City of Hart, Michigan
CITY COUNCIL AGENDA
February 11, 2025, 7:30 PM
407 State St. – Council Chamber
NOTICE OF PUBLIC MEETING
REGULAR COUNCIL MEETING

1. Call to Order
2. Roll Call – Burillo, Cunningham, Hodges, Mullen, Root, Thomson, Klotz
3. Pledge of Allegiance
4. Approval of Agenda
5. Public Comments – **Public comment on any matter other than a scheduled public hearing. We ask that you please limit your comments to 3 minutes.**
    a. Correspondence, Events, Presentations
6. Consent Agenda:
    a. Approval of Minutes from January 28, 2025
    b. Bills, Claims, Payroll
    c. Reports of Boards, Commissions, and Committees
    d. Department Reports – Police/BioPure/Public Works/Energy/♥C&E Dvlp./Parks & Rec
7. Action Items
    a. Resolution 2025-05 Accept Proposal for Response Management and Public Communication Services
8. Discussion Items
    a. Council Retreat Agenda
9. City Manager Report
10. Communications from the Mayor and Council (Including board and committee updates.)
11. Adjournment –

Access is provided through the Michigan Relay Service for individuals with speech or hearing impairments. *https://hamiltonrelay.com/michigan/index.html*

With advance notice of seven calendar days, the City will provide interpreter services at all public meetings, including language translation and signage for the hearing impaired. Call 231-873-2488. La Ciudad proporcionará servicio de intérprete para esta reunión pública si se pide con siete días de anticipación, lo cual incluye la traducción de idioma y letreros para los con una discapacidad auditiva. Llame al 231-873-2488.

City of Hart Police Department

407 State Street Ph. (231)873-2488 Fax (231)873-0100 Hart, MI 49420-1259

Juan Salazar, Chief

HART POLICE DEPARTMENT

YEAR-END REPORT

2024

HART POLICE DEPARTMENT

MISSION STATEMENT

The mission of the Hart Police Department is to provide community service specifically designed to maximize public safety and the quality of life for citizens who live, work and visit the City of Hart. Our mission is to partner with the community to solve problems and improve public safety fairly, impartially, transparently, and consistently.

The Hart Police Department is responsible for enforcing local laws/ordinances and enforcing the laws of the State of Michigan. The department is also responsible for responding to all medical calls, investigating complaints, parking issues, arrests and crashes within the City of Hart. Department officers also assist various County agencies in enforcing State Law.

Juan Salazar, Chief

City of Hart Police Department

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HART POLICE DEPARTMENT

2024 REPORT

CHIEF OF POLICE:

Juan Salazar - 06 / 2007

FULL-TIME POLICE OFFICERS:

D/Sgt. Kevin Skipski – 02/1996

Officer Elizabeth Schoedel – 03/2020

*Officer Joseph Ingalls – 08/2017

Officer Kyle Moore – 10/2020

Officer Sean Robb – 11/2023

*Officer Miguel Garza – 05/2024

PART-TIME POLICE OFFICERS:

Officer Brian Hintz – 07/2016

*Officer Ray Ryder – 07/2022

*No Longer with the Department

City of Hart Police Department

407 State Street Ph. (231)873-2488 Fax (231)873-0100 Hart, MI 49420-1259

Juan Salazar, Chief

TO: Mayor, Council and City Manager

FROM: Juan Salazar, Chief of Police

2024 Year-End Report

This report reviews activities the Hart Police Department has been involved in over the past 2024 calendar year. The report contains information on department personnel and compares crimes and complaints with previous years.

On Monday, August 12th, 2024, Officer Miguel Garza resigned from his position with the Hart Police Department. Officer Garza was hired full-time in April 2024. Officer Garza accepted full-time employment with the East Grand Rapids Police Department.

On Tuesday, December 31st, 2024, Officer Ingalls worked his last shift with the Hart Police Department. Officer Ingalls was hired full-time in August 2017. Officer Ingalls accepted full-time employment with the Oceana County Sheriff's Office. On behalf of the Hart Police Department, I would like to thank Officer Ingalls for his time with the department and wish Officer Ingalls nothing but the best in his future endeavors.

In 2024, the Hart Police Department submitted 179 incident reports to the Oceana County Prosecutor's Office for review regarding criminal complaints. The Oceana County Prosecutor's Office authorized 229 criminal charges as a result of these submitted reports. The Oceana County Prosecutor's Office received 948 incident reports from the Oceana County Sheriff's Office and 403 incident reports from the Michigan State Police, Hart Post. The Hart Police Department submitted the third-highest number of reports for review by the Oceana County Prosecutor's Office. It should be noted that there are a total of six (6) police departments in Oceana County.

The Hart Police Department has three (3) pursuit-rated vehicles: a 2016 Ford Interceptor SUV, a 2019 Ford Interceptor SUV, and a 2022 Ford Interceptor SUV. The decision to keep the 2016 Ford Interceptor SUV and not remove the vehicle from service was due to allowing an extra vehicle for use during city events and an extra patrol vehicle for use in case another patrol vehicle is in for service. D/Sgt. Skipski has also utilized the 2016 Ford Interceptor SUV during his School Resource Officer duties. All officers have utilized all vehicles well. In 2024 the 2022 Ford Interceptor SUV had the motor replaced. Ford covered 70% of the repairs for the 2022 SUV. The 2019 Ford Interceptor SUV had the transmission replaced.

The Hart Police Department continually strives to train and keep updated on new and changing laws. The Hart Police Department continues to be involved in the West Michigan Criminal Justice Training Consortium. The department's commitment is 30% of the State Training Fund the department receives during the year. The department continues to have instructors in Firearms, Defensive Tactics, Taser, First Aid/CPR, Active Shooter Response, Bleeding Control, and Skid Car through this consortium. The department held its annual training in May and June 2024 at the Hart Community Center. Training consisted of Taser Re-Certification – Lecture/Practical, Mandatory Firearms Lecture, Defensive Tactics (PPCT) - Lecture/Practical, and First Aid/CPR/AED - Lecture/Practical. The department also conducts Firearms Qualifications twice a year, Spring and Fall qualifications, which consist of day and night shoot. The department currently utilizes the Hart Long Rifles range to conduct its qualifications. The Hart Long Rifles allow the department to utilize the range at no cost.

The Hart Police Department continues to offer the TEAM program, Teaching, Educating, and Mentoring, to the 5th-grade students at the Hart Middle School. This program is very well received by the students and staff alike. The TEAM program ranges from K-12th grade and covers drug awareness to gun safety to bullying. An annual TEAM golf outing is also held yearly to cover costs for the program. This year's golf outing was held on Sunday, September 15th, 2024, at the Oceana Golf Club in Shelby, and over $5,500.00 was raised. I want to thank all the golfers and businesses in Oceana, Mason, and Muskegon counties for their continued support of the program.

The Hart Police Department conducted bicycle safety classes at John Gurney Park this past summer. Bicycle safety items were distributed, and a bicycle parade was held throughout the park.

In 2024, the Hart Police Department instructed drug awareness classes to the WSCC Criminal Justice Tech Prep class. The tech prep class comprises area high school students interested in Law Enforcement as a future career. Hart High School is also represented in the group. The drug awareness class is also taught to the Hart High School health students each year.

The Hart Police Department continues participating in the Bulletproof Vest Program, which allows departments that qualify to be reimbursed 50% of the vest's total cost. In 2024, a bulletproof vest cost approximately $1,048.00. The department has been part of this program for several years and has assisted in purchasing new bulletproof vests for full-time and part-time officers.

The Hart Police Department was also awarded a grant from the DALMAC organization (Dick Allen Lansing to Mackinaw tour), which allows for a monetary contribution for the purchase of bicycle safety items such as lighting, bells, and bicycle helmets. This year's grant was approved for $2,500.00.

Before the 2024 Christmas and New Year holiday season, Hart Spilter School Students made 778 Christmas cards that were sent to Michigan National Guard soldiers thanks to their connection with Hart Police Officer and National Guard Solider Andrew Moore. Moore belongs to the 210th Military Police Battalion based in Taylor, Michigan, and has served with the National Guard for 9 years. The cards were distributed to part of the battalion and overseas soldiers.

