

MEMORANDUM



TO: MAYOR FISCHER AND CITY COUNCIL
FROM: DANIELLE MAHONEY, ASSISTANT CITY MANAGER
SUBJECT: MILE MARKER '26 – ALL STAFF DEVELOPMENT DAY
DATE: OCTOBER 15, 2026

On October 12, about 170 City of Novi employees spent the day together at Mile Marker '26, the first of what will become an annual all-staff development day.

The day centered on Novi Drive, the City's ongoing work to operate as a high-performing organization. Novi Drive is advanced by an interdepartmental team of employees drawn from across the organization and from every level. Over the past year, that group has produced a [Novi Drive Roadmap](#), which brings to life how we work at the City of Novi. Mile Marker '26 was the first opportunity to put that work in front of the entire workforce at once, and to practice it rather than present it.



The morning centered on the City's four values: Team, Commitment, Innovation, and Trust. Staff completed a leadership style assessment, debriefed it at their tables, four directors spoke candidly about their leadership styles, and employees worked in groups to pitch ideas to improve City operations and services. Twelve of those ideas are now with the Novi Drive team to evaluate and recommend to City leadership.

Staff were seated mixed by department, tenure, and role throughout the day - a building inspector next to an accounting clerk, a director next to someone three weeks into the job. That is deliberate. Our commitment to residents is only as strong as

our ability to work together to deliver on it. Very little of what the City does well is the work of one department alone - service moves across desks, between divisions, and through colleagues who need to be able to call one another and get a straight answer.

A high-performing organization is one where those connections are strong: where people know each other's work, trust each other's judgment, and are willing to carry something a step further because they know who is on the other end. That is built one relationship at a time, and a morning spent together does more for it than any procedure we could write. Residents experience it in ordinary ways: a question answered on the first call, a permit that moves without stalling, a hand-off that lands cleanly.

The morning closed with an all-staff photo and video to celebrate upcoming Novi Day (Nov 1, 2026).



The afternoon featured a keynote with [Jason Schechterle](#) at the high school auditorium. Jason's story of resilience, inspiration, and the power of a positive mindset left a lasting impact on Team Novi.

