, whose address is 2150-B Franklin Road, Bloomfield Hills, MI 48302 for and in consideration of the sum of: One and no/100 Dollar (\$1.00) paid by the CITY OF TROY, a Michigan municipal corporation, Grantee, whose address is 500 West Big Beaver Road, Troy, Michigan 48084, grants to the Grantee the right to construct, operate, maintain, repair and/or replace public utilities, said easement for land situated in the City of Troy, Oakland County, Michigan described as:

The North 27.00 feet of the East 24.00 feet of the following described parcel:

T2N, R11E, SEC 24 SUPERVISOR'S PLAT NO 19 LOT 1, ALSO W 74 FT OF LOT 2 ALL DESC AS BEG AT PT DIST S 88-36-00 E 60.01 FT & S 00-11-21 W 60.01 FT FROM NW SEC COR, TH S 88-36-00 E 240.05 FT, TH N 00-11-21 E 27.01 FT, TH S 88-36-00 E 24.01 FT, TH S 00-11-21 W 307.01 FT, TH N 89-16-09 W 74 FT, TH N 00-11-21 E 90.60 FT, TH N 88-31-01 W 189.93 FT, TH N 00-11-21 E 190 FT TO BEG 12-3-96 FR 031 & 032
Containing 649 Square Feet or 0.015 Acres more or less.

and to enter upon sufficient land adjacent to said improvement(s) for the purpose of the construction, operation, maintenance, repair and/or replacement thereof.

The premises so disturbed by the exercise of any of the foregoing powers shall be reasonably restored to its original condition by the Grantee.

This instrument shall be binding upon and inure to the benefit of the parties hereto, their heirs, representatives, successors and assigns and the covenants contained herein shall run with the land.

IN WITNESS WHEREOF, the undersigned hereunto affixed his signature(s) this 13th day of JANUARY A.D. 2011.

Wattles Square Center, LLC, a Michigan limited liability company

By [Signature] (L.S.)
*Richard Atto
Its: Member

STATE OF MICHIGAN)
COUNTY OF Oakland)

The foregoing instrument was acknowledged before me this 13th day of JANUARY, 2011, by Richard Atto, Member of Wattles Square Center, LLC, a Michigan limited liability company, on behalf of said company.

JANET M PARSONS
Notary Public, State of Michigan
County of Oakland
My Commission Expires 10-14-2016
Acting In the County of OAKLAND

[Signature]
Notary Public, Oakland County, Michigan
My Commission Expires _____
Acting in _____ County, Michigan

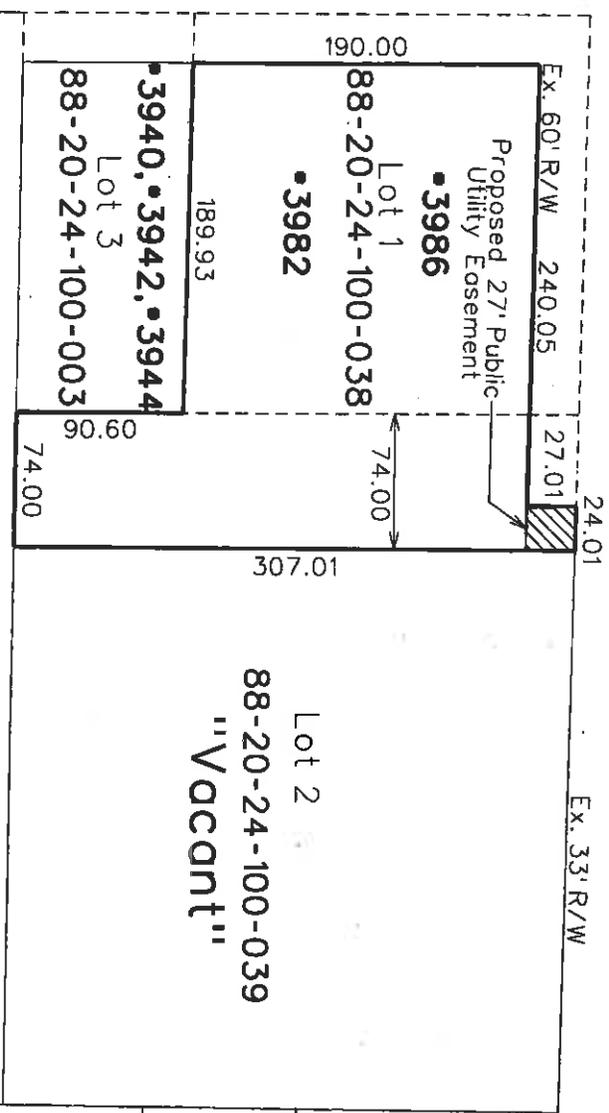
Prepared by: Larysa Figoi
City of Troy
500 W. Big Beaver Road
Troy, MI 48084

Return to: City Clerk
City of Troy
500 W. Big Beaver Rd.
Troy, MI 48084

NW Cor.
Sec. 24
T2N-R11E

John R. Rd.

Wattles Rd.



Lot 4
88-20-24-100-005

Lot 2
88-20-24-100-039
"Vacant"

Ex. 60' R/W
•3961
Lot 1
88-20-24-101-001

Ex. 33' R/W
•3953
Lot 2
88-20-24-101-002

Ex. 60' R/W
•3943
Lot 3
88-20-24-101-003

"Supervisor's Plat No. 19"
(L.6, P.49)

"Wattles Square Subdivision"
(L.198, P.19-21)



Proposed Public
Utility Easement
Area=649 Sq.Ft.



Document Prepared By
George J. Ballford III, P.S.
Land Surveyor

DATE	REV.
CONTRACT NO.	
N/A	

FILE: 88-20-24-100-038.DGN	
SCALE	DRAWN BY
HOR. 1"=100'	CHECKED BY
VER. 1"=X'	NAME GSF
STEVEN J. VANDETTE, P.E.	DATE
CITY ENGINEER	10F2
	10.401.3

CITY OF TROY
OAKLAND COUNTY, MICHIGAN
Easement Sketch
Proposed 27' Public
Utility Easement

PERMANENT EASEMENT

Sidwell #88-20-24-100-039
Resolution #

ATTO CONSTRUCTION, INC., a Michigan corporation, Grantor, whose address is 2150-B Franklin Road, Bloomfield Hills, MI 48302 for and in consideration of the sum of: One and no/100 Dollar (\$1.00) paid by the CITY OF TROY, a Michigan municipal corporation, Grantee, whose address is 500 West Big Beaver Road, Troy, Michigan 48084, grants to the Grantee the right to construct, operate, maintain, repair and/or replace public utilities, said easement for land situated in the City of Troy, Oakland County, Michigan described as:

The North 27.00 feet of the following described parcel:

T2N, R11E, SEC 24 SUPERVISOR'S PLAT NO 19 PART OF LOT 2 BEG AT PT DIST S 88-36-00
E 324 FT & S 00-11-21 W 33.01 FT FROM NW SEC COR, TH S 88-36-00 E 308.01 FT,
TH S 00-40-16 W 303.40 FT, TH N 89-16-13 W 305.40 FT, TH N 00-11-21 E 307.01 FT TO BEG
Containing 8,313 Square Feet or 0.191 Acres more or less

and to enter upon sufficient land adjacent to said improvement(s) for the purpose of the construction, operation, maintenance, repair and/or replacement thereof.

The premises so disturbed by the exercise of any of the foregoing powers shall be reasonably restored to its original condition by the Grantee.

This instrument shall be binding upon and inure to the benefit of the parties hereto, their heirs, representatives, successors and assigns and the covenants contained herein shall run with the land.

IN WITNESS WHEREOF, the undersigned hereunto affixed his signature(s) this 13th day of JANUARY A.D. 2011.

ATTO CONSTRUCTION, INC.,
a Michigan corporation

By [Signature] (L.S.)
Richard Atto
Its: Vice President

STATE OF MICHIGAN
COUNTY OF Oakland)

The foregoing instrument was acknowledged before me this 13th day of JANUARY, 2011, by Richard Atto, Vice President of Atto Construction, Inc., a Michigan Corporation, on behalf of said corporation.

JANET M PARSONS
Notary Public, State of Michigan
County of Oakland
My Commission Expires 10-14-2018
Acting in the County of Oakland

[Signature]
Notary Public, Oakland County, Michigan
My Commission Expires _____
Acting in _____ County, Michigan

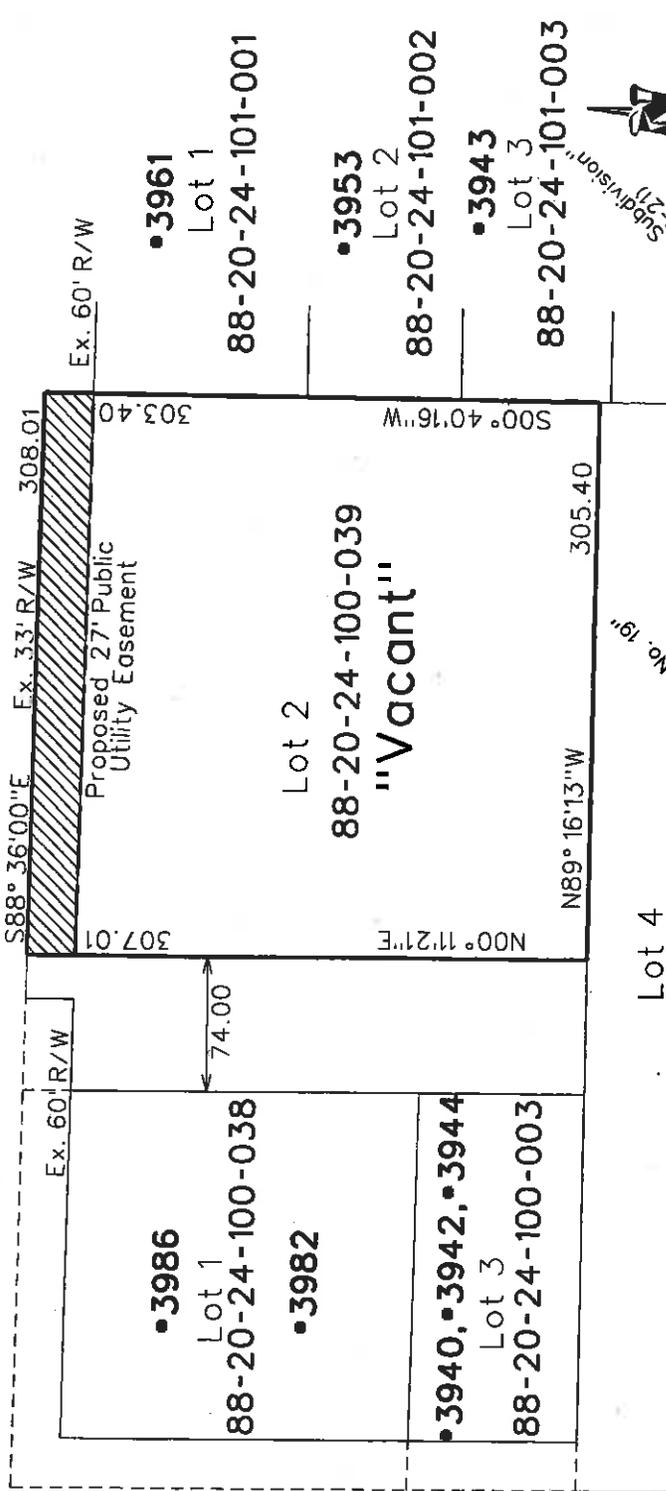
Prepared by: Larysa Figol
City of Troy
500 W. Big Beaver Road
Troy, MI 48084

Return to: City Clerk
City of Troy
500 W. Big Beaver Rd.
Troy, MI 48084

NW Cor.
Sec. 24
T2N-R11E

Wattles Rd.

John R. Rd.



•3986
Lot 1
88-20-24-100-038

•3982

•3940, •3942, •3944
Lot 3
88-20-24-100-003

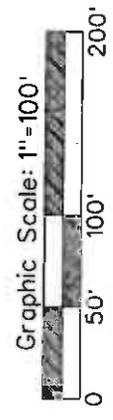
Lot 2
88-20-24-100-039
"Vacant"

Lot 3
88-20-24-101-003

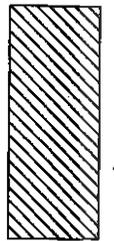
Lot 2
88-20-24-101-002

Lot 1
88-20-24-101-001

Lot 4
88-20-24-100-005



CITY OF TROY OAKLAND COUNTY, MICHIGAN	
Easement Sketch Proposed 27' Public Utility Easement	
FILE: 88-20-24-100-039.DGN	
SCALE	NAME CJBIII DATE 01-11-11
HOR. 1"=100'	CHECKED BY NAME GSF DATE 01-11-11
VER. 1"=X'	SHEET NO. JOB NO.
STEVEN J. VANDETTTE, P.E.	10F2 10.401.3
CITY ENGINEER	



Proposed Public
Utility Easement
Area=8,313 Sq.Ft.

DATE	REV.
CONTRACT NO.	
N/A	

Document Prepared By
George J. Ballard III, P.S.
Land Surveyor

"Supervisor's Pigt No. 19"

"Wattles Square Subdivision"
(L. 198, P. 19-21)



CITY COUNCIL AGENDA ITEM

Date: January 21, 2011

To: John Szerlag, City Manager

From: Mark F. Miller, Acting Assistant City Manager/Economic Development Services
 Steven J. Vandette, City Engineer
 Larysa Figol, Sr. Right-of-Way Representative

Subject: Request from Board of County Road Commissioners of Oakland County to Grant a Highway Easement on City Owned Property, Section 6 – Sidwell # 88-20-06-101-001

Background

The City of Troy Engineering Department has received a request from the Road Commission for Oakland County (RCOC) for a permanent highway easement on a City of Troy owned parcel located at the southeast corner of Adams Road and South Boulevard, site of the Old Stone School.

RCOC has plans to remove and replace curbs and gutters, install ADA compliant sidewalks, and traffic signal devices. Engineering staff have reviewed the RCOC construction plans and have no objection to the granting of a highway easement. The consideration amount is \$1.00.

The highway easement document is consistent with other easements granted for highway purposes.

Recommendation

City Management recommends that City Council approve the granting of the Highway Easement to the Board of County Road Commissioners of Oakland County.

Reviewed and approved as to legality: _____
 Lori Grigg Bluhm, City Attorney

HIGHWAY EASEMENT

KNOW ALL PERSONS that The City of Troy, a Michigan municipal corporation (“Grantor”), whose address is 500 West Big Beaver Road, Troy, Michigan 48084, hereby grants to the **BOARD OF COUNTY ROAD COMMISSIONERS OF THE COUNTY OF OAKLAND (“Board”)**, State of Michigan, a public body corporate, located at 31001 Lahser Road, Beverly Hills, Michigan 48025, an easement for all public highway purposes (“Highway Easement”) and to construct, operate, maintain, repair, and/or replace roadways, utilities, and other infrastructure improvements in, over, under, upon, and through the following described premises (“Property”) situated in the City of Troy, County of Oakland, State of Michigan.

Commonly known as: **3995 West South Boulevard**
(Part of) Tax Parcel No.: **20-06-101-001**

**SEE PARCEL DRAWING, ATTACHED AS EXHIBIT “A,” AND
LEGAL DESCRIPTION, ATTACHED AS EXHIBIT “B,”
BOTH OF WHICH ARE INCORPORATED BY REFERENCE HEREIN**

This Highway Easement includes, but is not limited to, the consent of the Grantor to the removal of any trees, shrubs, and/or vegetation, to grading, to the occupancy of the Property by public utilities, and to other matters which, in the sole discretion of the Board, may be necessary in connection with all public highway purposes and the construction, operation, maintenance, repair, and/or replacement of roadways, utilities, and other infrastructure improvements in, over, under, upon, and through the Property. Grantor waives further notice of such actions.

This Highway Easement runs with the land and shall bind the Grantor and the Grantor’s heirs, representatives, successors, and assigns. This Highway Easement contains the entire understanding of the Grantor and the Board, and there are no other verbal promises between the Grantor and the Board except as shown herein.

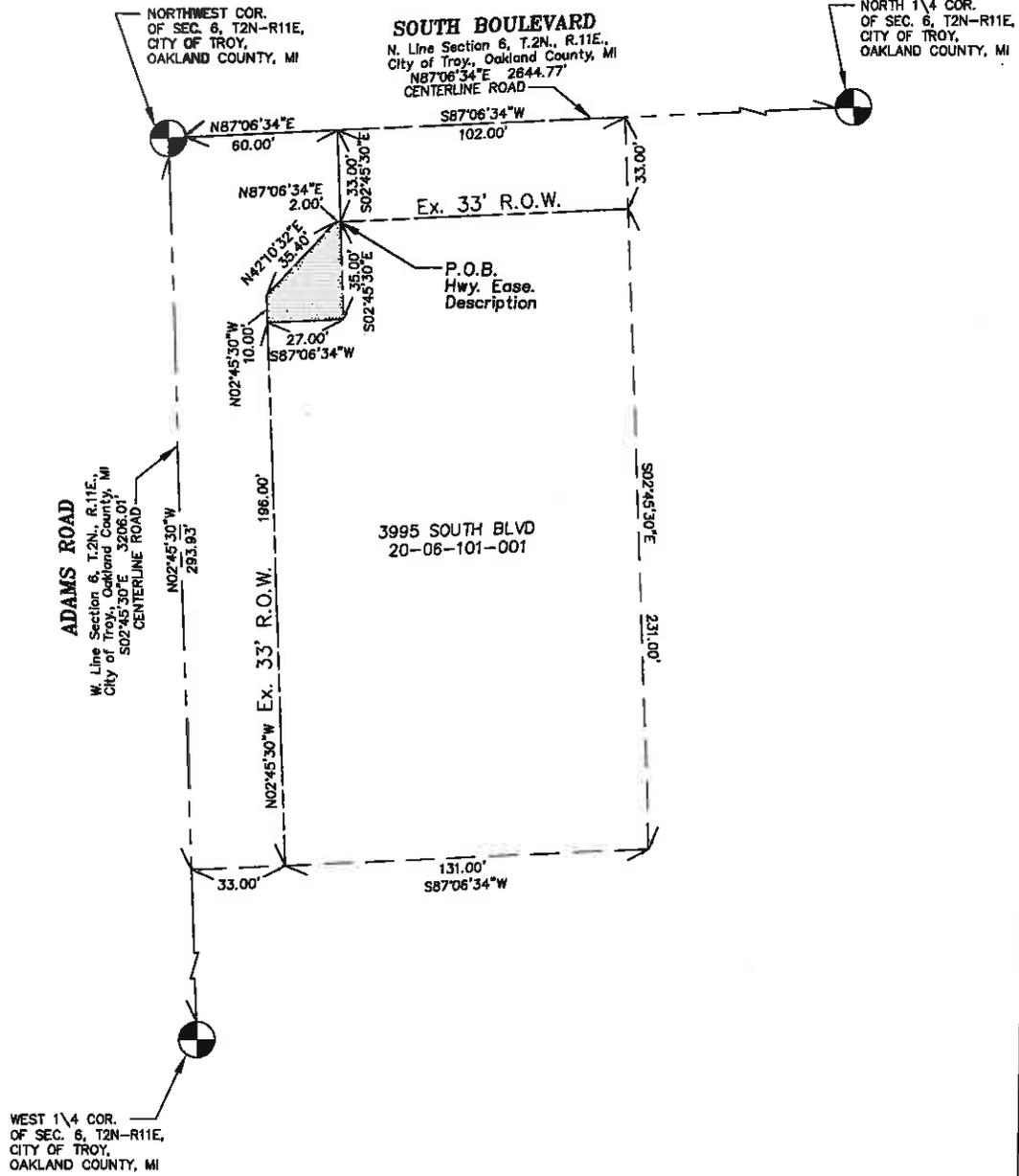
WHEREFORE, upon approval by the Board, the undersigned Grantor hereby creates, confirms, and conveys the Highway Easement described herein for the sum of **\$1.00**.

Exhibit "A"

20-06-101-001
3995 W. SOUTH BOULEVARD



SCALE: 1"=50'



Adams Road
Project No. 49641
Parcel 20-06-101-001

ROAD COMMISSION FOR OAKLAND COUNTY

RIGHT OF WAY DIVISION

DRAWN BY R.R.H

REV.
DATE 12/14/10

EXHIBIT "B"

Adams Road
Project No. 49641
Parcel 1

Highway Easement Description

Part of the Northwest Fractional $\frac{1}{4}$ Section 6, Town 2 North, Range 11 East, City of Troy, Oakland County, Michigan, more particularly described as **COMMENCING** at the Northwest corner of said Section 6; Thence N87°06'34"E, 60.00 feet along the North line of said Section and the centerline of South Boulevard and S02°45'30"W, 33.00 feet to the South 33.00 foot Right of Way line of said South Boulevard and **Point of Beginning** of Highway Easement description; Thence S02°45'30"E, 35.00 feet; Thence S87°06'34"W, 27.00 feet to a point on the East 33.00 foot Right of Way line of Adams Road; Thence N02°45'30"W, 10.00 feet along Said 33.00 Right of Way line of Adams Road; Thence continuing along said Right of Way N42°10'32"E, 35.40 feet to a point on the South 33.00 foot Right of Way line of South Boulevard; Thence N87°06'34"E, 2.00 feet along the South 33.00 foot Right of Way line of South Boulevard to the **POINT OF BEGINNING**.

Part of Tax Parcel No. 20-06-101-001
Commonly know as 3995 South Boulevard Road

Dated: December 18, 2010
RRH



CITY COUNCIL ACTION REPORT

January 19, 2011

TO: John Szerlag, City Manager

FROM: William Nelson, Fire Chief
David Roberts, Fire Marshal

SUBJECT: Mon Jin Lau Annual Fireworks Use Request

Background:

- Mon Jin Lau has requested permission to use firecrackers at its annual Lion Dance to celebrate Chinese New Year on February 8th, 2011.
- There appear to be no changes from last year's event.
- City Council has approved this request in the past.

Financial Considerations:

Mon Jin Lau has been instructed to submit a fireworks permit application to the fire department along with the \$125.00 fee as required by ordinance.

Legal Considerations:

- Troy City Code Chapter 93, Fire Prevention, Section 105.6.14.1, requires an operational permit for the public display of fireworks.
- Troy City Code Chapter 93, Fire Prevention, Section 3301.1.3, prohibits the use of fireworks unless in compliance with the Michigan Fireworks Law.
- Michigan's Fireworks Law requires that any person or group that would like to conduct a fireworks display must apply to the local unit of government for a permit. The law defines local unit of government as the council or commission of a city or village, or the township board of a township.
- The use of firecrackers at this public event is considered to be a public display.

Policy Considerations:

The permitting process is consistent with City Council's goal of enhancing the safety of the community.

Options:

Approve or deny the request.

From: [John Szerlag](mailto:John.Szerlag@umich.edu)
To: "mfhowryl@umich.edu"
Cc: [Lori G Bluhm](mailto:Lori.G.Bluhm@umich.edu); [Tonni L Bartholomew](mailto:Tonni.L.Bartholomew@umich.edu); [Barbara A Pallotta](mailto:Barbara.A.Pallotta@umich.edu)
Subject: RE: resolution for Monday's meeting
Date: Friday, February 04, 2011 1:28:51 PM

Martin:

Your email will appear under Council Referrals.

John

-----Original Message-----

From: mfhowryl@umich.edu [<mailto:mfhowryl@umich.edu>]
Sent: Friday, February 04, 2011 12:13 PM
To: John Szerlag
Subject: resolution for Monday's meeting

John,

Please put this resolution on the agenda for Monday's meeting, at least for discussion purposes. Thanks.

Martin

WHEREAS, the City of Troy has an additional \$1.7 million in unallocated fund reserves resulting from the 2009-2010 fiscal year's financial performance, AND

WHEREAS, the City of Troy's Employees Retirement System realized an investment gain of \$14.7 million for the year ending December 31, 2009 that is being amortized and will save the City of Troy significant contributions going forward, AND

WHEREAS, the City of Troy's Employees Retirement System realized significant investment gains for the year ending December 31, 2010 that will be amortized and will save the City of Troy significant contribution requirements going forward, AND

WHEREAS, the City of Troy is aiming for and achieving 10-15% labor and benefit cost savings across all employee groups, AND

WHEREAS, the City of Troy has operated a free public library for the benefit of all for over forty years and there is a great need in the community for continuation of these services.

THEREFORE, BE IT RESOLVED that the City Manager is hereby directed to draft an amended and revised multi-year budget that incorporates these cost savings and uses these funding sources to provide for and fund the Troy Public Library; and

BE IT FURTHER RESOLVED that this amended multi-year budget be brought back to the City Council no later than February 21, 2010.

ELECTION COMMISSION MINUTES – Draft**September 23, 2010**

A meeting of the Troy Election Commission was held September 23, 2010, at City Hall, 500 W. Big Beaver Road. City Clerk Bartholomew called the Meeting to order at 8:00 AM.

ROLL CALL:

PRESENT: Timothy Dewan, Tonni L. Bartholomew, City Clerk
ABSENT: David Anderson

Minutes: Regular Meeting of June 24, 2010

Resolution #EC-2010-09-010

Moved by Dewan

Seconded by Bartholomew

RESOLVED, That the Election Commission hereby **APPROVES** the minutes of June 24, 2010 as presented.

Yes: Bartholomew, Dewan

No: None

Absent: Anderson

MOTION CARRIED

**Approval of Election Inspector Assignments – Tuesday, November 2, 2010
General Election**

Resolution #EC-2010-09-011

Moved by Dewan

Seconded by Bartholomew

RESOLVED, That the Election Commission hereby **APPOINTS** Election Inspectors for the Tuesday, November 2, 2010 Primary Election as presented by the City Clerk.

Yes: Bartholomew, Dewan

No: None

Absent: Anderson

MOTION CARRIED

Adjournment:

The meeting was adjourned at 8:03 AM.

Tonni L. Bartholomew, MMC
City Clerk

A meeting of the Downtown Development Authority was held on Wednesday, December 15, 2010 in the Lower Level Conference room, City Hall, 500 W. Big Beaver, Troy, Michigan. Alan Kiriluk called the meeting to order at 7:30 AM.

Present: Stuart Frankel
 David Hay
 Michele Hodges (Arrived 7:35 AM)
 Larry Keisling
 William Kennis
 Alan Kiriluk
 P. Terry Knight (Arrived 7:35 AM)
 Dan MacLeish
 Ernest Reschke
 Douglas Schroeder (Arrived 7:35 AM)

Absent: Louise Schilling
 G. Thomas York
 Harvey Weiss

Also Present: John Szerlag
 John Lamerato
 Mark Miller
 Lori Bluhm
 Brent Savidant
 Zak Branigan, Carlisle, Wortmans Assoc.

Minutes

Resolution: DD-10-07

Moved by: Kennis
 Seconded by: Frankel

RESOLVED, That the Minutes of the September 15, 2010 regular meeting be approved.

Yeas: All - 7
 Absent: Hodges, Knight, Schilling, Schroeder, Weis, York

Old Business

Discussion of Public Infrastructure Funding (PIF) next meeting.

New Business

A. June 30, 2010 Annual Financial Report

Resolution: DD-10-08

Moved by: Kennis
Seconded by: Reschke

RESOLVED, That the June 30, 2010 annual financial report is **NOTED** and **FILED**.

Yeas: All - 10
Absent: Schilling, Weiss, York

B. November 30, 2010 Monthly Financial Report

The November 30, 2010 monthly financial report is **NOTED** and **FILED**.

C. 2011 Regular Meeting Schedule

Resolution: DD-10-09

Moved by: MacLeish
Seconded by: Kennis

RESOLVED, That the 2011 regular meeting schedule be **AMENDED** to state that the start time of the meetings is 7:30AM, and that the 2011 meeting schedule be approved.

Yeas: All - 10
Absent: Schilling, Weiss, York

D. Big Beaver Design Guidelines

Resolution: DD-10-10

Moved by: Frankel
Seconded by: MacLeish

RESOLVED, That the Troy Downtown Development Authority **TABLES** the *Big Beaver Design Guidelines* as presented until they can review the draft zoning ordinance to compare side by side.

Yeas: All – 9
Nays: Hay
Absent: Schilling, Weiss, York

E. Corridor Enhancements for Maple Road and Stephenson Highway

Mark Miller reviewed with the requirements of establishing a Corridor Improvement Authority.

F. Property Acquisition Policy

Further discussion at future meeting.

Public Comment

None.

Member Comment

Mark Miller gave an update on the Troy/Birmingham Transit Center.

This meeting was adjourned at 8:58 AM.

Next Meeting: January 19, 2011 at 7:30 AM in the Lower Level Conference Room, City Hall.



Alan Kiriluk, Chair



John M. Lamerato, Secretary

The Board of Zoning Appeals meeting was called to order by Chair Lambert at 7:30 p.m. on December 21, 2010, in the Council Chamber of the Troy City Hall.

1. ROLL CALL

Present:

Michael Bartnik
 Glenn Clark
 Kenneth Courtney
 Donald L. Edmunds
 William Fisher
 A. Allen Kneale
 David Lambert

Also Present:

Paul Evans, Zoning and Compliance Specialist
 Christopher Forsyth, Assistant City Attorney
 Kathy L. Czarnecki, Recording Secretary

2. APPROVAL OF MINUTES

Resolution # BZA 2010-12-056

Moved by Clark
 Seconded by Fisher

MOVED, To approve the November 16, 2010 Regular meeting minutes as printed.

Yes: All present (7)

MOTION CARRIED

3. HEARING OF CASES

A. **VARIANCE REQUEST, CAMELIA SANDULACHE, 405 E. MAPLE** – In order to enlarge the existing building proposed to be used as a dental office: 1) A 16 foot variance from the required 20 foot side yard (east yard) setback, 2) An 11 foot variance from the required 30 foot yard front yard (west yard) setback, and 3) A 10 foot variance from the requirement that the proposed handicapped ramp be set back 20 feet from the west property line.

ORDINANCE SECTIONS: 1) and 2) 30.20.01, 3) 41.45.00

Mr. Evans addressed the three setback variances individually with respect to location and zoning of adjacent properties. Mr. Evans said the item went before the Planning Commission at their November meeting, at which time no action was taken because the item required variances. Mr. Evans displayed the renderings provided by the applicant.

Arthur Kalajian, project architect, of 1871 Austin Drive, Troy, was present to represent the petitioner. Mr. Kalajian addressed the following:

- Nature, position and configuration of the site.
- Existing building square footage, grade level and dual frontage of corner lot.
- Building renovation and floor layout.
- ADA regulated ramp and access.
- Lighting.
- Zoning Ordinance requirements relating to parking, landscaping and stormwater.

Mr. Kalajian addressed concerns expressed by the neighboring property located at 415 E. Maple, relating to parking, traffic and trash removal. Mr. Kalajian said there would be minimal impact on the neighboring property with respect to parking. He said there is no shared parking agreement with the neighbor. Mr. Kalajian proposes to place a demountable precast curb in the parking area to impede cars from crossing onto the neighboring property. Mr. Kalajian said trash would be placed in a covered container behind a gate and removed on a weekly basis for curb pickup.

Petitioner Camelia Sandulache of 36669 Waltham Drive, Sterling Heights, was present. Dr. Sandulache said there would be four employees. She estimated the total number of people in the facility at any given time would be eight, four employees and four patients.

Mr. Bartnik complimented the architect on the aesthetics and location of the barrier free ramp.

Mr. Forsyth said the Board can consider the potential parking concern as far as practical difficulty is concerned and the impact it might have on the adjoining property.

PUBLIC HEARING OPENED

Richard Taubman of 32255 Northwestern Highway, Farmington Hills, was present to represent Dr. Sklar, the neighboring property located at 415 E. Maple. He addressed the size of the property in relation to its proposed use, the rectangular shape and non-uniqueness of the property, and the existing site and no variances sought at the time Dr. Sklar's facility was constructed. Mr. Taubman said the increase in traffic and overflow parking would impact his client. Mr. Taubman referred to Section 43.73.00 of the Zoning Ordinance that addresses expansion of nonconforming uses or structures. He asked that the Board deny the variance request, and to the extent that should a variance be granted, that the Board grant the minimum variance necessary to relieve the hardship, as stipulated in Section 43.73.00.

A short discussion followed on:

- Nonconforming structures.
- Rear property line in relation to 415 E. Maple.
- Lack of landscaping to screen parking lot view from 415 E. Maple.
- Parking lot design.

Mr. Forsyth stated the Board should make its decision based on the presentations provided tonight by both the petitioner and the adjacent neighbor at 415 E. Maple.

Alexandru Derecichei of Century 21 Realtors, 4820 Rochester Road, Troy, was present. Mr. Derecichei asked the Board to grant the request because the proposed use would positively impact the neighborhood and the City.

Chair Lambert noted there is no written correspondence on file.

PUBLIC HEARING CLOSED

Discussion followed on:

- Proposed parking; the proposal meets Zoning Ordinance requirements.
- Planning Consultant report; Site Access and Circulation – “The site will be accessed from two proposed entrances; one on Kirkton Avenue and a second, which will access the existing parking area for the adjacent office property to the east and north. This configuration is acceptable and provides adequate access to the small parking area in a challenging space.” The Board noted the current proposal would not provide for access to the adjacent office property without modifications to the adjacent office property’s sidewalk.

Resolution # BZA 2010-12-057

Moved by Bartnik

Seconded by Kneale

MOVED, To grant requested variances.

Preliminary Findings:

- The variances are not contrary to public interest.
- The variances do not permit the establishment of a prohibited use within a zoning district.
- The variances do not cause an adverse effect to properties in the immediate vicinity or zoning district.
- The variances relate only to property described in the application for variance.