2024 NOTABLE INVESTIGATIONS

On Sunday, March 10th, 2024, the Hart Police Department was dispatched to the 1000 block of Parmington Avenue regarding a 2-month-old infant who was reported as being unresponsive. The officer arrived on the scene and located the infant on the living room floor of the home. The officer began life-saving efforts until Hart Fire First Responders and LIFE EMS arrived on the scene. The infant was later pronounced deceased at the scene. Oceana County Child Protective Services was contacted and later arrived on the scene, where a joint investigation into the incident began. The department was assisted by the Michigan State Police, Oceana County Sheriff's Office, Oceana County Victims Services, Hart Fire First Responders, LIFE EMS, Oceana County Child Protective Services, and the Oceana County Medical Examiner's Office. After completion of the investigation, and report was submitted to the Oceana County Prosecutor's Office.

On March 14th, 2024, the Hart Police Department was dispatched to the 200 block of Jefferson Street, referencing a home invasion. A 37-year-old Hart man alleges being confronted at his home by a 57-year-old Hart man and a 14-year-old Hart juvenile. The 57-year-old man began demanding money from the 37-year-old man. The juvenile then produced an alleged handgun and pointed it at the 37-year-old man. It should be noted there were approximately four other juveniles outside the home at this time. It was later determined this suspected handgun was a BB gun. The Oceana County Prosecutor's Office authorized a warrant for a 57-year-old Hart man and a petition for the juvenile for assault with intent to rob while armed, assault with intent to rob while unarmed, and felony firearms – pneumatic gun.

On Sunday, August 11th, 2024, at approximately 4:55 p.m., the Hart Police Department was dispatched to Hart Lake for a water emergency. A 31-year-old Six Lakes, Michigan man was swimming in the lake when he began struggling in the water, ultimately resulting in the man going underwater and failing to resurface. The Oceana County Sheriff's Office Dive Team, Mason County Sheriff's Office Dive Team, and Michigan DNR responded to the scene. The man's body was recovered from the lake by dive team members. Alcohol is suspected to be a factor. The department was assisted by the Oceana County Sheriff's Office Dive Team, Mason County Sheriff's Office Dive Team, Michigan DNR, Oceana County Victim Services, the Hart Fire Department, LIFE EMS, and Mason/Oceana Central Dispatch.

On Wednesday, September 25th, 2024, the Hart Police Department was dispatched to the 300 block of Johnson Street regarding a juvenile with a suspected firearm. Officers immediately responded to the area and located several juveniles matching the description given to Mason/Oceana Central Dispatch. A knife and Glock Blowback Pistol Shell Ejecting Toy Gun were located on a 16-year-old boy. All juveniles were interviewed and later turned over to their parents without issue. A petition was issued for the juvenile who possessed the Glock Blowback Pistol Shell Ejecting Toy Gun for Count #1: Schools - Intentional Threat to Commit Act of Violence Against School, School Employees, or Students, Count #2: Weapon-Free Schools - Possession Weapon, and Count #3: Disturbing the Peace

DETECTIVE SERGEANT / SCHOOL RESOURCE OFFICER:

The Hart Public School System, in collaboration with the Hart Police Department, continues to have D/Sgt. Skipski as a full-time School Resource Officer for the district made possible via a grant through the State of Michigan Office of School Safety. D/Sgt. Skipski began his School Resource Officer duties at the beginning of the 2023 school year. This three (3) year grant pays for half of the officer's wages and benefits, with the school district paying the remainder of the wages and benefits for the officer. D/Sgt. Skipski was given an office space at the Hart Middle School where he continues to double his duties as D/Sgt. and SRO. Students and staff have created a very positive, trusting bond with D/Sgt. Skipski. Principals and Deans have called upon D/Sgt. Skipski to assist with many investigations at the schools, ranging from bullying issues, drug possession, vaping, and a host of other sensitive issues. D/Sgt. Skipski works closely with student leadership and assists with the planning and chaperoning of all events, and dances held by student government.

D/Sgt. Skipski has continued to make great strides in investigating complaints that have proven to be extensive and complex in nature. These complex complaints typically involve the need for polygraph interviews, or forensic Interviews. Many of the complaints that are being forwarded to the D/Sgt. Skipski typically requires the processing of evidence in-house and advanced testing which is conducted through the Michigan State Police Crime Lab in Walker Michigan. D/Sgt. Skipski has allowed for the safe handling of evidence transport to the facility and the collection of evidence that is completed and ready for drop off and pick up. Much of this evidence is required to be personally transported to the crime lab to avoid issues with evidence chain of custody. Physical evidence is extremely important in investigative cases where specific property is shown to belong to specific suspects or victims involved in crimes. The personal transport of evidence or property allows for successful introduction into courtroom hearings.

D/Sgt. Skipski continues to work with neighboring agencies, both local, state, and federal, including Homeland Security and the Federal Bureau of Investigation. These agencies can greatly assist with advanced technology, and on-scene resources, and assist with complex complaints involving computer crimes. D/Sgt. Skipski was recently asked to join a newly formulated Law Enforcement Association in Michigan called the West Michigan Forensic Science Association, which will be made up of various police departments and detective bureaus for the sole purpose of assisting one another in difficult cases, providing advanced training and most importantly, information sharing. Officers from these agencies on the west side of the state will meet periodically to discuss investigations, cold cases, and new technology to assist with the solving of crimes.

D/Sgt. Skipski has also been called upon to process several stolen vehicles which were recovered in other jurisdictions. The processing of these vehicles is extremely time-consuming and again allows for our road patrol officers to continue normal patrol activities and not become bogged down on evidence collection or courtroom testimony. D/Sgt. Skipski also manages all property and evidence that is secured by road patrol officers, allowing for a more thorough and organized property collection and distribution.

Safety Pup has been implemented as a safety teaching tool at our lower-level grades, allowing D/Sgt. Skipski to instruct basic safety topics with Safety Pup being present. Several magic performances by D/Sgt. Skipski have also been implemented in our schools to reinforce safety topics in a fun way. The relationship that the Hart Police Department has with our public schools has never been stronger.

The Hart T.E.A.M. program (Teaching, Educating, And Mentoring) has been taught to Hart Middle School fifth-grade students for the past 16 years, which is comprised of various safety classes covering topics such as Internet Safety, Gun Safety, and Making Good Choices. D/Sgt. Skipski recently started to intercut the 4th grade version of TEAM at Spitler Elementary. The 5th grade program is culminated with a T.E.A.M. graduation which has seen guest speakers from the Royal Canadian Mounted Police, Indiana State Patrol, and Michigan State Police as well as administrative staff.

The Hart Police Department again participated in an annual grant to continue teaching STEP to our 5th-grade students. STEP (Student Tools for Emergency Planning) is a Michigan State Police/Homeland Security grant that allows certified instructors to teach preparation techniques during national and inclement weather emergencies. After the course, each student is given a STEP backpack (go-bag) containing various emergency preparation items. The class's goal is to encourage the students to continue to add emergency equipment to their backpacks in case of a real emergency.

D/Sgt. Skipski has also been extremely involved with the "Troy Moran Ride With Pirate Pride" event. Before the sudden death of Principal Moran, both D/Sgt. Skipski and Mr. Moran worked hard to bring the event to Hart Public Schools. The program has been supported by many businesses, including John Heykoop, and revolves around the basis of students maintaining good grades, good behavior and active within sports and student leadership. Sometime in Spring, the vehicle is awarded to one of the students, along with other donations and prizes, highlighting their success.

D/Sgt. Skipski also continues to provide and maintain Incident Action Plans for various school events and city events. These IAPs are specific to each event and reassure that the Hart Police Department has a safe and effective plan in place to respond to any emergencies that may arise, including active shooting events. D/Sgt. Skipski has maintained a relationship with Homeland Security and Michigan State Police analysts who have provided immediate and valuable information for unexpected or anticipated events and protests within the city. The IAPs include any and all large-scale events at the school, graduation, homecoming, sporting events, and concerts.

