

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: JEFF MUCK, PRCS DIRECTOR
MILAH LOOSE, RECREATION SUPERVISOR
SUBJECT: DOG PARK MEMBER CONCERNS
DATE: JUNE 11, 2026

A new drinking fountain for the Novi Dog Park was ordered at the end of April to replace the original unit installed when the park opened in fall 2014.

Over the past several years, Parks Maintenance staff have extended the life of the existing fountain by replacing push buttons, hoses, and other components as needed. However, this spring, replacement parts for that model were no longer available, making continued repairs impossible.

An order for a new unit was placed on April 27th. The replacement fountain is manufactured by a different company and includes a drinking bowl for dogs, as well as a water bottle filling station for people. Both features include water filtration.

At the time of purchase, staff were advised that delivery would take approximately 6–8 weeks. This lead time has become common for many park amenities, including benches, trash receptacles, and similar equipment. Staff contacted the manufacturer on Monday, June 8th, to request an update and were informed that the unit is now expected to ship on June 26th. Installation will occur as soon as the fountain is received.

Most park fixtures including benches, trash cans, bike repair stations, shade structures, and the like are custom orders due to the wide range of colors, styles, and finishes they often have long lead times and require payment. The replacement fountain unit is likewise made to order and already paid in full, so order cannot be cancelled at this stage. Attempting to purchase a comparable unit from another manufacturer would likely result in a similar 6–8 week delivery timeframe (another [manufacturer](#) is quoted at 10-12 weeks).

Dog park members were notified of the fountain outage and replacement via email on May 19th, and signage was posted at the park. Members were encouraged to bring their own water during the interim period. PRCS will send a follow-up communication to all members regarding the delay and will again remind them to bring water for themselves and their pets.

To date, PRCS has been contacted by approximately five of the three hundred and thirty-eight members regarding the drinking fountain outage.

Additionally, PRCS received a complaint in May regarding construction contractor vehicles parking at the dog park. City staff identified the contractor and contacted them immediately. Staff have not observed, nor have they received reports of, any additional occurrences since that time.



Link: <https://wsf-usa.com/products/cwbf-4ada/>
Quoted Pricing for order:
Fixture - \$5,250.00
Estimate Freight - \$360.00

NEW WATER
FOUNTAIN
COMING
SOON!



Novi Parks, Recreation and Cultural Services
45175 10 Mile Road
Novi, MI 48375
248-347-0400
noviparks@cityofnovi.org
<http://www.cityofnovi.org>

Good afternoon Novi Dog Park Members,

Thank you all for your patience as we are waiting for the delivery of our new water fountain. Please continue to bring water for your pups during your dog park visits, especially as the weather continues to get warmer and warmer! We are anticipating the new fountain to be delivered by mid/late June, and installation to be completed by the end of the month.

An update will be sent out once the new fountain is installed. Feel free to email me directly at mloose@cityofnovi.org with any questions or concerns!

Thank you again for your patience and we are looking forward to a great summer!

All the best,

Milah Loose
Novi PRCS

Note: some communication is not accessible as it was sent out via the registration software portal.

Signage posted by City staff at the Novi Dog Park on May 19th and an example of communication that has been sent out to dog park members.