



CITY OF NOVI

DEPARTMENT OF PUBLIC WORKS

STRATEGIC PLAN 2026-2030 UPDATE

TIMELINE

July 2025: Reviewed the 2021-2025 goals in all staff training. Rolled out the new format for the strategic plan update:

August to October 2025: Each division devised its recommended goals and presented them to the Director.

March 2026: Presented updated strategic plan (2026-2030) to the department.

The City updated its Vision and Values Statements in 2024; therefore, the Department aligned its Statements

MISSION STATEMENT

The Department of Public Works team is the long-term steward and visionary guide of city infrastructure and city assets.

VISION STATEMENT

The City of Novi aims to lead in innovation, excellence, and outstanding service through a culture of trust, respect, and continuous improvement.

VALUES STATEMENT

Team: We work together to achieve collective success.

Commitment: We are dedicated and passionate about delivering the highest quality of service.

Innovation: We are driven by a relentless curiosity to explore new possibilities.

Trust: We are transparent, clear, and involve citizens in our community.



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GOALS | FIELD OPERATIONS

1. Enhance winter maintenance driver efficiency.

- Research and implement technology to enhance winter operations (Example: route completion, dash cameras, AVL, etc.)
- Review routes periodically to optimize completion times.

2. Reduce flooding concerns with public infrastructure.

- Catch Basins: Clean 20% of the basins each fiscal year (continue).
- Ditching: Inspect one cleaning district each year over the next five years (continue).
- Detention Basins: Develop a proactive inspection and maintenance program (new).

3. Improve the dead deer pick-up process.

- Look into contracting services or improve the in-house process (reducing job interruptions, identifying sanitary pickup process, identifying disposal sites, etc.)

4. Develop storage yard on Treatment Plant Drive (a.k.a. Area 51).

- Example: Salt storage, cold/ warm Storage, Vector pad, concrete batch plant.

5. Strengthening communication and team.

- Commitment by staff to review communications promptly (emails, etc.)
- Build interest and educate others on the type of work performed by the division.



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GOALS | FLEET

1. Improve vehicles and equipment maintenance.

- Mechanics review the best preventative maintenance practices with operators each season (summer and winter fleets).
- Purchase a tire changer and balancer machine to do the work in-house more efficiently. Currently, DPW mechanics borrow the machine from the PD Garage or outsource the work.
- Hire a summer laborer to detail light-duty vehicles each year.

2. Fully utilized the fleet management software (RTA) to improve recordkeeping and communications with drivers.

- Mechanics use paperless shop (inputting work orders digitally) in the fleet management software (RTA).
- Have drivers utilize digital pre-trip inspections and service requests so forms are input directly into the fleet management software (RTA).
- Utilize the RTA Dashboard, so drivers and managers know the status of work orders.



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GOALS | WATER & SEWER

- 1. Minimize sanitary sewer backups by investigating software (E.g., Pioneer platform) that will code sanitary sewer cleaning and televising videos.**
 - Necessary repairs can then be programmed once defects and blockages are identified.
- 2. Reassess problem sanitary sewer spots to determine if they require future monitoring.**
 - Operators will use the camera truck to check on roots or pop a manhole to see if there are backups. As locations are reviewed, some will be removed from the problem area list to be periodically monitored.
- 3. Educate water customers on the benefits of signing up and utilizing the water utility customer portal, Dropcountr.**
 - The water utility customer portal provides water customers with access to information and features related to their account, including water usage patterns, usage threshold notifications, leak alerts, and more. It can answer many common questions. City staff can send notifications to specific customers regarding outage updates, etc.
- 4. Digitize lift station standard operating procedures (SOPs), so they are accessible in the field.**
 - Operators develop written SOPs.
 - Look into software solutions to assist with easily accessing the SOPs in the field, such as Gray Matter Systems.



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GOALS | ENGINEERING

1. Explore the use of AI and new technology.

- Use AI for plan review assessment or other written documents.
- Assess whether in-house use of drones would be beneficial.

2. Develop education and outreach on best watershed practices.

- Expand resident education as required by Municipal Separate Storm Sewer System (MS4) permit.
- Assist/Host Alliance of Rouge Communities (ARC), Friends of the Rouge (FOTR) sessions.

3. Update Road Closure application to accommodate various scenarios typically submitted.

- Revamp the application to ensure all the information is gathered from the applicant at one time, so that all city departments are provided with the information needed to assist (Police, Field Operations, etc.).

4. Develop a process to communicate planned fiber installation subdivisions.

- Be proactive with our communication with subdivisions, so residents can better understand what to expect and who to contact with questions.

5. Establish a way to consolidate and keep up-to-date information about engineering projects and activities in one location.

- Keeps customer service reps informed and able to provide better customer service.
- Helps the team be better in tune with workloads and priorities.



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GOALS | ADMINISTRATION

1. Promote adopting industry best practices at all levels.

- Utilize the APWA accreditation process and encourage bringing new ideas to the group.

2. Ensure DPW is best prepared to assist the community during an emergency.

- Conduct periodic table-top exercises.
- Review what staff need to be trained in NIMS and who needs a refresher.

3. Strengthening Asset Management System

- Review our policies and procedures to unify the process

4. Promote High-Performing Organization

- Promote philosophy as intentional culture improvement/ communication.
- Participate and coordinate organizational and department trainings.