D/Sgt. Skipski has assisted with K9 searches of the schools, threat assessments required through the State of Michigan and Homeland Security as well as being a presence for students to talk with and express personal issues they are having at school or at home. D/Sgt. Skipski has also been asked to conduct numerous classes at the high school and middle school levels. These classes varied from sexting, TEAM, drug and alcohol identification, internet safety, CPR-First Aid, and Bleeding Control. Mr. Hertlzer has also requested D/Sgt. Skipski to instruct CPR-First Aid to coaches at Hart Public School, which is a requirement through the MHSAA. This has allowed coaches to keep their certification in a convenient fashion.

D/Sgt. Skipski has written several grants that have allowed the department to purchase safety items for road patrol officers (flashlights, road direction/warning lighting).

At the end of 2024, the Hart Police Department has six (6) full-time officers and one (1) part-time officer. The one (1) part-time officer is employed full-time with the Muskegon County Sheriff's Office.

In 2024, there were 219 arrests and a total of 1,903 complaints or calls for service. In 2023, there were 250 arrests and a total of 1,908 complaints or calls for service.

The following is a list of complaints received for 2024, along with the last two previous years.

File Class:	2024	2023	2022
Criminal Sexual Conduct	3	9	4
Assaults / Domestic Assaults	43	53	63
Felonious Assaults	4	8	4
Intimidation/Threats/Harassment	48	48	53
Arson	0	0	1
Breaking & Entering / Unlawful Entry	10	16	10
Larceny	74	87	107
Motor Vehicle Theft	1	1	3
Fraud / Check Complaints	10	20	32
Embezzlement	1	2	2
Malicious Destruction of Property	21	38	23
Obstruction of Justice	62	70	46
Disorderly Persons	44	44	54
Operating While Intoxicated	9	7	9
Traffic Violations:	117	120	150

Thank you for your time, and if you have any questions, please feel free to contact me.

Respectfully,

Chief of Police, J. Salazar
Hart Police Department

February 6, 2025

Dear City Council Members and Board Members,

It has been brought to my attention that you are planning on closing off E Main Street to delivery trucks. I really hope you reconsider as this would seriously impact my business. I get delivery 5 times a week and they use the front entrance on E Main. If you do this that would mean that they would have to use the alley way which is not always easy for them to get down plus in the winter it is never plowed or salted well.

It has also been bough to my attention that you are planning on the businesses losing more parking. I think we have already lost enough with the addition of the chalets and the Tin Man. I nowhere to have my employees use my back lot for parking because of this which is not good since that was my outdoor dinning. Plus in all honesty as the business that sits right across the street from this chalets I can tell you that I hardly ever see anyone there plus they are rarely open. They should be open everyday for the whole season Memorial Day through Labor Day not just when the city's activities and only certain days of the weekend.

I also have a lot of elderly customers that come to my place to eat and they have told me they will not stop if they have to park down at the old Walkers parking lot.

I would think the city would want to being people in. I mean wasn't that the purpose of the chalets and Tin Man? It just seems like you are trying to make the downtown businesses suffer because you really only care about the area that is Polk Road. It is sad that the same businesses are constantly bring targeted and have to give in to these ideas that do not work. Shouldn't we all are working together to get people to come see are AMAZING Downtown area and enjoy it. If you do this many businesses will suffer even more.

I am sorry that I do not have time to come down to a meeting to voice my opinion but I hope you will consider what I have said. If this does goes through I am afraid you will lose some of the businesses in town.

Thank you very much for listening to me.

Kristi Sadler

Kristi Sadler
Owner Kristi's Pour House
Downtown Hart

CITY OF HART
407 S. STATE ST.
HART, MI 49420
REGULAR MEETING OF CITY COUNCIL - COUNCIL PROCEEDINGS
January 28th, 2025
MINUTES – Draft

PRESENT: Mayor Amanda Klotz, Councilors, Catalina Burillo, Jim Cunningham, Dean Hodges, Andrew Mullen, Betty Root and Karen Thomson

ABSENT: NONE

OTHERS PRESENT: City Manager – Rob Splane City Clerk – Karla Swihart, BioPure Superintendent – Paul Cutter, Police Chief Juan Salazar, Sharon Hallack, Cristine Juska, Miguel-Lopez Rogelio, Rolando Salgado, and Emily Sigler,

APPROVAL OF AGENDA:

- B. Root motioned to approve Amended agenda and was supported by C. Burillo
  - Ayes: 7 Nays: 0 Absent: 0

PUBLIC COMMENTS:

- Miguel – Lopez Rogelio, He is going to write a letter to the City Council addressing his concerns over the price of water and sewer rates going up and also the property taxes. He has low-income renters and does not want to raise their rent to help cover the cost.

CORRESPONDENCE, EVENTS, PRESENTATIONS:

- Sgt. Det. Kevin Skipski, School Resource Officer – Hart Police Department
  Very nice presentation presented by Sgt. Skipski going in to day to day activity he does durning school hours and after school hours. He is very passionate about his position as School Resource Officer, and you can tell the kids are excited to have his presents in and around the school.

CONSENT AGENDA:

- Approval of minutes from January 14th, 2024
- Bills, Claims, Payroll
- Reports of Boards, Commissions, and Committees
- Department Reports – Police/BioPure/Public Works/Energy/C&E Dvlp
  - C. Burillo motioned to approve Consent Agenda and supported by A. Mullen
    - Ayes: 7 Nays: 0 Absent: 0

ACTION ITEMS:

- Resolution 2025-02 Approve RAP Sub-Grant Application – Veteran's Park
  WHEREAS, the Michigan Economic Development Corporation (MEDC) offers gran assistance to qualified organizations in Michigan to revitalize and develop public spaces through the Revitalization and Placemaking (RAP) program; and
  WHEREAS, the City of Hart operates and maintains several parks including an aging Veteran's Park directly north of the City's downtown core providing Hart Lake access to residents and visitors; and
  WHEREAS, Veteran's Park was identified as a core resource in the City's Master Plan and identified as a priority reconstruction project in the City's adopted Recreation Plan; and
  WHEREAS, the City Council desires to apply for funding assistance for the reconstruction of Veterans Park to provide new accessibility to visitors and enhance the park experience by adding amenities to be enjoyed by all; and
  WHEREAS, to secure the benefits of efficient self-government and to promote and protect our common interests and welfare, the City Council hereby declares:
  NOW THEREFORE BE IT RESOLVED THAT THE CITY COUNCIL
  Approves and authorizes applying for $250,000 in grant assistance from MEDC as a sub-grant application in coordination with The Right Place
  Approves and authorizes project match funds of $750,000 with the total project costs from an accepted $300,000 DNR Trust Fund Grant and remaining funds available in the General Fund,

and Hart Energy Fund.

Authorizes and directs the City Manager to prepare, sign and submit the MEDC RAP application on behalf of the City of Hart.

- J. Cunningham to approve Resolution 2025-02 and supported by K. Thomson
  - Ayes: 7 Nays: 0 Absent: 0

- Resolution 2025-03 Approve Museum Grant Application – Hart Historic District
  RESOLUTION WAS DENIED by recommendation from City Manager, Parks Manager and Economic Direct Nicole. After looking further into this grant application, it was not the right fit for what the Parks in the City needed at this time.
  - C. Burillo motioned to deny resolution 2025-03 and supported by A. Mullen
    - Ayes: 7 Nays: 0 Absent: 0
- Resolution 2025-04 Adopt Deficit Elimination Plan
  WHEREAS, the City of Hart Park Fund has realized an audited deficit of $57,747 as of June 30, 2024; and
  WHEREAS, 1971 PA 140 requires that a Deficit Elimination Plan be formulated by the local unit of government and filed with Michigan Department of Treasury; and
  WHEREAS, to secure the benefits of efficient self-government and to promote and protect our common interest and welfare, the City Council hereby declares:
  NOW THEREFORE BE IT RESOLVED THAT THE CITY COUNCIL:
  Adopt the following as the Hart Park Fund Deficit Elimination Plan:

