



## CITY COUNCIL MEETING AGENDA

**March 11th – 7:00 pm**

*This is an in-person meeting at Saugatuck City Hall, 102 Butler St, Saugatuck, MI 49453.  
The meeting will also be available live, virtually on Zoom.*

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Roll Call**
4. **Mayor’s Comments**
5. **City Manager Comments**
6. **Agenda Changes (Additions/Deletions)**
7. **Guest Speakers**
8. **Public Comment on Agenda Items Only (Limit 3 minutes)**
9. **Consent Agenda: (Roll Call) Pg.3**
  - A. Regular City Council Meeting Minutes – February 29, 2024.
  - B. Updated agreement with Burnett & Kastran P.C. for legal Services
  - C. Right of Way Application – Ann Hayes
10. **Staff Reports, Boards, Commissions & Committees:**

Starting on **Pg.15**

  - A. **Staff Reports:**
    1. City Manager
    2. Treasurer
    3. Planning and Zoning
    4. Department of Public Works
    5. Police
    6. Engineer

**NOTICE:**

Join online by visiting:

<https://us02web.zoom.us/j/2698572603>

Join by phone by dialing:

**(312) 626-6799 -or-  
(646) 518-9805**

Then enter “Meeting ID”:  
**2698572603**

Please send questions or comments regarding meeting agenda items prior to meeting to:  
[rcummins@saugatuckcity.com](mailto:rcummins@saugatuckcity.com)

Requests for accommodations or interpretive services must be made 48 hours prior to this meeting. Please contact Saugatuck City Clerk at 269-857-2603 or [Wolters@saugatuckcity.com](mailto:Wolters@saugatuckcity.com) for further information.

**B. Boards, Commissions & Committees:**

1. Fire District Administration Board
2. Interurban Board
3. Kalamazoo Lake Sewer & Water Authority
4. Kalamazoo Lake Harbor Authority
5. Zoning Board of Appeals
6. Historic District Commission
7. Planning Commission
8. Parks & Public Works Committee
9. Tri-Community Non-Motorized Trail Study Committee

**11. Request for Payment:** None

**12. Approval of Accounts Payable:** *(Roll Call)*

- A. Accounts Payable in the amount of \$160,617.34 **Pg.29**

**13. Introduction of Ordinances:** None

**14. Unfinished Business:** None

**15. New Business:**

- A. Short-Term Rental Enforcement Plan *(Roll Call)* **Pg.35**
- B. Granicus Proposal for Third Party Short-Term Rental Enforcement Support *(Roll Call)* **Pg.40**
- C. Resolution 240311-C- Short-Term Rental Fees *(Roll Call)* **Pg.97**
- D. Resolution 240311-A- Support of Short-Term Rental House Bill 5438 *(Roll Call)* **Pg.103**
- E. Resolution 240311-B- DNR Trust Fund Grant – Blue Star Trail *(Roll Call)* **Pg.106**
- F. City Manager Search Proposal *(Roll Call)* **Pg.119**
- G. Additional Compensation for Interim City Manager *(Roll Call)* **Pg.135**

**16. Public Comments** *(Limit 3 minutes)*

**17. Correspondence:**

- A. Catherine Simon

**18. Council Comments**

**19. Adjourn** *(Voice Vote)*



**CITY COUNCIL MEETING MINUTES  
February 29, 2024**

The City Council met for Regular Council Meeting at 7:00 p.m.  
City Hall  
102 Butler St., Saugatuck, MI 49453.

**Call to Order:**

The meeting was called to order by Mayor Stanton at 7:00 p.m.

**Pledge of Allegiance.**

**Attendance:**

Present: Mayor Stanton, Mayor Pro-Tem Baldwin and Councilmembers Anderson, Gardner, Muncey and White.

Absent: None.

Others Present: Interim City Manager & Director of Planning/Zoning & Project Management Cummins, Treasurer Stanislawski, Department of Public Works Assistant Supervisor Hardy, Attorney Jake Witte and Clerk Wolters.

**Mayor's Comments:**

Thanked Clerk Wolters, Deputy Clerk Williams and election works for all the time and efforts with early voting and election day. Thanked Ryan Cummins for his new role as interim city manager. Noted there has been a great deal of correspondence and a ten o'clock cut off time for meeting. Encouraged audience to assist with keeping meeting moving along, giving people who have not had a chance to speak the time to voice their opinions. The moratorium was never to eliminate short-term rental certificates in Saugatuck. The proposed moratorium or temporary pause is for new applicants only and only in the residential districts.