Special Findings:

- Conforming is unnecessarily burdensome. Variances are not excessive.
- The practical difficulties result from the unusual characteristics of the property including (1) size; (2) location and (3) configuration. The 60’ x 122’ corner lot of a standard rectangular configuration is difficult or impossible for the petitioner to make any reasonable use of the premises.

Discussion on the motion on the floor.

Chair Lambert expressed concern to support the motion because the one variance relates to the potential impact on the neighboring property located at 415 E. Maple.

Mr. Courtney expressed concern with the proposed parking and the extension of a nonconforming building. He would prefer to table the item.

Mr. Clark expressed concern with the extension of a nonconforming building and the potential impacts on 415 E. Maple and residential characteristics of the neighborhood. He would prefer to table the item.

Mr. Bartnik expounded on the reasons to grant the variances. He addressed the surrounding zoning and uses and practical difficulties in relation to the configuration of the property. Mr. Bartnik stated the construction of any commercial building on this site would require approval of variances. He believes there would be minimal impact on the doctor’s property.

Discussion continued on:

- Site design.
- Floor design in relation to barrier free ramp.
- Landscaping.
- Parking layout/design.

Resolution # BZA 2010-12-058

Moved by Bartnik

Seconded by Clark

MOVED, To postpone the item to the January 18, 2011 Regular Meeting to provide the petitioner an opportunity to meet with the neighbor and come back to the Board with amenable revisions.

Yes: All present (7)

MOTION CARRIED

It was requested of the petitioner to address the proposed demountable precast curb in the parking lot area with the Planning Department and to research whether a cross access easement currently exists on the site.

5. COMMUNICATIONS

None.

6. PUBLIC COMMENT

There was no one present who wished to speak.

7. MISCELLANEOUS BUSINESS

A. APPROVAL OF PROPOSED 2011 BOARD OF ZONING APPEALS MEETING SCHEDULE

The 2011 Board of Zoning Appeals meeting schedule was reviewed and acknowledged by Board.

B. POLICY ON EXCUSING ABSENT MEMBERS

Mr. Evans introduced the item. He said there appears to be no legal requirement that absent members must be excused from attendance of a meeting, and asked the Board to consider removing that item from future agendas.

After a short discussion, it was the consensus of the Board to postpone this matter to the next meeting.

Chair Lambert asked that the item be placed on the January 18, 2011 agenda under Miscellaneous Business.

8. ADJOURNMENT

The Board of Zoning Appeals meeting adjourned at 8:56 p.m.

Respectfully submitted,



David Lambert, Chair



Kathy L. Czarniecki, Recording Secretary

The Regular Meeting of the Troy City Planning Commission was called to order by Chair Hutson at 7:30 p.m. on January 11, 2011, in the Council Chamber of the Troy City Hall.

1. ROLL CALL

Present:

Donald Edmunds
Michael W. Hutson
Philip Sanzica
Robert Schultz
Thomas Strat
John J. Tagle
Lon M. Ullmann

Absent:

Mark Maxwell
Mark J. Vleck

Also Present:

R. Brent Savidant, Acting Planning Director
Allan Motzny, Assistant City Attorney
Zachary Branigan, Carlisle/Wortman Associates, Inc.
Kathy L. Czarnecki, Recording Secretary

2. APPROVAL OF AGENDA

Resolution # PC-2011-01-001

Moved by: Schultz
Seconded by: Edmunds

RESOLVED, To approve the Agenda as prepared.

Yes: All present (7)
Absent: Maxwell, Vleck

MOTION CARRIED

3. APPROVAL OF MINUTES

Resolution # PC-2011-01-002

Moved by: Tagle
Seconded by: Sanzica

RESOLVED, To approve the minutes of the December 14, 2010 Regular meeting as submitted.

Yes: All present (7)
Absent: Maxwell, Vleck

MOTION CARRIED

4. PUBLIC COMMENTS – Items not on the Agenda

There was no one present who wished to speak.

SPECIAL USE REQUEST

5. PUBLIC HEARING – SPECIAL USE APPROVAL AND PRELIMINARY SITE PLAN REVIEW (File Number SU 385) – Proposed Additions to St. Joseph Chaldean Catholic Church, 2442 E. Big Beaver, South side of Big Beaver, East of John R, Section 25, Currently Zoned R-1E (One Family Residential) and RM-1 (Multiple Family Residential) Districts

Mr. Branigan presented a summary of the proposed Special Use and Preliminary Site Plan application for St. Joseph Chaldean Catholic Church. He specifically addressed the additional access drive on Big Beaver, the drive along the western portion of the property and the building improvements.

Mr. Branigan reported the proposed project could not move forward without relief from the Zoning Ordinance. Therefore, he recommended taking no action on the request to allow the petitioner to seek the appropriate variances from the Board of Zoning Appeals (BZA). Mr. Branigan further indicated a revised application addressing items noted in the review and a new application for Special Use Approval would be required should the BZA grant the variances.

Ghassan Abdelnour, project architect, of G.A.V & Associates, Inc., 31471 Northwestern Highway, Farmington Hills, and Dawad A. Defouni, project engineer, of J.A.D. Engineering Services, 4197 Court Anthony, Waterford, were present to represent the petitioner.

Mr. Abdelnour addressed the intent of the proposed plan to alleviate traffic congestion by providing better circulation and traffic flow. He also addressed the proposed building improvements.

The petitioner, Monsignor Zouhair Toma Kajbou, addressed the traffic congestion that results with church traffic, especially during holidays and special celebrations. He stated the church often uses the Troy Police Department services to assist in directing the traffic. Fr. Kajbou addressed the size and makeup of the congregation and the service schedule.

Discussion followed on:

- Traffic circulation and flow.
- Parking.
- Existing and proposed drop off areas.
- Traffic Engineer review.
- Proof of difficulty of land / hardship required for granting variances.

- Potential for deceleration lane on Big Beaver.
- Services schedule.
- Notification to public of Public Hearing.

PUBLIC HEARING OPENED

Stanley Pilchowski of 2993 Roundtree, Troy, was present. Mr. Pilchowski spoke in opposition of the proposed project. He voiced concerns relating to the traffic, the proposed driveway and drop off area on the western portion of the property, lighting, noise and the public hearing notification process.

Samuel Mitchell of 2914 Roundtree, Troy, was present. Mr. Mitchell spoke in opposition of the proposed project. He voiced concerns relating to the traffic, property values, lighting and noise.

Charles Pelzer of 2878 Roundtree, Troy, was present. Mr. Pelzer spoke in opposition of the proposed project. He voiced concerns relating to the traffic, noise and lighting. Mr. Pelzer indicated his bedroom window would face the proposed driveway on the western portion of the property and shared a photograph showing the view from his bedroom window.

Sam Daya of 2541 Marcus, Troy, was present. Mr. Daya spoke in opposition of the proposed project. He voiced concerns with traffic and the public hearing notification process.

David Livingston, City of Troy Police Lieutenant/Special Operations section, was present. Lt. Livingston addressed the traffic congestion on Big Beaver Road with respect to the church services, daily activity, holidays and special celebrations. He expressed appreciation for the efforts taken by the church to improve the flow and circulation of traffic. Lt. Livingston said the Police Department would welcome any circulation design that alleviates the congestion. Lt. Livingston briefly addressed the process to erect a traffic light.

Fr. Kajbou addressed the schedule of weekday church activities and Sunday and holiday services. He indicated the church's willingness to go to the expense necessary to alleviate existing traffic problems.

Brian King of 2884 Roundtree, Troy, was present. Mr. King spoke in opposition of the proposed project. He voiced concerns relating to the close proximity of the proposed driveway to the residential homes, lighting and property values.

PUBLIC HEARING CLOSED

Discussion continued on:

- Potential for deceleration lane.
- Special Use standards applicable to site plan.
- Photometrics plan; impact of vehicular and building lights to adjacent residential.
- Landscaping.
- City owned property to the south.

OTHER BUSINESS

6. **DISTRIBUTION OF DRAFT CITY OF TROY ZONING ORDINANCE**

A hard copy of the Draft Zoning Ordinance was distributed to each Board member.

Mr. Savidant briefly outlined the schedule to introduce the Draft Zoning Ordinance to other Boards and Commissions and the adoption process by the Planning Commission and the City Council.

It was the consensus of the Board to place the Draft Zoning Ordinance as an agenda item for discussion on the January 25, 2011 Special/Study meeting. Mr. Savidant asked members to submit in writing any suggestions or revisions for discussion at the meeting.

7. **ELECTION OF OFFICERS FOR THE YEAR 2011**

Chair Hutson asked for nominations from the floor for Chair.

Mr. Schultz nominated Michael Hutson.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Chair closed.

A voice vote was taken; all ayes, no nays.

Mr. Hutson was announced as Chair.

Chair Hutson asked for nominations from the floor for Vice Chair.

Mr. Schultz nominated Mark Maxwell.

Mr. Strat nominated Donald Edmunds.

Mr. Edmunds nominated John Tagle.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Vice Chair closed.

A hand vote was taken; Mr. Maxwell received five (5) hand votes.

Mr. Maxwell was announced as Vice Chair.

Messrs. Savidant and Branigan discussed the representation of a Planning Commission member on the Board of Zoning Appeals (BZA) with respect to the new Draft Zoning Ordinance.

Chair Hutson asked for nominations from the floor for a Board of Zoning Appeals (BZA) Representative.

Mr. Sanzica nominated Thomas Strat.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Board of Zoning Appeals Representative closed.

A voice vote was taken; all ayes, no nays.

Mr. Strat was announced as BZA Representative.

Chair Hutson asked for nominations from the floor for a Board of Zoning Appeals (BZA) Alternate.

Mr. Ullmann nominated Donald Edmunds.

Mr. Edmunds nominated Philip Sanzica.

At the request of Mr. Edmunds, Mr. Ullmann withdrew Mr. Edmunds' name from the table.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Board of Zoning Appeals Alternate closed.

A voice vote was taken; all ayes, no nays.

Mr. Sanzica was announced as Alternate BZA Representative.

8. PUBLIC COMMENTS – Items on Current Agenda

Greg Geisler of 50 Aspinwall, Troy, was present to address the Draft Zoning Ordinance.

Chair Hutson briefly reviewed the adoption process.

Mr. Savidant announced a hard copy of the Draft Zoning Ordinance would be available at the Planning Department counter as well as posted on the City's website. He encouraged the public to forward any suggestions or concerns to the Planning Department in writing.

9. PLANNING COMMISSION COMMENTS

A Happy New Year was wished around the table.

Agenda item 5, Special Use Approval and Preliminary Site Plan Review for St. Joseph Chaldean Catholic Church, was discussed briefly:

- Staff to meet with petitioner to work on design that might alleviate traffic congestion.
- Public Hearing notification.

The Regular Meeting of the Planning Commission adjourned at 9:14 p.m.

Respectfully submitted,

Michael W. Hutson, Chair

Kathy L. Czarnecki, Recording Secretary

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The Regular Meeting of the Troy City Planning Commission was called to order by Chair Hutson at 7:30 p.m. on January 11, 2011, in the Council Chamber of the Troy City Hall.

1. ROLL CALL

Present:

Donald Edmunds
Michael W. Hutson
Philip Sanzica
Robert Schultz
Thomas Strat
John J. Tagle
Lon M. Ullmann

Absent:

Mark Maxwell
Mark J. Vleck

Also Present:

R. Brent Savidant, Acting Planning Director
Allan Motzny, Assistant City Attorney
Zachary Branigan, Carlisle/Wortman Associates, Inc.
Kathy L. Czarnecki, Recording Secretary

2. APPROVAL OF AGENDA

Resolution # PC-2011-01-001

Moved by: Schultz
Seconded by: Edmunds

RESOLVED, To approve the Agenda as prepared.

Yes: All present (7)
Absent: Maxwell, Vleck

MOTION CARRIED

3. APPROVAL OF MINUTES

Resolution # PC-2011-01-002

Moved by: Tagle
Seconded by: Sanzica

RESOLVED, To approve the minutes of the December 14, 2010 Regular meeting as submitted.

Yes: All present (7)
Absent: Maxwell, Vleck

MOTION CARRIED

4. PUBLIC COMMENTS – Items not on the Agenda

There was no one present who wished to speak.

SPECIAL USE REQUEST

5. PUBLIC HEARING – SPECIAL USE APPROVAL AND PRELIMINARY SITE PLAN REVIEW (File Number SU 385) – Proposed Additions to St. Joseph Chaldean Catholic Church, 2442 E. Big Beaver, South side of Big Beaver, East of John R, Section 25, Currently Zoned R-1E (One Family Residential) and RM-1 (Multiple Family Residential) Districts

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- Traffic circulation and flow.
- Parking.
- Existing and proposed drop off areas.
- Traffic Engineer review.
- Proof of difficulty of land / hardship required for granting variances.

- Potential for deceleration lane on Big Beaver.
- Services schedule.
- Notification to public of Public Hearing.

PUBLIC HEARING OPENED

Stanley Pilchowski of 2993 Roundtree, Troy, was present. Mr. Pilchowski spoke in opposition of the proposed project. He voiced concerns relating to the traffic, the proposed driveway and drop off area on the western portion of the property, lighting, noise and the public hearing notification process.

Samuel Mitchell of 2914 Roundtree, Troy, was present. Mr. Mitchell spoke in opposition of the proposed project. He voiced concerns relating to the traffic, property values, lighting and noise.

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Fr. Kajbou addressed the schedule of weekday church activities and Sunday and holiday services. He indicated the church's willingness to go to the expense necessary to alleviate existing traffic problems.

Brian King of 2884 Roundtree, Troy, was present. Mr. King spoke in opposition of the proposed project. He voiced concerns relating to the close proximity of the proposed driveway to the residential homes, lighting and property values.

PUBLIC HEARING CLOSED

Discussion continued on:

- Potential for deceleration lane.
- Special Use standards applicable to site plan.
- Photometrics plan; impact of vehicular and building lights to adjacent residential.
- Landscaping.
- City owned property to the south.

OTHER BUSINESS

6. DISTRIBUTION OF DRAFT CITY OF TROY ZONING ORDINANCE

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Mr. Savidant briefly outlined the schedule to introduce the Draft Zoning Ordinance to other Boards and Commissions and the adoption process by the Planning Commission and the City Council.

It was the consensus of the Board to place the Draft Zoning Ordinance as an agenda item for discussion on the January 25, 2011 Special/Study meeting. Mr. Savidant asked members to submit in writing any suggestions or revisions for discussion at the meeting.

7. ELECTION OF OFFICERS FOR THE YEAR 2011

Chair Hutson asked for nominations from the floor for Chair.

Mr. Schultz nominated Michael Hutson.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Chair closed.

A voice vote was taken; all ayes, no nays.

Mr. Hutson was announced as Chair.

Chair Hutson asked for nominations from the floor for Vice Chair.

Mr. Schultz nominated Mark Maxwell.

Mr. Strat nominated Donald Edmunds.

Mr. Edmunds nominated John Tagle.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Vice Chair closed.

A hand vote was taken; Mr. Maxwell received five (5) hand votes.

Mr. Maxwell was announced as Vice Chair.

Messrs. Savidant and Branigan discussed the representation of a Planning Commission member on the Board of Zoning Appeals (BZA) with respect to the new Draft Zoning Ordinance.

Chair Hutson asked for nominations from the floor for a Board of Zoning Appeals (BZA) Representative.

Mr. Sanzica nominated Thomas Strat.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Board of Zoning Appeals Representative closed.

A voice vote was taken; all ayes, no nays.

Mr. Strat was announced as BZA Representative.

Chair Hutson asked for nominations from the floor for a Board of Zoning Appeals (BZA) Alternate.

Mr. Ullmann nominated Donald Edmunds.

Mr. Edmunds nominated Philip Sanzica.

At the request of Mr. Edmunds, Mr. Ullmann withdrew Mr. Edmunds' name from the table.

Hearing no further nominations, Chair Hutson declared the nominations for the position of Board of Zoning Appeals Alternate closed.

A voice vote was taken; all ayes, no nays.

Mr. Sanzica was announced as Alternate BZA Representative.

8. PUBLIC COMMENTS – Items on Current Agenda

Greg Geisler of 50 Aspinwall, Troy, was present to address the Draft Zoning Ordinance.

Chair Hutson briefly reviewed the adoption process.

Mr. Savidant announced a hard copy of the Draft Zoning Ordinance would be available at the Planning Department counter as well as posted on the City's website. He encouraged the public to forward any suggestions or concerns to the Planning Department in writing.

9. PLANNING COMMISSION COMMENTS

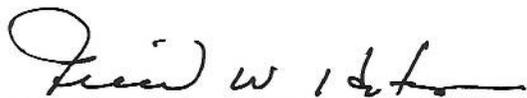
A Happy New Year was wished around the table.

Agenda item 5, Special Use Approval and Preliminary Site Plan Review for St. Joseph Chaldean Catholic Church, was discussed briefly:

- Staff to meet with petitioner to work on design that might alleviate traffic congestion.
- Public Hearing notification.

The Regular Meeting of the Planning Commission adjourned at 9:14 p.m.

Respectfully submitted,



Michael W. Hutson, Chair



Kathy L. Czarnecki, Recording Secretary

A meeting of the Retiree Health Care Benefits Plan & Trust Board of Trustees was held on Wednesday, January 12, 2011, at Troy City Hall, 500 W. Big Beaver Road, Troy, MI 48084.

The meeting was called to order at 12:49 p.m.

Trustees Present: Mark Calice
Thomas J. Gordon, II
Mary Kerwin
John M. Lamerato
William R. Need (Ex-Officio)
John Szerlag

Trustees Absent: Steven Pallotta
Thomas Rosewarne

Also Present: Tim McLean

Minutes

Resolution # RH – 2011 – 1- 1

Moved by Kerwin
Seconded by Gordon

RESOLVED, That the Minutes of the October 13, 2010 meeting be approved.

Yeas: All – 5
Absent: Pallotta, Rosewarne

Other Business- December 31, 2010 Investment Performance

The board reviewed the December 31, 2010 Investment Performance.

Other Business – 2011 Meeting Dates

Resolution # RH – 2011 – 1- 2

Moved by Kerwin
Seconded by Szerlag

RESOLVED, That the board approve the **2011** calendar as follows:

January 12, April 13, July 13 and October 12, meetings will be at 1:00pm or immediately following the Employees' Retirement System board meeting in conference room C of City Hall.

Yeas: All – 5
Absent: Pallotta, Rosewarne

Investments

Resolution # RH – 2011 – 1- 3

Moved by Lamerato
Seconded by Szerlag

RESOLVED, That the board purchase the following investments:

- \$500,000 Small Cap Equity Fund
- \$500,000 New Concepts Fund
- \$500,000 Dividends Opportunity Fund
- \$500,000 Accumulative Fund

Yeas: All – 5
Absent: Pallotta, Rosewarne

Other Business – Election of Chair and Vice Chair

Resolution # RH – 2011 – 1- 4

Moved by Szerlag
Seconded by Kerwin

RESOLVED, That the Mark Calice be appointed Chair and Tom Gordon Vice Chair.

Yeas: All – 5
Absent: Pallotta, Rosewarne

Public Comment

Martin Howrylak was in attendance.

The next meeting is April 13, 2011 at 1:00 p.m. at Troy City Hall, Conference Room C, 500 W. Big Beaver Road, Troy, MI 48084.

The meeting adjourned at 12:57 p.m.

A meeting of the Downtown Development Authority was held on Wednesday, January 19, 2011 in the Lower Level Conference room, City Hall, 500 W. Big Beaver, Troy, Michigan. Alan Kiriluk called the meeting to order at 7:30 AM.

Present: Stuart Frankel
David Hay
Michele Hodges
Larry Keisling
William Kennis
Alan Kiriluk
Ernest Reschke
G. Thomas York

Absent: Louise Schilling
P. Terry Knight
Dan MacLeish
Douglas Schroeder
Harvey Weiss

Also Present: John Szerlag
John Lamerato
Mark Miller
Lori Bluhm
Brent Savidant
Tim McLean
Zak Branigan, Carlisle/Wortman Assoc.

Minutes

Resolution: DD-11- 01

Moved by: Kennis
Seconded by: Keisling

RESOLVED, That the Minutes of the December 15, 2010 regular meeting be approved as amended.

Yeas: All 8
Absent: Knight, MacLeish, Schilling, Schroeder, Weiss

Old Business

New Business

A. December 31, 2010 Monthly Financial Report

The December 31, 2010 monthly financial report is **NOTED** and **FILED**.

B. Big Beaver Design Guidelines

Resolution: DD-11- 02

Moved by: Keisling
Seconded by: Reschke

RESOLVED, That the board approve the Big Beaver Design Guidelines as presented by Carlisle/Wortman Associates.

Yeas: All 8
Absent: Knight, MacLeish, Schilling, Schroeder, Weiss

Public Comment

None.

Member Comment

Kennis, Keisling, Frankel and other interested board members will form a sub-committee to review the new zoning ordinance.

This meeting was adjourned at 8:35 AM.

Next Meeting: February 16, 2011 at 7:30 AM in the Lower Level Conference Room, City Hall.

A meeting of the Troy Election Commission was held January 31, 2011, at City Hall, 500 W. Big Beaver Road. City Clerk Bartholomew called the Meeting to order at 8:15 AM.

ROLL CALL:

PRESENT: Timothy Dewan, Tonni L. Bartholomew, City Clerk
ABSENT: David Anderson

Minutes: Regular Meeting of September 23, 2010

Resolution #EC-2011-01-011
Moved by Dewan
Seconded by Bartholomew

RESOLVED, That the Election Commission hereby **APPROVES** the Minutes of September 23, 2010 as presented.

Yes: Bartholomew, Dewan
No: None
Absent: Anderson

MOTION CARRIED

Approval of Consolidation of Precincts

Resolution #EC-2011-01-002
Moved by Dewan
Seconded by Bartholomew

RESOLVED, That the Election Commission of the City of Troy hereby **AUTHORIZES** that applicable precincts servicing qualified electors in the City of Troy be **CONSOLIDATED** for the May 3, 2011 Election in accordance with MCL 168.659.

Yes: Bartholomew, Dewan
No: None
Absent: Anderson

MOTION CARRIED

Adjournment:

The meeting was adjourned at 8:17 AM.

Tonni L. Bartholomew, MMC
City Clerk

ELECTION COORDINATING COMMITTEE MINUTES – Draft**January 31, 2011**

A meeting of the Election Coordinating Committee of the Troy School District was held January 31, 2011, at City Hall, 500 W. Big Beaver Road. City Clerk Bartholomew called the Meeting to order at 8:00 AM.

ROLL CALL:

PRESENT: Assistant Superintendent Business Services Mark Rajter, Timothy Dewan, City Clerk Tonni L. Bartholomew
ABSENT: David Anderson

Approval of Election Coordinating of the Troy School District Agreement

Resolution #2011-01-001
Moved by Dewan
Seconded by Rajter

RESOLVED, That the Election Coordinating Committee of the Troy School District hereby **APPROVES** the Troy School District Election Coordinating Agreement, as submitted.

Yes: Bartholomew, Dewan, Rajter
No: None
Absent: Anderson

MOTION CARRIED

Adjournment:

The meeting was adjourned at 8:15 AM.

Tonni L. Bartholomew, MMC
City Clerk



CITY COUNCIL AGENDA ITEM

January 27, 2011

TO: John Szerlag, City Manager 

FROM: John M. Lamerato, Assistant City Manager-Finance and Administration 

SUBJECT: December 31, 2010 - Quarterly Financial Report

Background:

Section 8.6 of the City Charter requires a quarterly financial report be provided to City council.

Financial Considerations:

The quarterly report provides City Council with an update on the financial condition of the City.

CITY OF TROY

QUARTERLY FINANCIAL REPORT

FOR THE SIX MONTHS ENDED DECEMBER 31, 2010

- **QUARTER END HIGHLIGHTS**
- **STATEMENT OF REVENUES AND EXPENDITURES - BUDGET AND ACTUAL**
- **INVESTMENT LISTING (TYPE, LOCATION, RATE, MATURITY DATE)**
- **BANK BALANCES (LOCATION, FUND, BALANCE)**

QUARTER END HIGHLIGHTS (DECEMBER 31, 2010)

GENERAL FUND

- REVENUE THRU THE 2nd QTR. SHOWS A SLIGHT INCREASE AS A PERCENTAGE OF BUDGET RECOGNIZED WHEN COMPARED TO LAST YEAR.
- INVESTMENT INCOME IS DOWN IN EXCESS OF \$30,000 COMPARED TO THE SAME PERIOD LAST YEAR.
- YEAR TO DATE EXPENDITURES AS A PERCENTAGE OF BUDGET (44.22%) COMPARES TO (45.82%) LAST YEAR.
- LICENSE AND PERMIT REVENUE IS UP \$55,200 COMPARED TO THE SAME PERIOD LAST YEAR.
- STATE SHARED REVENUE IS PROJECTED AT \$5.6 MILLION VS OUR ORIGINAL BUDGET ESTIMATE OF \$5.1 MILLION. TO DATE WE HAVE RECEIVED \$25,000 MORE THAN THE STATE ESTIMATES FOR THIS PERIOD OF TIME.

DEPARTMENT HIGHLIGHTS

- PASSPORT ACTIVITY (JULY THRU DEC.) – 610 TRANSACTIONS; 206 PHOTOS GENERATING \$17,310 IN REVENUE.
- BULIDING OPERATIONS – NATURAL GAS SAVINGS (ST. OF MICH. MIDEAL PROGRAM) \$17,575 JULY THRU DEC. 2010.
- WINTER MAINTENANCE – SALT USEAGE OCT-DEC

	2008	2009	2010
TONS	5,712	1,866	1,795
COST PER TON	\$31.32	\$53.24	\$54.74

- OFFICE SUPPLY USEAGE FOR THE CALENDAR YEAR 2010 WAS \$89,000 LESS THAN 2004.
- W-2'S ISSUED 2009 - 1,140 2010 – 982
- EARLY RETIREEE REINSURANCE PROGRAM – THE CITY HAS RECOUPED \$129,364 TO DATE.

CAPITAL PROJECTS

- THROUGH DECEMBER 31, 2010 WE HAVE EXPENDED \$ 5.7 MILLION ON CAPITAL PROJECTS.



**Monthly Financial Report
General Fund
For the Period Ending December 31, 2010**

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
General Fund Revenues					
TAXES	36,362,515	32,622,500	-985	32,255,078	98.87
LICENSES AND PERMITS - BUSINESS	43,255	21,500	8,338	17,668	82.18
LICENSES AND PERMITS - NON-BUSINESS	1,070,552	1,058,500	84,542	591,711	55.90
FEDERAL GRANTS	81,829	17,600	0	0	0.00
STATE GRANTS	5,755,414	5,242,500	9,151	1,113,577	21.24
CONTRIBUTIONS FROM LOCAL UNITS	139,679	115,000	0	14,005	12.18
CHARGES FOR SERVICES - FEES	1,587,801	1,505,500	24,456	426,316	28.32
CHARGES FOR SERVICES - RENDERED	2,232,501	1,843,950	123,196	356,431	19.33
CHARGES FOR SERVICES - SALES	156,167	146,800	3,936	77,505	52.80
CHARGES FOR SERVICES - REC	3,557,092	3,662,000	225,754	1,546,240	42.22
FINES AND FORFEITURES	1,226,728	1,241,270	200,659	581,870	46.88
INTEREST & RENT	1,136,194	1,174,340	80,042	437,710	37.27
OTHER REVENUE	644,103	754,720	174,355	408,099	54.07
OTHER FINANCING SOURCES	6,870,319	8,432,810	1,501,953	3,003,905	35.62
	60,864,151	57,838,990	2,435,396	40,830,116	70.59
General Fund Expenditures					
FINANCE	3,124,498	2,825,836	365,154	1,541,591	54.55
POLICE	24,756,766	27,049,630	3,243,526	11,884,968	43.94
FIRE	4,263,606	4,238,338	458,551	2,287,265	53.97
BUILDING INSPECTION	1,882,269	962,513	107,364	457,976	47.58
ENGINEERING	2,043,465	1,951,997	214,196	877,474	44.95
STREETS AND DRAINS	4,844,705	5,376,569	488,521	1,836,894	34.16
OTHER GENERAL GOVERNMENT	2,068,823	1,882,141	164,682	890,793	47.33
COUNCIL/EXEC ADMINISTRATION	3,369,616	3,548,977	349,986	1,481,141	41.73
PARKS AND RECREATION	8,197,638	7,524,747	579,266	3,331,998	44.28
LIBRARY/MUSEUM	3,905,930	2,478,241	190,850	988,412	39.88
	58,457,315	57,838,990	6,162,097	25,578,512	44.22



**Monthly Financial Report
Refuse Fund
For the Period Ending December 31, 2010**

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Refuse Fund Revenues					
TAXES	3,900,932	4,092,000	0	4,083,756	99.80
CHARGES FOR SERVICES - SALES	4,796	4,500	246	2,360	52.44
INTEREST & RENT	21,114	24,450	0	4,189	17.13
OTHER FINANCING SOURCES	0	0	0	0	0.00
	3,926,841	4,120,950	246	4,090,305	99.26
Refuse Fund Expenditures					
CONTRACTORS SERVICE	3,796,942	3,921,000	330,026	1,777,972	45.34
OTHER REFUSE EXPENDITURE	74,551	73,540	15,615	36,390	49.48
RECYCLING	124,571	126,410	12,754	61,593	48.72
	3,996,064	4,120,950	358,395	1,875,955	45.52



Monthly Financial Report
Downtown Dev Authority Fund
For the Period Ending December 31, 2010

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Downtown Dev Authority Fund Revenues					
TAXES	3,204,718	2,202,500	0	2,202,581	100.00
INTEREST & RENT	101,212	110,000	0	22,722	20.66
OTHER FINANCING SOURCES	0	1,532,160	0	0	0.00
	3,305,931	3,844,660		2,225,302	57.88
Downtown Dev Authority Fund Expenditures					
OTHER GENERAL GOVERNMENT	1,943,427	100,000	12,858	16,741	16.74
TRANSFERS OUT	3,761,053	3,744,660	94,140	2,838,479	75.80
	5,704,480	3,844,660	106,998	2,855,219	74.26



**Monthly Financial Report
Capital Fund
For the Period Ending December 31, 2010**

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Capital Fund Revenues					
TAXES	7,957,902	7,190,000	0	7,181,778	99.89
FEDERAL GRANTS	0	921,100	0	0	0.00
STATE GRANTS	3,055,711	9,787,500	0	400	0.00
CONTRIBUTIONS FROM LOCAL UNITS	0	200,000	0	244,567	122.28
CHARGES FOR SERVICES - FEES	125,175	120,000	0	34,126	28.44
CHARGES FOR SERVICES - RENDERED	446,215	152,000	267	199,241	131.08
FINES AND FORFEITURES	0	209,000	0	20,000	9.57
INTEREST & RENT	231,531	207,200	600	52,989	25.57
OTHER REVENUE	399,148	0	400	55,297	0.00
OTHER FINANCING SOURCES	2,061,816	12,594,190	0	0	0.00
	14,277,498	31,380,990	1,267	7,788,398	24.82
Capital Fund Expenditures					
TRANSFERS OUT	120,211	70,910	0	0	0.00
OTHER GENERAL GOVERNMENT	500,841	10,874,300	0	96,292	0.89
POLICE	137,696	602,500	0	9,896	1.64
FIRE	1,082,790	691,500	1,333	11,819	1.71
ENGINEERING	17,453	0	0	0	0.00
CAPITAL	0	1,350,000	152	935,129	69.27
STREETS AND DRAINS	14,563,397	13,178,140	328,475	4,378,415	33.22
COUNCIL/EXEC ADMINISTRATION	0	100,000	0	34,500	34.50
PARKS AND RECREATION	148,857	4,013,640	42,211	77,795	1.94
LIBRARY/MUSEUM	870,512	500,000	22,330	136,573	27.31
	17,441,756	31,380,990	394,501	5,680,418	18.10



Monthly Financial Report
Aquatic Center Fund
For the Period Ending December 31, 2010

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Aquatic Center Fund Revenues					
CHARGES FOR SERVICES - REC	425,155	457,000	1,808	232,233	50.82
INTEREST & RENT	26,515	29,900	0	24,180	80.87
OTHER REVENUE	0	0	0	0	0.00
	451,670	486,900	1,808	256,413	52.66
Aquatic Center Fund Expenditures					
AQUATIC CENTER	567,845	599,996	8,390	281,504	46.92
CAPITAL	0	61,000	0	18,175	29.80
	567,845	660,996	8,390	299,679	45.34



**Monthly Financial Report
Sewer Fund
For the Period Ending December 31, 2010**

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Sewer Fund Revenues					
CHARGES FOR SERVICES - FEES	128,845	100,000	852	36,047	36.05
CHARGES FOR SERVICES - RENDERED	10,243,795	12,583,000	1,366,814	4,776,258	37.96
INTEREST & RENT	277,778	250,000	3,516	78,044	31.22
OTHER REVENUE	1,946,409	0	0	0	0.00
	12,596,827	12,933,000	1,371,182	4,890,350	37.81
Sewer Fund Expenditures					
ADMINISTRATION	8,490,556	9,291,402	480,541	4,244,978	45.69
CAPITAL	0	2,910,000	45,121	245,015	8.42
MAINTENANCE	657,323	1,115,496	65,544	322,247	28.89
TRANSFERS OUT	627,160	666,350	166,588	333,175	50.00
	9,775,039	13,983,248	757,793	5,145,415	36.80



**Monthly Financial Report
Water Fund
For the Period Ending December 31, 2010**

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Water Fund Revenues					
CHARGES FOR SERVICES - FEES	639,711	580,000	65,554	290,485	50.08
CHARGES FOR SERVICES - RENDERED	59,643	47,600	3,018	20,318	42.68
CHARGES FOR SERVICES - SALES	13,124,012	14,364,000	1,605,745	5,448,459	37.93
INTEREST & RENT	337,985	160,000	1,551	53,376	33.36
OTHER REVENUE	156,179	0	0	0	0.00
	14,317,530	15,151,600	1,675,867	5,812,638	38.36
Water Fund Expenditures					
TRANS AND DISTRIBUTION	204,557	317,634	14,155	70,244	22.11
CUSTOMER INSTALLATION	103,610	104,180	12,173	46,999	45.11
CONTRACTORS SERVICE	141,396	213,007	20,075	77,772	36.51
MAIN TESTING	23,324	50,797	3,083	12,624	24.85
MAINTENANCE OF MAINS	417,939	501,031	64,680	174,519	34.83
MAINTENANCE OF SERVICES	276,177	279,442	24,502	90,164	32.27
MAINTENANCE OF METERS	505,485	657,290	47,972	307,055	46.72
MAINTENANCE OF HYDRANTS	268,716	369,343	41,767	140,005	37.91
WATER METERS & TAP-INS	325,338	343,638	11,005	123,274	35.87
ADMINISTRATION	10,092,473	10,997,288	652,584	4,247,745	38.63
CAPITAL	0	6,430,000	376,971	1,463,853	22.77
WATER METER READING	55,872	85,007	11,179	46,969	55.25
ACCOUNTING & COLLECTING	76,754	130,903	16,549	65,771	50.24
	12,491,642	20,479,560	1,296,696	6,866,995	33.53



**Monthly Financial Report
Motor Pool
For the Period Ending December 31, 2010**

Description	Last Year Actual	Current Year Budget	Current Month	Year to Date	%
Motor Pool Revenues					
CHARGES FOR SERVICES - RENDERED	145,429	153,600	16,640	47,611	31.00
INTEREST & RENT	3,527,642	3,552,440	242,155	1,308,395	36.83
OTHER REVENUE	443,257	580,500	58,598	240,621	41.45
OTHER FINANCING SOURCES	0	2,082,319	0	0	0.00
	4,116,328	6,368,859	317,394	1,596,627	25.07
Motor Pool Expenditures					
ADMINISTRATION	558,222	690,407	95,184	306,786	44.44
OPERATION AND MAINTENANCE	3,055,048	3,660,842	209,940	1,129,271	30.85
DPW FACILITY MAINTENANCE	280,775	404,410	26,799	114,466	28.30
CAPITAL	0	1,613,200	24,397	61,858	3.83
	3,894,045	6,368,859	356,320	1,612,382	25.32

DEC 31, 2010

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T-Bills, Commercial Paper, C.D. etc.