GL NUMBER	DESCRIPTION	2023-24 ORIGINAL BUDGET	2023-24 ACTIVITY	2024-25 ORIGINAL BUDGET	2024-25 AMENDED BUDGET	2025-26 FORECAST BUDGET	2026-27 FORECAST BUDGET	2027-28 FORECAST BUDGET	2028-29 FORECAST BUDGET
ESTIMATED REVENUES									
Dept 000.000									
208-000.000-540.000	STATE GRANT	300,000		300,000	0	300,000	0		
208-000.000-665.000	INTEREST ON INVESTMENTS	50		5,200	5,200	5,400	5,600	5,800	6,000
208-000.000-667.240	JGP CAMP STORE		4,636	10,760	18,650	26,500	32,000	34,500	38,000
208-000.000-667.250	PARK SITE RENTS	132,000	165,444	195,000	208,750	225,000	240,000	255,000	295,000
208-000.000-667.260	PARK PAVILION RENTAL			4,500	4,500	4,500	4,500	5,000	6,000
208-000.000-667.280	WinterStorage			2,000	2,000				
Totals for dept 000.000 -		432,050	170,080	517,460	239,100	561,400	282,100	300,300	345,000
TOTAL ESTIMATED REVENUES		432,050	170,080	517,460	239,100	561,400	282,100	300,300	345,000
APPROPRIATIONS									
Dept 000.000									
208-000.000-998.005	Bank Fee Charges	120		125					
Totals for dept 000.000 -		120		125					
Dept 751.000 - PARKS									
208-751.000-702.800	WAGE (REG EMPLOYEE)	2,000	24,078	84,000	60,000	63,000	66,000	70,000	75,000
208-751.000-702.805	Part Time Employee		8,380		36,000	38,000	40,000	42,000	44,000
208-751.000-702.808	Wage (Workers Frn Other Depts)			4,000	2,000	2,000	2,000	3,000	4,000
208-751.000-702.820	TEMPORARY HELP		3,478	11,200	0				
208-751.000-702.830	Host Campers			7,800	7,800				
208-751.000-711.000	Leave Days (Combined)		899		8,500	8,750	9,000	9,250	9,500
208-751.000-715.000	FICA	160	7,746	5,200	8,200	9,500	9,750	10,000	10,250
208-751.000-715.900	COMBINED FRINGES (NO FICA)	350	487	1,100	6,350	6,600	6,700	6,800	6,900
208-751.000-716.000	UNIFORMS		528		1,000	1,000	1,000	1,000	1,200
208-751.000-740.000	OPERATING SUPPLIES	5,800	29,491	14,500	14,500	16,400	17,500	18,600	19,700
208-751.000-740.200	TOOLS				0	2,000	2,000	2,000	2,000
208-751.000-740.800	REPAIRS & MAINTENANCE	14,000	10,008	14,000	8,500	9,000	10,000	12,000	12,000
208-751.000-801.000	PROFESSIONAL SERVICES	18,000	10,869	22,500	14,000	14,000	14,000	16,000	16,000
208-751.000-801.208	ManagementFee(JohnGurneyPk)	85,000	41,078						
208-751.000-818.000	CONTRACTURAL SERVICE	2,500	12,549	7,500	7,500	10,000	10,000	10,000	10,000
208-751.000-818.661	Motor Operations		3,175		6,500	5,000	15,000	3,000	2,000
208-751.000-880.000	COMMUNITY PROMOTIONS	1,500	85	8,000	2,500	2,500	3,500	4,500	5,500
208-751.000-880.010	Advertizing/Promotion	1,500	3,072	3,000	3,000	3,000	3,000	3,000	3,000
208-751.000-910.800	Property/Liability/BondingIns	850	850	900	900	900	1,000	1,000	1,050
208-751.000-920.000	UTILITIES(HEAT,WATER,ELECT,SE	28,000	36,157	3,800	30,250	34,000	36,000	38,000	38,000
208-751.000-920.500	TELEPHONE/PAGERS	3,200	3,372	3,200	2,400	3,200	3,200	3,200	3,200
208-751.000-943.000	EQUIPMENT RENTAL	500		1,500					
208-751.000-956.200	MEMBERSHIPS/DUES	850	860	2,000	2,000	2,000	2,000	2,000	2,000
208-751.000-970.000	Capital Outlay	300,000	40,000	300,000	0	300,000			
208-751.000-998.000	MISCELLANEOUS				400	400	400	400	400
Totals for dept 751.000 - PARKS		464,210	237,162	494,200	222,300	531,250	252,050	255,750	265,700
TOTAL APPROPRIATIONS		464,330	239,712	494,325	222,300	531,250	252,050	255,750	265,700
NET OF REVENUES/APPROPRIATIONS - FUND 208		(32,280)	(69,632)	23,135	16,800	30,150	30,050	44,550	79,300
BEGINNING FUND BALANCE		12,326	12,326	(57,306)	(34,171)	(17,371)	12,779	42,829	87,379
ENDING FUND BALANCE		(19,954)	(57,306)	(34,171)	(17,371)	12,779	42,829	87,379	166,679

Explanation: The Park Fund realized a deficit during the reorganization of the City campground management structure, new, one-time costs were incurred during the transition. Fund strength will be seen in year one, and the deficit is anticipated to be eliminated in FY27, as shown above.

- A. Mullen motioned to approve Resolution 2025-04 and supported by B. Root
  - Ayes: 7 Nays: 0 Absent: 0

DISCUSSION ITEMS:

- None

CITY MANAGER'S REPORT:

Updates:

- Text My Gov is the City's current text messaging communications tool – 242 numbers Opt-In for messaging, 640 unique numbers have used the system since its inception about three years ago. Most system users have signed up for Garbage Day and Event Reminders. We have also used this tool for public voting for the Hart Prize art competition and the National Asparagus Festival food competition. While the system provides functionality for resident input, communication is basic and not user-friendly. When the system was purchased, it was noted that a geographical component was being prepared so the City could use the system to communicate water main breaks, power outages, or other emergencies. This has not come to fruition. Hart Energy and City staff have spent time investigating alternatives and will be ready to present the Council with a recommendation in February.
- The City Hall computer server will be replaced this Thursday with Friday schedules to address any change-over issues.
- The Michigan Water Environment Association Administrators Conference was very beneficial, with good session topics, including relevant information on Bio-Solids land application, new state employment requirements, current financial opportunities, engineering ethics, and internship ideas to help with succession planning.
- Parks and Recreation Millage ballot proposal opportunity. How do you feel?

Legacy Topics:

- Safe Routes to School trail project – work with MDOT is on-going

Upcoming Topics:

- Redevelopment Ready Community re-certification in 2025
  Adoption of 5-year Park and Rec Master Plan
  Reaffirmation of the City Master plan
  TIFA By-Laws
  Zoning Drawings – add to ordinances
  Adopt Zoning Board of Appeals By-Laws
  Review proposal to have council members serve as ZBA
- Council review of rental inspection policies, procedures, and implementation.

COMMUNICATIONS FROM THE MAYOR AND COUNCIL:

- C. Burillo – Update on Cemetery Board meeting which was cancelled due to weather and rescheduled for Monday Jan. 27th Questions arose on who many board members sit on the board from the City and Township.

ADJOURN:

- There being no further business to come before the Council, Mayor Klotz adjourned the meeting at 8:51pm. The next regularly scheduled meeting will be on February 11th, 2025, at 7:30 pm.