**City Manager Comments:**

He is grateful for all the work the City Clerk and Deputy Clerk have done with the recent election including the collaborative efforts working with Saugatuck Township. He appreciates the thanks from the Mayor in his current role and passed along thanks to an excellent city staff team. Everyone has stepped up and helped in a number of ways including the legal team, planning consultants, engineers, sheriff's department, fire department and many others.

**Agenda Changes:** None.

**Guest Speakers:** None.

**Public Comment on Agenda Item Only:**

Holly Leo, resident: 15D- opposed.

Doug Rodewald, resident: 15D- referenced data and correlation with Saugatuck.

Tadd DeGraff, resident: 15D- asked council to let current STR properties keep them.

Nico Leo, resident: 15D- opposed.

Lisa Mize, non-resident: 15D- opposed.

Joe Clark, resident: 15D- referenced cap data.

Chris Peterson, resident: 15D- opposed.

Kelly Roche, resident: 15D- opposed.

Kristiana Noguera, non-resident: gave suggestions to Ordinance verbiage.

Julie McGuire, resident: 15D- opposed.

Dan Panozzo, resident: 15D- opposed.

Steve Manns, resident: in support of all ordinances on agenda.

Mark LaChey, resident: 15D- support.

Joe Coelho, resident: asked council questions to consider.

Brad Vah, resident: questioned council and planning commissions quick moving decision making.

Greg Auer, resident: alerted council of the data correspondence he submitted to them minutes before the meeting started.

Ann Broeker, resident: 15D- support along with other ordinances.

Kurt Ghering, non-resident: 15D- opposed.

Dick Waskin, resident: 15D- opposed.

Ethan Barde, resident: 15D-opposed.

Mark Klungle, resident: 15D-opposed.

Brian Reed, resident: 15D- opposed.

Sheil Denman, resident: 15D- opposed.

Seweryn Nowicki, resident: 15D- brought up two points to council.

Julie Sowa, resident: 15D- opposed.

**Consent Agenda:**

**A.** Regular City Council Meeting Minutes – February 12, 2024.

**B.** Intergovernmental Agreement- Minor Revisions to Blue Star Trail Phase 2

**C.** Revocable License Agreement – GROW Estate, LLC

**D.** Revocable License Agreement- GROW Estate, LLC

**E.** Revocable License Agreement- Scooter’s Café & Pizzeria

**F.** Revocable License Agreement- Boardwalk Café

**G.** Request for Proposal- Oval Beach Concession Stand

**H.** Equipment Purchase- Asphalt Hot Box

**I.** Social District Permit – Grow Estate, LLC

**J.** Right of Way Sign Permit – SCA Events

**K.** Right of Way Sign Permit – SCA Interurban Parking

**L.** Board of Review Appointment



**M. KLSWA Appointment**

*Motion by Dean, second by Baldwin to approve the consent agenda as submitted. Upon roll call vote, motion carried unanimously.*

**Staff Reports:**

Interim City Manager/Director of Planning & Zoning, Treasurer, DPW Superintendent and Engineer submitted status reports of current activities since the last Council meeting on February 12th, 2024, for their respective departments.

**Boards, Commissions & Committees:**

Fire District Administration Board: None.

Interurban Board, Councilmember Muncey:

- The team is on the move to hire a new director.
- Presented a 2023 audit to Clerk.

KLSWA, Barry Johnson:

- Will email the Council the manager report recapping the KLSWA last meeting.
- Did some well work and have sewer capacity report. Douglas is number one, Saugatuck is number two.
- Hydrant flushing is April 15<sup>th</sup>.

Kalamazoo Lake Harbor Authority, Mayor Stanton:

- Next meeting April 9<sup>th</sup>.
- They have committed to four meetings this year.

Zoning Board of Appeals: None.

Historic District Commission, Councilmember Gardner:

- Next meeting is March 7<sup>th</sup> at 6:00 p.m.

Planning Commission, Chair Councilmember Anderson:

- They have been focused on short-term rentals.
- Meeting is later this month.
- The Planning Consultant has made some recommendations on CAPS if Planning Commission chooses to explore that subject.
- The Planning Commission has had a lot of discussion since October about recommendations and was not a rushed deliberation process.

Parks and Public Works Committee, Mayor Pro-Tem Baldwin:

- Next meeting is March 15<sup>th</sup>.