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Fund	Mat Yr.	Mat Mo.	Mat Day	Type	Loc	Pur Yr.	Pur Mo.	Pur Day	Rate	Name	Face	Accrue 6/30	Book
112	2011	1	25	9	FITB	2009	7	30	.569	2006-123	2,088,840		2,088,840.07
	2011	1	28	9	FITB	2008	2	1	5.000	FHLM 3000	398,969		398,968.99
	2011	1	31	7	FITB	2003	2	27	.250	NOW 7129	27,289,872		27,289,872.09
	2011	1	31	7	HUNT BANK	2004	8	27	.100	NM	600,916		600,916.32
	2011	1	31	9	MBA	2005	11	18	.210	CLASS	1,690,216		1,690,216.26
	2011	1	31	9	CITIZENS	2006	5	4	.200	MMIA	1,655,845		1,655,845.10
	2011	1	31	9	FITB	2006	9	8	.250	NOW 9950	2,134,086		2,134,086.79
	2011	1	31	9	FITB	2007	11	26	5.000	2898	40,520		40,519.82
	2011	1	31	7	ML	2008	4	30	.050	NM	4,908,209		4,908,209.31
	2011	1	31	7	FITB	2008	5	31	.200	NM	668,382		668,381.67
	2011	1	31	7	CITIZENS	2009	9	11	.500	CITIZ #1	2,007,915		2,007,915.37
	2011	1	31	7	CITIZENS	2009	9	14	.500	CITIZ #2	2,007,874		2,007,874.11
	2011	1	31	7	CHART ONE	2009	10	15	.250	GOVT POOL	6,106,683		6,106,682.62
	2011	1	31	7	AMBASSADOR	2010	1	11	.150	MMF	1,000,874		1,000,873.98
	2011	1	31	7	CITI SM BY	2010	4	8	1.000	MM 14 526	1,312		1,311.73
	2011	1	31	7	CITIZENS	2010	4	29	.350	CITIZ #4	1,238,822		1,238,821.68
	2011	1	31	7	CITIZENS	2010	4	29	.350	CITIZ #3	1,002,569		1,002,569.31
	2011	1	31	7	CITIZENS	2010	5	27	.100	CITIZ #5	1,229,634		1,229,634.74
	2011	1	31	7	CITIZENS	2010	6	3	.100	CITIZ #6	1,428,237		1,428,236.58
	2011	1	31	7	CITIZENS	2010	6	3	.100	CITIZ #7	2,120,397		2,120,396.65
	2011	1	31	8	CITI SM BY	2010	7	22	.162	DISNEY CP	2,028,270		2,028,269.57
	2011	1	31	7	COMERICA	2010	8	19	.400	CO-MM	3,167,305		3,167,304.80
	2011	1	31	7	CITI SM BY	2010	10	20	.060	MM 17 211	19,063		19,063.11
	2011	2	10	7	BOM	2010	6	3	.400	CD	203,213		203,213.09
	2011	2	10	7	HUNT BANK	2010	8	5	.100	CD	1,108,103		1,108,102.78
	2011	2	17	7	PRIV BANK	2010	6	10	.250	CD	1,071,980		1,071,980.09
	2011	2	20	9	FITB	2008	1	25	5.500	3072	38,410		38,410.00
	2011	2	24	7	FLAGSTAR	2010	5	27	.390	CD ARS	3,681,534		3,681,534.02
	2011	3	3	7	PRIV BANK	2010	9	2	.300	CD	1,727,187		1,727,187.25
	2011	3	17	7	PRIV BANK	2010	9	16	.300	CD	2,128,209		2,128,209.28
	2011	3	25	9	FITB	2010	8	31	.729	2004-028	1,563,372		1,563,371.68
	2011	4	1	9	FITB	2009	6	9	2.250	MONROE CTY	1,000,000		1,000,000.00
	2011	4	15	9	FITB	2010	9	8	.841	2315	328,195		328,194.52
	2011	4	25	9	FITB	2007	1	9	5.500	2003-80	107,405		107,405.47
	2011	4	30	9	FITB	2008	1	25	5.500	13	60,509		60,508.92
	2011	5	1	9	CITI-SM BY	2010	10	18	5.000	HASLETT	46,952		46,952.10
	2011	5	1	9	CITI-SM BY	2010	10	19	5.000	MT.CLEMENS	41,730		41,730.00
	2011	5	1	9	CITI-SM BY	2010	10	19	5.000	OXFORD SCH	26,079		26,078.50
	2011	5	1	7	FITB	2010	12	16	.860	LOWELL SCH	455,000		455,000.00
	2011	5	15	9	FITB	2010	8	25	.581	3174	218,551		218,550.91
	2011	5	16	9	FITB	2008	5	30	3.600	FHR03 2640	120,157		120,157.09
	2011	6	13	9	PNC	2010	5	3	.240	FHLMC	1,174,000		1,172,878.50
	2011	6	15	9	FITB	2008	12	26	4.080	2006-66	1,260,009		1,260,008.66
	2011	6	30	9	FITB	2008	2	25	6.000	2006-26	739,199		739,198.85
	2011	7	1	9	FITB	2010	7	1	.550	CHRISTIAN	685,000		685,000.00
	2011	7	1	9	FITB	2010	7	1	.630	HOPE NETWK	1,640,000		1,640,000.00
	2011	7	1	9	FITB	2010	7	1	.630	SPECTRUM	1,000,000		1,000,000.00

7 = CD 8 = Paper 9 = T-Bills

Fund	Mat Yr.	Mat Mo.	Mat Day	Type	Loc	Pur Yr.	Pur Mo.	Pur Day	Rate	Name	Face	Accrue 6/30	Book
112	2011	7	15	9	FITB	2010	9	8	.741	2334	363,870		363,869.70
	2011	7	30	9	FITB	2010	7	30	3.250	2009-116	3,056,666		3,056,665.76
	2011	8	15	9	FITB	2009	10	27	.523	2002-038	545,754		545,753.86
	2011	8	25	9	FITB	2007	9	28	5.500	FNMA 3061	254,687		254,687.00
	2011	8	30	9	FITB	2010	2	16	.730	2921	1,124,886		1,124,886.37
	2011	9	30	9	CITI SM BY	2010	11	4	2.000	MICH ST NT	507,085		507,085.00
	2011	10	1	9	FITB	2008	11	25	5.000	89	233,839		233,838.85
	2011	10	1	9	CITI-SM BY	2010	10	19	5.000	MMBA-CNWTR	52,069		52,069.00
	2011	11	1	7	FITB	2010	12	2	.750	HIGHLND PK	200,000		200,000.00
	2011	12	15	9	FITB	2010	8	25	.691	2752	148,670		148,670.15
	2012	1	1	9	CITI SM BY	2010	11	2	3.200	GRND RPDS	102,730		102,730.00
	2012	3	15	9	FITB	2008	2	25	5.500	FHLM 2687	1,662,625		1,662,625.30
	2012	5	1	9	CITI-SM BY	2010	10	25	4.000	ROCHESTER	52,245		52,245.00
	2012	5	1	9	CITI SM BY	2010	11	2	3.500	E GRND RPD	51,957		51,956.50
	2012	5	1	9	CITI SM BY	2010	11	4	3.750	OVID ELSIE	20,668		20,668.40
	2012	7	15	9	FITB	2007	11	26	5.000	2649	311,940		311,939.97
	2012	10	15	9	FITB	2010	11	26	1.500	3737	1,683,522		1,683,521.63
	2012	11	15	9	FITB	2010	8	31	.741	2526	543,193		543,192.94
	2012	12	1	9	FITB	2010	10	13	1.000	HLTHCR EQP	1,000,000		1,000,000.00
	2013	3	1	9	FITB	2003	5	19	5.000	FHLM 95237	131,626		131,625.84
	2013	11	1	9	FITB	2009	3	31	5.550	MMBDA 09	510,000		510,000.00
	2014	6	15	9	FITB	2008	7	30	5.000	3451	9,991		9,990.89
	2014	11	1	9	FITB	2009	3	31	5.800	MMBA 09	300,000		300,000.00
	2014	11	1	9	CITI SM BY	2010	11	1	5.000	CLEAN MICH	26,069		26,068.75
	2014	11	25	9	FITB	2010	10	8	.756	2004-085	673,550		673,550.42
	2014	12	1	9	FITB	2010	9	23	.440	JACKSON	500,000		500,000.00
	2015	6	15	9	FITB	2009	4	27	1.605	2984	310,106		310,105.70
	2015	11	1	9	FITB	2009	3	31	6.370	MMBA 2009	500,000		500,000.00
	2016	5	1	9	CITI SM BY	2010	11	1	5.000	BYRON	52,077		52,077.00

100,188,306.41

TOTAL

591	2011	1	25	9	FITB	2009	6	25	3.310	FNMA T06	151,439		151,438.82
	2011	1	25	9	FITB	2009	10	23	.526	123	58,911		58,910.77
	2011	1	31	9	FITB	2008	5	31	.090	MM	237,164		237,164.12
	2011	1	31	7	CITIZENS	2009	4	3	.250	MM	166,064		166,064.35
	2011	1	31	7	CITIZENS	2009	9	1	.250	MM #2	2,103,570		2,103,569.75
	2011	1	31	7	CITIZENS	2009	9	1	.250	MM #1	1,068,386		1,068,385.95
	2011	1	31	7	COMERICA	2010	8	18	.400	CO-MM	2,147,721		2,147,720.88
	2011	2	15	9	FITB	2008	2	25	6.000	FNMA 26	270,887		270,886.84
	2011	2	16	7	PNC	2010	8	19	.010	CD	1,655,056		1,655,055.72
	2011	2	18	9	FITB	2009	12	29	.630	FNMA 028	301,864		301,863.55
	2011	3	3	7	HUNT BANK	2010	9	2	.090	CD	181,308		181,308.10
	2011	8	16	9	FITB	2010	7	30	3.250	2009-116	1,018,889		1,018,888.59
	2011	11	1	9	FITB	2010	10	15	.500	HIGHLNDPK	650,000		650,000.00
	2012	5	1	9	FITB	2009	7	23	3.170	VEST BONDS	75,000		75,000.00
	2012	10	15	9	FITB	2010	11	26	.015	3737	721,509		721,509.27

7 = CD 8 = Paper 9 = T-Bills

Fund	Mat Yr.	Mat Mo.	Mat Day	Type	Loc	Pur Yr.	Pur Mo.	Pur Day	Rate	Name	Face	Accrue	Book
591	2013	3	15	9	FITB	2008	5	27	3.500	2640	85,694		85,694.42
	2014	5	1	9	FITB	2009	7	23	4.100	VEST BONDS	125,000		125,000.00
	2015	5	1	9	FITB	2009	7	23	4.450	VEST BONDS	125,000		125,000.00
	2016	12	18	9	FITB	2009	10	30	.523	38	79,668		79,667.80
TOTAL											11,223,128.93		
TOTAL											111,411,435.34		

*** END OF REPORT ***

BANK ACCOUNT BALANCES
12/31/2010

<u>BANK</u>	<u>FUND</u>	<u>POOLED INVESTMENT BALANCE</u>
FIFTH THIRD	GENERAL	\$ 4,671,741.82
FIFTH THIRD	TRUST & AGENCY	\$ 13,678,115.29

RECEIVED
CHIEF OF POLICE

Jerry 1-13-11

SGT. Z. ELINSKI
P.O. MARK LIVINGSTON
P.O. HUCK
P.O. BRANDIMORE

THANKS FOR YOUR
EFFORTS IN HANDLING THIS
MISSING/LOST CHILD INCIDENT.

Jerry
Thank you

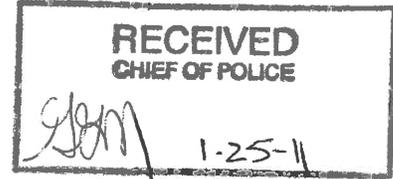
for being so thoughtful.

You can't imagine

how much it's appreciated.

Dear Troy Police Staff,
Thank you so much for your efforts
helping to locate John when he
went missing from Barnard elementary.
The response to help locate John
worked well & I am happy to inform
all of you that John was seen that
night by a doctor & he is doing well.
with sincere gratitude,
The Eisenhardt Family

CITY MANAGER
DIVISION COMMANDERS
BULLETIN BOARDS
FILES



LT. LIVINGSTON + POLICE OFFICER
NATE GOBLER.

THANK YOU FOR HANDLING THIS
DIFFICULT ASSIGNMENT SO PROFESSIONALLY
AND MAKING SUCH A GREAT IMPRESSION.

Gay

Troy Police Department
500 West Big Beaver
Troy, MI 48084

Dear Chief Mayer,

I have been meaning to write this note for awhile now. My neighbors, who live across the street from me, lost their only son in that terrible suicide on I-75 a few weeks ago. I was with them at their son's home when the police were explaining the incident and delivering the news that no parent ever wants to hear. One of officers was Lt. David Livingston, and I deeply regret not having gotten the name of his partner. Both men are an outstanding prize for the PD and the city of Troy. They are a great example of the quality of our police department. I would sincerely like to commend both of these officers for their compassion, helpfulness, patience, and actions above the call of duty. I would like to thank them both for working here in Troy. I wish I had been more timely with this letter.

Also, I would like to express my appreciation for the patrol cars on Charrington Dr. lately. We have had another home break in recently and the sight of the patrol cars is comforting. We have several households here where people live alone, and/or are elderly. Thanks again for the extra caution.

Sincerely,

Alanda Slusser

Alanda Slusser

CITY MANAGER
DIVISION COMMANDERS
BULLETIN BOARDS
FILES

January 14, 2011

Margaret Ann Rendziperis
855 Pine Hill Drive
Bloomfield Hills, MI 48304
(248) 723-2752

Ms. Carla Vaughan, Director of Senior Services
City of Troy Parks & Recreation
3179 Livernois
Troy, Michigan 48083

Subject: Chef's Choice Dinner Dance

Dear Ms. Vaughan:

We all, (10 of us at our table) want to thank you for having the Chef's Choice Dinner Dance on January 11, 2011.

The Dinner, Dance and music (Mike Wolverton's Group) made that such a special evening. Everyone I spoke to just raved about the event.

We all have missed your dances. Your facility lends itself to a perfect venue for such an evening.

We are wondering when the next dance will be scheduled?

This is just a simple Thank-you for all your effort; and to let you know that we appreciated your time spent on this activity.

Sincerely,

Margaret Ann Rendziperis

Margaret Ann Rendziperis



City of Rochester

400 SIXTH STREET
ROCHESTER, MICHIGAN 48307

TELEPHONE (248) 651-9061
FAX (248) 651-2624
WWW.ROCHESTERMI.ORG

RESOLUTION

CITY OF ROCHESTER

PROPOSED AMENDMENT TO MCL 168.499(3)

TO ELIMINATE THE REQUIREMENT THAT CLERKS SEND CORRECTED VOTER IDENTIFICATION CARDS DUE TO CHANGES IN DISTRICT FOR:

U.S. REPRESENTATIVE, STATE SENATE, STATE REPRESENTATIVE, OR COUNTY COMMISSION

WHEREAS, Michigan Election Law, Section 168.499(3) requires that Clerks send a corrected voter identification card to an elector affected by a change in United States Representative, State Senatorial, State Representative or County Commission District, and

WHEREAS, this section further states that the card shall be sent by First Class Mail, and

WHEREAS, State of Michigan municipalities have been advised that the 2010 census shows a reduction in population which will result in the loss of one Congressional seat, and

WHEREAS, the State Legislature will begin the process of redistricting the entire State of Michigan, and

WHEREAS, the redistricting will potentially affect most, if not all, jurisdictions in the State, thereby requiring Clerks to send new voter identification cards to all registered voters, and

WHEREAS, the State of Michigan's voting age population as of the 2000 census was over 7 million, with over one million in Oakland County, and

WHEREAS, the costs for sending these corrected cards could cost jurisdictions state wide an accumulated total of several million dollars, and

WHEREAS, municipalities must budget and provide funding for this mailing, adding to the fiscal difficulties communities are facing during a challenging economic time, and

WHEREAS, decades ago the voter identification card was one of a few means by which a voter was notified of this information, and

WHEREAS, with the popular use of the Internet and the availability of government websites, the voter identification card has become less useful for this purpose, and



WHEREAS, issuance of voter identification cards remains an important part of the registration process, an elector is not required to use it to exercise their right to vote, and

WHEREAS, instead of mailing new voter identification cards, Clerks should be allowed to publish a public notice in a newspaper or within a community newsletter or on their municipal website, and offer new cards upon request by the voter, and

WHEREAS, making this change would provide a positive impact on the environment by not using a large quantity of paper.

NOW, THEREFORE, BE IT RESOLVED, that the City of Rochester, Oakland County, City Council, as its Election Commission hereby requests the Michigan State Legislature consider amending MCL 168.499(3) and eliminate the requirement that Clerks send corrected voter identification cards due to a change in United States Representative, State Senatorial, State Representative or County Commission District, and

BE IT FURTHER RESOLVED, that Clerks shall publish a public notice of changes in a newspaper of general circulation, and

BE IT FURTHER RESOLVED, that Clerks may provide notice by community newsletter or their municipal website, and

BE IT FURTHER RESOLVED, that Clerks send an elector a corrected voter identification card upon request, and

BE IT FURTHER RESOLVED, that a copy of this Resolution be sent to the Governor, Secretary of State, State Director of Elections, U.S. Representative, State Senator, State Representative, Oakland County Commissioner, County Executive, County Clerk, County Elections Director, the Michigan Association of Municipal Clerk and the Oakland County Clerks Association for consideration.

I, Lee Ann O'Connor, the duly authorized Clerk of the City of Rochester do hereby certify that the foregoing is a true and correct copy of a resolution adopted by the Rochester City Council on January 31, 2011.



Lee Ann O'Connor, City Clerk



**STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION**

**NOTICE OF HEARING
FOR THE GAS CUSTOMERS OF
CONSUMERS ENERGY COMPANY**

CASE NO. U-16485

- Consumers Energy Company plans to use a base gas cost recovery ceiling factor of not less than \$6.4545 per thousand cubic feet (Mcf), plus additional amounts contingent on future events, if the Michigan Public Service Commission approves its request.
- The information below describes how a person may participate in this case.
- You may call or write Consumers Energy Company, One Energy Plaza, Jackson, Michigan 49201, (800) 477-5050 for a free copy of its application. Any person may review the documents at the offices of Consumers Energy Company.
- The first public hearing in this matter will be held:

DATE/TIME: February 2, 2011, at 9:00 a.m.
This hearing will be a prehearing conference to set future hearing dates and decide other procedural matters.

BEFORE: Administrative Law Judge Sharon L. Feldman

LOCATION: Michigan Public Service Commission
6545 Mercantile Way, Suite 7
Lansing, Michigan

PARTICIPATION: Any interested person may attend and participate. The hearing site is accessible, including handicapped parking. Persons needing any accommodation to participate should contact the Commission's Executive Secretary at (517) 241-6160 in advance to request mobility, visual, hearing or other assistance.

The Michigan Public Service Commission (Commission) will hold a public hearing to consider Consumers Energy Company's (Consumers Energy) December 28, 2010 application, which seeks approval of its gas cost recovery (GCR) plan and monthly GCR factors for the 12-month period April 2011 through March 2012. Consumers Energy is also requesting authorization of its monthly GCR factors for the period April 2011 through March 2012 consisting of the sum of two parts: (i) a base GCR ceiling factor of not less than \$6.4545 per Mcf, plus (ii) additional amounts contingent upon future events, determined using the GCR Factor Ceiling Price Adjustment Mechanism, or such higher factors as may be lawful and reasonable. The company is also requesting that the Commission review its plans and projections through March 2016 and find the 5-year plan reasonable and prudent.

All documents filed in this case shall be submitted electronically through the Commission's E-Dockets website at: michigan.gov/mpscedockets. Requirements and instructions for filing can be found in the User Manual on the E-Dockets help page. Documents may also be submitted, in Word or PDF format, as an attachment to an email sent to: mpscedockets@michigan.gov. If you require assistance prior to e-filing, contact Commission staff at (517) 241-6180 or by email at: mpscedockets@michigan.gov.

Any person wishing to intervene and become a party to the case shall electronically file a petition to intervene with this Commission by January 26, 2011. (Interested persons may elect to file using the traditional paper format.) The proof of service shall indicate service upon Consumers Energy's attorney, H. Richard Chambers, One Energy Plaza, Jackson, Michigan 49201.

Any person wishing to make a statement of position without becoming a party to the case, may participate by filing an appearance. To file an appearance, the individual must attend the hearing and advise the presiding administrative law judge of his or her wish to make a statement of position. All information submitted to the Commission in this matter will become public information: available on the Michigan Public Service Commission's website, and subject to disclosure.

Requests for adjournment must be made pursuant to the Commission's Rules of Practice and Procedure R 460.17315 and R 460.17335. Requests for further information on adjournment should be directed to (517) 241-6060.

A copy of Consumers Energy's request may be reviewed on the Commission's website at: michigan.gov/mpscedockets, and at the office of Consumers Energy Company, One Energy Plaza, Jackson, MI. For more information on how to participate in a case, you may contact the Commission at the above address or by telephone at (517) 241-6180.

The Utility Consumer Representation Fund has been created for the purpose of aiding in the representation of residential utility customers in 1982 P.A. 304 proceedings. Contact the Chairperson, Utility Consumer Participation Board, Department of Energy, Labor & Economic Growth, P.O. Box 30004, Lansing, Michigan 48909, for more information.

Jurisdiction is pursuant to 1909 PA 300, as amended, MCL 462.2 et seq.; 1919 PA 419, as amended, MCL 460.54 et seq.; 1939 PA 3, as amended, MCL 460.1 et seq.; 1982 PA 304, as amended, MCL 460.6h et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, as amended, 1999 AC, R 460.17101 et seq.

January 7, 2011

**Troy Youth Assistance
Board of Directors Meeting Minutes Final**

November 18, 2010

Present: Leonette Ciepielowski, Robin Beltramini, Nancy Piotrowski, Mary Beth Halushka, Dane Lepola, K.C. Scudder, Jeff Stewart, Jeanne Stine, Sandy Macknis, Elliot Gold, Mike Kerr, Robin Lilly, Dale Zygnowicz, Karen Wonsowicz, George Zielinski, Kathey Gernay

Absent: Bruce Baxter, Ann Comiskey, Larry Cranston, Cathy Fucinari, Sandi Kleiss, Cindy Stewart, Daniella Youhan

I. Call to order: Leonette called the meeting to order at 6:08 p.m.

II. Pledge of Allegiance: All rose for the Pledge of Allegiance.

III. Approval of October 21, 2010 Minutes

Nancy Piotrowski moved to approve the minutes as corrected, seconded by Mary Beth Halushka; approved.

IV. Treasurer's Report:

- Mary Beth Halushka presented the October 2010 Statement of Activities and Statement of Position. Nancy Piotrowski motioned to approve the October report. Robin Beltramini seconded; approved.

V. Communications:

- Youth-Serving Summit – Ann Comiskey
Several community groups will convene for the purpose of discussing future funding efforts. The meeting is Monday, November 29, 2010, at 10:00 a.m. at the Troy School District Services Center.
- Leadership Troy Letter – TYA received a letter from Leadership Troy thanking us for honoring Jeanne Stine as our volunteer of the year at the Troy Community Awards Banquet.

VI. Caseworker's Report: Karen Wonsowicz

- Seven new referrals came into TYA in October; four from police and three from parents.
- Youth Assistance caseworkers participated in an all-day training session on Aftercare Re-Entry on November 5, 2010.

VII. Old Business:

- A. Parisian Fundraiser – Karen reported a \$910 profit, \$100 of which was made selling coupon books at the Parisian Store in Rochester on November 10, 2010.
- B. OCYA Annual Breakfast – One hundred people are expected to attend the breakfast at The Met Hotel. Tickets available at the door for \$15/person.
- C. Vote to change By-Laws – Article III, Article XXIII and Article XXIV, Section B of the TYA By-Laws were revised and presented to the Board for approval in preparation for application of the State of Michigan license to operate the 2011 TYA Scholarship Raffle. All voted in favor of approving the final draft.

VIII. Committee Reports:

- **Camp/Skill Building:**
We are not currently approving skill building scholarships due to the uncertainty of our economic situation. However, there has been \$800 in skill building requests. A request for driver's education was refused.
- **Family Education:**
Pam Stenzel will be presenting, in person, "A Time to Wait for Sex", at the Athens High School Auditorium on March 2, 2011, at 7:00 p.m.; tickets are \$5 per person or \$15 per family. Volunteers are needed for the night of the performance. Please contact Robin Lilly to volunteer or to purchase tickets.
- **Fundraising:**
Elliot will hold a Fundraising Committee Meeting Wednesday, December 15, to discuss fundraising options, including the 529 raffle. Tickets will be sold for \$50. Only 1,000 tickets will be sold and the winner receives either a 529 Option or a Cash Option. Ticket sales begin March 1, 2011.
- **Mentors PLUS: Bruce/ Karen**
OCYA, Mentors Plus program is adding two full-time case workers to assist the County with their workload. They will monitor the program and provide feedback on the adults and children in the program. The TYA Mentors Plus Chairperson position has not yet been filled.
- **Membership: Nancy**
Three people have expressed an interest in volunteering opportunities.
- **Publicity:**
Leadership Troy held its 42nd Annual Community Awards Banquet. Highlights are posted on the Leadership Troy web site at <http://www.leadershiptroy.org/>.
- **Youth Involvement:**
Halloween Candy Collection – Leonette reported that over 300 pounds of candy was collected for distribution to various organizations including a veteran's shelter, the Baldwin Center, Light House and the Grace Hope Outreach Center. Candy was collected from seven Troy elementary schools and the senior Girl Scout troop at Athens High School helped to package the candy for distribution.
Winter Warm-Up Party – Jeff and Sandy reported on the Winter Warm-up party being planned for 30 Morse elementary students after school on January 27, from 3-5p.m. Food and games will be provided.
- **Youth Recognition:**
The drawing for the 529 College Fund Raffle will take place at the Youth Recognition Event on May 11, 2011. The time of the drawing is yet to be determined.

IX. School Reports

- K.C. Scudder reported on activity at Athens High School. The Troy Redhawk Marching Band took a division 2 rating at the Bands of America Grand National Championship and will be marching in the Detroit Thanksgiving Day Parade. Athens Full Orchestra was selected to play at Carnegie Hall. Athens Theatre Company performs The Crucible on December 3rd, 4th, and 5th. Athens Blood Drive was a huge success. Athens students have joined an effort to raise funds to help pay medical costs for 21 year old Danny Zerafa, who is battling brain cancer.

- Dane Lepola reported that Troy High School will be hosting the 2011 MAHS/MASC State Conference and is holding a fundraiser this Tuesday to benefit the conference. Troy students are also holding fundraisers for Global Outreach, which raises funds for people in Africa. Winter Ball, a semi-formal dance put on by the sophomore class, will be held December 3, from 7-10 p.m. Troy High's winter sports teams have begun practicing for games which will begin within the month.

X. Community Information from Organization/ Agency Liaisons

- The City of Troy Police Department issued a document on their Traffic Crash Avoidance Program. This information is intended to educate drivers of the five most frequent types of traffic crashes that occur within the city. A copy of the entire Troy City Code Traffic Ordinance can be found on the City of Troy Website: www.troymi.gov.
- George Zielinski will continue to update our website and Facebook page. Thank you George.
- Many of the Troy City Offices will be closed during the December holiday season. Check the Troy calendar at www.troymi.gov for the holiday schedule.

Adjourned: 7:30 p.m.

NEXT MEETING: Thursday, January 20, 2011 @ 6:00 p.m.

Respectfully Submitted,
Kathey Gernay



JENNIFER M. GRANHOLM
GOVERNOR

NIDA R. SAMONA
CHAIRPERSON

STATE OF MICHIGAN
LIQUOR CONTROL COMMISSION
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH
ANDREW S. LEVIN, ACTING DIRECTOR

Dear Licensee:

Enclosed is a permit authorizing to sell spirits, mixed spirit drink and/or beer and wine on Sunday. Display this permit next to your liquor license.

Your request for this authorization was approved.

YOU ARE WARNED THAT ANY FALSE STATEMENTS YOU MAY HAVE MADE WILL INVALIDATE THE AUTHORIZATION ISSUED TO YOU BY THE LIQUOR CONTROL COMMISSION.