Respectfully Submitted

Karla Swihart

Karla Swihart, City Clerk

Payables Date 02.12.2025	Description	Total	General +	DPW	Energy	BPTF	Water
Ace 1 Port-A-Potties	Portable Restroom - JGP Boat Launch	$ 100.00	$ 100.00				
Ace 1 Port-A-Potties	Portable Restroom - Hydro Disc Golf	$ 100.00			$ 100.00		
Ace 1 Port-A-Potties	Portable Restroom - Vet's Park	$ 175.00			$ 175.00		
Beaver Research Company	Supplies	$ 729.65					$ 729.65
Brickley DeLong	End of Year Assistance & 1099 E-Filing	$ 675.00	$ 675.00				
BS&A Software	Annual Service/Support Fees 2025	$ 6,252.00	$ 2,761.50		$ 1,163.50	$ 1,163.50	$ 1,163.50
Cannon Technologies	Electric Disconnect Meters	$ 2,808.00			$ 2,808.00		
City of Hart	Utility Bills	$ 23,875.18	$ 1,008.78	$ 111.81	$ 2,448.69	$ 16,122.44	$ 3,183.46
Consumer's Energy	Utilities	$ 358.79			$ 358.79		
Crossroads Mobile Maintenance	Bucket/Boom Truck	$ 501.00			$ 501.00		
Dacott	Power Purchase Report	$ 650.00			$ 650.00		
Dave's Party Store	Fuel - Parks & Rec	$ 77.75	$ 77.75				
Dave's Party Store	Fuel - DPW	$ 1,261.24		$ 1,261.24			
DHD #10	JGP 2025 Annual Inspection	$ 120.00	$ 120.00				
Disability Advocates of Kent County	RAP Grant Letter of Support	$ 500.00	$ 500.00				
Dune Side Auto Glass	Windshield Repair - BioPure	$ 693.88				$ 693.88	
Election Source	Annual Maintenance	$ 615.00	$ 615.00				
Fischer LP Gas	Propane- Energy Dept	$ 766.67			$ 766.67		
Frontier	Phone Service - Diesel Plant	$ 126.90			$ 126.90		
Gracon Services	Travel Charges	$ 185.80	$ 61.94	$ 30.97	$ 30.97	$ 30.96	$ 30.96
Huizing, Maureen & John	MPPA High Efficiency Product Incentive	$ 35.00			$ 35.00		
Huntington National Bank	CC Statement Dec 2024 - All Depts	$ 6,312.30	$ 2,465.99	$ 261.24	$ 1,372.84	$ 2,212.23	
Hydrocorp	Cross Connection Control Program Jan 2025	$ 764.00					$ 764.00
IDEXX	Lab Supplies	$ 7,356.47				$ 7,356.47	
IDEXX	Lab Supplies	$ 336.94				$ 336.94	
Klotz, Amanda	2025 BOR In-Person Training Reimbursement	$ 30.00	$ 30.00				
Larson ACE Hardware	Jan 2025 Statement	$ 1,064.28	$ 375.60	$ 210.54	$ 126.68	$ 351.46	
Larson, Travis	2025 BOR Online Training Reimbursement	$ 217.00	$ 217.00				
LEAF	Copier Lease Fee - Police Dept	$ 49.61	$ 49.61				
Lighthouse Car Care	Jan 2025 Statement	$ 65.00		$ 65.00			
Mason-Lake CD	Hazardous Waste Collection 2025	$ 893.70		$ 893.70			
MMRMA	Aug 2024 Annual Meeting - V. Platt/R.Splane	$ 2,689.60	$ 2,689.60				
MMTA	2025 Treasurer Bundle - K. Swihart	$ 99.00	$ 99.00				
Model	Uniforms - Energy/BioPure	$ 188.64			$ 69.28	$ 119.36	
MPPA	Purchased Power 2/4/25	$ 22,809.49			$ 22,809.49		
MPPA	Purchased Power 1/28/25	$ 15,337.84			$ 15,337.84		
Municipal Supply Co.	Parts/Supplies	$ 60.00		$ 60.00			
Napa Auto Parts	Auto Parts/Supplies	$ 321.10	$ 49.98	$ 151.06	$ 64.95	$ 55.11	
Office Machines Company	Copier Lease/Overage Fees -Police Dept	$ 45.00	$ 45.00				
Pixel Grafix	Utility Billing Envelopes	$ 600.00			$ 390.00	$ 180.00	$ 30.00
Power Line Supply	Parts/Supplies	$ 24,753.90			$ 24,753.90		
Power Line Supply	Parts/Supplies	$ 3,470.00			$ 3,470.00		
Power Line Supply	Parts/Supplies	$ 22.26			$ 22.26		
Power Line Supply	Parts/Supplies	$ 489.58			$ 489.58		
Power Line Supply	Parts/Supplies	$ 116.91			$ 116.91		
Power Line Supply	Credit Memo	$ (1,995.29)			$ (1,995.29)		
Power Line Supply	Credit Memo	$ (2,058.30)			$ (2,058.30)		
Power Line Supply	Parts/Supplies	$ 2,681.86			$ 2,681.86		
Power Line Supply	Parts/Supplies	$ 24.45			$ 24.45		
Power Line Supply	Parts/Supplies	$ 47.02			$ 47.02		
Power Line Supply	Parts/Supplies	$ 3,170.00			$ 3,170.00		
Quill	Tax Forms - City Hall	$ 88.48	$ 88.48				
Quill	Office Supplies - BioPure	$ 25.98				$ 25.98	
Republic	Garbage Services - The Starting Block	$ 199.21			$ 199.21		
Republic	Garbage Services - Washington Lot Dumpster	$ 207.02		$ 207.02			
Ricoh	Copier Overage Fees - City Hall	$ 107.36	$ 107.36				
Rivers ACE Hardware	Supplies	$ 92.25				$ 92.25	
Silver Lake Electric	Electrical Troubleshooting- Historic District	$ 220.00	$ 220.00				
Steve's Auto & Truck	2019 Ford Maintenance- Police Dept	$ 157.86	$ 157.86				
SyncWave	Internet Hosting	$ 468.14	$ 107.66	$ 84.27	$ 84.27	$ 191.94	
T & R Electric	Parts/Supplies	$ 9,103.00			$ 9,103.00		
T & R Electric	Parts/Supplies	$ 3,770.04			$ 3,770.04		
Trace Analytical Laboratories	Water Testing	$ 1,340.25				$ 1,340.25	
West Michigan Drain Solutions	Clear Main Line Hart/Washington St	$ 675.00				$ 675.00	
	Sub-total	**$ 147,023.81**	**$ 12,623.11**	**$ 3,336.85**	**$ 93,214.51**	**$ 30,947.77**	**$ 5,901.57**
HAND CHECKS/ACH/EFT							
Alerus	City Share 401 Retirement - PR 194	$ -	$ -				
US Postmaster	Postage/Tax Bills						
AFLAC	Insurance Premium	$ -	$ -				
Guardian	Insurance Premium	$	$				
Delta Dental	Insurance Premium	$	$ -				
MWG/Amfirst	Insurance Premium	$ -	$ -				
Blue Cross Blue Shield	Insurance Premium	$ -	$ -				
	TOTAL HAND CHECKS	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Sub-Total Regular Bills/Hand Checks		***$ 147,023.81***	***$ 12,623.11***	***$ 3,336.85***	***$ 93,214.51***	***$ 30,947.77***	***$ 5,901.57***
Gross Payroll	PR228						
Gross Payroll	SPECIAL PAY PR229 MISSED OPT OUT						
Gross Payroll							
	Sub-Total	**$ -**					
	GRAND TOTAL	***$ 147,023.81***	**$ 12,623.11**	**$ 3,336.85**	**$ 93,214.51**	**$ 30,947.77**	**$ 5,901.57**

HART AREA FIRE

ADMINISTRATIVE BOARD

Meeting Minutes - December 19, 2024

The Hart Area Fire Administrative Board Meeting was called to order by Chairman Gary Beggs at 7:00PM. Others present for the meeting were, Jake Whelpley, Jerry Schaner, Mike Potter, John Williams, Mike Powers, Chief Fuehring and Undersigned.

Others present for the meeting was Lt Mark Haynor

Absent from the meeting was Bill Kolenda and Larry Doran

Motion was made by Potter and supported by Powers to approve the agenda as presented. Voice Vote, all yes. Motion carried.

Chairman Beggs asked if there were any comments from the audience? There were no comments

Motion was made by Schaner and supported by Williams to approve the minutes of the November 21 , 2024 meeting as presented. Voice Vote, All Yes. Motion Carried.

Treasurer advised that we had total bills for the month of $8,743.67 with the addition of PM Collision repair to truck 171 after a deer hit the truck and Needle in a Haystack bill of $436.50 for embroidery on jackets. There is a total fund balance of $490,457.59. Treasurer advised the audit was completed and a copy of the report is in front of everyone also a bill for that audit. Also the total payroll for the year came to $108,850.00 which included the 4 Fire Fighters paid in June. A motion was made by Powers and supported by Whelpley to pay the bills and accept the treasurers report. Roll Call vote. All Yes. Motion Carried.

Chief Fuehring advised we have responded to just under 319 medical calls for the year and 243 calls on the fire side.