Tri-Community Non-Motorized Trail Study Committee, Councilmember Dean:

- Ryan Cummins is getting briefed on the Blue Star Trail.
- Possible in future to add some funding to add a traffic light study.
- Looking at divider options between vehicle and bicycle traffic lanes.

**Request for Payment:** None.

**Approval of Accounts Payable:**

A. Accounts Payable in the amount of 1,058,022.60.

*Motion by Gardner, second by Baldwin to approve the accounts payable as presented in the amount of \$1,058,022.60. Via roll call vote, motion carried unanimously.*

**Introduction of Ordinances:** None.

**Unfinished Business:** None.

**New Business:**

Ordinance 240229-A- Zoning Ordinance Amendment - STRs and ADUs):

*Motion by Muncey, second by Baldwin to adopt Ordinance No. 240229-A, to amend the City of Saugatuck's Zoning Ordinance to update provisions governing short-term rentals and to clarify specific provisions pertaining to accessory dwelling units and the rental of the same. Via roll call vote, motion carried unanimously.*

Ordinance 240229-B- Police Powers Licensing Ordinance- STRs:

*Motion by Baldwin, second by Anderson to adopt Ordinance No. 240229-B, to provide for the public peace and health and for the safety of persons and property in the City of Saugatuck by the licensing and regulation of short-term rentals, to provide procedures for the suspension and revocation of short-term rental licenses, and to provide penalties for violations of short-term rental regulations. Via roll call vote, motion carried 6-1. Yes-Anderson, Baldwin, Dean, Gardner, Stanton, White. No-Muncey.*

Ordinance 240229-C- Amendment to Noise Ordinance:

*Motion by Dean, second by Baldwin to adopt Ordinance No. 240229-C, to amend the City Code, Title IX, Section 94.04 to update the City's noise ordinance to, among other things, clarify provisions related to the quiet hours and provide examples of violations of this Ordinance to better protect the public health, safety, and general welfare of the City, its residents, and visitors. Via roll call vote, motion carried 6-1. Yes-Anderson, Baldwin, Dean, Gardner, Stanton, White. No-Muncey*

Ordinance 240229-D and Ordinance 240229-E- Short-Term Rental Police Power- Moratorium- R-1 Residential Zoning District:

*Motion by Baldwin, second by Anderson to adopt Ordinance No. 240229-D, to enact a temporary moratorium and the issuance of short-term rental licenses within the City's R1 zoning districts until six months from the effective date of this ordinance, or an earlier time in which the city adopts new regulations governing the activities regulated in this ordinance. Via roll call vote, motion failed 4-3. No- Gardner, Muncey, Stanton, White. Yes- Anderson, Baldwin, Dean.*

**Public Comment:**

Renee Mulcrone, resident: Thanked council for their decision and hard work.

Kathy Johnson, resident: Asked what grandfathering her STR looks like.

Gary Medler, resident: No one has an inherent right to STR under Michigan law. Spoke about the amount of STR on the west side of the river. Asked for stop order on playground.

Dick Waskin, resident: Thanked council for their civilized discussion.

*Motion by Gardner, second by White to extend meeting until public comments have been completed. Via voice vote, motion carried unanimously.*

**Public Comment cont.:**

Greg Auer, resident: Asked council why they did not run data before making a decision on caps and moratoriums.

Brad Vah, non-resident: Thanked council for their work and appreciates the moratorium fail.

Joe Coelho, resident: Shared that council should know how much moratorium will cost the community before voting on it.

Richard Doherty, resident: He saw biased on planning commission. There should be a regard for sq. ft.

Sheila Denman, resident: Limit to two per bedroom is a concern for her.

*Motion by Gardner, second by White to extend the meeting for council comments and then adjournment. Via Voice vote, motion carried unanimously.*

**Correspondence**

- A. Ethan Barde
- B. Tom Brown
- C. Brian Elmore
- D. Liz Engel
- E. Laura Godfrey
- F. James Hannan
- G. Nico Leo
- H. Brett Locascio
- I. Philippe Maraval
- J. Gary Medler
- K. Brian Schipper
- L. John Thomas
- M. Jim Van Dyke
- N. Richard Williams
- O. Saugatuck Township Fire Department

**Council Comments:**

- Councilmember Anderson:  
Thanked everyone for a good and productive and civil discussion. Thanked Clerks, everyone and acting City Manager for the election. Reminds her why we are all here through this process, so thank you.