THIS PERMIT MUST BE RENEWED PRIOR TO MAY 1ST EACH YEAR BY PAYMENT OF THE STATUTORY FEE.

jm

enc.

cc: Local Governmental Unit

DELEG is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

REQUEST INFO. REPORT

Request ID : 574694 Unit : 2 Request Status : P
 Attention :
 Business ID : 110675 Bus. Status : Active Licensee : JOSEPH KOOLISKY'S, L.L.C.
 Licensee Status : ACTIVE Role : LLC DBA : JOE KOOL'S
 Addr1 :
 Addr2 : 1835 E BIG BEAVER
 Addr3 :
 City : TROY State : MI Zip : 48083
 LGU Name : TROY CITY File No. : D - 67160 County : OAKLAND

Year	License	Permits
2010	CLASSC	SUNDAY SALES (PM), ENT, OD-SERV, OFFICIAL PERMIT(FOOD)

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

Date: December 15, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

sm/kms

REQUEST INFO. REPORT

Request ID : 574989 Unit : 2 Request Status : P

Attention :

Business ID : 152954 Bus. Status : Active Licensee : MAGGIANO'S HOLDING CORPORATION (A DELAWARE CORPORATION)

Licensee Status : ACTIVE Role : CRP DBA : MAGGIANO'S LITTLE ITALY

Addr1 :

Addr2 : 2089 W BIG BEAVER

Addr3 :

City : TROY

State : MI Zip : 48084

LGU Name : TROY CITY

File No. : D - 69947

County : OAKLAND

Year	License	Permits
2010	CLASSC	SUNDAY SALES (PM), DIR-CON - 1, ADDBAR, OFFICIAL PERMIT (FOOD)
2010	SDM	

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

Date: December 17, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

sm/cmf

Michigan Department Of Energy, Labor & Economic Growth
REQUEST INFO. REPORT

Request ID : 576136 Unit : 1 Request Status : P
 Attention : MBID#157894*POST ALL ACTIVITY TO MBID 125 LOCS*VIOLS PENDING
 Business ID : 16346 Bus. Status : Active Licensee : 7-ELEVEN, INC. (A TEXAS CORPORATION)
 Licensee Status : ACTIVE Role : CLC DBA : 7-ELEVEN
 Addr1 :
 Addr2 : 5020 JOHN R
 Addr3 :
 City : TROY State : MI Zip : 48098
 LGU Name : TROY CITY File No. : D - 45235 County : OAKLAND

Year	License	Permits
2010	SDM	

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

Date: December 27, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

Sm/skp

REQUEST INFO. REPORT

Request ID : 576095 Unit : 1 Request Status : P
 Attention : MBID#157894*POST ALL ACTIVITY TO MBID 125 LOCS*VIOLS PENDING
 Business ID : 12498 Bus. Status : Active Licensee : 7-ELEVEN, INC. (A TEXAS CORPORATION)
 Licensee Status : ACTIVE Role : CLC DBA : 7-ELEVEN
 Addr1 :
 Addr2 : 2910 JOHN R
 Addr3 :
 City : TROY State : MI Zip : 48084
 LGU Name : TROY CITY File No. : D - 55393 County : OAKLAND

Year	License	Permits
2010	SDD	SUNDAY SALES (PM)
2010	SDM	

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

Date: December 27, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

Sm/skp

REQUEST INFO. REPORT

Request ID : 576119 Unit : 1 Request Status : P
 Attention : MBID#157894*POST ALL ACTIVITY TO MBID 125 LOCS*VIOLS PENDING
 Business ID : 16189 Bus. Status : Active Licensee : 7-ELEVEN, INC. (A TEXAS CORPORATION)
 Licensee Status : ACTIVE Role : CLC DBA : 7-ELEVEN FOOD STORE
 Addr1 :
 Addr2 : 2891 CROOKS
 Addr3 :
 City : TROY State : MI Zip : 48084
 LGU Name : TROY CITY File No. : D - 40561 County : OAKLAND

Year	License	Permits
2010	SDD	SUNDAY SALES (PM)
2010	SDM	

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

Date: December 27, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

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Sm/skp

REQUEST INFO. REPORT

Request ID : 576096 Unit : 1 Request Status : P
 Attention : MBID#157894*POST ALL ACTIVITY TO MBID 125 LOCS*VIOLS PENDING
 Business ID : 12499 Bus. Status : Active Licensee : 7-ELEVEN, INC. (A TEXAS CORPORATION)
 Licensee Status : ACTIVE Role : CLC DBA : 7-ELEVEN
 Addr1 :
 Addr2 : 1650 CROOKS
 Addr3 :
 City : TROY State : MI Zip : 48084
 LGU Name : TROY CITY File No. : D - 48022 County : OAKLAND

Year	License	Permits
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2010	SDD	SUNDAY SALES (PM)
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2010	SDM	
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Trans. Type	Completion Type	Description
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PEND		NEW SUNDAY SALES PERMIT A.M.
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Date: December 27, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

Sm/skp

REQUEST INFO. REPORT

Request ID : 576799 Unit : 1 Request Status : P
 Attention :
 Business ID : 221578 Bus. Status : Active Licensee : NKG BUSINESS, INC.
 Licensee Status : ACTIVE Role : CRP DBA : BUSCEMI'S #24
 Addr1 :
 Addr2 : 3176 ROCHESTER
 Addr3 :
 City : TROY State : MI Zip : 48083
 LGU Name : TROY CITY File No. : D - 73088 County : OAKLAND

Year	License	Permits
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2010	SDD	SUNDAY SALES (PM)
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2010	SDM	
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Trans. Type	Completion Type	Description
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PEND		NEW SUNDAY SALES PERMIT A.M.
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Date: December 29, 2010

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115, SUBJECT TO RECEIPT OF THE STATUTORY \$160.00 PERMIT FEE.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

Sm/skp

Michigan Department Of Energy, Labor & Economic Growth
REQUEST INFO. REPORT

Request ID : 577512 Unit : 1 Request Status : P
 Attention :
 Business ID : 158494 Bus. Status : Active Licensee : LUV SUN, INC.
 Licensee Status : ACTIVE Role : CRP DBA : RED WAGON SHOPPE
 Addr1 :
 Addr2 : 1613 LIVERNOIS
 Addr3 :
 City : TROY State : MI Zip : 48083
 LGU Name : TROY CITY File No. : D - 70800 County : OAKLAND

Year	License	Permits
2010	SDD	SUNDAY SALES (PM)
2010	SDM	

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

JAN 11 2011

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

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sm/kms

Michigan Department Of Energy, Labor & Economic Growth
REQUEST INFO. REPORT

Request ID : 578309 Unit : 1 Request Status : P
 Attention : MBID #221408 * POST ALL ACTIVITY TO MBID * 122 LOCS
 Business ID : 220012 Bus. Status : Active Licensee : WALGREEN CO. (AN ILLINOIS PUBLIC CORPORATION)
 Licensee Status : ACTIVE Role : CRP DBA : WALGREEN'S #4412
 Addr1 :
 Addr2 : 1965 E BIG BEAVER
 Addr3 :
 City : TROY State : MI Zip : 48083
 LGU Name : TROY CITY File No. : D - 72981 County : OAKLAND

Year	License	Permits
2010	SDM	D-UP (W/O ALCO)

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

JAN 14 2011

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

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sm/kms

Michigan Department Of Energy, Labor & Economic Growth
REQUEST INFO. REPORT

Request ID : 578313 Unit : 1 Request Status : P
 Attention : MBID #221408 * POST ALL ACTIVITY TO MBID * 122 LOCS
 Business ID : 220024 Bus. Status : Active Licensee : WALGREEN CO. (AN ILLINOIS PUBLIC CORPORATION)
 Licensee Status : ACTIVE Role : CRP DBA : WALGREEN'S #5224
 Addr1 :
 Addr2 : 2932 E LONG LAKE
 Addr3 :
 City : TROY State : MI Zip : 48085
 LGU Name : TROY CITY File No. : D - 72996 County : OAKLAND
 Year License Permits

2010 SDM D-UP (W/O ALCO)

Trans. Type	Completion Type	Description
PEND		NEW SUNDAY SALES PERMIT A.M.

JAN 14 2011

THE LICENSEE'S APPLICATION FOR A PERMIT TO SELL ALCOHOLIC LIQUOR BETWEEN 7 A.M. AND NOON ON SUNDAYS, AS CURRENTLY LICENSED BY THE LIQUOR CONTROL COMMISSION, IS APPROVED PURSUANT TO PUBLIC ACT 213 OF 2010, MCL 436.2111-2115.

THIS PERMIT IS SUBJECT TO REVOCATION BY OPERATION OF LAW OR OTHERWISE IF THE COMMISSION RECEIVES NOTICE FROM A COUNTY, CITY, VILLAGE, TOWNSHIP, OR THE LOCAL GOVERNMENTAL UNIT, THAT IT PROHIBITS OR OTHERWISE OBJECTS TO THE SALE OF SPIRITS, MIXED SPIRIT DRINK OR BEER AND WINE BETWEEN THE HOURS OF 7:00 A.M. AND 12:00 NOON ON SUNDAYS. IF NOTICE AND SUPPORTING DOCUMENTATION IS RECEIVED BY THE COMMISSION A SHOW CAUSE HEARING WILL BE SCHEDULED BEFORE THE COMMISSION UNDER ADMINISTRATIVE RULE 436.1925(1) TO DETERMINE IF THE PERMIT MUST BE REVOKED.

sm/kms



TO: Members of the Troy City Council
FROM: Lori Grigg Bluhm, City Attorney *LB*
Christopher J. Forsyth, Assistant City Attorney *CJF*
DATE: January 31, 2011
SUBJECT: Stickney v. City of Troy et al.

Enclosed please find the order dismissing Hal Stickney's case against the City of Troy and its individual officers. Plaintiff Stickney filed this lawsuit against the City of Troy and some of its individual officers, as well as other defendants from Oakland County, including but not limited to former Prosecutor David Gorcyca, Sheriff Michael Bouchard, and their assistants, and also Dawn Himes, Michael Himes, Shirley Ann Davis and Jimmy Richardson. This complaint, filed in the U.S. District Court for the Eastern District of Michigan, sought seven million dollars in damages, plus fees and costs.

Plaintiff's complaint unsuccessfully alleged that the Troy defendants failed to follow up on allegedly exculpatory evidence, which Stickney claimed led to his prolonged incarceration in Oakland County facilities. He asserted a conspiracy claim (42 U.S.C. Section 1985), a civil rights claim (42 U.S.C. Section 1982); false arrest, malicious prosecution, intentional infliction of emotional distress, a violation of MCL 752.11 and 18 U.S.C. Sections 241 and 242, and five counts against the non-governmental defendants (he argues that they gave false testimony against him, which led to his incarceration, and deprived him of his business relationships).

On April 20, 2010, we filed a motion to dismiss as our first responsive pleading. This motion was based on the fact that the district court conducted a preliminary examination, and found probable cause to proceed with the criminal charges that Stickney was eventually convicted of. We argued that Plaintiff was collaterally estopped from bringing his lawsuit. Plaintiff did not respond to our motion and instead requested that the case be stayed so that he could hire an attorney. The Court granted a stay of proceedings until November 1, 2010. After the stay expired, Plaintiff was granted additional time to respond to our motion. He did not hire an attorney, and did not file any additional pleadings with the Court. Although Plaintiff had failed to respond to our Motion, Magistrate Judge Mark Randon reviewed the merits of our motion, and recommended dismissal of the City and its officers, since Plaintiff failed to state a valid civil rights violation claim. The Magistrate agreed that Plaintiff's complaint was barred because of collateral estoppel. The Magistrate's recommendation of dismissal was adopted by Judge Rosen, who entered the attached order granting our request for dismissal. The case currently remains pending for the other defendants, but is closed as to the Troy defendants.

If you have any questions concerning the above, please let us know.

**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF MICHIGAN
SOUTHERN DIVISION**

HAL BRIAN STICKNEY,

Plaintiff,

v.

Case No. 10-10487

Hon. Gerald E. Rosen

Magistrate Judge Mark A. Randon

COUNTY OF OAKLAND, *et al.*,

Defendants.

**ORDER ADOPTING
MAGISTRATE JUDGE'S REPORT AND RECOMMENDATION**

At a session of said Court, held in
the U.S. Courthouse, Detroit, Michigan
on January 27, 2011

PRESENT: Honorable Gerald E. Rosen
Chief Judge, United States District Court

On January 4, 2011, Magistrate Judge Mark A. Randon issued a Report and Recommendation ("R & R") recommending that the Court grant a motion to dismiss or, alternatively, for summary judgment brought by Defendants City of Troy, Officer David Nordstrom, Captain Keith Frye, and Sergeant Barry Whiteside (collectively, the "Troy Defendants"). Plaintiff did not respond to the Troy Defendants' motion, and neither has he filed objections to the R & R. Upon reviewing the R & R, the Troy Defendants' underlying motion, and the record as a whole, the Court fully concurs in the analysis of the Magistrate Judge, and adopts the R & R in its entirety.

Accordingly,

NOW, THEREFORE, IT IS HEREBY ORDERED that the Magistrate Judge's January 4, 2011 Report and Recommendation is ADOPTED as the opinion of this Court. IT IS FURTHER ORDERED that, for the reasons stated in the R & R, the Troy Defendants' April 20, 2010 motion to dismiss or for summary judgment (docket #26) is GRANTED.

s/Gerald E. Rosen
Chief Judge, United States District Court

Dated: January 27, 2011

I hereby certify that a copy of the foregoing document was served upon counsel of record on January 27, 2011, by electronic mail and upon Hal Brian Stickney, 4830 Marcella, Shelby Township, MI 48317 by ordinary mail.

s/Ruth A. Gunther
Case Manager

UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF MICHIGAN
SOUTHERN DIVISION

HAL BRIAN STICKNEY,

Plaintiff,

CIVIL ACTION NO. 10-10487

v.

DISTRICT JUDGE GERALD E. ROSEN

COUNTY OF OAKLAND,
DAVID GORCYCA, DAWN
HIMES, MICHAEL SCOTT
HIMES, DAVID NORDSTROM,
DEREK MEINECKE, MICHAEL
J. BOUCHARD, FNU SPIKER,
CITY OF TROY, KEITH A. FREY,
FNU WHITESIDE, RANDALL
PRASKI, SHIRLEY ANN DAVIS,
and JIMMY RICHARDSON,

MAGISTRATE JUDGE MARK A. RANDON

Defendants.

**REPORT AND RECOMMENDATION TO GRANT THE TROY DEFENDANTS'
MOTION TO DISMISS FOR FAILURE TO STATE A CLAIM OR,
ALTERNATIVELY, FOR SUMMARY JUDGMENT (DKT. NO. 26)**

I. INTRODUCTION

Plaintiff, Hal Stickney, proceeding *pro se*, filed this action pursuant to 42 U.S.C. § 1983 against multiple defendants alleging that they conspired against him in violation of the Fourth, Fifth, Sixth, Eighth and Fourteenth Amendments and several state common laws. Plaintiff's claims emanate from his arrest, pre-trial detention and prosecution on two charges of aggravated stalking. Following separate preliminary examinations, a state court judge determined that probable cause existed and ordered Plaintiff to stand trial on both charges. However, the charges were dropped before trial.

Presently before the Court is the motion to dismiss for failure to state a claim or, alternatively, for summary judgment of defendants City of Troy, Officer David Nordstrom, Captain Keith Frye and Sargent Barry Whiteside (collectively “the Troy Defendants”). (Dkt. No. 26) Plaintiff has failed to respond to the motion. Notwithstanding this lack of opposition, **IT IS RECOMMENDED** that the Troy Defendants’ motion be **GRANTED** because Plaintiff’s case against them is precluded by the state court’s finding of probable cause and it fails to state a claim against the Troy Defendants.

II. FACTS

Plaintiff was twice prosecuted by the State of Michigan for aggravated stalking. The alleged victim in both cases was Defendant Dawn Himes (“Himes”), Plaintiff’s former girlfriend. (Dkt. No. 36) The first charge arose on August 18, 2005, when Plaintiff alleges that he was arrested by Oakland County Sheriffs for aggravated stalking based upon a complaint filed by Himes, who had previously obtained a Personal Protection Order (“PPO”) against him. (Dkt. No. 1, ¶ 19) Plaintiff alleges that Himes obtained the PPO through “misrepresentation, deceit and false statements.” *Id.* at. ¶ 18.

After Plaintiff’s arrest, he was incarcerated in the Oakland County Jail. He was arraigned the next day but was unable to gain pre-trial release for several months, until May 8, 2006, when his bond was reduced with conditions. *Id.* at 22. According to Plaintiff, a series of arrests – based on allegations by Himes that he had violated his release conditions – and conditional releases ensued until, finally, Plaintiff was arrested and detained on the second aggravated stalking charge on March 20, 2007. *Id.* at ¶¶23-29.

Following separate preliminary examinations, more than a year apart, a state court judge in Michigan found that probable cause had been established to believe that Plaintiff had committed the charged crimes. Plaintiff was, therefore, ordered to stand trial on both charges. Specifically, according to the official online Register of Actions from Oakland County, Michigan,¹ on January 20, 2006, Plaintiff was bound over as charged on one count of aggravated stalking. Plaintiff was also bound over on the second charge of aggravated stalking and for filing a false felony report on May 22, 2007.²

Plaintiff alleges that despite his ongoing protestations of innocence and the fact that he provided “Defendants” with documentation of the false charges made by Himes, Michael Himes, Shirley Davis and Jimmy Richardson, “the Defendants conspired to bribe witnesses, impede, hinder, obstruct or defeat due course of justice of the Plaintiff’s criminal prosecution, with the intent to deny him Due Process of Law, equal protection of the laws and keep him in jail.”³ *Id.* at ¶¶ 28, 30. Plaintiff does not allege what, if any, specific conduct the individual Troy Defendants engaged in with respect to the conspiracy, or that any of them testified falsely at either of his preliminary examinations.

¹ The Court can take judicial notice of official court records. *See Lynch v. Leis*, 382 F.3d 642 F.3d 642, 647 n. 5 (6th Cir. 2004). The records regarding Plaintiff may be found at www.oakgov.com/crts0004/main.

² Plaintiff was not convicted on either aggravated stalking charge. The register of actions indicates that a “final *nolle prosequi*” on both cases was entered on February 4, 2008.

³ Plaintiff does not identify the specific defendant(s) to whom he provided documentation or describe the specific role any of the defendants in the conspiracy.

III. ANALYSIS

A. Motion to Dismiss Standard

When ruling on a motion to dismiss pursuant to Fed. R. Civ. P.12(b)(6), the Court must construe the complaint in a light most favorable to the plaintiff and accept all the factual allegations as true. *See Evans-Marshall v. Board of Educ.*, 428 F.3d 223, 228 (6th Cir. 2005); *Rossborough Mfg. Co. v. Trimble*, 301 F.3d 482, 489 (6th Cir. 2002). In doing so, “the court must draw all reasonable inferences in favor of the plaintiff.” *DIRECTV, Inc. v. Treesh*, 487 F.3d 471, 476 (6th Cir. 2007). Yet, “the tenet that a court must accept as true all of the allegations contained in a complaint is inapplicable to legal conclusions.” *Ashcroft v. Iqbal*, 129 S.Ct. 1937, 1949 (2009). Although a heightened fact pleading of specifics is not required, the plaintiff must bring forth “enough facts to state a claim to relief that is plausible on its face.” *Bell Atlantic Corp. v. Twombly*, 550 U.S. 544, 570 (2007). “[O]nly a complaint that states a plausible claim for relief survives a motion to dismiss.” *Iqbal*, 566 U.S. at 1950.

Though decidedly generous, this standard of review does require more than the bare assertion of legal conclusions. *See Lillard v. Shelby County Bd. of Educ.*, 76 F.3d 716, 726 (6th Cir. 1996).

[A] plaintiff’s obligation to provide the ‘grounds’ of his ‘entitle[ment] to relief’ requires more than labels and conclusions, and a formulaic recitation of a cause of action’s elements will not do. Factual allegations must be enough to raise a right to relief above the speculative level on the assumption that all the complaint’s allegations are true.

Twombly, 550 U.S. at 555 (citations omitted). Further, the complaint must “give the defendant fair notice of what the plaintiff’s claim is and the grounds upon which it rests.” *Conley v. Gibson*, 355 U.S. 41, 47 (1957) (abrogated on different grounds by *Twombly*, 550 U.S. 544). In application, a

“complaint must contain either direct or inferential allegations respecting all the material elements to sustain a recovery under some viable legal theory.” *Lillard*, 76 F.3d at 726 (citation omitted). A court cannot grant a motion to dismiss under Rule 12(b)(6) based upon its disbelief of a complaint’s factual allegations. *Wright v. MetroHealth Med. Ctr.*, 58 F.3d 1130, 1138 (6th Cir. 1995).

A *pro se* litigant’s complaint is to be construed liberally. *See Middleton v. McGinnis*, 860 F.Supp. 391, 392 (E.D. Mich. 1994) (citing *Estelle v. Gamble*, 429 U.S. 97, 106 (1976)). Further, because access to the courts is essential to the enforcement of laws and protection of the values that are rooted deeply in our democratic form of government, this Court may not treat lightly the claims of any litigant, even those whose contentions appear fantastic and baseless on their face. Each complaint is entitled to a thorough review to determine whether it has merit and states a federally cognizable claim. The cost of this sound judicial policy, measured in the expenditure of judicial resources, is one that is well worth the benefit of open access to the judicial process. *See Dekoven v. Bell*, 140 F.Supp.2d 748 (E.D. Mich. 2001).

B. Summary Judgment Standard

In deciding a motion for summary judgment, the court must view the evidence and draw all reasonable inferences in favor of the non-movant. *See Matsushita Elec. Indus. Co., Ltd. v. Zenith Radio Corp.*, 475 U.S. 547, 587 (1986); *see also B.F. Goodrich Co. v. U.S. Filter Corp.*, 245 F.3d 587, 591-92 (6th Cir. 2001). The moving party bears the initial burden of demonstrating the absence of a genuine issue of material fact. Once the moving party has carried his burden, the party opposing the motion “must come forward with specific facts showing that there is a genuine issue for trial.” *Matsushita*, 475 U.S. at 587. The opposing party cannot merely rest upon the allegations contained in his pleadings. Rather, he must submit evidence demonstrating that material issues of fact exist.

Banks v. Wolfe County Bd. of Educ., 330 F.3d 888, 892 (6th Cir. 2003); Fed. R. Civ. P. 56(e). “Where the record taken as a whole could not lead a rational trier of fact to find for the nonmoving party, there is no ‘genuine issue for trial.’” *Matsushita*, 475 U.S. at 587, 106 S. Ct. 1348 (quoting *First Nat’l Bank of Ariz. v. Cities Serv. Co.*, 391 U.S. 253, 289, 88 S. Ct. 1575, 1592 (1968)).

C. The Troy Defendants’ Motion is Unopposed

United States District Court for the Eastern District of Michigan Local Rule 7.1 (b) states that “[a] respondent opposing a motion must file a response, including a brief and supporting documents then available.” “[W]hile pro se litigants may be entitled to some latitude when dealing with sophisticated legal issues, acknowledging their lack of formal training, there is no cause for extending this margin to straightforward procedural requirements that a layperson can comprehend as easily as a lawyer.” *Jourdan v. Jabe*, No.90-1850, slip op. at 1-2 (6th Cir. Oct. 9, 1991) (citing *Estelle v. Gamble*, 429 U.S. 97, 106 (1976); *Haines v. Kerner*, 404 U.S. 519, 520 (1972)).

The Troy Defendants filed the instant motion on April 20, 2010. Plaintiff then sought and was granted a temporary stay of proceedings until November 1, 2010, because he alleged that he was homeless and his “legal papers” were in storage. (Dkt No. 32) Plaintiff was subsequently ordered to respond to the Troy Defendants’ motion on or before November 30, 2010. (Dkt. No. 33, 38)⁴ To date, however, Plaintiff has failed to respond. Therefore, Defendants’ motion may be deemed unopposed. *Humphrey v. U.S. Attorney General’s Office*, 279 Fed.Appx. 328, 2008 WL 2080512 (6th Cir., May 15, 2008). Notwithstanding the lack of opposition, Defendants’ motion is still well-taken in light of the analysis set forth below.

⁴ Orders requiring Plaintiff to respond to this motion were sent to *both* addresses the Court has on record for Plaintiff.

D. Plaintiff has Failed to State a Claim Against the Troy Defendants

To state a claim under 42 U.S.C. § 1983, a plaintiff must allege the violation of a right secured by the federal Constitution or laws and must show that the deprivation was committed by a person acting under color of state law. *West v. Atkins*, 487 U.S. 42, 48 (1988); *Street v. Corrs. Corp. of Am.*, 102 F.3d 810, 814 (6th Cir. 1996). Because § 1983 is a method for vindicating federal rights, not a source of substantive rights itself, the first step in an action under § 1983 is to identify the specific constitutional rights allegedly infringed. *Albright v. Oliver*, 510 U.S. 266, 271 (1994) (citing *Graham v. Connor*, 490 U.S. 386, 394 (1989)). A plaintiff must also demonstrate the personal involvement of each defendant in the activity that forms the basis of the complaint. *Ashcroft v. Iqbal*, 129 S.Ct. 1937, 1948 (2009). The acts of one's subordinates, for example, are not enough, nor can supervisory liability be based upon the mere failure to act. *Weaver v. Toombs*, 756 F. Supp. 335, 337 (W.D. Mich. 1989).

Plaintiff's complaint fails to demonstrate the personal involvement of any of the individual Troy Defendants. For instance, Plaintiff alleges that "[t]he Defendants intentionally shut down investigations into the criminal misconduct of Himes. . . and conspired for the purposes of keeping Plaintiff incarcerated until he pleaded guilty. . ." (Dkt. No. 1, ¶ 30); and "[t]he Defendants fabricated evidence against Plaintiff and suppressed exculpatory evidence. . ." *Id.* at ¶ 32. (Emphasis added). However, Plaintiff's complaint is devoid of even a single allegation describing the specific conduct of Officer Nordstrom, Captain Frye or Sargent Whiteside. As such, Plaintiff's conclusory allegations fail to set forth a plausible claim or provide the individual Troy Defendants with fair notice of what

Plaintiff's claim is and the grounds upon which it rests. Therefore, Plaintiff's claims against the individual Troy Defendants must be dismissed.⁵

E. Plaintiffs Claims against the Troy Defendants are Precluded by Collateral Estoppel

Each of Plaintiff's alleged constitutional violations and state law claims (of false arrest and false imprisonment, malicious prosecution, intentional infliction of emotional distress, violation of M.C.L. 752.11) against the Troy Defendants depend on Plaintiff's contention that there was no basis to arrest and prosecute him. In *Smith v. Thornburg*, 136 F.3d 1070 (6th Cir. 1998), the Sixth Circuit stated:

The law of our Circuit provides that where the state affords an opportunity for an accused to contest probable cause at a preliminary hearing and the accused does so, a finding of probable cause by the examining magistrate or state judge should foreclose relitigation of that finding in a subsequent § 1983 action.

Id. at 1077. See also *Gumble v. Waterford Township*, 171 Fed.Appx. 502, 507 (6th Cir. 2006) (unpublished) (quoting *Mark v. Furay*, 769 F.2d 1266, 1269 (7th Cir. 1985) (“the existence of probable cause for an arrest totally precludes any section 1983 claim for unlawful arrest, false imprisonment, or malicious prosecution, regardless of whether the defendants had malicious motives for arresting the plaintiff.”). Plaintiff's § 1985 conspiracy allegations against the Troy Defendants are similarly subject to dismissal as a matter of law due to collateral estoppel and, additionally, because he failed allege the conspiracy was motivated by class based animus, such as race. *Molnar*

⁵ As to the City of Troy, when viewed in a light most favorable to Plaintiff, paragraph 30 of the complaint read in conjunction with paragraph 43 and 44, arguably states a claim that the “supervisory and policy making officers and officials of the Troy Police Department” had a policy of intentionally keeping criminal defendants jailed until they pled guilty, so as to frustrate any civil lawsuits that a criminal defendant could file against it. However, the City of Troy should, nonetheless, be dismissed for the reasons stated below.

v. *Care House*, 359 Fed.Appx. 623 (6th Cir. 2009) (dismissing § 1985 conspiracy claim due to collateral estoppel of prior probable cause determination); *Smith*, 136 F.3d at 1078 (discussing class based animus requirement for § 1985 conspiracy claims). Thus, Plaintiff's claims against the Troy Defendants are foreclosed because he held preliminary examinations on both charges of aggravated stalking (as is evident from the official court records), and a neutral magistrate found probable cause to believe he committed both crimes.⁶

Finally, it should be noted that although Plaintiff has not alleged that any of the Troy Defendants fabricated evidence, “[i]t is well established that a person’s constitutional rights are violated when evidence is knowingly fabricated *and* a reasonable likelihood exists that the false evidence would have affected the decision *of the jury*.” *Gregory v. City of Louisville*, 444 F.3d 725, 737 (6th Cir. 2006) citing *Stemler v. City of Florence*, 126 F.3d 856, 872 (6th Cir. 1997) (emphasis added). In *Gregory*, the plaintiff brought suit against multiple defendants, following exoneration through DNA evidence, after serving seven years of a 70-year sentence for rape, attempted rape and burglary. Gregory’s § 1983 suit claimed that his *jury conviction* was based, in-part, on fabricated investigator notes and fabricated evidence that his hairs were a “match” to those found at the crime scene. *Id.* Thus, while it is clear that a separate constitutional violation exists for fabrication of evidence, the violation is actionable only where a plaintiff can prove the fabricated evidence affected the jury’s decision. “If the fabricated evidence does not affect a jury’s decision, a plaintiff cannot prevail.” *Richardson v. Nasser*, No. 08-12951, 2009 WL 4730446 *6 (E.D. Mich.). Here, since

⁶ The remainder of the Troy Defendants’ arguments, though well-taken, need not be further analyzed as the two grounds discussed herein are sufficient to grant their motion.

neither of Plaintiff's criminal trials were submitted to the jury, Plaintiff could not prevail as a matter of law on a fabrication of evidence claim against the Troy Defendants.

IV. CONCLUSION

For the reasons set forth above, **IT IS RECOMMENDED** that the Troy Defendants' dispositive motion (Dkt. No. 26) be **GRANTED**.

The parties to this action may object to and seek review of this Report and Recommendation, but are required to act within fourteen (14) days of service of a copy hereof as provided for in 28 U.S.C. § 636(b)(1) and Fed.R.Civ.P. 72(b)(2). Failure to file specific objections constitutes a waiver of any further right of appeal. *Thomas v. Arn*, 474 U.S. 140 (1985); *Howard v. Secretary of HHS*, 932 F.2d 505, 508 (6th Cir. 1991); *United States v. Walters*, 638 F.2d 947, 949-50 (6th Cir. 1981). The filing of objections which raise some issues, but fail to raise others with specificity, will not preserve all the objections a party might have to this Report and Recommendation. *Willis v. Secretary of HHS*, 931 F.2d 390, 401 (6th Cir. 1991); *Smith v. Detroit Fed'n of Teachers Local 231*, 829 F.2d 1370, 1373 (6th Cir. 1987). Pursuant to E.D. Mich. LR 72.1(d)(2), a copy of any objections is to be served upon this magistrate judge.

Within fourteen (14) days of service of any objecting party's timely filed objections, the opposing party may file a response. The response shall be no more than 20 pages in length unless, by motion and order, the page limit is extended by the court. The response shall address each issue contained within the objections specifically and in the same order raised.

s/Mark A. Randon
MARK A. RANDON
UNITED STATES MAGISTRATE JUDGE

Dated: January 4, 2011

Certificate of Service

I hereby certify that a copy of the foregoing document was served on the parties of record on this date, January 4, 2011, electronically and by first class mail.

s/Melody R. Miles
Case Manager to Magistrate Judge Mark A. Randon

A copy has been mailed to:

*Hal Brian Stickney
4830 Marcella
Shelby Township, MI 48317*



CITY COUNCIL REPORT

Date: February 3, 2011

To: Honorable Mayor and City Council

From: John Szerlag, City Manager
 John M. Lamerato, Assistant City Manager/Finance & Administration
 Carol K. Anderson, Parks and Recreation Director

Subject: ICMA Report: Parks and Recreation Services

Background

To delay layoffs in our core competencies of police, fire, and infrastructure maintenance, the Parks and Recreation Department staff was reduced by eleven (11) full time positions at the start of the current fiscal year and a reduction of eleven (11) additional full time positions is incorporated in the fiscal year 2011/12 budget. And with an additional five (5) full time positions eliminated as a result of the contracting of the golf courses, ten (10) full time positions will remain in the department. This is a reduction of 29 positions and 74% when compared to the full time high in 2005-06.

In accordance with Council's direction, the Community Center will remain open provided there is no general fund subsidy except debt service. This does not mean, however, that all department programs can remain for the following reasons:

- There may not be staff time to administer the programs
- All parks and recreation programs do not take place at the Community Center
- Some program offerings are not as cost efficient as others.

In planning for the reductions of services the following was considered:

1. Could another organization take over the program whereby avoiding completely eliminating the program?
2. Is the amount of staff time and resources necessary to administer the program disproportional to the number of people served and/or revenue generated?
3. Are the direct revenues/expenses significant enough that continuation of the program is warranted?
4. Could the program or service be contracted? Will there be funds to contract the work?
5. Is there staff available to administer the program?

It is certain that City and Parks and Recreation services will change in the near future. The documents attached describe those changes. The first document (attachment 1) describes the services that will remain. The second document was developed as part of the ICMA study and describes the services that will be eliminated (attachment 2). The ICMA report also references this matter on pages 59-63.



CITY COUNCIL REPORT

January 27, 2011

To: Honorable Mayor and City Council
Re: ICMA Report: Parks and Recreation Services

The ICMA scope of study did not include the Lloyd A. Stage Nature. The FY 11/12 budget includes the complete closing of the Nature Center resulting in no programs or building access to the public. A group of citizens has formed a 501C-3 corporation - Troy Nature Society. This group has proposed conducting three programs this summer which is a reduction when compared to previous offerings by full time personnel but provides some nature based programming to the public. The Troy Nature Society intends to continue to offer programs in the future. The building will be open for participants only during the program. The general public will be unable to access the building; however, the grounds will be accessible much like other City parks.

The ICMA study did not include a comprehensive review of the recreation division; however, the Budget Impact Analysis and program eliminations were included in the study.

It is anticipated that the following programs and services will continue to be offered by Parks and Recreation:

Recreation Division

- Adult Sports – Softball (summer), Soccer, Volleyball
- Babysitting
- Community Center Birthday Parties
- Community Center Facility operations
- Fitness Classes – reduced offerings
- Future Stars Soccer-Indoor
- Leisure Unlimited Enrichment program
- Massage Therapy
- Miscellaneous Enrichment/Special Events
- Personal Training
- Pre-School Program
- Recital Dance
- Ski Program
- Summer Camps – reduced offerings
- Swim Lessons – Indoor
- Troy Family Aquatic Center operations
- Youth Sports – Basketball, Rookie Basketball, Girls Softball

Adaptive (part-time staff)

- Friendship Club
- Friday Frolic
- Bowling
- Miscellaneous trips
- Performing Arts
- Special Olympics

Seniors (Part-time staff)

- ADA Coordinator
- Computer Classes
- Fitness Classes
- Miscellaneous Programs
- Music and Dance
- Senior Expo
- Senior Information and Referral
- Sports Programs

Recreation programs that will be transferred to other providers:

Golf: Golf lessons beginning this spring will be coordinated by Billy Casper Golf.

Tee-Ball: Coordinated by Troy Baseball Boosters in 2011

Outdoor Tennis: The spring and summer tennis program will be coordinated by the Troy Racquet Club. The Racquet Club will coordinate registrations for this program.