Truck 171 was repaired and is back in service after the deer strike. Also will be getting 173 ready for use out at the Dunes and 181 will b e sold. The wench will be put on 173 and new decals. Treasurer will call on our insurance as payment for the claim has not been received after being advised three weeks ago it was all set.

Chief discussed the training that was held yesterday with Pentwater on SCBA and Air management. He felt it was a very good training.

Under new business it was discussed to allow Mark Haynor to have a debit card as he is involved in most of the purchasing for the department. It was discussed that it is a separate account with about $4,000.00 in that account at a time. The accepted manner to pay invoices is still to seek approval from the board. The spending limit is $2,000.00 for the Chief.

There being no further business the meeting was adjourned at 7:12PM.

Respectfully Submitted,

Daniel Leimback, Sec/Treasurer

City of Hart Police Department

407 State Street Ph. (231)873-2488 Fax (231)873-0100 Hart, MI 49420-1259

Juan Salazar, Chief

TO: City of Hart Mayor, City Council, and City Manager
FROM: Juan Salazar, Chief of Police
DATE: February 11th, 2025

RECENT EVENTS

From Thursday, January 9th, 2025, through Wednesday, February 5th, 2025, the Hart Police Department received 145 complaints ranging from Well-Being Checks, Medical Assists, Domestic Assaults, Alarms, Malicious Destruction of Property Complaints, Suspicious Situations, Assist to Other Agencies, Animal Complaints, Motorist Assists and Family Troubles.

On Tuesday, December 31st, 2024, Officer Ingalls worked his last shift with the Hart Police Department. Officer Ingalls was hired full-time in August 2017. Officer Ingalls accepted full-time employment with the Oceana County Sheriff's Office. On behalf of the Hart Police Department, I would like to thank Officer Ingalls for his time with the department and wish Officer Ingalls nothing but the best in his future endeavors.

On Friday, January 10th, 2024, the Hart Police Department was dispatched to the 3000 block of Melody Lane, regarding a Domestic Assault. A 16-year-old juvenile girl alleges to have been assaulted by a 15-year-old juvenile boy. The parents of the juveniles were contacted, and permission was given to the officer to speak with them. The girl explained that an argument occurred because the boy spoke with other girls and called the girls names. The girl had obvious injuries to her right leg, calf, and left wrist area consistent with bite marks. The boy had obvious injuries of scratch marks near the top of his left ear, neck, and upper back area. The juveniles were separated, and a report was submitted to the Oceana County Prosecutor's Office.
On Monday, January 13th, 2025, D/Sgt. Skipski assisted with the K9 search of both Hart High School and Hart Middle School. The search consisted of lockers/common areas and random classrooms. No contraband or illegal substance was located during the search. D/Sgt. Skipski also monitored the soft lockdown of both schools and noted that both complied with necessary and required procedures and protocols.

On Friday, January 17th, 2025, Officer Sean Robb completed his one (1) year probation with the Hart Police Department. Officer Robb has been a great addition to the department. Officer Robb is currently assigned to the night shift. I would like to congratulate Officer Robb on completing his one (1) year of probation.

On Sunday, January 26th, 2025, the Hart Police Department was dispatched to the 400 block of Hart Street, referencing a breaking and entering. A 66-year-old Hart man alleges a 32-year-old Walkerville man had broken into the home, which is currently vacant. The Walkerville man is believed to have stayed at the home for several days and had taken/stolen a bed frame and mattress from the home. An investigation is ongoing.

On Friday, January 31st, 2025, the Hart Police Department was dispatched to the 400 block of Wood Street, regarding a Fraud Complaint. A 22-year-old Hart woman is alleged to have cashed a check at a local business in Hart on Monday, December 20th, 2024. Their banking institution returned the check to the local business, being stamped with "Duplicate Presentation." An investigation is ongoing.

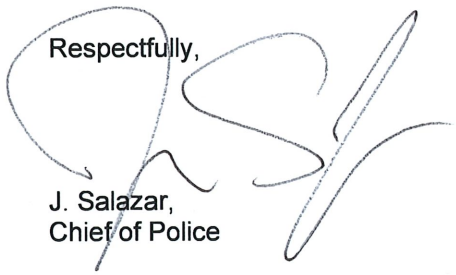
On Friday, January 31st, 2025, the Hart Police Department was dispatched to the 100 block of Lincoln Street, referencing a Mental Health Complaint. A petition for a mental health evaluation had been received for a 41-year-old Muskegon Heights man who currently was in the area. The man was located and taken into protective custody without incident. The man was transported to Corewell Health Hospital in Ludington for the evaluation.

On Saturday, February 1st, 2025, the Hart Police Department was dispatched to the 400 block of Union Street regarding an Assault & Battery. A 24-year-old Hart man alleges to have been assaulted by two (2) 30-year-old men. The Hart man stated he had been consuming alcohol with one of the men when the second man arrived on the scene. The Hart man stated an argument occurred between the man who arrived on the scene. The man then struck the man with a closed fist, resulting in the Hart man falling to the ground. The Hart man was then kicked in the back of the head. When the Hart man threatened to contact law enforcement, the man with whom the Hart man was consuming alcohol with knocked the Hart man to the ground, asking for the Hart man to calm down and not contact law enforcement. When the two (2) men left the area, the Hart man contacted law enforcement. An investigation is ongoing.

On Sunday, February 2nd, 2025, the Hart Police Department was dispatched to West Main Street near Plum Street for a Property Damage Crash. A 17-year-old Twin Lake, Michigan, woman was traveling East on West Main Street when she lost control of her vehicle, striking a communication pole in the area. The communication pole was damaged as a result of this collision. The woman sustained no injuries as a result of the crash. The woman was cited for Violation of Graduated Driver's License.

Between Wednesday, February 5th, 2025, to Friday, February 7th, 2025, Officer Schoedel attended a recertification course in defensive tactics training in Human Factor's Research Group (formally known as PPCT; Pressure Point Control Training) at Delta College in Bay County, Michigan. Officer Schoedel, for the past three (3) years, has been instructing our officers on the proper use of force and how to use the most minimal force when necessary to apprehend an individual. Additionally, Officer Schoedel will continue to train our officers yearly in defensive tactics during our annual departmental training.

Respectfully,



J. Salazar,
Chief of Police

RESOLUTION 2025-05
City Council
City of Hart, Michigan
Oceana County

Accept proposal from Daupler and authorize implementation of response management and public communication services

WHEREAS, the City of Hart provides a myriad of services to residents, businesses, and community members; and

WHEREAS, residents currently have the ability to communicate with city officials and support staff through phone and email when assistance is needed; and

WHEREAS, the City continues to strive to enhance communication with our customers, residents, and visitors in an effort to benefit the community; and

WHEREAS, staff has reviewed several systems that could offer enhanced communication from the general public to the municipality; and

WHEREAS, Daupler offers a communication tool that will afford the public several different methods to contact city staff, the system includes many automated features that may help reduce city employees time, increase response times, and track citizen concerns; and

WHEREAS, in order to secure the benefits of efficient self-government and to promote and protect our common interests and welfare, the City Council hereby declares:

NOW THEREFORE BE IT RESOLVED THAT THE CITY COUNCIL:

Accepts the partnership proposal from Daupler in the amount of $10,000 annually.

Authorizes and directs the City Manager to accept and sign the proposal and implement the public communication program.

Moved by _____, supported by _____ and thereafter adopted by the Hart City Council at a regular council meeting held on February 11, 2025.

Ayes: __ Nays: __ Absent: __

Hart, Michigan

TERM: February 26th 2025 – February 25th 2026

TO

Rob Splane
City Manager

CONTACT

(231) 873-3546
rsplane@cityofhart.org
407 State St
Hart, Michigan
49420

EXPIRATION DATE

February 26th, 2025

AGREEMENT DATE

January 28th, 2025

PREPARED BY

Ellen Dusselier
Associate Account Executive
Daupler, Inc.