- Councilmember Gardner:  
Grateful and humbled by the community and members of council and appreciated the dialog this evening. He sat on council when Arlene Sherman was Mayor (her daughter spoke during public comments) and wonders what Arlene would have reacted to the conversation. Council has been through far more contentious issues in the city of Saugatuck.
- Mayor Pro-Tem Baldwin:  
Thanked Clerk Wolters and Deputy Clerk Willimas for the election. Councilmember Anderson and herself worked it and it went very smoothly. Thanked acting City Manager as she appreciates his efforts. Grateful for what was passed tonight.
- Councilmember Dean:  
Compliments to city staff for their endurance on nights like this. Thanked Clerk Wolters for a safe and secure election.
- Councilmember Muncey:  
Thanked all his friends that have been on both sides of the issues, and they are still friends. Appreciates the civil discussions and have a new respect for those serving.
- Councilmember White:  
Thanked the community for their being heard. Its an important topic, the conversation started ling time before this week and will continue long after. He is grateful for this. Clerk Wolters, nice catch on the meeting working right. Thanked Gary Medler for his comment on White's word choice and keeping him in line. He feels comfortable teasing him a bit on record.

**Adjournment:**

*Motion by Gardner, second by Anderson to adjourn the meeting. Upon voice vote, motion carried unanimously. Mayor Stanton adjourned at 10:14 p.m.*

Respectfully Submitted

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Jamie Wolters, City Clerk



## City Council Agenda Item Report

**FROM:** Ryan Cummins – Director of Planning and Zoning

**MEETING DATE:** March 11, 2024

**SUBJECT:** Agreement for Legal Services with Burnett & Kastran

**DESCRIPTION:**

For several years, Burnett & Kastran P.C. has provided the City with legal representation for criminal ordinance and Michigan Uniform Traffic Code violations. This representation dates back to the Saugatuck-Douglas Police Department.

While the City now contracts with the Sheriff's Office for police services and the Allegan County Prosecutor's Office handles most representation, there are certain circumstances where representation is still needed for traffic violations and expungement requests for historical cases.

Captain Ensfield is supportive of the representation continuing.

**LEGAL REVIEW:**

The City Attorney reviewed the agreement and has no concerns with this agreement continuing for the services noted.

**SAMPLE MOTION:**

Motion to approve the agreement for legal services with Burnett & Kastran, P.C.

**BURNETT & KASTRAN P.C.**

JAMES E. BURNETT  
CHRISTOPHER E. BURNETT

OF COUNSEL  
STEPHEN A. KASTRAN

313 HUBBARD ST.  
ALLEGAN, MI 49010  
TELEPHONE: 269 673-8407  
TOLL FREE: 866 361-2537  
FAX: 269 673-2764  
OFFICE@LAW-BK.COM  
WWW.LAW-BK.COM

February 28, 2024

EMAIL: [rcummins@saugatuckcity.com](mailto:rcummins@saugatuckcity.com)

City of Saugatuck  
Attn: Ryan Cummins  
P.O. Box 86  
Saugatuck, MI 49453

Dear Mr. Cummins:

Pursuant to your email of February 27, 2024 at 4:56 p.m., attached please find copies of Agreement for Legal Services involving the law firm of Burnett & Kastran, P.C., and the City of Saugatuck and a separate Agreement for the City of Douglas.

As indicated, the proposed Agreements for legal services will continue the law firm's compensation rate of \$120.00 per hour which has been the rate since 2018 and has not been increased over the years.

We appreciate the opportunity to continue providing legal services to both the City of Saugatuck and the City of Douglas in this regard.

If you have any questions, please do not hesitate to contact this office.

Sincerely,

BURNETT & KASTRAN, P.C.

James E. Burnett

JEB:js  
Attachments

AGREEMENT FOR LEGAL SERVICES

This Agreement is made on the \_\_\_\_ day of \_\_\_\_\_, 2024, between BURNETT & KASTRAN, P.C. ("Law Firm") and the CITY OF SAUGATUCK ("Client").

Client retains Burnett & Kastran, P.C. to perform all necessary legal related services in connection with the enforcement of criminal ordinance violations and Michigan Uniform Traffic Code violations.

The Law Firm's compensation will be charged at the rate of \$120.00 per hour, billed in minimum .1-hour increments.

Monthly billings will reflect the time and costs expended.

Law Firm will submit to client generally on a monthly basis, periodic statements of legal services rendered setting forth the chargeable time allocated to Client's matter and costs pended.

