

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: DANIELLE MAHONEY, ASSISTANT CITY MANAGER
SUBJECT: MILE ONE ONBOARDING PILOT LAUNCH
DATE: MAY 21, 2026

Key Highlights

- The City launched its new employee onboarding pilot program, **"Mile One,"** this week.
- The program is designed to strengthen organizational culture, employee engagement, and cross-departmental connection from day one.
- "Mile One" provides employees with a foundational introduction to local government, Team Novi values, leadership expectations, and City operations.
- The pilot supports ongoing organizational culture and High-Performance Organization (HPO) efforts through the Novi Drive initiative.

Background Information

As part of the City's continued investment in organizational culture and employee development, staff launched a new onboarding pilot program this week titled **"Mile One."** The name reflects the idea that every employee's journey with Team Novi begins with a shared foundation and a collective commitment to service excellence.

The pilot is intended to complement department-specific onboarding by creating an organization-wide introduction for new hires across all functional areas. The program focused on helping employees better understand the City's values, leadership culture, and how their role contributes to the broader Team Novi organization.



The inaugural session included:

- Local Government 101 and the Council-Manager form of government
- Team Novi culture, values, and the Novi Drive initiative
- Leadership and customer service expectations
- An overview of City operations and internal service departments

- Cross-departmental networking opportunities
- Lunch with department directors
- A guided tour of City facilities and community assets

The program also reinforced the City's broader commitment to becoming a more connected, collaborative, and high-performing organization by exposing employees early to concepts tied to leadership at all levels, continuous improvement, innovation, and service excellence.

Staff will continue gathering feedback from participants and department leaders as the pilot evolves and is refined for future onboarding cohorts.