CONTACT

913-578-8064
Ellen.Dusselier@Daupler.com

PRODUCTS & SERVICES

Item & Description	Quantity	Price	Total
Response Management and Callout Module Daupler Answering: Call Answering - After hours, weekend, and holiday usage – flat fee; no variable rate or upcharge for high volume months, Daupler Dispatch: Call Escalation Functionality, Team Formation Functionality, Problem Response Form Automation, Arrival/Departure Documentation, Daupler Engage: All Customer Interaction Documentation, Customer Communication Functionality, Daupler AI: AI/Classifier Technology for fast escalation & dispatch Event Detection: Daupler's AI Technology allows for identification of major outages happening within Hart, kicking off the response process and allowing for citizen engagement. Analytics: Department performance, individual user performance, incident report distributions, upgraded heatmap functionality, upgraded crew responsiveness analysis, upgraded performance analysis	1	$10,000 paid annually	$10,000
Daupler Notify Send and receive up to 50,000 notifications annually to the entire service area or to a specified area, manage customer replies with programmed, automated responses.			
		Annual Total	**$10,000**

The undersigned agree to the Terms and Conditions and agree to the execution as of the date signed, the Effective Date:

Daupler, Inc.	Hart, Michigan
Name	Name
Title	Title
Date	Date
Signature	Signature

Daupler, Inc.

ADDRESS

8024 Conser St.
Overland Park, KS 66204

PHONE

+1-888-201-5652

WEB

DAUPLER.COM
info@daupler.com

PRODUCT: **DAUPLER RMS**

daupler®

Daupler RMS Overview

Daupler's response management system, Daupler RMS, provides unparalleled communication, automation, and data management tools to optimize response during emergencies and service disruptions. Daupler RMS is currently used in more than 100 utilities, public works departments and other service organizations to increase efficiency, safety, and cost savings in communities across North America.

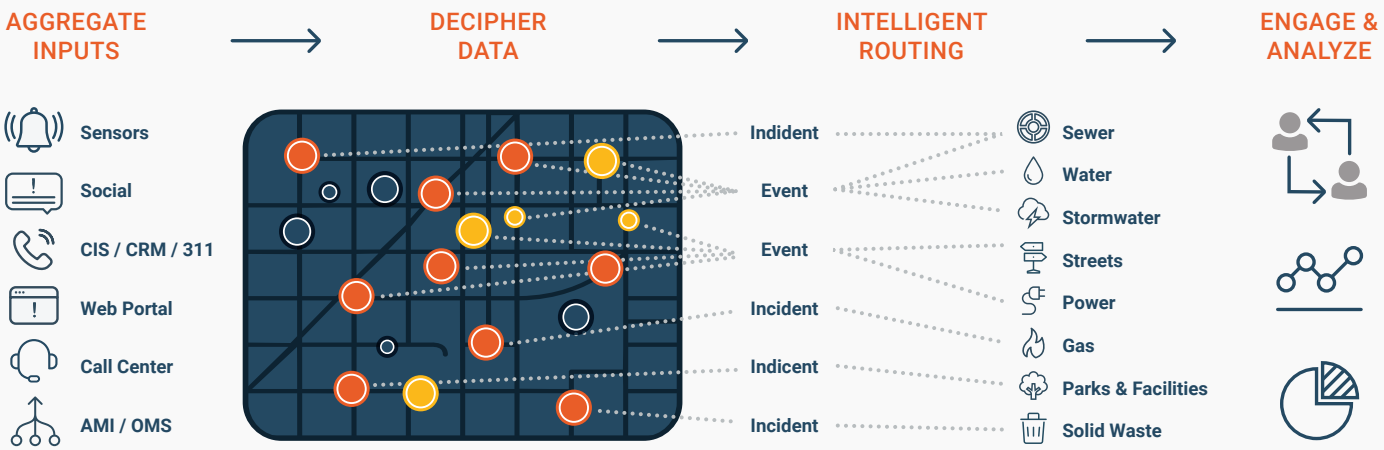
Daupler RMS addresses common response challenges, including but not limited to:

- Making sense of ambiguous or high-volume data related to potential issues and service requests.
- Unnecessary overtime due to non-critical after-hours callouts.
- Long crew formation times due to manual calling trees.
- Compliance with union contract requirements or organizational protocols.
- Repetitive calls about the same issue, potentially causing resource strain and dispatch duplication.
- Manual documentation that can be time-consuming and prone to errors.

How it works:

Daupler RMS receives inputs from customers and system sensors. The system uses proprietary technology to decipher the data and categorize issues and requests by type and severity. It also determines if data is related to a larger event or indicative of a standalone incident.

Daupler RMS then intelligently routes the information to the appropriate department using client-defined processes. It also includes tools to engage customers and analytics to support preventative maintenance and improve team performance.



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PRODUCT: **DAUPLER RMS**



System components:

Daupler RMS includes the following functionality:

- **Daupler AI:** the proprietary technology that analyzes and categorizes incoming data along with web-based tools that make it easier to gather and share critical information
- **Event Detection:** a feature of Daupler AI that identifies related incidents, prevents unnecessary dispatches for related calls, and enables callers to opt in to receive event updates
- **Daupler Answering:** call center services for after-hours, overflow, or 24/7 call management
- **Daupler Callout:** team administration and calling tools that automate roster callouts
- **Daupler Engage:** tools that allow customers to upload photos and status updates while tracking incident progress
- **Daupler Notify:** an easy-to-use mass notification system for efficient and accurate customer communication

How is Daupler RMS unique?

Daupler RMS takes response management to the next level by giving organizations a fully integrated system that optimizes data management and response efforts. Daupler RMS:

- Aggregates incident information from disparate sources, including service requests, customer request portals, customer information and billing systems, work order systems, GIS data, and more.
- Incorporates data analysis to improve response and cost performance.
- Provides tools to enhance response efficiency.
- Improves customer communication and engagement.
- Automatically documents incident data for compliance, analytics, and reporting purposes.

No other system comprehensively addresses response management from beginning to end.

Discover how Daupler RMS can benefit your organization today.
Learn more at **daupler.com**, or by emailing us at **question@daupler.com**.

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PRODUCT: **DAUPLER ANSWERING**

daupler®

Call answering

Daupler Answering offers dispatch services for utilities and other service organizations from multiple call centers throughout the U.S.

KEY BENEFITS:

Get the call coverage you need

Organizations use Daupler Answering to manage customer calls and dispatch after-hours or 24x7, depending on need. Daupler Answering also handles overflow calls during large events and provides coverage during team meetings.

Know your customers are in good hands

Daupler Answering teams are professionally trained to manage calls on behalf of utilities and other service providers.

Save on-call staff from unnecessary interruptions

Daupler Answering teams use the Daupler response management system and your escalation rules to ensure only emergency calls are dispatched immediately.

Gain visibility into after-hours operations

Daupler Answering teams fully document all calls, including those that are dispatched and those that are put into queue for the next business day. This gives you full visibility into your customer needs.

Discover how Daupler Answering can benefit your organization today. Call **888-201-5652**, email **question@daupler.com**, or complete the demo request form at **daupler.com**.

Key features:

Daupler Answering provides a highly trained, full-service dispatch team located across multiple call center locations for redundancy.

- Call centers are staffed 24x7x365 to provide coverage when you need it, whether that is after-hours only, or 24x7.
- Daupler ensures adequate personnel are in place to cover paid time off.
- Call centers include TTY/TTD capabilities to accommodate customers with hearing impairments.
- Daupler assigns dedicated numbers for your customers.
- Daupler Answering includes an interactive voice response greeting at the beginning of every call with a custom greeting specific to your organization.
- Daupler Answering is available for a flat fee, eliminating any concern about extra fees or overage charges.

"It's really been an eye opener to see the number of after-hours billing calls that come in. Before Daupler, we didn't even know we were getting those calls."

– Kevin Howard, Berea Municipal Utilities

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PRODUCT: **DAUPLER NOTIFY**

daupler®

Keep Citizens Connected

Daupler's Notify facilitates simple and efficient communication with citizens.



Notify the right people

Send notifications by region, pressure zone, or entire district to easily notify the right people at the right time.

Expand your reach

Daupler Notify allows citizens to opt to receive communications before major emergencies occur. Grow your list of reachable citizens while maintaining compliance with the Telephone Consumer Protection Act (TCPA).

Manage outages and service disruptions

If a large event occurs — such as an outage, water main break, or road closure — calls and other inputs will be filtered and grouped together to better manage the issue. Citizens who identify themselves as part of the group can be sent custom messages set by managerial staff to stay up to date on the issue.