Client may discharge Law Firm at any time on presentation of written notice, however, the discharge will not effect Client's obligation to pay for all services provided and all costs incurred on Client's behalf. This obligation to pay specifically includes any services provide or costs incurred by Law Firm as of the discharge date.

Law Firm may withdraw from representation of Client at any time on presentation of written notice, however, the discharge will not effect Client's obligation to pay for all services provided and all costs incurred on Client's behalf. This obligation to pay specifically includes any services provided or costs incurred by Law Firm as of the withdrawal date.

Law Firm will represent client's interests to the best of Law Firm's ability, and Client will cooperate fully with Law Firm in resolving matters that are the subject of this Agreement. Client will inform Law Firm of any changes in circumstances effecting matters of the subject of this Agreement. Because the resolution of legal matters are significantly effected by circumstances beyond Law Firm's control, Law Firm cannot guaranty any results.

It is understood that in the vent Law Firm is substituted for other law firm or legal representative, the Client shall bear the expense of having the entire file(s) copied.

Dated: \_\_\_\_\_, 2024

CITY OF SAUGATUCK

By: \_\_\_\_\_

Its: \_\_\_\_\_

Dated: \_\_\_\_\_, 2024

BURNETT & KASTRAN, P.C.

By: \_\_\_\_\_  
James E. Burnett (Law Firm)





## City Council Agenda Item Report

**FROM:** Jamie Wolters  
**MEETING DATE:** March 11th 2024  
**SUBJECT:** Right of Way Signage Request

**DESCRIPTION:**

Ann Hayes has applied for a right of way signage to be displayed on the Saugatuck Pallete sign from April 17 through May 1 for the celebration of retirement for Phyllis Yff scheduled on May 1 at the SCA.

The City Council may approve a banner as an exception, as listed in section 150.30(H). The conditions for approval of the exception are as follows:

1. The sign does not create a traffic vision obstruction;
2. The sign does not create a pedestrian traffic obstruction;
3. The sign is compatible with the surroundings and is not uniquely out of character for the community;
4. The sign does not create a situation which could be detrimental to health safety, or welfare; and,
5. The banner shall be displayed for no more than three 14-day periods between January 1 and December 31 of any year.

**BUDGET ACTION REQUIRED:**

N/A

**COMMITTEE/COMMISSION REVIEW:**

N/A

**LEGAL REVIEW:**

N/A

**SAMPLE MOTION:**

Move to approve/deny the right of way sign application from Ann Hayes for the dates on April 17 through May 1 for the celebration of retirement for Phyllis Yff.





### Right of Way Sign Application

**APPLICANTS INFORMATION** **APPLICATION NUMBER** \_\_\_\_\_ - \_\_\_\_\_

Name ANN HAYES Address / PO Box 6913 126<sup>TH</sup> FENNVILLE 49408  
City FENNVILLE State MI Zip 49408 Phone 314 753 2203  
E-Mail annhayes.11@gmail.com  
Signature Ann E. Hayes Date 3-1-24

**SIGN DESCRIPTION (ATTACH MORE SHEETS IF NECESSARY)**

Type: Number of Yard Signs \_\_\_\_\_ Number of Banners 1

Dates to be displayed April 17 - May 1

Further Comments: A COMMUNITY CELEBRATION FOR PHYLLIS YFF AND THE INTERURBAN IS PLANNED FOR MAY 1<sup>ST</sup> AT THE SCA. THIS EVENT WILL BE FREE AND OPEN TO EVERYONE. THE BANNER WILL SAY "PHYLLIS YFF INTERURBAN CELEBRATION MAY 1<sup>ST</sup>" AND WE ARE ASKING THAT IT BE DISPLAYED AT THE ENTRANCE TO SAUGATUCK UNDER THE PALETTE SIGN. EVENT COMMITMENT HAS BEEN MADE.

**PLEASE INCLUDE THE FOLLOWING INFORMATION**

Pursuant to Section 150.30, please attach the following supporting documents when applying for sign approval

Y N NA

- Dimensions and type of each proposed sign
- Map showing the location of each sign
- Explanation of how each sign will be attached and secured

Pursuant to Section 150.30(H), please to the following questions:

- Will the signs create a traffic vision obstruction?
- Will the signs create a pedestrian traffic obstruction?
- Are the signs compatible with the surroundings and is not uniquely out of character for the community? and
- Do the signs create a situation which could be detrimental to health, safety, or welfare?