Park Maintenance Division

- Mowing (Contractor)
- Tree Maintenance (Contractor)
- Irrigation System Maintenance (Staff, Contractor)
- Cemetery Maintenance and Burials (Staff, Contractor)
- Play Equipment Safety Inspection and Repair (Staff)
- Park Restroom Maintenance (Contractor)
- Park and Municipal Property General Maintenance (Staff)
- Park Soccer Field Layout (Staff)
- Landscape Maintenance of Municipal Grounds, Medians (Contractor)
- Parking Lot and Sidewalk Snow/Ice Removal at all Municipal Sites, including City Hall, Community Center, Fire Stations, Museum, Nature Center, Parks, Cemeteries (Staff, Contractor)

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

Department Name	Option 1 Reduction over 5-year Period	Program (Activity/Service to be affected)	FTE Reduction	Impact—Provide a description of the actual service level (SL) change that will occur due to the reduction in FTE(s) and/or other resources projected for Option 1. If there is a difference, explain both the short term (ST) and the long term (LT) impacts to customers, e.g. -modifying the delivery, reducing hours, eliminating service, adjusting the quality of service. The impact descriptions should be both quantitative and qualitative SL = Service Level Impact = how the program or activity will change, how the customer will be affected ST = Short Term Impact = how you will manage over one fiscal year; what changes will be required to implement the reduction LT = Long Term Impact = how the program or activity will be permanently changed, reduced or eliminated
Parks and Recreation Department				
All items listed in this report reflect a diminished quality of life for the community; and possible reduction of property values.				
Parks and Recreation - Recreation				
3 FTE				
	2011-12	Fitness Classes		SL - Reduction of Service, ST - More contracts, LT - Fewer offerings to public
	2011-12	Adult-Children Arts and Crafts		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Mother-Son, Daddy Daughter Dances		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Floor Hockey		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Flag Football		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Softball Clinic		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Summer Tennis Program		SL - Shift responsibility to Troy Racquet Club, ST LT - Possible increase cost
	2011-12	Gymnastics		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Indoor Golf		SL - Shift responsibility to Billy Casper Golf Operations, ST LT - Possible increase cost
	2011-12	Golf Lessons		SL - Shift responsibility to Billy Casper Golf Operations, ST LT - Possible increase cost
	2010-11	MRPA Hoops Challenge		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	NFL Punt, Pass & Kick Competition		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Corporate Punt, Pass & Kick Competition		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Hershey Track and Field Competition		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Boo Bash Halloween Event		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Home Alone Babysitting Workshop		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Ice Skating Lessons		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Junior Golf League		SL - Shift responsibility to Billy Casper Golf Operations, ST LT - Possible increase cost
	2011-12	Community Garage Sale (Seniors and Children)		SL - Eliminate Program, ST LT - Reduction of services

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

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Parks and Recreation - Recreation Continued	2011-12	Sanchin-Ryu Karate		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Japanese Shotokan Karate		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Judo and Streetwise Self Defense		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Skate World Indoor Roller Blade Lessons		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Arbor Day Kite Fly		SL - Eliminate Program, ST LT - Reduction of services
	2009-10	Family Festival		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Girls Empowered - Classes and Camps		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Frozen Noses PJ Party		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Fun with Santa		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Parent-Tot Field Trips		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Musical Adventures		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Oakland County Sports and other travel camps		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Cricket Camp		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Etiquette Class		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Interior Design Class		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Photography Class		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Warehouse Training		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Wedding Planning		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Wear Prom Dreams Come True		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Girls Lacrosse Clinic		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Rookie Basketball Clinic		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Baseball Clinic		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Magic Class		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Detroit Pistons Basketball Clinic		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Fame Camp		SL - Eliminate Program, ST LT - Reduction of services

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

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Parks and Recreation - Recreation Continued	2011-12	Pottery Classes		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Roving Recreation		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Safety Town		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Skateboard Camp		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Future Stars Soccer - off site programming		SL - Eliminate Program for off site locations, ST LT - Reduction of services
	2011-12	Travel team sports - baseball, softball, soccer		SL - Eliminate Program, ST LT - Reduction of services; field availability
	2011-12	World Cup Soccer		SL - Transfer to Troy Youth Soccer League, ST LT - possibility of reduced offerings and price increase.
	2011-12	Adult Softball - Fall Leagues		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Troy Sports Camps		SL - Transfer to Troy School District, ST LT - Reduced service
	2011-12	Tee-Ball		SL - Transfer to Troy Baseball Boosters, ST LT - possibility of reduced offerings and price increase.
	2011-12	Youth Volleyball		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Adult Sand Volleyball		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Youth Organization Sports Liaison		SL - Transfer to Department Head
	2011-12	Adult Basketball		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Spring Break Camps		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Winter Break Camps		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	New Year's Eve Celebration		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Mom to Mom Sale		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Adaptive Dinner Club		SL - Eliminate Program, ST LT - Reduction of Services; fewer offerings.
	2011-12	Adaptive Basketball		SL - Eliminate Program, ST LT - Reduction of Services; fewer offerings.
	2011-12	Adaptive Softball		SL - Eliminate Program, ST LT - Reduction of Services; fewer offerings.
	2011-12	Ms. Melody Enrichment Class		SL - Eliminate Program, ST LT - Reduction of services

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

Department Name	Option 1 Reduction over 5-year Period	Program (Activity/Service to be affected)	FTE Reduction	Impact--Provide a description of the actual service level (SL) change that will occur due to the reduction in FTE(s) and/or other resources projected for Option 1. If there is a difference, explain both the short term (ST) and the long term (LT) impacts to customers, e.g., "modifying the delivery, reducing hours, eliminating service, adjusting the quality of service. The impact descriptions should be both quantitative and qualitative. SL = Service Level Impact = how the program or activity will change, how the customer will be affected ST = Short Term Impact = how you will manage over one fiscal year; what changes will be required to implement the reduction LT = Long Term Impact = how the program or activity will be permanently changed, reduced or eliminated
Parks and Recreation - Community Center				4 FTE
	2010-11	Princess Pool Party		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Share the Warmth/Jump and Start your New Years Resolution		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	30 Days to Health		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	MRPA Walk Michigan		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Indoor pool parties		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Kids Night Out		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Dodgeball Tournaments		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Community Center Family Nights		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Fitness Boot Camp		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Heart Saver Class		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Reservation procedure for fields and court usage during summer		SL - Elimination of reservation system, ST LT - Reduction of services
	2010-11	Cardio Challenge		SL - Eliminate Program, ST LT - Reduction of services
Parks and Recreation - Seniors				1 FTE
	2010-11	Senior Volunteer Banquet		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	SMART Ticket sales		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Grandparent-Grandchild Swim		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Belly Dance Class		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Grief Support Group		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Hearing Support Group		SL - Eliminate Program, ST LT - Reduction of services

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

Department Name	Option 1 Reduction over 5-year Period	Program (Activity/Service to be affected)	FTE Reduction	Impact—Provide a description of the actual service level (SL) change that will occur due to the reduction in FTE(s) and/or other resources projected for Option 1. If there is a difference, explain both the short term (ST) and the long term (LT) impacts to customers, e.g. -modifying the delivery, reducing hours, eliminating service, adjusting the quality of service. The impact descriptions should be both quantitative and qualitative. SL = Service Level Impact = how the program or activity will change, how the customer will be affected ST = Short Term Impact = how you will manage over one fiscal year; what changes will be required to implement the reduction LT = Long Term Impact = how the program or activity will be permanently changed, reduced or eliminated
Parks and Recreation - Seniors Continued	2010-11	Senior Bocce Ball League		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Shuffleboard League		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Speed Dating		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Sun and Yang Tai Chi		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Wii Bowling		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Plant Exchange		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Mindfulness Medication Group		SL - Eliminate Program, ST LT - Reduction of services
	2010-11	Senior Emergency Cell Phone Program		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Pickleball		SL - Reduced offerings, ST LT - Reduction of services
	2010-11	Senior Golf Leagues		SL - Transfer to Billy Casper Golf Operations, ST LT - possible increase cost.
	2010-11	Senior AARP Defensive Driving Program		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Trips		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Fall Prevention Class		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Art-Paint-Draw classes		SL - Eliminate, ST LT - Reduction of services; fewer offerings.
	2011-12	Senior Group / Clubs - Harmonica, quilting, chorus, bridge, woodcarving, painting, needlepoint, etc....		SL - Eliminate, ST LT - Reduction of services; fewer offerings.
	2011-12	Senior Exercise programs		SL - Reduce offerings, ST LT - cost to users to increase.
	2011-12	Senior SHARP program		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Employee Referrals		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Store		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Hospital Equipment Loan program		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Speaker programs		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Tax assistance		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Gardens		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Open House		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Line Dance		SL - Eliminate Program, ST LT - Reduction of services

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

Department Name	Option 1 Reduction over 5-year Period	Program (Activity/Service to be affected)	FTE Reduction	Impact—Provide a description of the actual service level (SL) change that will occur due to the reduction in FTE(s) and/or other resources projected for Option 1. If there is a difference, explain both the short term (ST) and the long term (LT) impacts to customers, e.g. -modifying the delivery, reducing hours, eliminating service, adjusting the quality of service. The impact descriptions should be both quantitative and qualitative. SL = Service Level Impact = how the program or activity will change, how the customer will be affected ST = Short Term Impact = how you will manage over one fiscal year; what changes will be required to implement the reduction LT = Long Term Impact = how the program or activity will be permanently changed, reduced or eliminated
Parks and Recreation - Seniors Continued	2011-12	Senior Zumba		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Craft Show		SL - Eliminate Program, ST LT - Reduction of services
	2011-12	Senior Special Events throughout year - Bingo, Flu Shots, Blood Pressure, Food Distribution, etc...		SL - Eliminate Program, ST LT - Reduction of services
Parks and Recreation - Parks Division				10 FTE
	2011-12	Trash removal / receptacles		SL - Contract, ST - Reduction of frequency of service, LT - Diminished appearance of park
	2010-11	Restroom Cleaning		SL - Contract, ST - Reduction of frequency of service, LT - Diminished appearance of park
	2010-11	Shelter Cleaning		SL - Contract, ST - Reduction of frequency of service, LT - Diminished appearance of park
	2011-12	Shelter Repairs		SL - Shift responsibility to Building Operations department, ST LT - response time/service level will be reduced.
	2011-12	Restroom Repairs		SL - Shift responsibility to Building Operations department, ST LT - response time/service level will be reduced.
	2010-11	Mowing of green spaces		SL - Reduction in acreage mowed, ST LT - Diminished appearance/condition.
	2011-12	Park clean up/litter		SL - Contract, ST - Reduction of frequency of service, LT - Diminished appearance of park
	2011-12	Park Repairs - Fence, buildings, equipment, tennis courts		SL - Contract, ST LT - Increase in unavailability of facilities and amenities due to increased time to make repairs.
	2011-12	Insect Disease Control		SL - Eliminate Program, ST LT - Detioration of tree quality, park/public properties; environmental quality
	2011-12	New Tree Planting		SL - Eliminate Service, LT - Decline of urban forest.
	2011-12	Athletic Field Restoration		SL - Eliminate Program, ST LT - Reduced playing condition; deterioration of fields.
	2011-12	Athletic Fields Mowing		SL - Eliminate Program, ST LT - Reduction of field use due to contract requirements.

Impact of Three Year Budget Plan - Parks and Recreation

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Department Name	Option 1 Reduction over 5-year Period	Program (Activity/Service to be affected)	FTE Reduction	Impact--Provide a description of the actual service level (SL) change that will occur due to the reduction in FTE(s) and/or other resources projected for Option 1. If there is a difference, explain both the short term (ST) and the long term (LT) impacts to customers, e.g. -modifying the delivery, reducing hours, eliminating service, adjusting the quality of service. The impact descriptions should be both quantitative and qualitative. SL = Service Level Impact = how the program or activity will change, how the customer will be affected ST = Short Term Impact = how you will manage over one fiscal year, what changes will be required to implement the reduction LT = Long Term Impact = how the program or activity will be permanently changed, reduced or eliminated
Parks and Recreation - Parks Continued	2011-12	Fertilize/weed control		SL - Eliminate Program, LT - Deterioration of turf quality, aesthetics.
	2011-12	Field Preparation - baseball, softball, soccer, lacrosse, sand volleyball.		SL - Contract at reduced level or eliminate, ST LT - Reduction of services, risk of injury; and reduced revenue due to conditions.
	2010-11	Mowing small and large areas		SL - Contract at reduced frequency, ST LT - declining turf condition; possibility of increased rodent activity.
	2010-11	Plant Maintenance - shrubs and flowers		SL - Eliminate Service, ST LT - Reduced park appearance, aesthetics.
	2011-12	Graffiti Removal		SL - Reduced response time, ST LT - encourages more graffiti; aesthetically unappealing.
	2011-12	Hardscape fences and signs		SL - Contract, ST LT - Service level reduced; increased time for completion.
	2011-12	Cemetery headstone repairs		SL - Contract, ST LT - Repairs will take longer; increased cost.
	2010-11	Cemetery Records Management		SL - Transfer responsibility to City Clerk's Department.
	2011-12	Special Events set-up		SL - Transfer responsibility to Building Operations Department, LT - reduction of service level.
	2011-12	Municipal Properties other than city parks - landscape maintenance		SL - Contract at reduced frequency, ST LT - reduced appearance/condition.
	2011-12	Hardscape Maintenance		SL - Contract, or transfer responsibility to Streets Department, ST LT - increased cost and response time
	2011-12	Undeveloped Parks - Mowing and Trash		SL - Contract at reduced frequency, ST LT - reduced appearance/condition.
	2011-12	Irrigation - maintenance		SL - Contract, ST LT - Increased response time; increased cost; reduced appearance/aesthetics
	2011-12	Irrigation - Start up		SL - Contract, ST LT - Increased response time; increased cost; reduced appearance/aesthetics
	2011-12	Irrigation - Winterization		SL - Contract, ST LT - Increased response time; increased cost; reduced appearance/aesthetics
	2011-12	Irrigation - Repair		SL - Contract, ST LT - Increased response time; increased cost, time to repair
	2011-12	Irrigation - Inspection		SL - Contract, ST LT - Increased response time; increased cost; reduced appearance/aesthetics
2011-12	Snow Control - Municipal Properties		SL - Combination of staff and contractual, ST LT - increased time to complete	
2011-12	Snow Control - Parks		SL - Combination of staff and contractual, ST LT - Increased time to complete	
2011-12	Parks Garage Maintenance		SL - Transfer responsibility to Building Operations Department, ST LT - reduction of service level; increased time to repair.	
2011-12	Equipment Maintenance/Repair		SL - Transfer responsibility to Motor Pool Department, ST LT - increased cost.	
2011-12	Snowmobile		SL - Eliminate Service, ST LT - reduction of services, availability of unit to public.	

Impact of Three Year Budget Plan - Parks and Recreation

Attachment 2

Department Name	Option 1 Reduction over 5-year Period	Program (Activity/Service to be affected)	FTE Reduction	Impact—Provide a description of the actual service level (SL) change that will occur due to the reduction in FTE(s) and/or other resources projected for Option 1. If there is a difference, explain both the short term (ST) and the long term (LT) impacts to customers, e.g., modifying the delivery, reducing hours, eliminating service, adjusting the quality of service. The impact descriptions should be both quantitative and qualitative. SL = Service Level Impact = how the program or activity will change, how the customer will be affected ST = Short Term Impact = how you will manage over one fiscal year; what changes will be required to implement the reduction LT = Long Term Impact = how the program or activity will be permanently changed, reduced or eliminated
Parks and Recreation - Administration				3 FTE
	2011-12	Contract Management - DDA, other medians, tree work, property mowing, municipal property, weeds/fertilizer, snow and ice, insect control.		SL - Shift responsibility to Field Supervisor / Department Head, ST LT - reduced time spent on each contract for oversight; and reduced quality of workmanship, response time.
	2011-12	Sponsorship Coordination		SL - Shift responsibility to Department Head, ST - less time to promote, LT - fewer sponsorships
	2011-12	Marketing of Department programs		SL - Fewer promotional items; shift responsibility to Department Head, ST LT - Less time to devote to marketing
	2010-11	Capital Improvements		SL - Reduced Capital improvements, LT - increased long term costs and operational costs.
	2011-12	Permits - Shelters, filming, special use, ROW planting, public display.		SL - Shift responsibility to Field Supervisor / Department Head, ST LT - increased time to complete and increased cost due to staff wages.
	2011-12	Purchasing - Develop specifications, bids, and analysis		SL - Transfer responsibility to Department Head/Clerical, SH LT - Delayed response to public/applicant.
	2011-12	Citizen Action Request Coordination		SL - Transfer responsibility to Field Supervisor / Clerical, ST LT - Delayed response time and lack of quality control.
	2010-11	Landscape Plan Review		SL - Transferred to Planning Department
	2010-11	Ordinance Enforcement		SL - Transferred to Planning Department
	2011-12	Budget Preparation		SL - Sole responsibility of Department Head, ST - Less time to devote, potential inaccuracies
	2011-12	Supervision of Staff		SL - Reduced, ST - Lack of oversight
	2011-12	Public Contact		SL - Reduced, ST LT - Reduced service, interaction with public



CITY COUNCIL REPORT

January 24, 2011

To: John Szerlag, City Manager

From: Susan A. Leirstein, Purchasing Director
Gary G. Mayer, Chief of Police

Subject: Police Department Firearms Exchange

Background

In the late 1990's the Police Department began integrating the use of 9mm carbines into our response to critical incidents. The Police Department is in possession of 32 Colt 9mm carbines, along with 56 magazines for the weapons. The 9mm carbines are no longer used by officers, as they have been replaced by the .223cal patrol rifles currently in service. The .223cal patrol rifles enable patrol officers to train for and react to critical incidents with capabilities over and above what the 9mm carbines have permitted. The acquisition of the new optics will greatly enhance the operations of the Tactical Support Team.

Three licensed firearms dealers were contacted regarding the trade of these 9mm carbines for rifle accessories to be used by the Tactical Support Team. One of the dealers, Williams Gun Sight Company of Davison has agreed to accept the 9mm carbines and magazines, in exchange for eleven (11) new optics for the Tactical Support Team rifles. In addition to the new optics, Williams Gun Sight will also provide an additional \$761.00 worth of accessories for the Tactical Support Team. The other two firearms dealers were only willing to provide nine (9) and ten (10) new optics, respectively.

Fund Availability

There is no cost to the City of Troy as this is a like for like exchange.

Option

No action required.

**CITY OF TROY
PURCHASE QUOTATIONS**

Quotation Date:		Vendor 1		Vendor 2		Vendor 3		Vendor 4	
Vendor:		Williams Gun Sight Co.		CMP Distributors		Kiesler's Police Supply			
Address:		7389 Lapeer Rd, PO Box 328		6539 Westland Way, Ste. 21		2802 Sable Mill Rd.			
City:		Davison		Lansing		Jeffersonville			
State and Zip:		MI 48423		MI 48917		IN 47130			
Phone:		810.653.2131		517.721.0970		800.444.2950			
Salesman:		Terry Tremewan							
No.	Item	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
16	Colt 9mm carbine w/ fixed stock	\$510.00	\$8,160.00	\$420.00	\$6,720.00	\$425.00	\$6,800.00		
16	Colt 9mm carbine w/ collapsible stock	\$595.00	\$9,520.00	\$445.00	\$7,120.00	\$450.00	\$7,200.00		
56	magazine for above carbines	\$10.00	\$560.00	\$5.00	\$280.00	\$10.00	\$560.00		
	*** TRADE IN VALUE ***								
	Colt Model #AR6450								
(indicate) F.O.B. or Freight \$									
TOTAL			\$18,240.00		\$14,120.00		\$14,560.00		

Place an asterisk (*) by the lowest price quoted overall for each item. Type purchase order(s) using information from quotation form. Attach purchase quotation to completed purchase order.

REASON FOR PURCHASE: _____

REASON FOR AWARD: Lowest Price Sole source Quality Service Best delivery Best design

DELIVER TO: _____

Account Number: _____ E.P.O. Regular P.O. Confirming P.O. Number assigned by Purchasing _____

Requestor: _____ Approved for Issuance: _____



CITY COUNCIL AGENDA ITEM

Date: January 19, 2011

To: John Szerlag, City Manager

From: John M. Lamerato, Acting Assistant City Manager/Finance & Administration
Carol K. Anderson, Parks and Recreation Director

Subject: Billy Casper Golf –Guest Comments and Mystery Shop Information

Background

At the City Council meeting on January 10, 2011, Travis Kane, regional director of Billy Casper Golf gave a status report on golf operations. As part of his presentation he explained that the management team seeks feedback from golfers in two ways: email and mystery shops.

Attached please find the email feedback from golfers playing at each course as well as the On-Site Evaluation Reports (mystery shops). In addition, Mr. Kane has provided a summary (below) of the email feedback and the mystery shops and actions to be taken by Billy Casper as a result of the feedback.

Email Feedback Provided by Billy Casper Golf

If you ask, then you shall receive - 100 email responses in fewer than 100 days. A great return rate from our guests! Opening this channel of communication to our guests allows them to be a valuable part of the solution. Each of these guests commented about their time spent with us; ranging from the pace of play, conditions of the course, and their overall experience. I personally reach out to each guest (by email or phone) thanking them for their valuable feedback and (when necessary) inquire more about their particular experience. The guests' expectation is their feedback "will fall on deaf ears." They are truly surprised that I respond back in such a timely fashion and continue to inquire more about their experience. In the instance that the guest had a negative experience, this allows an opportunity for service recovery. Through this method, we are creating "raving fans" of the facilities.

From this feedback, we have solidified our assumption that the guests perceive the golf operations and food operations as one entity vs. two different operators. Also, the team needs to set better expectations and drive the experience based culture. We must train the marshals to be visible on the course and enhance the guest experience. Include additional directional signage to Sanctuary Lake. The bent grass (at Sanctuary Lake) will be a challenge during the extreme heat and higher



CITY COUNCIL AGENDA ITEM

January 19, 2011

To: John Szerlag, City Manager

Re: Billy Casper Golf – Guest Comments and Mystery Shop Information

utilized times. The traffic wear on the greens and browning in the high spots on the course are normal occurrences that will be monitored by the superintendent. Overall, the guests enjoyed their time spent with us. They see the improvements to the “little details” and look forward to spending more time with us.

Mystery Shops Provided by Billy Casper Golf

This is a form of solicited feedback on specific points throughout the guest’s journey. The mystery shop is a useful tool to enhance and ensure a consistent experience delivered by the team. The results derived from the first six months were to be as expected - scores ranging from 56% to 95%. Though the physical scores were not as important in the beginning, I was focused on what was written about the specific experiences delivered. These “shops” demonstrated the specific team member’s ability to create a fun and enjoyable golfing experience for our guests. While the team did not consistently maximize the opportunity to communicate the “touch points” throughout the guest’s journey, the overall consensus throughout was of a fun and enjoyable golfing experience and a guest that would return. This tells me that the team bought into the culture. We will continue to improve the culture through coaching by focusing on the specific “touch points” along the guest’s journey.

Date	Sanctuary Lake Email Feedback 7/14/10-11/12/10
7/14/2010	<p>I'm not sure of the date of our last playing at Sanctuary Lake. When I called to make a tee time I was asked for my credit card number, expiration date, security code number, name, address, phone, email, first born. This is all new since you all took over this course. Asking for credit card information is unnecessary as far as I am concerned. I am not the only one who feels that way in my group of friends. We will no longer be playing Sanctuary Lake due to having to give all this information. I do not want my credit card number or any other personal information stored anywhere on your servers. I have asked that my information be removed and was told it was, yet I am still getting emails. We have plenty of beautiful golf courses in our area who do not require a life history before a tee time is made and those are the courses we will support.</p>
8/16/2010	<p>Enjoyed playing the course -- challenging and scenic. However, do not like to give out my credit card number for a tee-time. In these times of recession and identity theft this practice is unethical. Keep track of the person by taking their driver's license or home telephone number. My financial planner and attorney friend do not support your practice.</p>
8/17/2010	<p>We thought the course was nice and playable but very confusing. I repeat VERY CONFUSING. Good luck.</p>
8/17/2010	<p>When I played on 8-17-10 the people at the course were very cordial but the course was disappointing with all the sand on the greens. When you putt there was a rooster tail behind your ball and it left a track on the green as it does if there is dew. I hope this can be corrected as the course otherwise as pleasurable.</p>
8/18/2010	<p>Might want to place a 5 gallon pickle bucket with water in it so we can wet our towels we use to keep our irons clean. I would suggest somewhere near golf carts? Nice course, enjoyable; Thanks.</p>
8/18/2010	<p>I am the handicap chairman and the tournament chairman for our club--Rolling In Golf Club. We are a group (18) professional semi retired and still practicing professionals that decided to have our own club so we may play various course throughout lower Michigan without felling guilty in playing a member club. We had your facility on our list by vote of the membership and it was also the first round of our match play championship. I do have to say I was dissapointed in the condition of the greens (bumping, not taken care of). It appeared that the greens had not been dealt with since the tranformation from city management to an outsource management. In the past, we have appreciated the course from the tips that we play but with what I feel is happening as far as the neglect of the greens, fairways, I feel our members will choose to come back.</p>

8/18/2010	The fairways were beautiful. What happened to the greens? Anyway, thanks for asking.
8/19/2010	Really enjoyed your course and will have the group back again. Your staff was polite and friendly.
8/20/2010	Thanks again....
8/20/2010	Great course!
8/20/2010	Staff was incredible friendly and cooperative. Play was too slow....back up of 4 groups at hole number 17.
8/22/2010	My wife enjoyed the course (her first time). I liked it better my first time. This time, the fairways had some bald/worn grass in area, no rakes for the traps, lots of garbage in the high grass or woods, more marks in the green that I care for. I still like the design and test of golf, just some of the simple things were disappointing. Not sure it was worthy of the price.
8/22/2010	I enjoyed my first 9 hole round at your course but I think you need a few more directional signs on the cart paths. Some of the next tees are hard I also think the cost is a bit high but I will play it again.
8/23/2010	To tell you the truth it wasn't a pleasant experience for our party of 10. The guys didn't like the forced submittal of their name and address to get the senior rate, our T times started at 11:08 and another foursome was just starting ahead of us at 11:12. We believe the time at the counter was holding everyone up. I had to wait in line to get a pencil, and your driving range grass is a disaster. The guys are reluctant to play the course again - and we have played and enjoyed the course several times before.
8/24/2010	Played 8/24/10 (wouldn't let me put date in above). We love the course and can afford it as we're seniors. Probably wouldn't play it otherwise. Too expensive for us.
8/24/2010	The course was in decent shape, except that a few of the greens seemed a little rough.
8/24/2010	We enjoy playing this course a lot and the only thing I really, really dislike is having to carry the rake with me to the sand bunkers and then remember to bring it back to the cart. In talking with other players they also dislike this. Other than that I love the course.
8/25/2010	Challenging, nice layout, needs GPS on carts.
8/26/2010	Tees and greens are in very poor condition. The overall condition of the course has declined over the last three seasons. I play league on this course and find it odd that the course has never provided any incentives to those of us who support the course on a regular basis.

8/28/2010	This was the first round here for the 4 of us. The course was fun to play. A little course knowledge would have been helpful in a couple of spots, but overall we enjoyed the experience. The driving range could really use some help though. There was no grass to hit from anywhere.
8/31/2010	While we had a good time, the flies were very annoying and the smell was obvious. This course should be priced well below its current rates to help compensate for these shortcomings. We should have brought a bug repellent!! Will likely not play there again.
9/1/2010	Loved the course, but play was very slow. We were behind a group of 4 older ladies who refused to let us play through. The first 9 took 3 hours to play. It was frustrating because we did not see a ranger the entire day. Can you somehow move groups along faster? Thank you.
9/2/2010	Lived in Michigan for 15 years. First time at SL. Would go back in a minute. Loved the layout...greens in good shape. Vents along course made it an interesting whiff once in a while. Overall had a great time. Would love to get a discount coupon....will bring others to the course.
9/4/2010	great course - my wife expecially loved the rolling hills !
9/5/2010	Had a great time that day. Course was in great shape. The practice tee was not as nice. No grass to be found and hitting of dirt and sand to warm up on a slightly windy day is not enjoyable. Pace of play was good but could have been better we had a twosome in front of us playing 2 balls each.
9/5/2010	This is the first time I have played Sanctuary Lake this season. Overall, it was pretty disappointing. The range is an absolute mess, there is no grass to hit off of and looks horrible. The course conditions were sub-par, in many parts the rough was burnt up and spotty, the greens are beat up and not smooth. I have noticed this trend over the last 3 years with this course, it keeps getting worse. It was not worth the money spent to play here. The overall experience and course conditions do not compare at all for what it costs to play. Other courses in the area like Pine Trace, Twin Lakes, Fieldstone and Westwynd are much better courses for the same price. I hope that the conditions improve because this is a nice layout and is billed as an "upscale daily fee" course. However, I will think twice before playing here again or until I know that course conditions are nicer.
9/6/2010	We had a great time!!!! Thank you for greast customer service.

9/8/2010	<p>Fairways in good condition. Greens very pocked up. Holes very similar.</p> <p>The routing of the cart paths is terrible and must be fixed to make this course enjoyaable.</p>
9/10/2010	<p>ourt senior foursome had a great time, found the course to be in good shape, the greens were well maintained and true. staff very helpful and efficient.</p>
9/14/2010	<p>Nice course and have played there many times in the past. However, when I made my tee time on the 13th I was not informed of the fact that the back 9 would be closed for airration and that the front had just been airrated. I only found this out when I arrived at the course to pay my green fees. I was also informed that we would have to play the front 9 twice. I understand that this is the time of year when this type of course maintenance is required and have come to expect it. Anyone that plays the game on a regular basis should.However I also expect to be informed of the impact of this maintenance when making a tee time. Not telling players that there are only 9 holes open is not par for the course in my book. As I said earlier, I have enjoyed playing the course many times in the past. I believe this is first time since Billy Casper Golf has taken over managment. I hope this is not how something like this will be handled in the future.</p>
9/15/2010	<p>Enjoy the course very much. The only complaint is not being informed greens were punched and top dressed before playing. It leaves a bad taste for making next tee time.</p>
9/17/2010	<p>WHEN GREENS HAVE BEEN AIRATED THEY ARE BUMPY AND MAKE PUTTING DIFFICULT, WITH UNDERSTANDING THE NEED FOR THE MAINTANANCE THEY SHOULD DISCOUNT THE GOLF PRICE AT LEAST \$5.00</p>
9/17/2010	<p>Overall I enjoyed the course but golfers should be notified in advance when the course has been aerated. Also, golfers should be notified in advance if it will not be possible to play as a two-some.</p>
9/17/2010	<p>The view from #1 reminded me of Sundance (Torch Lake) I will get out once or twice more this year. The fall views should bespectacular.our foursome enjoyed the experience</p>
9/20/2010	<p>Had a great day! Loved the course and lunch,too. Playing again this Tuesday</p>
9/20/2010	<p>Loved the course. Thanks!</p>

9/21/2010	Had a starting time of 10:12 AM. We got to the 1st tee, there was a 5 group backup and no starter to be found. The 10th hole was clear with no one in sight. We teed off on the 10th hole. On 13th hole a ranger came to us and rudely made us leave the course and go back to the 1st tee where we once again had long delays. We finished the front nine, and went home (we paid for 18). Not fun, and I will not be back anytime soon.
9/21/2010	Course in great shape - however our tee time of 10:20 found us faced with a group of 17 in front of us. And, there was an outing as well. We had to be rerouted to the 17th hole, but lost time.
9/23/2010	There is a substantial distance between tees..could you improve the right path directions to the next tee like markings on the asphalt.
9/23/2010	loved the course. the greens need to be more consistant. They were just airrated. Loved the layout
9/23/2010	The fairways were in great shape! This is my second time playing and the layout is still so confusing. Long rides from green to the next tee on several holes and bypassing a tee to get to yours. Very strange layout!
9/27/2010	Wonderful golf experience so close to home. Very nice course with generous level tee boxes and excellent maintained fairways. Got disoriented and lost twice, no big deal and the greens were a bit rough. The layout played very fair with great views from the many elevated tee boxes. Overall I would rate it an A. I will be returning soon! Thanks!
9/30/2010	one improvement you could make would be to install ball washers on all the holes (at the tee). We only recall one or 2 ballwashers.
10/8/2010	A nice course. But play was incredibly s-l-o-w. There was no starter to enforce tee times nor rangers on course to keep things moving along. Five-plus hours to play one round is a bit much.
10/12/2010	too slow, we had to leave the course after 11 holes. No ranger in sight. We were a twosome, but, the two twosomes in front of us were very slow, hardly keeping up with a slow foursome. Course was in good shape, but, the pace was a real problem. Sorry..
10/14/2010	I really enjoyed my day at Sanctuary Lake. Long course but wide open. I had fun and will be back again soon.
10/15/2010	Good layout. Pricy during the season. enjoyed the course.
10/18/2010	Would like to see a lower rate for Seniors.
10/19/2010	Once again,A good time on a great course!
10/19/2010	My two groups thought the course in excellent condition and the price was very reasonable. Thanks for a fun time!