Receive critical information from the field

Citizens may respond to a mass notification with additional information or pictures. Daupler's multi-modal AI scans incoming images and text and alerts stakeholders of critical updates for faster response.

Integrate existing systems

Daupler integrates with the current systems you have in place, bringing them together and improving access to critical information.

Ensure fast and accurate delivery

Messages are sent instantaneously to all subscribed citizens. If delivery fails on the first attempt, follow-up messages are sent without an additional cost. If the number is detected to be a landline, an automated voice message is left instead. If the number is disconnected, a manager will be notified.

Discover how Daupler can simplify communications with your customers. Contact us today at question@daupler.com, 888-201-5652, or with the demo form on daupler.com.

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daupler®

St. Lucie County, FL Utilities Department

How a mass notification system alerted utility staff quickly and kept customers informed.

St. Lucie County is part of a consecutive water system with a neighboring utility. When the neighboring utility left hundreds of St. Lucie County's customers without water one Saturday morning, managers turned to their Daupler system to manage notifications and organize staff.

The Challenge

When St. Lucie County has major outages, issues boil orders, or provides other emergency information, ensuring customers are informed is top priority. St. Lucie County, FL serves a large, widespread area along the Atlantic coast. Prior to their partnership with Daupler, the size and scope of their service area sometimes made it difficult to get critical information to citizens. If an emergency occurred, St. Lucie County utility techs placed signs in high traffic areas, posted on social media, and alerted news outlets. They could never be sure everyone had seen their messages, despite the time spent formulating and distributing them. For a planned outage, techs would spend up to half a day placing door hangers in preparation.

Additionally, St. Lucie County's operations manager was receiving all after-hours calls. He triaged and dispatched those calls to the scheduled on-call each time.

While none of these systems were ideal, they "worked" for the county, but each large outage or other emergency left managers asking if there was a better system that could keep their citizens informed and allow crews to focus on issue resolution.

The Solution

St Lucie County implemented Daupler RMS with call answering to help with their after-hours calls and alleviate the burden on the operations manager. They also added Daupler Notify, which they described as "icing on the cake."

Daupler's call centers field all of St. Lucie County's after-hours calls and triages them through Daupler RMS. Callers have the option to receive a text message allowing them to add photos and additional information to their requests. Daupler RMS dispatches emergency calls while queuing non-emergencies for the next business day. County employees can access a detailed dashboard of all incidents handled after hours for convenient reporting.

In an emergency, such as a water main break, Daupler RMS seamlessly pairs with Daupler Notify to provide a response management dashboard where managers can send proactive notifications, update automated status messages heard by callers, and view all related incidents together.

The County no longer had to hope their customers saw their messaging — the 90% opt-in rate assures them that nearly every customer who wants to receive updates does. They also no longer spend half a day passing out flyers and leaving door hangers when scheduled maintenance occurs. Instead, managers can send messages from anywhere.

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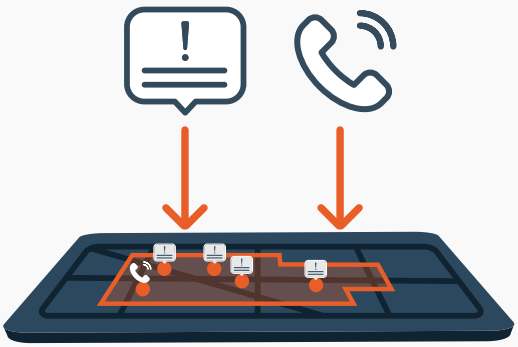



Shortly after implementing Daupler, St. Lucie County experienced a major water outage caused by their wholesale provider. The provider suddenly stopped service to a large section of the County's service area without notice. More than 800 customers were affected, and the County started receiving calls from customers about the outage before they knew what was going on. Since the outage occurred after hours, Daupler RMS dispatched crews, informed stakeholders, and launched the response management dashboard all before the wholesale provider alerted St. Lucie County management.

St. Lucie County used Daupler Notify to proactively notify affected customers who had not yet called. If customers still chose to call, they were greeted with an automated message informing them that the issue was known and resolution in progress, though live agents were still available within a few rings upon request. Managers continued to use Daupler Notify to alert all affected customers about the issue and updated them every hour with new information from the comfort of their own homes.

Daupler Notify helps St. Lucie County better serve their customers and provide relief to crews. It works seamlessly with Daupler RMS to proactively manage large-scale outages and can also be used to inform customers of planned maintenance.

"There is no way we could have kept that many people notified with door hangers. [With Daupler,] we updated them every hour with what was going on. And we know that everyone has received the message and that everyone knows about the problem"

— Christopher Gamble, Utility Field Operations Manager, St. Lucie County, FL Utilities

Learn more about Daupler RMS and Daupler Notify at **daupler.com**, or call **888-201-5652**.

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CivicPlus
302 South 4th St. Suite 500
Manhattan, KS 66502
US

Statement of Work

Quote #: Q-91183-1
Date: 1/17/2025 8:39 AM
Expires On: 3/18/2025

Client:
City of Hart, MI

Bill To:
HART CITY, MICHIGAN

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
David Hall		david.hall@civicplus.com		Net 30

CRM/SCF

QTY	PRODUCT NAME	DESCRIPTION	TOTAL
1.00	SeeClickFix Pro	Unlimited gov user licenses for the SeeClickFix CRM/311 system that includes request management, constituent management & profile, work order management, and a multi-channel communications inbox.	USD 6,750.00

Mass Notification

QTY	PRODUCT NAME	DESCRIPTION	TOTAL
1.00	Communicator Unlimited SMS + Unlimited Emergency Voice	Emergency and Mass Notification platform with multi-channel alerting, geo-targeting, polling, mobile apps. Unlimited SMS for all communications. Voice minutes for emergencies. Includes NOAA integration, IPAWS, and white/yellow page data for emergencies.	USD 3,600.00
1.00	Mass Notification Standard Implementation	CivicReady Standard Implementation	USD 462.00

~~List Price - Initial Term Total~~	~~USD 12,655.00~~
Total Investment - Initial Term	USD 10,812.00
Annual Recurring Services (Subject to Uplift)	USD 10,350.00

DRAFT

Initial Term	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at https://www.civicplus.help/hc/en-us/p/legal-stuff (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

DRAFT

Acceptance

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit https://www.civicplus.com/verify/

Authorized Client Signature

By (please sign):

_____

Printed Name:

_____

Title:

_____

Date:

_____

CivicPlus

By (please sign):

_____

Printed Name:

_____

Title:

_____

Date:

_____

Organization Legal Name:

_____

Billing Contact:

_____

Title:

_____

Billing Phone Number:

_____

Billing Email:

_____

Billing Address:

_____

_____

Mailing Address: (If different from above)

_____

_____

PO Number: (Info needed on Invoice (PO or Job#) if required)

_____

DRAFT

CITY OF HART – 2025 COUNCIL RETREAT

Location:	West Michigan Research Station 5185 N Oceana Drive Hart, MI 49420
Date:	March 1, 2025
Time:	9AM – 3PM
Facilitator:	Rob Splane

Agenda Items

9AM Arrival and Breakfast

9:30 Welcome – Mayor Klotz

Warm-up activities – Rob Splane

10:00 2017-2025 Review accomplishments

Master Plan Review

Recreation Plan Review

10:45 Break – 15 Min

11:00 Council / Tax Increment Finance Authority Joint Meeting

- What it TIFA?
- TIFA Plan Review
- Discussion on TIFA expiration in 2027
- Existing and Upcoming Project review and discussion
- Questions

CITY OF HART – 2025 COUNCIL RETREAT

Agenda Items

12:00 Lunch

(1984 Dam Failure Video)

12:30 Getting to know your departments discussion (15-minute rotations)

– Hart Police - BioPure – Energy – DPW/Water – Parks and Recreation

- Daily operation overview
- Department goals and challenges
- Questions

Break – 15 Min

2:00 Annual Budget Process

- Timeline
- Quarterly Reporting
- Union Collective Bargaining 2026

2:20 Visioning

- Review of 2023 Retreat Goals
- Review of 2024 Retreat Public Input
- Confirm existing goals and identify potential new goals

3:00 Wrap-up and Adjournment