10/20/2010	<p>Overall, I must say that I greatly enjoyed the course. Fairways, greens, and tee boxes were in terrific shape and course conditioning was remarkable. However, the one fault that result in some frustration was the pin placements on many greens. Sorry, I dont remember the hole numbers off of the top of my head, but some of these were absurd. They literally made me feel like I was on a put putt course and waiting for the windmill hole. As someone who plays A LOT of courses and golf, there is a difference between difficult greens (which they were!) and simply stupid greens (some holes). One person in our foursome said at the end of the round that he would not recommend this course to others simply based on the pin placements. He is a golf snob, and is extremely picky about courses, but there was some validitay to his statement. This is a terrific course, it really is. I hope this small chance can be made to enhance the playability for othres.</p>
10/21/2010	<p>There is something wrong with your pricing. I played two weeks ago at 5:32 and paid \$19. My playing partner paid \$17. Then I played this week at 5:08 and my partner and I paid \$23. What is the actual price? If \$23, that's not reasonable for a twilight time in late October.</p>
10/22/2010	<p>Played at 11:06 with 2 other guys making a 3-some. We knew ahead of time it wouldn't be the fastest round ever played. However, after 4 holes, we were waiting on every single shot for at least 5 minutes, making every hole 20 minutes minimum. We had called to the proshop a few times during the round and nothing was done. After 12 holes one of our three had to leave due to the length of the round. Even after this, the group of four (which were 2.5 holes behind) would not let us play through. There were 4 groups waiting on the last 4 holes. Playing slow is no problem, but when the course is basically open, let people play through. The fact that the staff did not do anything is ultimately cowardly, and hurt business for Sanctuary more for not addressing the issue. The likelihood of me or any of my acquaintances coming back to Sanctuary lake are slim to none.</p>
11/11/2010	<p>I may never play here again!! The most poorly run golf course I have ever played. First they charged \$30.00 at 1:00pm for Winter golf on horrible greens every other local course was at least \$10.00 less. To make it worse there were 5 foursomes on the first tee and they were still taking tee times and sending groups to the 1st tee!! No Ranger on course (they said they could not afford one)Play 6 hours till dark only got in 14 holes!!! I am a low handicap player and I have never seen this at any public of private course ever what a joke!!!</p>

11/12/2010	<p>Aside from your course being local, and unique, I have never been pleased with the price, lack of specials, speed of play, and now the cleanliness of the restrooms. I know its November golf in MI, but you would think there would be some toilet paper around, the stall looked liked a caveman used it last 3 days prior, there were no papertowels to dry your hands and most of the soap was gone. When I asked if there was another restroom, I was promptly told "NOPE". I said well the restroom is destroyed. The young rangers are racing and bumping golf carts, while we're teeing off.. it was an overall poor experience for a pricey local course. \$23 for 9 holes in mid-November for these conditions????</p>
11/12/2010	<p>That is the 1st time I've played there, had a fun time and enjoyed the course.</p>
11/12/2010	<p>Tee time: 9:32, finished 1:10. Enjoyed playing the front 9 holes. Did NOT enjoy waiting on the back nine behind a twosome following a FIVESOME!</p>



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG124 Evaluation**

08-06-10

<p>Sanctuary Lakes Golf Course 1450 E. South Boulevard Troy MI US 48098</p> <p>Location: BCG124 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>82% : Overall Score (23/28) 100%: Phone Reservation (3/3) 69%: Check-In/Pro Shop (9/13) 100%: Starter (1/1) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (1/1) --%: Finishing/Leaving (0/0) 83%: Overall Facility Appearance (5/6) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (3 evaluations): 85.67% Survey Avg Y2010 (679 evaluations): 88.67%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		8/6/2010
Day Played:		Friday
Scheduled Tee Time:		2:45 PM
Time of Check-In at Pro Shop:		2:00 PM
Actual Starting Time:		2:55 PM
Time Walked Off 9th Green:		5:20 PM
Time Teed Off 10th Tee:		5:34 PM
Time Walked Off 18th Green:		7:56 PM
Have you ever played this course before?		No
How many in your party?		2
Shopper Initials:		JV

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		8/6/2010
Time of Call:		10:10 AM
Employee Name:		Don
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		No confirmation email, no confirmation number.
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:05 min:sec
1a. What was the greeting used?		"Thanks for calling Sanctuary Lake."
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".

When I called for a tee time, my call was answered in 5 seconds. Don answered with, "Thanks for calling Sanctuary Lake." Don asked me for a credit card to confirm the tee time, which I gave him. The process of taking my credit card number was quick. He said it ensured that I would get a call if someone was not going to make their tee time.

He then politely requested an email address from me for possible updates and deals. I did not receive a confirmation email. He finished by giving me the date, time and number of players to make sure we were on the same page. Finally he thanked me for calling and said, "We will see you soon."

He seemed really nice. Overall, his voice and tempo seemed calm, relaxed and a little happy.

Check-In/Pro Shop 69% (9/13)

Employee Name or Description:		Male, 20s, short brown hair.
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"How can I help you?"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	0/1	No
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/1	No
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	2/2	Yes
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		No
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		No
13. Did the pro shop employee either direct you or make sure you understood where to go next?	0/2	No
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes

15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
We arrived early to get something to eat and so we would not have to be rushed. The pro shop was very clean, but only had gloves and a few boxes of balls displayed. I did not see any golf clubs.		
There were 3 groups in line at the time we approached the counter. There were a couple of other groups right behind us. When it was our turn, the employee used eye contact and had a smile. He asked, "How can I help you?" His uniform was not wrinkled and it looked very new. He was wearing a red polo shirt with logo. He was behind the counter so I did not see what type of pants he was wearing. I did not see a name tag.		
He did not request my partner's name, phone or email. There was no request to become a cardholder of the course. He only took payment of golf and did not try to sell us any merchandise. He did ask us if we wanted range balls for our tee-time wait. We were looking at gloves before he took our payment. The employee said the Starter was outside, but did not tell me where to go. I was not really sure where to go after I had paid. He correctly processed the transaction and handed me a receipt. Then he said, "Thanks." I did not see any toll-free number sign or the sign about the purchase being free without a receipt.		
The interaction was very brief. The employee seemed more professional than friendly. The employee was not rude and I did feel we were being treated to an enjoyable experience.		
<h1>Starter</h1> <h2>100% (1/1)</h2>		
Employee Name or Description:		N/A
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	0/0	N/A
17a. What was the greeting used?		N/A
18. Was the starter wearing a wrinkle-free uniform including name tag?	0/0	N/A
19. Did the starter ask if you had played the course before?	0/0	N/A
20. Were you asked to present your receipt or confirmation of check in?	0/0	N/A
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	0/0	N/A
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/0	N/A
23. Did the starter thank you for your business or offer you a positive parting remark?	0/0	N/A
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	0/0	N/A
Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
There was no Starter during our round of golf.		
Our golf cart was clean and free of debris. There was a scorecard and pencil. There was no sand bottle on the cart.		

Beverage Cart

Employee Name or Description:		Female, 5'8" tall, long light hair that was worn down.
25. How many times were you visited by the beverage cart?		1
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		"How are you doing?"
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The female beverage cart employee pulled up to us as we were approaching the fourth green. She had a wrinkle-free, new-looking blue polo shirt with logo and khaki Bermuda shorts. I did not see a name tag. She had long, light hair that was worn down.

She greeted us with, "How are you doing?" Her tone was light and she was smiling, with good eye contact. She did not give a specific time she would be back. We saw her 3 times, but only interacted with her once.

She was very friendly and approachable, which made this a fun and enjoyable experience.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We did not see a Course Advisor, Marshal or Ranger during our round of golf.

Food & Beverage (F&B)

Location:		Same building as the pro shop.
When during your round did you visit this location?		Before Starting
Employee Name or Description:		
Two female employees: One with blonde, long hair, worn down. She was about 5'6" inches, in her 30s. The other employee had dark hair, worn down. She was about 5'6" inches, in early 20s. Could not make out the names on their name tags.		
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A
37a. What was the greeting used?		"Can I help you?"
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

There were two female employees behind the bar. We ordered a hot dog, a kielbasa and two Gatorades. The food was excellent and the service was quick and friendly. They greeted us with smiles and also made good eye contact. We were greeted with, "Can I help you?" Their uniforms were not wrinkled and also looked very new. We paid with cards and payment was quick and easy. They thanked us for our business and said, "Have a good round."

Both employees had a smile and generally seemed to be enjoying themselves. They made us feel comfortable there. They helped to make our experience more fun and enjoyable.

Course Maintenance 100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		No
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

We did not interact with any course maintenance employees during our round.

The greens were extremely beat up and dry. The ball bounced a lot during the roll, so holding a specific line was difficult. The course would have been very nice, if not for the beat up greens. There was a lot of undulation and rolling fairways. Much of the fairways were in good condition and it was a pleasure to hit off. The rough was, for the most part, full and thick.

The flags and flag sticks were nice and not broken. There were no coolers on the course, but each building bathroom had a water fountain on the front of it.

Finishing/Leaving

Employee Name or Description:		N/A
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	0/0	N/A
47a. What was the greeting used?		N/A
48. Was the employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
49. Did the employee thank you and/or invite you back?	0/0	N/A
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We did not encounter an employee in charge of returned carts.

There was a male employee who was near the cart return area. He was speaking with another group, who gave us a wave. He seemed friendly by the way he was interacting with the other group. We did not talk to him or interact with him.

Overall Facility Appearance 83% (5/6)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	0/1	No
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	1/1	Yes
55. Were range balls clean and in good condition?	1/1	Yes
56. Were range yardage signs straight and visible?	1/1	Yes

Overall Guest Satisfaction 100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

The overall appearance was very nice. The exterior of the clubhouse building looked fairly new. There were no broken pieces or clutter. There was plenty of room to park. The parking lot had no visible trash or clutter. The clubhouse was very clean and nice inside. The pro shop seemed a little empty. The only thing they were selling was gloves and golf balls. There were no clubs of any kind. The bar area was very nice. The tables were clean and so was the carpet.

In the clubhouse bathroom, the trash was full and they were out of paper towels. Otherwise the restroom was clean and free of debris. The stalls were clean. The restroom on the course was clean and free of debris.

The driving range was clean and free of debris. There was not much grass to hit the ball off of. Fortunately, we could hit off the ground. They also had carpet to hit off of if you wanted. The range balls were in good condition. The yardage signs were straight and visible.

In general the employees did their job and were friendly. They had a very professional look. Everyone worked to make our experience fun and enjoyable. Based on my interactions during this visit, I would return as a paying customer.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

N/A

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

The female employees at the grill and the female beverage cart employee were very pleasant. It is nice to see people who enjoy their jobs.

Greens Fee and Cart Fee:		\$37.74
Range Fee: (if applicable)		\$4.72
Beverage Cart:		\$3
Food and Beverage:		\$6.50
Pro Shop:		\$16.96



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG124 Evaluation**

08-22-10

Sanctuary Lakes Golf Course

1450 E. South Boulevard
Troy MI US 48098

Location: BCG124
Don Tillar (dtillar@cityparkgolf.com)

Regional: Travis Kane
Travis Kane (tkane@cpdgolf.com)

General: Don Tillar
Don Tillar (dtillar@cityparkgolf.com)

SVP: Bill Rehaneck
Bill Rehaneck (brehaneck@billycaspergolf.com)

Region: Mid West

90% : Overall Score (35/39)

100%: Phone Reservation (3/3)
100%: Check-In/Pro Shop (12/12)
77%: Starter (10/13)
--%: Beverage Cart (0/0)
--%: Course Advisor/Marshal/Ranger (0/0)
--%: Food & Beverage (F&B) (0/0)
0%: Course Maintenance (0/1)
--%: Finishing/Leaving (0/0)
100%: Overall Facility Appearance (6/6)
100%: Overall Guest Satisfaction (4/4)

Location Avg Y2010 (3 evaluations): 85.67%
Survey Avg Y2010 (679 evaluations): 88.67%

Scoring Rules:

* N/A answers are omitted from scoring
(total possible points will vary from shop to shop)

Question	Score	Answer
Date evaluation performed:		8/22/2010
Day Played:		Sunday
Scheduled Tee Time:		8:28 AM
Time of Check-In at Pro Shop:		8:22 AM
Actual Starting Time:		8:33 AM
Time Walked Off 9th Green:		10:35 AM
Time Teed Off 10th Tee:		10:40 AM
Time Walked Off 18th Green:		12:43 PM
Have you ever played this course before?		No
How many in your party?		3
Shopper Initials:		FSB

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		8/21/2010
Time of Call:		3:50 PM
Employee Name:		Jason
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		254543130
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:50 min:sec
1a. What was the greeting used?		
"Thank you for calling Sanctuary Lakes. This is Jason. How may I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
I called the number and there was a pre-recorded message that played for 50 seconds. As soon as the recording stopped, a male employee answered the phone. He said, "Thank you for calling Sanctuary Lakes. This is Jason. How may I help you?" Jason spoke very clearly and asked informational questions efficiently. He asked for my email address after he took my address information. He then confirmed the time, date and number of players. At the end of the call he said, "Thank you. We look forward to seeing you at 8:28 tomorrow."		
He had a friendly voice, pleasant nature and was very polite.		
<h2>Check-In/Pro Shop</h2> <h3>100% (12/12)</h3>		
Employee Name or Description:		Red
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Good morning."
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/0	N/A
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	2/2	Yes
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
13. Did the pro shop employee either direct you or make sure you understood where to go next?	2/2	Yes
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes

15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
<p>Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".</p> <p>The male employee at the register greeted me with a warm smile and welcomed me. He said, "Good morning." He was neatly dressed in a wrinkle-free blue golf shirt with a logo. He wore a name tag. His name was Red.</p> <p>I did not have any playing partners with me today. Red did not ask me if I had a players card or if I wanted to join a loyalty program. Red asked me if I needed any balls, tees or range balls and I chose to purchase the balls and tees. He processed my purchase accurately and gave me a receipt, without me having to request one. The "Comments? Suggestions?" sign was clearly visible as was the "Your Purchase Is Free Without A Receipt" sign. The employee told me where I should head to next. He thanked me for coming to the course today and said, "Enjoy your round."</p> <p>I felt that the Pro Shop employee was professional and friendly and helped to create an enjoyable golf experience.</p>		
<h2>Starter</h2> <h3>77% (10/13)</h3>		
Employee Name or Description:		Male, 60s, gray hair, glasses.
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	2/2	Yes
17a. What was the greeting used?		"How are you this morning?"
18. Was the starter wearing a wrinkle-free uniform including name tag?	1/1	Yes
19. Did the starter ask if you had played the course before?	0/2	No
20. Were you asked to present your receipt or confirmation of check in?	1/1	Yes
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	1/1	Yes
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	2/2	Yes
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
<p>Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".</p> <p>The Starter was appropriately dressed and neatly groomed. He was in his 60s, had gray hair and wore glasses. He greeted me with, "How are you this morning." He was wearing a sweater and a blue golf shirt with logo and khaki pants. His name tag was covered by his sweater. His uniform was clean, neat and wrinkle-free. He was wearing a sweater because the temperature was in the 60s and windy.</p> <p>He asked me to present my receipt, which I showed him. He told me the landing areas were forgiving, but the natural areas were difficult. He did not ask me if I had played the course previously. He told me where the pin locations were. He did not inform me of the pace of play because I started as a single golfer. I was later joined with a twosome and he let us know about our position and where we should be. He said, "Thank you. Have fun."</p> <p>He was very upbeat and happy. He began the actual golf as a fun experience for me.</p> <p>My cart was clean and free of debris. It was supplied with a scorecard and a pencil.</p>		

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A
Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
There was no beverage cart present during my round of golf. I was on the course from 8:33 AM to 12:43 PM.		

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A
Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
I didn't see a Course Ranger/Marshal during my round of golf.		

Food & Beverage (F&B)

Location:		Piper's Pub
When during your round did you visit this location?		After Round
Employee Name or Description:		Katie
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A

37a. What was the greeting used?		"Hello."
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

Katie greeted me with, "Hello." She made direct eye contact and had a smile on her face. She asked me if I wanted to see a menu. I looked at the menu. She informed me of the lunch special, which I chose. She was neatly dressed and groomed in a wrinkle-free uniform. She wore a blue logoed golf shirt and khaki pants with a name tag and cardigan sweater. She processed my credit card transaction efficiently and gave me the receipt. As I was leaving she said, "Thanks for coming in. Have a great day."

She was very friendly and happy, making this a part of an overall enjoyable golf experience.

Course Maintenance

0% (0/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	0/1	No

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

I did not see any maintenance employees while playing my round.

The greens were in good condition for the price of the greens fee. The flags were in good condition. I did not see any ball washers. I did see two drinking fountains as part of the bathroom facilities, but did not see any coolers for water.

Finishing/Leaving

Employee Name or Description:		N/A
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	0/0	N/A
47a. What was the greeting used?		N/A
48. Was the employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
49. Did the employee thank you and/or invite you back?	0/0	N/A
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

There were no employees in the Cart Return area when I left. I parked the cart by the sign informing me where to leave it. I then unloaded my things and walked to my vehicle.

Overall Facility Appearance 100% (6/6)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	1/1	Yes
55. Were range balls clean and in good condition?	1/1	Yes
56. Were range yardage signs straight and visible?	1/1	Yes

Overall Guest Satisfaction 100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

The facility was neat, attractive and orderly. The parking lot, clubhouse entrance, and the interior and exterior were free of debris. Both the men's restroom in the clubhouse and the men's restroom on the course were clean, sanitary and free of odor.

The driving range was clean and there was no debris on it. The range balls were clean and also well maintained. The yardage signs were straight and clearly visible.

I did think that the employees worked together to create a fun and enjoyable golf experience for me. I would recommend this golf course to others as well as return on my own, based on the great customer service I received.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

N/A

Greens Fee and Cart Fee:		\$50.00
Range Fee: (if applicable)		\$5.00
Beverage Cart:		\$0.00
Food and Beverage:		\$7.00
Pro Shop:		\$16.71



BILLY CASPER
G O L F

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG124 Evaluation**

09-09-10

<p>Sanctuary Lakes Golf Course 1450 E. South Boulevard Troy MI US 48098</p> <p>Location: BCG124 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>79% : Overall Score (46/58) 67%: Phone Reservation (2/3) 58%: Check-In/Pro Shop (7/12) 100%: Starter (1/1) 44%: Beverage Cart (4/9) 100%: Course Advisor/Marshal/Ranger (7/7) 88%: Food & Beverage (F&B) (7/8) 100%: Course Maintenance (1/1) 100%: Finishing/Leaving (7/7) 100%: Overall Facility Appearance (6/6) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (3 evaluations): 84.00% Survey Avg Y2010 (646 evaluations): 88.67%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		9/9/2010
Day Played:		Thursday
Scheduled Tee Time:		4:20 PM
Time of Check-In at Pro Shop:		3:42 PM
Actual Starting Time:		4:18 PM
Time Walked Off 9th Green:		5:21 PM
Time Teed Off 10th Tee:		6:08 PM
Time Walked Off 18th Green:		8:03 PM
Have you ever played this course before?		No
How many in your party?		1
Shopper Initials:		CGH

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

Phone Reservation
67% (2/3)

Date of Call:		9/7/2010
Time of Call:		4:48 PM
Employee Name:		Steve
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		N/A
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		01:14 min:sec
1a. What was the greeting used?		
"Thank you for calling Sanctuary Lakes. This is Steve. How can I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	0/1	No
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
<p>I called to make a tee time on September 7th, at 4:18 PM. The phone was answered by the automated system after 6 seconds, but it took a total of 1 minute and 14 seconds to navigate the phone system prompt and hold to speak to a live person. When the phone was answered, the employee greeted me with, "Thank you calling Sanctuary Lakes. This is Steve. How can I help you?" I informed Steve that I would like a tee time for, "This Thursday." Steve confirmed the date for the tee time as September 9th, then he asked for my preferred tee time. I told him that 4:00 or 4:30 would work well. Steve quickly looked at the schedule and said that he had a 4:00 and a 4:20 tee time available. I told him that 4:20 would work best.</p> <p>Steve asked for my last name, first name and whether or not I was a Troy, MI, resident. When I told him that I was not, he asked what city I was from and if I could confirm my address, which was already in the system. He confirmed the price for 18 holes and cart for a non-resident at \$35 and indicated that the course had a 24-hour cancellation policy. Steve then confirmed the number of players, date and time of the tee time. He told me that a confirmation would also be sent via e-mail, but he did not ask for or confirm my e-mail address. I thanked him and Steve closed the call by saying, "Thank you very much. Bye."</p> <p>Although Steve told me that a confirmation would be sent via e-mail, I did not receive the confirmation. The price quoted by Steve did not match the price that I was later charged at the golf course and the price posted on the website.</p> <p>Steve's interaction was professional, courteous and quick. He had some trouble with his computer at one point during the call, but he did not let it fluster him; he simply apologized for and explained the delay.</p>		
<h2>Check-In/Pro Shop</h2> <h3>58% (7/12)</h3>		
Employee Name or Description:		Sam
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Hi. Can I help you?"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	0/1	No
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/0	N/A
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	0/2	No

10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
13. Did the pro shop employee either direct you or make sure you understood where to go next?	2/2	Yes
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	0/2	No

Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When I first entered the pro shop, Sam was helping another customer, so I wandered around looking at gloves, shoes and golf balls until she was finishing up assisting him. I then wandered over to the counter while still looking at merchandise. Sam greeted me, "Hi. Can I help you?" I told her that I had a tee time for 4:20. She asked me for my name and confirmed the tee time in the computer. Sam then told me that my total was \$40. This is different than what the employee told me over the phone, but I did not object since the price was clearly posted in the pro shop and on the website that I had seen before arriving at the course.

Before getting out my card to pay, I stalled for about 15 seconds, looking through merchandise on the counter. Sam did not offer information about any of the items I was looking at or ask if I had any questions. Finally, I asked if there was a driving range. She replied, "Yes," and pointed to the range out the window. I paused again and then asked the price for a bucket of range balls. Sam told me the price for both the large and the small bucket. I asked for a small bucket, which she added to the same transaction and told me the new total. I handed her my credit card. She completed the transaction correctly and had me sign the credit card receipt. Sam then handed me 2 slips of paper, one was a copy of the receipt and the other had a PIN number on it. Sam explained that the PIN was for the range ball machine and she pointed in the direction of the machine.

I thanked her and continued to look around the pro shop for approximately 1 minute longer. The "Comments? Suggestions?" and "Your Purchase Is Free Without A Receipt" signs were posted and clearly visible. I left to use the restroom, then returned to the shop and continued looking at their merchandise. There were no other customers in the shop at this time. Sam did not offer any information about the items I was looking at or ask if I needed any help. After another 3 minutes or so, I selected a sleeve of golf balls and returned to the counter. Sam scanned the box and told me the price. I then said, "I'd better pick up some tees too," looking around. I then asked about a package of tees on the counter saying, "How much are these?" Sam promptly replied that the tees were \$1. I pulled out a pack and Sam added them to the receipt, telling me the new total. I paid for these items and picked them up to leave the store. Sam said, "Thank you," as I started to walk away from the counter.

Sam did not offer me a players card, nor did she offer or try to sell me any merchandise. Sam was wearing a polo shirt that appeared to have the club logo on the chest. I could not see the chest or the sleeve clearly as she was wearing a North Face jacket over the shirt. The jacket did not have any club logo on it. She wore a name tag on the outside of the jacket. Since she remained behind the counter throughout the interaction, I was not able to determine what pants or shorts she was wearing.

Sam's demeanor throughout the interaction appeared apathetic. She did not exude excitement or enjoyment of her job, which did not make me feel I was being treated to a fun and enjoyable experience.

Starter
100% (1/1)

Employee Name or Description:		N/A
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A

17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	0/0	N/A
17a. What was the greeting used?		N/A
18. Was the starter wearing a wrinkle-free uniform including name tag?	0/0	N/A
19. Did the starter ask if you had played the course before?	0/0	N/A
20. Were you asked to present your receipt or confirmation of check in?	0/0	N/A
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	0/0	N/A
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/0	N/A
23. Did the starter thank you for your business or offer you a positive parting remark?	0/0	N/A
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

There was not a Starter present.

Beverage Cart 44% (4/9)

Employee Name or Description:

Female, about 5'7" tall, black hair, brown eyes, glasses, nose was pierced.

25. How many times were you visited by the beverage cart?		1
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/2	No
26a. What was the greeting used?		"Need anything?"
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/1	No
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/2	No
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	2/2	Yes
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

There was a sign in the Piper Pub saying that the beverage cart was not available for the day, so I was surprised when I saw the beverage cart out on the course at 7:00 PM.

The beverage cart approached while I was standing on the 16th tee, waiting for the group in front of me to finish the hole. The employee operating the beverage cart was a female with black hair, brown eyes, a nose piercing and she wore glasses. She appeared to be in her late teens or early 20s and was approximately 5'7" tall. She drove a standard golf cart with 2 old Budweiser flags hanging off of the back and 2 Rubbermaid bins on the seat and floor next to her. The beverage cart employee was wearing a gray sweater that was buttoned over a blue shirt, which appeared to match those worn by other employees with the club and BCG logos, but I was unable to determine this with certainty. She was wearing a black and white windbreaker over the gray sweater. I did not see any logos on the windbreaker. She wore long, dark colored pants

and did not have a name tag that was visible outside of the jacket.

I was not certain, at first, if this was indeed the beverage cart. As she drove up, she asked, "Need anything?" I asked what she had and she told me what was in the coolers. As I opened the first cooler to examine its contents, I commented on the unusual nature of the containers. She replied that it was her first day and that she did not know if this was what the course normally used.

I asked her the price of a couple of items, which she knew readily. I picked out a Gatorade and 2 candy bars, which cost a total of \$4.50. I handed the employee a \$5 bill. She found 2 quarters for change and said, "See ya later," as I picked up my food and headed back toward my cart.

The beverage cart employee was friendly, but lacked a strong greeting and parting remark. She did not say when I could expect to see her again. In spite of this, the interaction did contribute to the fun and enjoyable experience of the course. She knew her inventory and pricing well and was quick with change when it was required.

Course Advisor/Marshal/Ranger

100% (7/7)

Employee Name or Description:		John
31. How many times did you see the course advisor/marshal/ranger on the course?		3
32. Did you or anyone in your group have an interaction with the course advisor during your round?		Yes
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	2/2	Yes
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	1/1	Yes
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	2/2	Yes
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

My interaction with the Course Advisor occurred after I went to tee off on the 10th hole. There had been no golfers ahead of me on the front 9, so I was surprised when there were several groups ahead of me at the 10th tee. I was told by one of the golfers that I should go back and talk to the pro shop because they were part of a league that moved slowly and probably would barely be completed before dark.

I returned to the pro shop and explained the situation to Sam, who directed me to talk with John. John was coming back from the cart barn and I went outside to catch him. John was wearing a polo shirt with the club logo on the chest and a BCG log on the sleeve. He wore dark pants and no jacket. He did wear a long-sleeved, white t-shirt under the polo shirt.

Although he appeared busy, John stopped as I approached and asked how he could help. I explained the situation to him. He agreed that finishing by dark would be tough and offered me a rain check to come back and play the back 9 at another time. I told him that would be fine, so he went into the pro shop and returned with a rain check.

When he returned with the rain check, John offered to drive out with me and see if I could get out ahead of the league in order to continue playing. I agreed, but when we got out on the course, the league had already spread out over the entire back 9. John then proposed that I could re-play hole 7, 8, and 9, then give the back 9 a try. I agreed to do this.

While playing hole 9, John stopped by again and told me that the league was up to hole 12, so that would probably be enough space for me to go ahead on the back 9.

John was very apologetic for the inconvenience and made me feel very valuable as a customer. My interaction with John was the strongest employee interaction that created a fun and enjoyable experience, in spite of the delays.

Food & Beverage (F&B)

88% (7/8)

Location:		Piper's Pub
When during your round did you visit this location?		At The Turn
Employee Name or Description:		Female, 30s, blond hair, about 5'6" tall
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	2/2	Yes
37a. What was the greeting used?		"Can I get you something?"
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/1	No
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	1/1	Yes
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	2/2	Yes
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The employee who helped me at Piper's Pub was friendly and out-going. The employee was not wearing a shirt with the club name, nor was she wearing a name tag. The employee wore a blue shirt with the name "Rosch" on the chest. She wore dark pants. She had blond hair, stood about 5'6" tall and appeared to be in her 30s.

When I walked into the Pub, the employee was with another customer, but quickly came over and asked, "Can I get you something?" I told her I wanted a sandwich and she handed me a menu. I looked over the menu and decided on a Chicken Caesar Wrap. She told the kitchen staff what to make, then asked me if I wanted anything to drink. I told her a Gatorade would be good and then I picked out a candy bar as well.

She asked if I was going to eat in the Pub or take it with me, then told me total. I handed her my card and she prepared to complete the transaction. Before she could do so, she realized a mistake in how she rung up the order. After correcting this, she told me the new total, apologized for the mistake, completed the transaction and handed me the receipt. The food was ready about 3 minutes later.

The employee was friendly and treated me to a fun and enjoyable experience.

Course Maintenance

100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		No
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

I did not encounter any maintenance employees during my round of golf.

Several of the greens were not uniformly green, perhaps due to under-watering. Some greens had areas of bare dirt. Most of the greens had small bumps at former pin placement locations. Several of the sand traps had tire marks remaining from the rake vehicle. A few of the tee markers were poorly painted, which made it difficult to differentiate the black markers from the blue markers. I expected higher quality greens at course that costs \$40 to play.

The ball washers and flags were all in good condition.

Finishing/Leaving 100% (7/7)

Employee Name or Description:		John
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	2/2	Yes
47a. What was the greeting used?		"Did every thing work out?"
48. Was the employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
49. Did the employee thank you and/or invite you back?	2/2	Yes
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

John was cleaning carts when I walked off of the 18th green. John was wearing a polo shirt with the club logo on the chest and a BCG log on the sleeve. He wore dark pants and no jacket. He wore a long-sleeved white T-Shirt under the polo shirt.

I unloaded my cart and took it back to the Cart Return area. He recognized me from our earlier interaction and asked, "Did everything work out?" I told him that the back 9 was pretty slow, but I did finish just as it was getting too dark. I then handed him the 9 hole voucher that he had given me earlier. He refused it and said, "No. Keep it so you can come back and play 9 in the light." I thanked him and turned to go. As I was leaving, John said, "Thanks for playing. Have a good one!"

John made me feel valuable as a customer. He sincerely regretted the delay I had experienced due to the scheduler's poor planning. The interaction with John contributed strongly to the fun and enjoyable experience of the course.

Overall Facility Appearance 100% (6/6)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	1/1	Yes

55. Were range balls clean and in good condition?	1/1	Yes
56. Were range yardage signs straight and visible?	1/1	Yes
<h2>Overall Guest Satisfaction</h2> <h3>100% (4/4)</h3>		
57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes
<p>Please describe why you answered questions 51-58 the way you did.</p> <p>Overall, the facilities were clean and orderly. The bathrooms in the clubhouse and on the course near tee 4 and tee 15 were clean and stocked appropriately with soap, toilet paper and paper towels.</p> <p>The driving range was clean and orderly. The range balls were clean and in fair condition. The signs were in good shape and clearly visible.</p> <p>For the most part, the team of employees worked to create a fun and enjoyable golf experience. Based on the overall customer service I received during my round of golf, I would return to play this course as a paying customer.</p>		
<p>59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?</p> <p>John assisted me when I ran into a slow league ahead of me on the course. He directed me to replay the previous 3 holes, then try again on the back 9. He also provided me a voucher for 9 holes so that I could come back to play the back 9 at a normal pace and in full light.</p>		
<p>60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?</p> <p>None other than already mentioned above.</p>		
Greens Fee and Cart Fee:		\$40
Range Fee: (if applicable)		\$5.00
Beverage Cart:		\$4.50
Food and Beverage:		\$11.89
Pro Shop:		\$9.00



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG124 Evaluation**

10-04-10

<p>Sanctuary Lakes Golf Course 1450 E. South Boulevard Troy MI US 48098</p> <p>Location: BCG124 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>87% : Overall Score (26/30) 100%: Phone Reservation (3/3) 77%: Check-In/Pro Shop (10/13) 100%: Starter (1/1) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 67%: Course Maintenance (2/3) --%: Finishing/Leaving (0/0) 100%: Overall Facility Appearance (6/6) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (4 evaluations): 86.00% Survey Avg Y2010 (719 evaluations): 88.51%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		10/4/2010
Day Played:		Monday
Scheduled Tee Time:		11:32 AM
Time of Check-In at Pro Shop:		11:15 AM
Actual Starting Time:		11:27 AM
Time Walked Off 9th Green:		2:01 PM
Time Teed Off 10th Tee:		2:05 PM
Time Walked Off 18th Green:		3:50 PM
Have you ever played this course before?		No
How many in your party?		2
Shopper Initials:		JR

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		10/3/2010
Time of Call:		10:49 AM
Employee Name:		Mike
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		256711709
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:30 min:sec
1a. What was the greeting used?		"Good Morning. Sanctuary Lake. This is Mike."
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
Mike answered the phone in 30 seconds with, "Good Morning. Sanctuary Lakes. This is Mike." I reserved the tee time and he repeated back to me all the pertinent information. He repeated back to me my name, tee off time, date and number in my party. He also asked me for my email address. He thanked me for calling and made me feel that my business was important to him. He ended the call with a cheerful, "See you on Monday!" I received the email within 3 minutes.		
<h2>Check-In/Pro Shop</h2> <h3>77% (10/13)</h3>		
Employee Name or Description:		John
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Welcome! How are you today?"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/1	No
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	0/2	No
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		No
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
13. Did the pro shop employee either direct you or make sure you understood where to go next?	2/2	Yes
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

As soon as we entered the pro shop, John looked up and greeted us with a cheerful, "Welcome! How are you today?" He was wearing a wrinkle free uniform with a nametag. He was wearing a black jacket with a "Sanctuary Lake" logo and dark slacks. He then asked if he could help us find anything today. We browsed the pro shop for a few minutes. It was small, but well stocked for the time of year. There were a few chips on the wall and the pictures were down, as though the walls were going to be painted soon. The #1-800 sign was up, but partially obscured by another sign. The free purchase without a receipt sign was displayed on the cash register.

I asked John if the socks were on sale. He said that they were two for \$10. We then purchased a Nike visor. We were surprised because it was on sale and it was not marked that way on the display. John rang up the transaction efficiently and correctly. John did not try to sell us any merchandise while we were in the Pro-shop.

We told him we had a tee off time at 11:32 AM and gave him our name. He quickly located the reservation. He told us it was \$21.70 per round. We were surprised because we were quoted \$35.80 over the phone. John also rang up the transaction correctly and gave me a receipt. John did not ask my partner for his name, mailing address or email address.

We asked him what hole was the hardest to play. He said that #4 was tricky, but there was an aiming post. Aaron heard us talking to John about the course and came out of his office. He gave us a sheet on the course and how to play each hole. We chatted with him for a few minutes. John then motioned where the first hole was and told us we could go off any time. He told us to follow the foursome out there now. John ended the conversation with a cheerful, "Have a great round!"

We felt very welcomed from the moment we stepped inside the shop. Aaron and John were very courteous and personable and treated us to a fun and enjoyable golf experience.

Starter 100% (1/1)

Employee Name or Description:		N/A
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	0/0	N/A
17a. What was the greeting used?		N/A
18. Was the starter wearing a wrinkle-free uniform including name tag?	0/0	N/A
19. Did the starter ask if you had played the course before?	0/0	N/A
20. Were you asked to present your receipt or confirmation of check in?	0/0	N/A
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	0/0	N/A
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/0	N/A
23. Did the starter thank you for your business or offer you a positive parting remark?	0/0	N/A
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The cart was clean and free of debris, but the plastic was a little worn on the sides. It was supplied with a scorecard and pencil.

A Starter was not present. John in the pro shop just told us to go off any time and to follow the foursome.

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A
Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
During our round of golf, there was no beverage cart present. We were on the course from 11:27 AM to 3:50 PM.		

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A
Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
A Course Ranger was not present on the course during our round of golf.		

Food & Beverage (F&B)

Location:		Piper's Pub
When during your round did you visit this location?		After Round
Employee Name or Description:		Katie
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A

37a. What was the greeting used?		"Hello! How are you today?"
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When we entered Piper's Pub we took an empty table. Within 2 minutes, Katie greeted us with a cheerful, "Hello! How are you today?" The employee was in a wrinkle-free uniform, but I did not see a nametag or a logo. She wore a blue shirt, gray sweater and blue slacks. She introduced herself as Katie when she approached the table. She was very personable and made us feel welcome. She handed us the menus. She asked if we would like to order beverages. We ordered 2 root beers. She left and returned within 3 minutes with the drinks. I asked her if the hamburgers were good and if they were freeze dried. She said they were great and it was fresh ground beef made to order. She asked if we were ready to order then.

We placed our order and she returned in 3 minutes with a pitcher of root beer for us. She brought our chicken wings after 6 minutes. After 8 minutes she came back to clear our plates. She brought our sandwiches 3 minutes later. She checked back with us after 4 minutes also to see if everything was okay.

She then returned after 8 minutes to clear our plates. She asked if we would like anything else. She then brought our check within 4 minutes. We cashed out and she processed the transaction quickly. She brought us the correct change and a receipt. She thanked us and said, "Have a great evening!"

Katie was a great server and made it a fun and enjoyable golf experience.

Course Maintenance

67% (2/3)

42. Did you encounter any maintenance employees during your round?		Yes
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	2/2	Yes
44. Was the maintenance employee wearing protective head gear of some type?		Yes
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	0/1	No

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

There were several maintenance workers that we encountered on the course. They were very courteous and stopped their equipment when we approached. They were wearing protective head gear.

The course was very well maintained. The greens were in very good condition for the fee paid. The ball washers were missing from several holes, but were in good shape. The cart pathways were well marked also.

Finishing/Leaving

Employee Name or Description:		N/A
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	0/0	N/A
47a. What was the greeting used?		N/A
48. Was the employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
49. Did the employee thank you and/or invite you back?	0/0	N/A
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

No one was present at the Cart Return area, so we just left the cart there.

Overall Facility Appearance 100% (6/6)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Both
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	1/1	Yes
55. Were range balls clean and in good condition?	1/1	Yes
56. Were range yardage signs straight and visible?	1/1	Yes

Overall Guest Satisfaction 100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

The facility was very well maintained and attractive. The parking lot was free of debris and there were plenty of parking spaces available. The clubhouse was very attractive and well organized.

The men's and women's restrooms in the clubhouse were clean and well stocked. The men's restroom on the course was clean and well stocked, as well.

The driving range was well maintained and the yardage signs were accurate. There was also a swing plane which was a

nice addition. The range balls were clean and in good condition.

The employees worked as a team and were very personable and attentive. Based on the customer service I experienced, I would return and would also refer a friend to this course. The employees were very cheerful and seemed to enjoy their jobs.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

Aaron and John were very personable and helpful. They both seemed to enjoy their jobs and this showed in their interactions with us.

Greens Fee and Cart Fee:		\$46.00
Range Fee: (if applicable)		\$0
Beverage Cart:		\$0
Food and Beverage:		\$28.65
Pro Shop:		\$15.00



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG124 Evaluation**

10-16-10

<p>Sanctuary Lakes Golf Course 1450 E. South Boulevard Troy MI US 48098</p> <p>Location: BCG124 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>78% : Overall Score (31/40) 100%: Phone Reservation (3/3) 85%: Check-In/Pro Shop (11/13) 46%: Starter (6/13) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (1/1) --%: Finishing/Leaving (0/0) 100%: Overall Facility Appearance (6/6) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (5 evaluations): 84.40% Survey Avg Y2010 (730 evaluations): 88.42%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		10/16/2010
Day Played:		Saturday
Scheduled Tee Time:		9:48 AM
Time of Check-In at Pro Shop:		9:06 AM
Actual Starting Time:		9:47 AM
Time Walked Off 9th Green:		12:00 PM
Time Teed Off 10th Tee:		12:22 PM
Time Walked Off 18th Green:		2:35 PM
Have you ever played this course before?		No
How many in your party?		2
Shopper Initials:		TL

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		10/15/2010
Time of Call:		11:08 AM
Employee Name:		Sherse
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		257297700
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		02:05 min:sec
1a. What was the greeting used?		"Thank you for calling Sanctuary Lakes. This is Sherse."
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".

I called to set up my tee time on October 15th at 11:08 AM. Sherse answered 2 minutes and 5 seconds after I heard the first ring in a polite manner and sounded like she had a smile in her voice. She said, "Thank you for calling Sanctuary Lakes. This is Sherse." I asked if she had any available tee times for Saturday and she said that there were plenty. She asked what time I would like. I made my tee time and she confirmed my email. She then confirmed the date, time and number of players in my party.

Sherse asked if I would like a conformation sent and I said I would. She sent the confirmation email to me. Sherse asked if there was anything else she could help me with and I said no. She said, "Thank you and have a good day."

Check-In/Pro Shop 85% (11/13)

Employee Name or Description:		Red
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Good morning."
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	1/1	Yes
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	0/2	No
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
13. Did the pro shop employee either direct you or make sure you understood where to go next?	2/2	Yes
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes

15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
<p>Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".</p> <p>As my friend and I walked into the pro shop, there was nobody behind the counter. We walked around a bit and I noticed the comments and free purchase without a receipt sign on the computer at the counter. It was in plain sight and could be easily noticed. Red walked out and said, "Good morning," after a minute and said he was sorry he was in the bathroom. He made eye contact and had a smile on his face. He had on a wrinkle-free uniform that included a black vest over a yellow shirt and a name tag. The vest had a logo of Sanctuary Lakes on it.</p> <p>Right away Red was joking around with us and in a good mood. He did not try to sell us anything from the pro shop. He rang us up and asked for my friend's name and email address. He processed the transaction correctly and gave us our receipts. He pointed us to the driving range and told us that John was the Starter and was right out front. As we left, he said, "Have a good round guys."</p> <p>I found Red entertaining and enjoyed our conversation. I feel he treated us to an enjoyable experience.</p>		
<h2>Starter</h2> <h3>46% (6/13)</h3>		
Employee Name or Description:		John
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	2/2	Yes
17a. What was the greeting used?		"Hi. I saw you guys at the range. You are okay to golf."
18. Was the starter wearing a wrinkle-free uniform including name tag?	1/1	Yes
19. Did the starter ask if you had played the course before?	0/2	No
20. Were you asked to present your receipt or confirmation of check in?	0/1	No
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	0/1	No
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	2/2	Yes
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	0/2	No
<p>Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".</p> <p>The golf cart was clean and free of debris. It was supplied with a scorecard and a pencil.</p> <p>When we finished at the driving range, I didn't see the Starter anywhere. I went back into the pro shop to ask where he was and if we needed him to sign the receipt. When I walked in, he was behind the counter and talking with another employee in a black vest. He had on a wrinkle-free black vest with the Sanctuary Lakes logo on it and a name tag.</p> <p>John saw me, smiled and said, "Hi. I saw you guys at the range. You are okay to golf." I said I just wanted to make sure and presented him the receipt, which he signed. He smiled and said, "Okay guys have a good one." He did not ask if we had played the course before. He did not state any information pertaining to the course or tell us anything about the pace of play.</p>		

I felt like I was interrupting John's conversation, so I did not feel I was being treated to a fun and enjoyable experience.

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

During this round of golf, there was no beverage cart present. We were on the course from 9:47 AM to 2:35 PM.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We did not see the Course Ranger during our round.

Food & Beverage (F&B)

Location:		Sanctuary Lakes
When during your round did you visit this location?		N/A
Employee Name or Description:		N/A
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A

37a. What was the greeting used?		N/A
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We walked in and a female employee made eye contact, smiled and said, "Hi guys. What can I get you?" She had on a wrinkle-free black vest over a blue shirt, but I didn't see a logo or a name tag.

We ordered a couple of hot dogs and a sandwich. She took our order and said it would be up in a minute. She talked with us for a bit and brought our food when it was ready. She processed the transaction correctly and gave me a receipt. She said, "Thanks guys," when we left to go back to the course.

I felt like I had an enjoyable experience at the turn.

Course Maintenance 100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

We did not encounter any course maintenance employees during our round.

The greens were freshly cut and in very good shape. They were fast and very challenging. The fairways were also in great shape and there weren't many divot holes.

The flags were all in good shape. All the ball washers I used had water and soap in them, as well as a towel to go with it.

Finishing/Leaving

Employee Name or Description:		N/A
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	0/0	N/A
47a. What was the greeting used?		N/A
48. Was the employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
49. Did the employee thank you and/or invite you back?	0/0	N/A

50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A
<p>Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".</p> <p>As we left the course, I did not see an employee in the area we were to leave the carts. We took the cart to our cars and unloaded the clubs. When I came back to the area to drop it off, there was still no one there.</p>		
<h2>Overall Facility Appearance</h2> <h3>100% (6/6)</h3>		
51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	1/1	Yes
55. Were range balls clean and in good condition?	1/1	Yes
56. Were range yardage signs straight and visible?	1/1	Yes
<h2>Overall Guest Satisfaction</h2> <h3>100% (4/4)</h3>		
57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes
<p>Please describe why you answered questions 51-58 the way you did.</p> <p>The course was great. The parking lot, grounds and interior of the clubhouse were clean, free of debris and in great shape. The men's restrooms in the clubhouse and on the course looked clean and were free of debris when I went in them.</p> <p>The driving range was in good shape and the balls were also in good shape. All the signs showing yardage at the range were easily readable.</p> <p>I felt that all the employees made my day a good one. Based on the customer service I received, I would definitely return to play here again as a paying customer.</p>		
<p>59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?</p> <p>N/A</p>		

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

I would say that Red was pretty entertaining in the morning. He was a great guy to have at the pro shop. He was in good spirits and didn't come off as snobby. I could tell he liked working at the course.

Greens Fee and Cart Fee:		\$39.62
Range Fee: (if applicable)		\$4.72
Beverage Cart:		\$0
Food and Beverage:		\$17.74
Pro Shop:		\$9.43

Date	Sylvan Glen Email Feedback 8/5/10-11/22/10
8/5/2010	I am irritated. I made this T-Time for my daughter. She went to play and they would not let her rent a cart. She's 17 years old, has a driver's license and works at GreatOaks Golf Club. The gal who worked at the first tee (older woman) was rude to her and her guest. We won't be back. My daughter golfs a great deal and has never had this happen and not be able to use a cart on a course. Once you reach age 16 and drive a car, they should be permitted to use a golf cart.
8/13/2010	Great Course, Haven't played it in about 5yrs.Wonderful improvements and course in great shape. Thanks
8/13/2010	PLAYING TIME WAS TO SLOW. GROUP IN FRONT OF US WERE VERY SLOW.
8/13/2010	Great course. Greens were a little slow but well maintained. There was no beverage cart until 3PM and it was very hot day.
8/16/2010	We were warned, both at the pro shop and by the starter, that when we came off the first nine we would be at the tail-end of a large senior group starting off on the tenth hole. So we can't be too critical of the staff. However when we got on the back nine, the play was SO slow, we quit after fourteen holes. It was enjoyable while it lasted !
8/18/2010	My partner and I teed off at 8:30am play was very slow due to walkers two groups in front of us and the group directly in front of us was inexperienced. I should have called the office to speed up play maybe they could have sent somebody out...as it was it took us 3 hrs to play 9....we asked for a rain check for the back 9 which we got because play was so slow....maybe a rangers out there would help. The good news I got par on #2 usually my worst hole
8/18/2010	Enjoyed the course however, play was very slow (>4 1/2 hours. Should be more rangers on the course to keep a lively pace of play.
8/20/2010	enjoyed ourselves at this course
8/20/2010	First time playing the course. Great greens. Excellent outdoor patio, food and service. Bonus was the fact the course is only about a half hour from the detroit/windsor tunnel.
8/21/2010	Due to your credit card policy when calling for a tee time, our group will not be returning. We did enjoy the course very much.
8/22/2010	There were 3 twosomes that went out before us. As a result we teeded off 10 minutes later. When we asked the starter why he did not combine any of the groups, his answer was that they had all made separate tee times.
8/22/2010	the play started backing up because of three men in front of me and my brother. I told the beverage cart girl to contact a ranger but she said they were too busy. rangers need to be aware of slow play and be able to move people along. otherwise, enjoyed the course and it was in great shape.
8/27/2010	make some of the par 4's reachable.
8/27/2010	Course was in nice shape would have liked to seen a ranger on the course as the group ahead of us was playing slow without anyone in front of them.
8/29/2010	I would like to see more accurate yardage reflected at the tees. Other than that I enjoyed paying the course and would definitely go back and / or recommend to a friend.

9/3/2010	Had a great round. The foursome ahead of us was a little slow but exercised golf manners and let us go through on Par 3 Hole #7. We tee'd off at 2 and were done at 6. Can't get any better than that. Course was in nice shape. Rates for seniors was very fair. We'll be back.
9/7/2010	Yes, I thought that your pricing was a little hi considering Pine Nob Hether highland and Develsridge Forlakes and a cupple of others charge 20 dollers for 18 with cart. And all so to say that the frunt nine was closed, was not noteafide of such when maid res. wonted to play 18. but to say that every one that i talk to was very helpful and polite your teem did ther job verry well.
9/12/2010	I take my golf serious I paid \$58.00 for my girl friend and I to play 9 holes. 8 of the 9 greens were arrated.And was a joke to put on. and was embarassed how I played. was not happy about that shopuld have been told before playing . or aleast discounted
9/19/2010	the recent aereation of the greens was fine, however they could have been rolled and cut after the rain on saturday.
9/19/2010	need a senior(over 62) and a Junior (under 12) rate. &58. is too steep for a grandpa to take his 6 year old grandson for 9 holes of golf.
9/22/2010	From the time I booked the tee time and until we left were treated with 5 star courtesy from all your employees. You should be proud of them.
9/24/2010	Course is in great shape. I would hope that your wintering program is such, that we will not see burnt greens come spring. The new staff is very friendly and congenial. However, there is still a little stiffness, that needs to be addressed in the pro shop I probably will play at least 15-20 more rounds at Sylvan before the snow flies, and I am hoping that all the spiking of the greens will be done and over with. The transiion has been great, I welcome you with open arms, and as a senior golfer, I hope that you continue to give us the break on the Greens fees. I really appreciate that. The best of luck, and thank for what you have accomplished so far. I hope it carries over into the years to come.
9/25/2010	I've been playing golf for 40 years and I've played Sylvan Glan CG many times. This past Saturday was very disappointing. I had booked my tee time for my wife and the daughter of one of my law partners. The tee time was 11:40 AM. We all three showed up early, only to be told that the course had booked an additional 20 golfers in a previously booked outing of 40 golfers. Obviously, these additional 20 golfers caused an hour delay in our tee time which was an extreme inconvenience for all involved. I must say that the starter and the cart guys were great, but the man behind the desk was "less than cordial". It is my opinion that the last minute addition of the 20 additional golfers (all of whom tee'd off prior to our confirmed time) was unfair to those of us who booked previously. All in all, we felt very frustrated by events last Saturday.
10/1/2010	We had pre paid time in 2010 for Sundays. We would like pre paid time for 2011 but we would prefer 8.30 am time. Can you please accomodate us next year. This is for a foursome.
10/6/2010	The parking lot is a considerate distance from the Pro Shop. There should be a bag drop by the gate nearest to the Pro Shop.
10/7/2010	We had a wonderful day golfing. The course was in great shape. the speed of play was nice and smooth. Thanks for a nice experience.
10/9/2010	We felt the course was in excellent condition for the time of year. We were in town from Pittsburgh, PA, unfortunately only had time to play the front nine. Nonetheless enjoyed the course.

10/11/2010	Course was in great shape, I was wondering if I could get in for my league for a thursdays at 4pm-4:15 ,20 weeks for 10-14 teams
10/14/2010	Absolutely need a ranger on the course. One group of three had at least 4 groups backed up. We called the clubhouse from #7 tee to complain and a guy came out and said the slow group was on time. Why then were all the groups backed up.
10/15/2010	We have a group of 24 retirees that golf 2 times a week at different courses all over southeastern Michigan. We played both Sanctuary Lake & Sylvan Glen this past season for the 1st time. 2 very different type of courses and both in excellent shape with some beautiful looking golf holes. The fairways are plush and the greens are fast and a pleasure to putt on. Our group will definitely be including these 2 courses on our schedule for next season.
10/15/2010	The course was in great shape. We did not, however, see a ranger on the course. The play was slow. The wait in the concessions area was slow as well.
10/16/2010	Course was in good shape. I like the improvements that are underway -- some new tee boxes, yardage marker placements on tee boxes, etc. Am looking forward to next season.
10/17/2010	the course was OK, but quite convoluted to get tee time and to pay. I live in Troy, and this level of security or whatever it is, is not needed....
10/18/2010	Very nice condition for this time of year. A lot of workers cleaning up the fairways. Fast greens but not much "break" took some getting use to for a first time player at this course.
10/18/2010	Everyone was friendly. Great experience overall. Will try to make it out again on a warmer day.
10/21/2010	The greens were in great shape. It was raining on Thursday, but overall I thought the course was in great shape.
10/25/2010	well maintained course and a very polite and friendly staff
11/3/2010	First time I played the course and I loved it. Just a nice course with a lot of challenging par 4 holes.
11/7/2010	Course was in good shape for this late in the year. All the leaves were picked up which was a plus you did not have to look for your ball under them. The only problem was the price \$36.00 in november was a bit much. Consider that most of the ball washers were gone, the coffee machine was not working, the pop machines also were not working and good not get a cup of coffee to warm up inside. We paid good money to play the course and did not get what we would have gotten a few weeks earlier.
11/8/2010	I have played sylvan glen numerous times over the years, always enjoyed my round, this was the first time under the new management, greens were in great shape rolling nicely, and since it was late fall , the grounds crew did a great job with leaf management, in years past they simply blew them into the rough, this year it would seem that they removed them, allowing golfers to find their balls and not lose them ten feet off the fairway, one thing though, there is a huge difference between the resident and non-resident rate. i paid 32.00 for 18 holes and a cart while my playing partner that day only paid 16.00 dollars, that hardly seems fair.
11/14/2010	I never played the backside before. was suprised at volume of land there.
11/19/2010	Great shape for this time of the year. Only complaint is the great amount of geese droppings all over the course. Unfortunately, not much can be done about that. Otherwise, had a great time.

11/22/2010	We were rained out after 3rd hole and were issued rain checks. Cashier stated that they are good next year even though they say they expire 12/30/10. I hope that was correct because of the cold weather we probably won't be able to play anymore this year
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**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG125 Evaluation**

08-27-10

<p>Sylvan Glen Golf Course 5725 Rochester Road Troy MI US 48085</p> <p>Location: BCG125 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>56% : Overall Score (20/36) 100%: Phone Reservation (3/3) 67%: Check-In/Pro Shop (8/12) 23%: Starter (3/13) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (1/1) --%: Finishing/Leaving (0/0) 33%: Overall Facility Appearance (1/3) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (2 evaluations): 75.50% Survey Avg Y2010 (679 evaluations): 88.67%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		8/27/2010
Day Played:		Friday
Scheduled Tee Time:		4:20 PM
Time of Check-In at Pro Shop:		3:40 PM
Actual Starting Time:		4:22 PM
Time Walked Off 9th Green:		6:50 PM
Time Teed Off 10th Tee:		6:57 PM
Time Walked Off 18th Green:		8:20 PM
Have you ever played this course before?		No
How many in your party?		2
Shopper Initials:		CGH

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		8/23/2010
Time of Call:		12:17 PM
Employee Name:		Don
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		254621297
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:07 min:sec
1a. What was the greeting used?		
"Thank you for calling Sylvan Glen. This is Don. How can I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
<p>I called to make a tee time on August 23rd, at 12:17 PM. The phone was answered after 7 seconds with, "Thank you calling Sylvan Glen. This is Don. How can I help you?" I told Don that I would like a tee time for this Friday. Don confirmed the date for the tee time and inquired about the number of golfers, then asked what time I would like to play. I replied that 4:00 or 4:15 PM would work well. Don paused to look at the schedule and then suggested 4:20 PM. He said that it would be good to give a little separation after the last group from the girls league went out. I confirmed that this would work.</p> <p>Don asked for my last name, first name, address, zip code and phone number. Then he asked for a Visa or MasterCard number to confirm the reservation. He explained that the card would not be charged until the day of play and was patient while I located my card. After I had provided all the necessary information, Don confirmed the number of players, date and time of the tee time. I paused briefly, then thanked him. Don then said, "Thank you. Bye now."</p> <p>Don's interaction was professional, if not a little disinterested. The tone of voice and pace of the conversation was low and slow. This was not to the extent that I felt uncomfortable at any time. If anything, Don's pace was very reassuring that the time at the course would be relaxing and enjoyable, not hurried or pushy.</p>		
<h2>Check-In/Pro Shop</h2> <h3>67% (8/12)</h3>		
Employee Name or Description:		Cathy
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Hi! How are you?"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/0	N/A
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	0/2	No
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes

12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
13. Did the pro shop employee either direct you or make sure you understood where to go next?	0/2	No
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When I entered the Pro Shop, there were no other customers in sight. Cathy greeted me immediately with eye contact and a smile. She said, "Hi! How are you?" She wore a clean and wrinkle-free polo shirt with the Sylvan Glen logo on the chest and the Billy Casper Golf logo on the sleeve. She wore a name tag on the shirt and was wearing clean and wrinkle-free khaki colored pants.

I responded that I was fine and Cathy asked me if I was there to check in for a tee time. I said that I was and provided my last name and the tee time. Cathy looked at the schedule and confirmed the number of golfers, number of holes being played and that the golfers would be using a cart. She then asked if I was paying for both golfers. She did not ask if I had a players card or offer one to me. I told her that I was only paying for myself and that my friend would be arriving in a bit.

Cathy then gave me the total and looked up for my payment. Cathy did not mention additional merchandise, so I paused and looked at some of the golf balls on a countertop display. Cathy noted my interest in the golf balls and went through all of varieties of golf balls on the counter, telling me the prices for each. When she got to the Nike balls, I asked what the difference was between the 3 different types on the counter. She said that each was "better for a different reason," then reached for a Nike sign that showed the 3 different types of ball. Cathy handed me the sign to look at and told me that there was more information on the boxes as well. I then looked over at the shoe rack where there were only 4 pairs of shoes left, none of which were in my size. I asked Cathy if this was the only stock. Cathy said that this was all that they had left, but that their sister course, Sanctuary Lakes, had more shoes left. She offered to call them to check what sizes they had, but I declined and returned to the counter.

I looked over the Nike balls for a short time longer, selected one of the boxes and handed it to Cathy. She repeated the price of the greens fee and the golf balls and then told me the total. I asked her, "Do you only take Visa and MasterCard?" She confirmed this and I handed her my Visa card to complete the transaction. The receipt that she presented for me to sign reflected the correct transaction items and total amount. I saw the "Comments? Suggestions?" and the "Your Purchase Is Free Without A Receipt" signs posted and easily visible. As Cathy handed me the customer copy of the receipt, she said, "Have a good game!" I thanked her and turned to look out the window, lingering for about 30 seconds, since I was not quite sure where to go. Cathy did not instruct me where to go next, so I left the Pro Shop.

Overall, Cathy was friendly and not pushy. I felt she was treating me to a fun and enjoyable golf experience.

Starter 23% (3/13)

Employee Name or Description:		Harold
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	0/2	No
17a. What was the greeting used?		"Do you have your ticket?"
18. Was the starter wearing a wrinkle-free uniform including name tag?	1/1	Yes
19. Did the starter ask if you had played the course before?	0/2	No
20. Were you asked to present your receipt or confirmation of check in?	1/1	Yes
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special	0/1	No

conditions / areas to be concerned about, beverage cart hours)?		
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	0/2	No
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	0/2	No

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When my friend arrived and had visited the Pro Shop to pay his greens fee, we went to the putting green to warm up. After 10 minutes or so, we walked over to Harold and asked him the time. Harold wore a polo shirt with Sylvan Glen logo on the chest and the Billy Casper Golf logo on the sleeve. He wore a name tag on the shirt and was wearing khaki colored Bermuda-length shorts. He also wore a hat with the Sylvan Glen logo.

Harold told us it was 4:10 and then asked, "Do you have your ticket?" He did not smile. We gave him our receipts and he checked us off on his sheet. He then returned our receipts to us. He pointed out which cart we would be using and told us that another twosome would be joining us. Our cart was clean and free of debris. It was supplied with a scorecard and a pencil. Harold's parting remark was, "You can wait for the other guys here." We thanked him and went over to start loading up the cart.

Once the other twosome arrived, the four of us waited in our carts for a few minutes until Harold said, "You can go ahead now."

Harold's manner was unpolished and not quite unfriendly. He did not ask us if we had played the course before and did not provide any pertinent information about the course, nor did he remind us to maintain proper pace of play. His closing remark was gruff and not particularly positive. I did not feel he was treating me to a fun and enjoyable golf experience.

Beverage Cart

Employee Name or Description:		Female, 20s, about 5'4", brown hair, sunglasses.
25. How many times were you visited by the beverage cart?		2
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		"You guys thirsty?"
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The beverage cart driver first approached our group on the 3rd hole. She drove up as we were on the fairway and asked, "You guys thirsty?" We told her we were okay for now, but that we might like something a little later. She said, "OK," and drove on. The beverage cart driver was in her 20s, was about 5'4" tall, had brown hair and wore sunglasses. She was not wearing a uniform with the course name on it, nor was she wearing a name tag. She was wearing a brown t-shirt with the clubhouse restaurant name printed on the chest. She was wearing khaki colored shorts that were not Bermuda length. They had about a 4-inch inseam.

At the tee of the 5th hole, she drove up again and said "You guys thirsty?" I said that I was and started walking toward the cart. She asked if wanted something alcoholic or non-alcoholic, to which I responded, "Non-alcoholic for now." She then said that if I wanted something else, I should get it now because she was only going to be out for 20 minutes longer. My friend came over and I asked the driver the prices for Gatorade and Snickers candy bars. She knew the price for the Gatorade

right away, but she had to look up the price for the Snickers bars. We both decided to get drinks and candy for the rest of the round, so we handed her 2 bottles of Gatorade and 4 Snickers bars. She got out her phone and added up the prices of the items, taking about 30 seconds. She told me the total and provided me with the correct change when I paid her. Then she smiled and said, "You guys have a fun game!"

She was friendly and helpful. I felt she treated us to a fun and enjoyable golf experience.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We did not encounter any Course Advisor our round of playing 18 holes.

Food & Beverage (F&B)

Location:		Camp Ticonderoga - inside the clubhouse
When during your round did you visit this location?		After Round
Employee Name or Description:		Female, 20s, brown hair with highlights, about 5'6" tall.
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A
37a. What was the greeting used?		"Hi guys! How are you doing tonight?"
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When we entered the restaurant area, we approached the bar area and started looking through a menu. The employee came over and greeted us in less than 10 seconds. She said, "Hi guys! How are you doing tonight?" The employee was not wearing a uniform with the course name on it. She was wearing a brown t-shirt with the clubhouse restaurant name printed on the chest and khaki-colored pants. She was not wearing a name tag. She was in her 20s, had brown hair with highlights

and was about 5'6" tall.

We told her we were well and asked what food we could get that would be fast. She thought for a moment and offered that she could have the kitchen throw together a turkey croissant in about 3 minutes. We then asked how long a regular menu sandwich would take and she said it would be about 10 minutes. We decided that was the way to go, so we sat down and started looking at the menu. As we made up our minds and ordered the sandwiches, she asked if we would like to add fries with the sandwich. We told her, "No thanks." She immediately entered the sandwich order into the computer. We ordered waters and sipped until our sandwiches arrived. It did indeed take about 10 minutes for the sandwiches to be made.

When we were done with our sandwiches, the employee came back over and asked if she could get us anything else. When I told her that we were all set, she handed me the bill. After confirming that the charges matched the menu, I asked what types of credit cards they accepted. She replied, "Visa, MasterCard and American Express; just not Discover." I handed her my card and she completed the transaction correctly. After I signed the receipt and we were getting up to leave, she thanked us and said, "Thanks guys! Have a good night!"

She was friendly, helpful and made us feel welcome. She treated us to a fun and enjoyable golf experience.

Course Maintenance

100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

We did not encounter any maintenance employees during our round.

The greens were in good condition for the fee paid, as were the ball washers and flags at each hole. There were not any water coolers on the course.

Finishing/Leaving

Employee Name or Description:		N/A
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	0/0	N/A
47a. What was the greeting used?		N/A
48. Was the employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
49. Did the employee thank you and/or invite you back?	0/0	N/A
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

No employee was present to greet us when we finished the round and returned the cart.

Overall Facility Appearance

33% (1/3)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	0/1	No
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	0/1	No
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	0/0	N/A
55. Were range balls clean and in good condition?	0/0	N/A
56. Were range yardage signs straight and visible?	0/0	N/A

Overall Guest Satisfaction

100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

Overall, the course facilities were dated, but clean and orderly. The men's bathrooms were the exception to this. The men's bathroom floor, sink and counter in the clubhouse were all dirty. The left side sink did not work well and the stall walls were rusted and did not look good. The men's bathroom on the course near the green of hole 16 was adequate, but not impressive. The floor was littered with paper towels and toilet paper and smelled foul.

This course does not have a driving range.

The employees worked to treat me to a fun and enjoyable golf experience. Based solely on the customer service I received today, I would return to golf at this course.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

N/A

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

N/A

Greens Fee and Cart Fee:	\$42.00
Range Fee: (if applicable)	\$0
Beverage Cart:	\$9.50
Food and Beverage:	\$21.00

Pro Shop:		\$8.00
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**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG125 Evaluation**

09-12-10

<p>Sylvan Glen Golf Course 5725 Rochester Road Troy MI US 48085</p> <p>Location: BCG125 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>95% : Overall Score (41/43) 100%: Phone Reservation (3/3) 100%: Check-In/Pro Shop (12/12) 85%: Starter (11/13) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (1/1) 100%: Finishing/Leaving (7/7) 100%: Overall Facility Appearance (3/3) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (2 evaluations): 75.50% Survey Avg Y2010 (679 evaluations): 88.67%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		9/12/2010
Day Played:		Sunday
Scheduled Tee Time:		7:56 AM
Time of Check-In at Pro Shop:		7:42 AM
Actual Starting Time:		7:54 AM
Time Walked Off 9th Green:		10:06 AM
Time Teed Off 10th Tee:		10:20 AM
Time Walked Off 18th Green:		12:35 PM
Have you ever played this course before?		Yes
How many in your party?		3
Shopper Initials:		FSB

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		9/11/2010
Time of Call:		6:42 PM
Employee Name:		Tammy
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		255712181
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:58 min:sec
1a. What was the greeting used?		
"Thank you for calling Sylvan Glen. This is Tammy. How can I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
<p>The phone was answered by a live person in 58 seconds. Tammy answered the phone and sounded friendly and upbeat. She said, "Thank you for calling Sylvan Glen. This is Tammy. How can I help you?" She helped me schedule a tee time and asked if I had played the course before. When I said that I had not, she said she would need some information from me in order to set up the reservation.</p> <p>She input the needed information and asked me for my e-mail address so that she could send me the confirmation. She also asked for a credit card to hold the tee time and assured me that it would not be charged. She confirmed the date, time and number of players. At the end of the call she said, "Have a good round."</p> <p>She was helpful and spoke clearly and confidently, with a smile in her voice.</p>		
<h2>Check-In/Pro Shop</h2> <h3>100% (12/12)</h3>		
Employee Name or Description:		Daryn
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Good morning!"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/0	N/A
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	2/2	Yes
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		No
	2/2	Yes

13. Did the pro shop employee either direct you or make sure you understood where to go next?		
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

Daryn was very pleasant. He said, "Good morning!" He was neatly dressed and well groomed in a clean and wrinkle-free outfit. He wore a grey shirt with the logo and a sweater vest over it, along with a name tag and a pair of khaki pants. He also wore wire rimmed glasses.

Daryn asked for my tee time and when confirmed, asked if I needed any golf balls or tees. He processed the transaction correctly and gave me a receipt. He said the twosome that was paired with me had not checked in yet and to talk to the Starter about when I would be teeing off. I did not see a sign that indicated my purchase was free without a receipt. I did see a sign with toll free number for "Comments? Suggestions?"

I felt Daryn conveyed a feeling of having a fun and enjoyable golf experience.

Starter 85% (11/13)

Employee Name or Description:		Tom
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		Yes
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	2/2	Yes
17a. What was the greeting used?		"How are you?"
18. Was the starter wearing a wrinkle-free uniform including name tag?	0/1	No
19. Did the starter ask if you had played the course before?	2/2	Yes
20. Were you asked to present your receipt or confirmation of check in?	1/1	Yes
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	1/1	Yes
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	2/2	Yes
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The golf cart was clean and free of debris. The sand bottle was filled and the cart was supplied with score card and pencil.

Tom was smiling ear to ear. He was very pleasant and happy. He greeted me with, "How are you?" He asked for my receipt and if I had played the course before. Tom was wearing a grey golf shirt with a dark blue jacket with one green and one red sleeve. His clothing was neat and wrinkle free but I could not see a logo because he was wearing a jacket. He also had on khaki pants.

We exchanged stories about the morning and the course conditions. He ended up pairing me with a twosome that was

already there. I went out earlier than my tee time. He did not communicate my responsibility to maintain a proper pace of play, but did mention that they were running around 4 or 5 minutes late. As we were leaving, Tom said, "Thank you. Enjoy your day."

Tom certainly gave me the feeling of a fun and enjoyable golf experience.

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

I played on a Sunday morning fairly early. During my round, there was no beverage cart servicing the golfers. I was on the course from 7:54 AM to 12:35 PM.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

There was no Course Marshal or Course Ranger.

Food & Beverage (F&B)

Location:		The restaurant adjoining the clubhouse.
When during your round did you visit this location?		After Round
Employee Name or Description:		Valerie
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A
37a. What was the greeting used?		"May I help you?"
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

I ate at the bar with one of my playing partners. Valerie smiled at me and asked, "May I help you?" The uniform was wrinkle free. The staff was wearing brown tee shirts with the restaurant logo, but no name tags, with khaki pants.

Valerie asked if we were staying or continuing our play. We said we had finished and were staying. She politely took our orders. We sat for about 15 minutes before our food came. She was smiling and very pleasant. She had an excitable tone and seemed to be enjoying her job. When we were finished, she asked us if we needed anything else and we promptly received the bill and paid. She processed the bill correctly and gave me the correct change. She said "Have a great day!"

Valerie did give the experience of a fun and enjoyable golf experience.

Course Maintenance

100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

I did not encounter any maintenance employees.

Even though some of the greens had been recently aerated, they were all in above average condition. The course in general was well taken care of and neat. I would prefer longer rough and tougher conditions, but the existing conditions were above the quality of the price point. The only thing I could see that was of concern was leaves in the rough. It is the beginning of the fall so I do understand the difficulty especially on a busy weekend day. Otherwise, the course played very well.

The ball washers, flags and other amenities were in generally good condition.

Finishing/Leaving 100% (7/7)

Employee Name or Description:		Tom
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	2/2	Yes
47a. What was the greeting used?		"How was your round?"
48. Was the employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
49. Did the employee thank you and/or invite you back?	2/2	Yes
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

Tom was still smiling when I arrived at the Cart Return area. He seemed generally friendly, professional and talked about the rest of his day when he was getting off of work soon. He asked, "How was your round?" He had on his grey shirt with jacket and khaki pants that were wrinkle free. I could not see the logo. He said, "See you again soon."

He gave me the feeling of a fun and enjoyable golf experience.

Overall Facility Appearance 100% (3/3)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Both
54. Was the driving range clean, free of debris, and orderly?	0/0	N/A
55. Were range balls clean and in good condition?	0/0	N/A
56. Were range yardage signs straight and visible?	0/0	N/A

Overall Guest Satisfaction 100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

The entire golf course was clean including the parking lot, clubhouse, restrooms, and restaurant. The restroom in the restaurant was spotless and the port-a-john was also clean. The pro shop and all areas were also very orderly. The yardage markers at the tees and on each hole were straight and well maintained as were the tee boxes.

The employees worked together and I certainly had a fun and enjoyable experience. I would not hesitate to play the course again soon as well as recommend it to someone else, based on the customer service I received.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

I thought the Starter, Tom, was better than expected. He was genuinely having fun and conveying that to all of the golfers.

Greens Fee and Cart Fee:		\$32.00
Range Fee: (if applicable)		\$0
Beverage Cart:		\$0
Food and Beverage:		\$30.50
Pro Shop:		\$8.99



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG125 Evaluation**

09-12-10

<p>Sylvan Glen Golf Course 5725 Rochester Road Troy MI US 48085</p> <p>Location: BCG125 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>95% : Overall Score (41/43) 100%: Phone Reservation (3/3) 100%: Check-In/Pro Shop (12/12) 85%: Starter (11/13) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (1/1) 100%: Finishing/Leaving (7/7) 100%: Overall Facility Appearance (3/3) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (2 evaluations): 75.50% Survey Avg Y2010 (679 evaluations): 88.67%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		9/12/2010
Day Played:		Sunday
Scheduled Tee Time:		7:56 AM
Time of Check-In at Pro Shop:		7:42 AM
Actual Starting Time:		7:54 AM
Time Walked Off 9th Green:		10:06 AM
Time Teed Off 10th Tee:		10:20 AM
Time Walked Off 18th Green:		12:35 PM
Have you ever played this course before?		Yes
How many in your party?		3
Shopper Initials:		FSB

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		9/11/2010
Time of Call:		6:42 PM
Employee Name:		Tammy
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		255712181
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:58 min:sec
1a. What was the greeting used?		
"Thank you for calling Sylvan Glen. This is Tammy. How can I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
<p>The phone was answered by a live person in 58 seconds. Tammy answered the phone and sounded friendly and upbeat. She said, "Thank you for calling Sylvan Glen. This is Tammy. How can I help you?" She helped me schedule a tee time and asked if I had played the course before. When I said that I had not, she said she would need some information from me in order to set up the reservation.</p> <p>She input the needed information and asked me for my e-mail address so that she could send me the confirmation. She also asked for a credit card to hold the tee time and assured me that it would not be charged. She confirmed the date, time and number of players. At the end of the call she said, "Have a good round."</p> <p>She was helpful and spoke clearly and confidently, with a smile in her voice.</p>		
<h2>Check-In/Pro Shop</h2> <h3>100% (12/12)</h3>		
Employee Name or Description:		Daryn
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Good morning!"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/0	N/A
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	2/2	Yes
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		No
	2/2	Yes

13. Did the pro shop employee either direct you or make sure you understood where to go next?		
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

Daryn was very pleasant. He said, "Good morning!" He was neatly dressed and well groomed in a clean and wrinkle-free outfit. He wore a grey shirt with the logo and a sweater vest over it, along with a name tag and a pair of khaki pants. He also wore wire rimmed glasses.

Daryn asked for my tee time and when confirmed, asked if I needed any golf balls or tees. He processed the transaction correctly and gave me a receipt. He said the twosome that was paired with me had not checked in yet and to talk to the Starter about when I would be teeing off. I did not see a sign that indicated my purchase was free without a receipt. I did see a sign with toll free number for "Comments? Suggestions?"

I felt Daryn conveyed a feeling of having a fun and enjoyable golf experience.

Starter 85% (11/13)

Employee Name or Description:		Tom
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		Yes
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	2/2	Yes
17a. What was the greeting used?		"How are you?"
18. Was the starter wearing a wrinkle-free uniform including name tag?	0/1	No
19. Did the starter ask if you had played the course before?	2/2	Yes
20. Were you asked to present your receipt or confirmation of check in?	1/1	Yes
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	1/1	Yes
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	2/2	Yes
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The golf cart was clean and free of debris. The sand bottle was filled and the cart was supplied with score card and pencil.

Tom was smiling ear to ear. He was very pleasant and happy. He greeted me with, "How are you?" He asked for my receipt and if I had played the course before. Tom was wearing a grey golf shirt with a dark blue jacket with one green and one red sleeve. His clothing was neat and wrinkle free but I could not see a logo because he was wearing a jacket. He also had on khaki pants.

We exchanged stories about the morning and the course conditions. He ended up pairing me with a twosome that was

already there. I went out earlier than my tee time. He did not communicate my responsibility to maintain a proper pace of play, but did mention that they were running around 4 or 5 minutes late. As we were leaving, Tom said, "Thank you. Enjoy your day."

Tom certainly gave me the feeling of a fun and enjoyable golf experience.

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

I played on a Sunday morning fairly early. During my round, there was no beverage cart servicing the golfers. I was on the course from 7:54 AM to 12:35 PM.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

There was no Course Marshal or Course Ranger.

Food & Beverage (F&B)

Location:		The restaurant adjoining the clubhouse.
When during your round did you visit this location?		After Round
Employee Name or Description:		Valerie
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A
37a. What was the greeting used?		"May I help you?"
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

I ate at the bar with one of my playing partners. Valerie smiled at me and asked, "May I help you?" The uniform was wrinkle free. The staff was wearing brown tee shirts with the restaurant logo, but no name tags, with khaki pants.

Valerie asked if we were staying or continuing our play. We said we had finished and were staying. She politely took our orders. We sat for about 15 minutes before our food came. She was smiling and very pleasant. She had an excitable tone and seemed to be enjoying her job. When we were finished, she asked us if we needed anything else and we promptly received the bill and paid. She processed the bill correctly and gave me the correct change. She said "Have a great day!"

Valerie did give the experience of a fun and enjoyable golf experience.

Course Maintenance 100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

I did not encounter any maintenance employees.

Even though some of the greens had been recently aerated, they were all in above average condition. The course in general was well taken care of and neat. I would prefer longer rough and tougher conditions, but the existing conditions were above the quality of the price point. The only thing I could see that was of concern was leaves in the rough. It is the beginning of the fall so I do understand the difficulty especially on a busy weekend day. Otherwise, the course played very well.

The ball washers, flags and other amenities were in generally good condition.

Finishing/Leaving 100% (7/7)

Employee Name or Description:		Tom
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	2/2	Yes
47a. What was the greeting used?		"How was your round?"
48. Was the employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
49. Did the employee thank you and/or invite you back?	2/2	Yes
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

Tom was still smiling when I arrived at the Cart Return area. He seemed generally friendly, professional and talked about the rest of his day when he was getting off of work soon. He asked, "How was your round?" He had on his grey shirt with jacket and khaki pants that were wrinkle free. I could not see the logo. He said, "See you again soon."

He gave me the feeling of a fun and enjoyable golf experience.

Overall Facility Appearance 100% (3/3)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Both
54. Was the driving range clean, free of debris, and orderly?	0/0	N/A
55. Were range balls clean and in good condition?	0/0	N/A
56. Were range yardage signs straight and visible?	0/0	N/A

Overall Guest Satisfaction 100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

The entire golf course was clean including the parking lot, clubhouse, restrooms, and restaurant. The restroom in the restaurant was spotless and the port-a-john was also clean. The pro shop and all areas were also very orderly. The yardage markers at the tees and on each hole were straight and well maintained as were the tee boxes.

The employees worked together and I certainly had a fun and enjoyable experience. I would not hesitate to play the course again soon as well as recommend it to someone else, based on the customer service I received.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

I thought the Starter, Tom, was better than expected. He was genuinely having fun and conveying that to all of the golfers.

Greens Fee and Cart Fee:		\$32.00
Range Fee: (if applicable)		\$0
Beverage Cart:		\$0
Food and Beverage:		\$30.50
Pro Shop:		\$8.99



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG125 Evaluation**

10-07-10

<p>Sylvan Glen Golf Course 5725 Rochester Road Troy MI US 48085</p> <p>Location: BCG125 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>85% : Overall Score (39/46) 100%: Phone Reservation (3/3) 69%: Check-In/Pro Shop (9/13) 85%: Starter (11/13) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (3/3) 86%: Finishing/Leaving (6/7) 100%: Overall Facility Appearance (3/3) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (4 evaluations): 77.75% Survey Avg Y2010 (722 evaluations): 88.48%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		10/7/2010
Day Played:		Thursday
Scheduled Tee Time:		9:24 AM
Time of Check-In at Pro Shop:		9:05 AM
Actual Starting Time:		9:20 AM
Time Walked Off 9th Green:		12:22 PM
Time Teed Off 10th Tee:		12:51 PM
Time Walked Off 18th Green:		1:54 PM
Have you ever played this course before?		Yes
How many in your party?		3
Shopper Initials:		TL

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		10/5/2010
Time of Call:		12:36 PM
Employee Name:		Daryl
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		256801947
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:15 min:sec
1a. What was the greeting used?		
"Thank you for calling Sylvan Glen. This is Daryl. How may I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
<p>The phone was answered within 15 seconds with, "Thank you for calling Sylvan Glen. This is Daryl. How may I help you?" I said, "I would like to make a tee time for Thursday." He said, "Great, what time are you looking for." I said, "I was hoping for something around 9 AM." He said that was not a problem, that they were wide open and that they weren't too busy. He told me about three tee times." I choose the 9:24 AM time. He then repeated the date time and number of players back to me to confirm. I asked, "Could you email me that conformation." He said, "Sure." He took my information down and then sent me the conformation. He then asked, "Is there anything else I can help you with?" I said no and then he said, "Thanks for choosing Sylvan Glen. Have a great day."</p> <p>Daryl's tone of voice was a more upbeat tone. It sounded like he was in a good mood and that he had a smile in his voice.</p>		
<h2>Check-In/Pro Shop</h2> <h3>69% (9/13)</h3>		
Employee Name or Description:		Daryl
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		
"Good morning guys. How can I help you?"		
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	1/1	Yes
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	0/2	No
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
	0/2	No

13. Did the pro shop employee either direct you or make sure you understood where to go next?		
14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
<p>Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".</p> <p>Daryl was with a customer as my group walked in. He had a collared shirt with a yellow vest over it that had the Sylvan Glen logo on it. He had a name tag that said his name was Daryl. He was in his 40s and had brown hair.</p> <p>When I walked in, I noticed right away that there was a sign saying that all gloves, hats and jackets were 25% off. When we walked up to Daryl he smiled and said, "Good morning guys. How can I help you?" He looked and sounded like he was having a good day. I said, "We had a tee time for 9:24 AM." He said, "Okay," and asked for my name. I bought a hat and handed it to him and asked if it was on sale. He said yes that all hats, gloves and jackets were 25% off. He did not offer any type of card or try to sell us anything from the pro shop. He then got everybody taken care of asking for their names and information as they paid. When we finished he said, "Thanks. Have a good round guys." He did not direct us to the first tee or the Starter because they were right outside the door and couldn't be missed.</p> <p>The "Your Purchase Is Free Without A Receipt" sign was a little small sign on the face of the counter facing the customer at about the level of your mid section or slightly above. The "Comments? Suggestions?" and number to call was on the same sign. It was a little hard to notice because when you are talking to the person at the counter, your eyes are focused well above the sign. There was also another small "Comments? Suggestions?" sign next to the door when you exit.</p> <p>I felt I had a good experience with Daryl because he was in a good mood and treated my group to a lot of courtesy.</p>		
<h1>Starter</h1> <h2>85% (11/13)</h2>		
Employee Name or Description:		Male, 60s, 6'0", gray hair
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	2/2	Yes
17a. What was the greeting used?		"Good morning guys. Can I look at your receipt?"
18. Was the starter wearing a wrinkle-free uniform including name tag?	0/1	No
19. Did the starter ask if you had played the course before?	2/2	Yes
20. Were you asked to present your receipt or confirmation of check in?	1/1	Yes
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	1/1	Yes
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	2/2	Yes
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

The cart was clean and free of debris. It was supplied with a scorecard and pencil. There was no sand bottle on the cart.

When we approached, the Starter said, "Good morning guys. Can I look at your receipt?" He sounded and looked like he was in a good mood. The Starter was wearing a wrinkle-free uniform, but I did not see a nametag on his jacket. He wore a green Sylvan Glen hat, a green Sylvan Glen jacket and khaki pants. I asked him how the course was and he answered, "Pretty good." He told us that they were aerating a couple holes, but that they were still fine to play. He did ask us if we had played here before. He did not say anything about the pace of the round. He said, "Good luck guys. Have a good round."

Overall he did what I expect of a Starter and was in a good mood. I felt he was treating me to a fun experience.

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

During our round of golf, there was no beverage cart present. We were on the course from 9:20 AM to 1:54 PM.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We did not see a Course Marshal during our round.

Food & Beverage (F&B)

Location:		Sylvan Glen- Camp Ticonderoga
When during your round did you visit this location?		At The Turn
Employee Name or Description:		N/A
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A
37a. What was the greeting used?		N/A
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

We went in and were greeted by the Bartender who said, "Hi. How can I help you?" He was wearing a t-shirt, had short hair and a beard, and the name on the receipt was Charlie K. I said we needed three hot dogs. He said, "Okay. Can I get you anything to drink with that?" He sounded in a good mood and joked around that he was stuck inside on a beautiful day.

I paid for the hot dogs. He gave me the correct change back and gave me my receipt after I asked him for it. After he got our food, I asked him for a menu and he brought me a to-go menu. He then asked if we wanted something to go. I said, "No," and then he said, "Have fun out there."

I feel he was a friendly guy and he joked around with us. I enjoyed my experience.

Course Maintenance 100% (3/3)

42. Did you encounter any maintenance employees during your round?		Yes
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	2/2	Yes
44. Was the maintenance employee wearing protective head gear of some type?		No
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

When we came up to the 11th hole the employees were in the middle of aerating the ground, but that was the only bad thing I could say about the course. When we encountered any course employees, they made sure to stop and move to the side of the fairway until we had got done with our shots. I did not see protective head gear.

Overall for being this late in the season the course was in really great shape. The greens were fast and very clean looking. The fairways were cut and in very good shape. The other holes for the most part were already aerated and were in great shape. My partners were with me and were both impressed with the condition of the course.

All the ball washers had soap and water in them. They each had a towel to dry your ball off. The flags were all in good

shape. It was a windy day so we could see them flapping in the wind.

Finishing/Leaving

86% (6/7)

Employee Name or Description:		Male, 6'0" tall, black hair and a moustache
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	2/2	Yes
47a. What was the greeting used?		"How's it going guys?"
48. Was the employee wearing a wrinkle-free uniform including name tag?	0/1	No
49. Did the employee thank you and/or invite you back?	2/2	Yes
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When we arrived, the employee said, "How's it going guys?" He was wearing a Blue Sylvan Glen jacket on and khaki pants. I did not see a nametag. It was a wrinkle-free uniform. He had black hair, a moustache and was about 6' tall. He showed us where to leave the carts. It looked like he was just getting done helping some other golfers. As we left he said, "Thanks for golfing. Have a good day."

As we were about to get in our cars, the employee caught up with us and had a pair of sunglasses that my partner had forgotten in his cart. He asked us if these were ours and my partner said, "Oh yeah, they're mine." We thanked him and he told us, "No problem and have a good day."

The employee was friendly and in a good mood. I didn't see a nametag, so I didn't get his name, but I was impressed that he tracked us down to give us the sunglasses back. He ended the day on a good note and made my experience an enjoyable one.

Overall Facility Appearance

100% (3/3)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	0/0	N/A
55. Were range balls clean and in good condition?	0/0	N/A
56. Were range yardage signs straight and visible?	0/0	N/A

Overall Guest Satisfaction

100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes
<p>Please describe why you answered questions 51-58 the way you did.</p> <p>The clubhouse was neat and clean and well organized. Right away I saw where I could buy a hat, jacket, golf glove, golf balls and tees. The floor was vacuumed and free of debris. The men's restrooms were as clean as I've seen restrooms to be in public, both in the clubhouse and on the course. They were well stocked.</p> <p>There was no driving range at this facility.</p> <p>Overall everybody was nice and friendly and treated me to great customer service. Based on the customer service I received, I would return to this course as a paying customer.</p>		
<p>59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?</p> <p>N/A</p>		
<p>60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?</p> <p>N/A</p>		
Greens Fee and Cart Fee:		\$40.57
Range Fee: (if applicable)		\$0.00
Beverage Cart:		\$0.00
Food and Beverage:		\$10.34
Pro Shop:		\$12.74



**BILLY CASPER
G O L F**

**Billy Casper Golf: 2010 On Site Evaluation
Survey # BCG125 Evaluation**

10-20-10

<p>Sylvan Glen Golf Course 5725 Rochester Road Troy MI US 48085</p> <p>Location: BCG125 Don Tillar (dtillar@cityparkgolf.com)</p> <p>Regional: Travis Kane Travis Kane (tkane@cpdgolf.com)</p> <p>General: Don Tillar Don Tillar (dtillar@cityparkgolf.com)</p> <p>SVP: Bill Rehanek Bill Rehanek (brehanek@billycaspergolf.com)</p> <p>Region: Mid West</p>	<p>77% : Overall Score (33/43) 100%: Phone Reservation (3/3) 83%: Check-In/Pro Shop (10/12) 69%: Starter (9/13) --%: Beverage Cart (0/0) --%: Course Advisor/Marshal/Ranger (0/0) --%: Food & Beverage (F&B) (0/0) 100%: Course Maintenance (1/1) 43%: Finishing/Leaving (3/7) 100%: Overall Facility Appearance (3/3) 100%: Overall Guest Satisfaction (4/4)</p> <p>Location Avg Y2010 (5 evaluations): 77.60% Survey Avg Y2010 (741 evaluations): 88.48%</p> <p>Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date evaluation performed:		10/20/2010
Day Played:		Wednesday
Scheduled Tee Time:		9:32 AM
Time of Check-In at Pro Shop:		1:31 PM
Actual Starting Time:		1:43 PM
Time Walked Off 9th Green:		3:54 PM
Time Teed Off 10th Tee:		4:21 PM
Time Walked Off 18th Green:		6:11 PM
Have you ever played this course before?		No
How many in your party?		1
Shopper Initials:		GSG

NOTE: YOU MUST TOUCH UPON EACH QUESTION (1-58) IN ITS RESPECTIVE NARRATIVE. IF YOU DO NOT TOUCH UPON EVERY QUESTION IN ITS RESPECTIVE, YOUR EVALUATION WILL BE SENT BACK TO YOU FOR UPDATES.

**Phone Reservation
100% (3/3)**

Date of Call:		10/19/2010
Time of Call:		4:43 PM
Employee Name:		Kathy
Confirmation Number: (Obtain from confirmation email or via phone, if provided)		257486783
1. How long (in min/sec) did it take for you to speak to a live person after the first ring?		00:03 min:sec
1a. What was the greeting used?		
"Thank you for calling Sylvan Glen. My name is Kathy. How can I help you?"		
2. Did the employee request your email address, confirm your e-mail address, OR did you receive a confirmation via e-mail?	1/1	Yes
3. Did the employee confirm the time, date, and number of players in your tee time?	1/1	Yes
4. Did the employee thank you for calling or offer a positive parting remark?	1/1	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Tone of voice, tempo of conversation and smile in voice.) Please elaborate on any questions answered "No".		
<p>When I called to set up my tee time, the phone was answered on the second ring with, "Thank you for calling Sylvan Glen. My name is Kathy. How can I help you?" Kathy told me the available tee times and rates. She obtained my information including my telephone number and email address and she told me that they send out special offers via email. She confirmed the date, time and number in my party. She ended the call with, "Thank you." A confirmation email was sent right after the call.</p> <p>Kathy was very friendly and helpful, and she had a smile in her voice throughout our conversation. She was upbeat and gave me all the information I needed and more. I asked if they had a driving range and she told me that there wasn't one at their course, but directed me to the sister course and gave me its location.</p>		
<h2>Check-In/Pro Shop</h2> <h3>83% (10/12)</h3>		
Employee Name or Description:		Daryn
5. Were you greeted in a friendly & professional manner (with eye contact and a smile) when you approached the golf shop counter?	2/2	Yes
5a. What was the greeting used?		"Hi, how are you today?"
6. Was the pro shop employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
7. If you had any playing partner(s) present with you at check-in, did the pro shop employee request their name and either mailing or email address?	0/0	N/A
9. During check-in did the employee offer or try to sell you any merchandise? (i.e., range balls, golf balls, tees, glove, hat, sunscreen)	0/2	No
10. Did the pro shop employee process the transaction correctly and provide you with a receipt?	1/1	Yes
11. Was the "Comments? Suggestions?" toll-free number sign easily visible within the clubhouse area?		Yes
12. Was the "Your Purchase Is Free Without A Receipt" sign posted at the cash register in the pro shop?		Yes
13. Did the pro shop employee either direct you or make sure you understood where to go next?	2/2	Yes

14. Did the pro shop employee thank you for your business or offer you a positive parting remark?	2/2	Yes
15. Did you feel that the pro shop employee was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
Please describe the specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
<p>I entered the Pro Shop and was greeted immediately by Daryn. Daryn was wearing a Polo sweater vest over his yellow club polo shirt and had a name tag. He made eye contact with me, smiled and said, "Hi, how are you today?" He asked me if I had a reservation and how many players were in my party. He asked my name and found me in the computer system. Daryn correctly completed my transaction, handed me my receipt and directed me to the club Starter, John, making sure I knew where to go. He did not ask me if I needed any balls or other merchandise.</p> <p>I told Daryn that I needed a new glove and he showed me several gloves. We discussed the merits of synthetic versus real leather and he helped me decide on a glove. He excused himself to take care of other customers that had entered. While waiting for Daryn to complete the transaction with the other customers, I noted that there was a sign indicating that "Your Purchase Is Free Without A Receipt" and the toll free number to call in comments or suggestions. After he concluded the transaction with the other customers, he correctly processed my additional purchase. He said "Thank You," and proceeded to assist the next customer.</p> <p>Throughout the interaction, Daryn was friendly, smiling, helpful and professional, making this a fun and enjoyable golf experience.</p>		
<h2>Starter</h2> <h3>69% (9/13)</h3>		
Employee Name or Description:		John
16. Was your golf cart clean, free of debris, and supplied with a scorecard and pencil?	1/1	Yes
16a. If provided at the course, was the sand bottle filled?		N/A
17. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the Starter?	2/2	Yes
17a. What was the greeting used?		"Hi, how are you?"
18. Was the starter wearing a wrinkle-free uniform including name tag?	1/1	Yes
19. Did the starter ask if you had played the course before?	0/2	No
20. Were you asked to present your receipt or confirmation of check in?	1/1	Yes
21. Did the starter share any information pertaining to the course that day? (i.e., cart paths, location of rest rooms, pin locations, special conditions / areas to be concerned about, beverage cart hours)?	0/1	No
22. Did the starter communicate the expected pace of play and your responsibility to maintain a proper pace?	0/1	No
23. Did the starter thank you for your business or offer you a positive parting remark?	2/2	Yes
24. Did you feel that the starter was "treating you to a fun and enjoyable golf experience"?	2/2	Yes
Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".		
<p>I approached John as he was assigning other golfers their carts. He was wearing a beige club jacket and a club hat. He greeted me with eye contact and a smile, and said, "Hi, how are you?" He asked for my receipt and asked how many players were in my group. He obtained my name, initialed my receipt, gave me a form to sign for the cart and directed me to my cart. He did not ask if I had played the course before and did not give me any course information or tell me about the expected pace of play. He said, "Thank you," and proceeded to help the next customer.</p>		

The cart was clean, in good condition and was supplied with a scorecard and pencil. I drove my cart to the parking area and loaded my clubs. When I returned to the practice green John approached me and asked me to join a pair of golfers already at the 1st tee so that I wouldn't end up behind two foursomes. I agreed and he thanked me for joining the other golfers.

At the turn, John directed me to the restaurant and suggested that I eat quickly in order to finish my round before it started to get dark. After eating, he directed me to the 10th tee.

John was friendly, professional and helpful, which made this a fun and enjoyable golf experience for me.

Beverage Cart

Employee Name or Description:		N/A
25. How many times were you visited by the beverage cart?		0
26. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the beverage cart employee?	0/0	N/A
26a. What was the greeting used?		N/A
27. Was the beverage cart employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
28. Did the beverage cart driver tell you when / if you could expect to see them again?	0/0	N/A
29. Did the beverage cart employee thank you for your business or offer you a positive parting remark?	0/0	N/A
30. Did you feel that the beverage cart employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

During this round of golf, there was no beverage cart present. I was on the course from 1:43 to 6:11 PM.

Course Advisor/Marshal/Ranger

Employee Name or Description:		N/A
31. How many times did you see the course advisor/marshal/ranger on the course?		0
32. Did you or anyone in your group have an interaction with the course advisor during your round?		N/A
33. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the course advisor/marshal?	0/0	N/A
34. Was the course advisor wearing a wrinkle-free uniform including name tag?	0/0	N/A
35. If the course advisor advised your group of a pace of play issue, did they do so in a friendly and professional manner?	0/0	N/A
36. Did you feel that the course advisor was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

I did not see a Course Ranger on the course during my round.

Food & Beverage (F&B)

Location:		N/A
When during your round did you visit this location?		At The Turn
Employee Name or Description:		N/A
37. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the F&B employee?	0/0	N/A
37a. What was the greeting used?		N/A
38. Was the F&B employee wearing a wrinkle-free uniform including name tag?	0/0	N/A
39. Did the F&B employee process the transaction correctly and provide you with correct change and receipt if requested?	0/0	N/A
40. Did the F&B employee thank you for your business or offer you a positive parting remark?	0/0	N/A
41. Did you feel that the F&B employee was "treating you to a fun and enjoyable golf experience"?	0/0	N/A

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

I entered the restaurant and selected a seat at the bar. Jennifer greeted me immediately with eye contact and a smile. She said, "Hi, how are you today?" She wore a clean and wrinkle-free black restaurant polo shirt with black slacks. She was not wearing a name tag. Jennifer gave me a menu and asked me if I wanted a drink. She quickly brought me my iced tea and took my food order after making some suggestions. She gave me a refill on my drink and asked me if everything was okay with my meal. She even commented that it looked so good she was probably going to order the same thing for herself for dinner later.

At the conclusion of my meal, Jennifer asked me if I needed anything else, then brought me my bill. She asked if I would like a refill of ice tea to go to take with me on the course. She gave me my receipt, which was correct. She said, "Thank You," and I left.

Jennifer had a great smile and was friendly. She made this a fun and enjoyable golf experience.

Course Maintenance 100% (1/1)

42. Did you encounter any maintenance employees during your round?		No
43. If YES, did the maintenance employee acknowledge your group by a wave or by turning off equipment if you were playing a shot?	0/0	N/A
44. Was the maintenance employee wearing protective head gear of some type?		N/A
45. Did you consider the greens to be in good condition based on the green fee paid?		Yes
46. Were the course amenities (ball-washer, flags, coolers, etc.) in good condition?	1/1	Yes

Please describe your impression of the golf course, its overall condition and any areas for improvement. Please elaborate on any question answered "No".

I did not encounter any maintenance employees during my round.

The golf course was maintained very well and in excellent condition. There were ball washers at every tee and each washer had one or more towels. All distance markers were present and easily spotted. There was one hole that showed as a par 4 on the sign by the tee box, but was a par 5 on the scorecard. One of the players in my group explained that they had changed the scoring on the hole and that it was indeed a par 5 hole.

Finishing/Leaving 43% (3/7)

Employee Name or Description:		John
47. Were you greeted in a friendly & professional manner (with eye contact and a smile) by the employee?	0/2	No
47a. What was the greeting used?		N/A
48. Was the employee wearing a wrinkle-free uniform including name tag?	1/1	Yes
49. Did the employee thank you and/or invite you back?	2/2	Yes
50. Did you feel that the employee was "treating you to a fun and enjoyable golf experience"?	0/2	No

Please describe specific behaviors that convey the employee's interaction with you. (Body language, facial expressions, eye contact, smiling, what was said and tone of voice used by the employee) Please elaborate on any question answered "No".

When I finished playing, I again encountered John. He wore a wrinkle-free beige club jacket, a club hat and a name tag. John didn't smile or greet me. He asked me to return my cart to the starting area after I returned my gear to my car. John said, "Thank you."

John did not smile or make conversation with me and I did not feel he was treating me to a fun or enjoyable golf experience.

Overall Facility Appearance 100% (3/3)

51. Did you consider the overall appearance of the facility (parking lot, clubhouse entrance, clubhouse interior/exterior, etc.) to be clean, free of debris, and orderly?	1/1	Yes
52. Was the restroom in the CLUBHOUSE clean, free of debris, and orderly?	1/1	Yes
52a. Which clubhouse restroom did you evaluate?		Men
53. Was the restroom ON THE COURSE clean, free of debris, and orderly?	1/1	Yes
53a. Which on the course restroom did you evaluate?		Men
54. Was the driving range clean, free of debris, and orderly?	0/0	N/A
55. Were range balls clean and in good condition?	0/0	N/A
56. Were range yardage signs straight and visible?	0/0	N/A

Overall Guest Satisfaction 100% (4/4)

57. In general, did the team of employees work together to create a "fun and enjoyable golf experience?"	2/2	Yes
58. Based SOLELY on the overall customer service you received today, (regardless of your golfing preference, ability, or any facility concerns) would you return to play this course as a paying customer?	2/2	Yes

Please describe why you answered questions 51-58 the way you did.

The parking lot was clean and free of debris. The clubhouse was neat and clean, both inside and out. The restrooms in the clubhouse and on the course were clean, well maintained and fully stocked.

There was no driving range at this facility.

It was an enjoyable experience at the course. All employees were courteous, polite and helpful. Based on the customer service I received, I would return to play this course as a paying customer.

59. If applicable, did any of the employees solve a problem for you during your visit to the course? If so, what was their name and what did they do?

N/A

60. Did any employee (or employees) offer you 'better-than-expected' (great) service today? If so, what was their name and what did they do?

I felt Kathy was very friendly and helpful. She was friendly and upbeat and gave me all the information I needed and more. When I asked if they had a driving range, she told me that there wasn't one at their course, but directed me to the sister course and gave me its location.

Greens Fee and Cart Fee:		\$32.00
Range Fee: (if applicable)		\$0.00
Beverage Cart:		\$0.00
Food and Beverage:		\$10.00
Pro Shop:		\$10.00