**Phyllis Yff Interurban Celebration Banner Request April 17-May 1**

Banner will be 4' x 12'

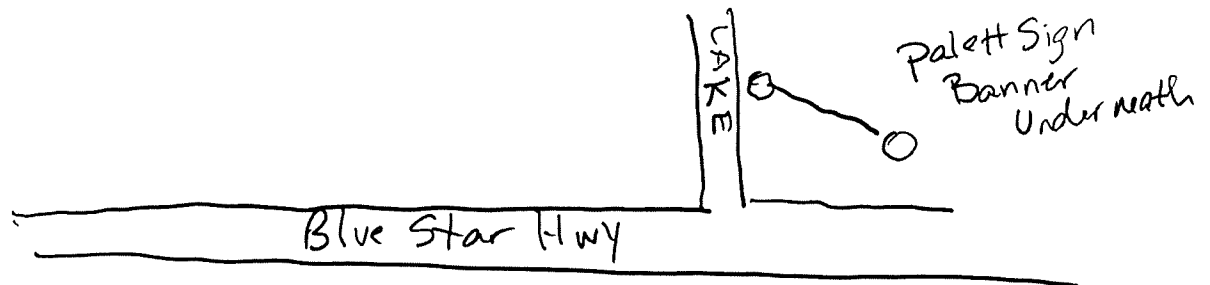
Secured by rope

Under the Palette sign at the entrance to Saugatuck

Stating "Phyllis Yff Interurban Celebration May 1<sup>st</sup>"

"A community sponsored event"

(Some slight wording may be added such as location/tune)





## City Manager, Planning, Zoning and Project Report

March 11, 2024

### Acting City Manager

#### Blue Star Trail

- I met with the C2AE project manager to further discuss trail status and issues specific to Lake/Blue Star Trail. C2AE provided updated details on the estimated construction costs. The good news is they are coming in on target from the estimates a few years ago.
- The DNR Trust Fund grant agreement is before Council approval for approval so things can be uploaded properly in the DNR grant system.
- Further discussion of the pallet sign is planned for the next Parks and Public Works meeting.
- Further information related to the proposed traffic signal and its costs will also be forthcoming to Council.

#### AT&T

- AT&T is still working on State Historic Preservation Office (SHPO) approvals. This week they submitted alternate analysis documentation to SHPO to review. SHPO advised their review will likely take 30 days. AT&T's decision on the City's agreement request is pending resolution of SHPO approval.

#### Updated Water/Sewer Agreements

- A framework for an updated water agreement has been prepared and sent to KLSWA for consideration. Still awaiting KLSWA draft of the updated water agreement for further review.
- Requested well capacity and customer flow data that Baker Tilly needs to assist with water capacity portions of the agreement.

#### Cemetery Agreement

- The Township's agreement with the City for shared mowing cost of the cemetery in exchange for reduced fees for plots is now expired. An updated agreement was drafted by the Township and reviewed by legal. This agreement will be on your next agenda for consideration.

### Trash/Recycling

- The City's agreement with Republic is set to expire in October. Planning on this being a topic of discussion at the next workshop meeting.

### Milfoil Treatment

- An agreement for 2024 is not yet approved.
- I reached out to the contractor requesting a presentation to the Council on the effectiveness of prior treatments.
- The cost is also being evaluated further.
- I reached out to Douglas to get their input on the treatment success and whether they renewed for 2024.

### Saugatuck Harbor Natural Area

- Met with the Parks and Public Works Committee Chair to discuss an existing endowment fund for this area. Received the fund agreement to review.
- Reviewed historical documents.

### Airport Property and Old Landfill

- Met with the Parks and Public Works Committee Chair to discuss historical work on these areas and discuss next steps.

### Budget and Capital Improvements

- DPW Superintendent and Engineer presented updated capital improvement plan during last week's workshop.
- Staff is in the early stages of drafting a budget proposal for the fiscal year 24/25. A draft budget will be presented to Council in April.
- I will reach out to Council soon to check your availability in April for a dedicated meeting to discuss the budget.

### Planning and Zoning

- Prepared for and attended Historic District Commission meeting.
- Worked with legal to draft moratorium language as directed by Council.
  - Note: Moratorium was not adopted.
- Presented STR ordinances to Council which were all adopted.
- STR enforcement plan was completed. This includes recommended updates to fees, fines, and third-party enforcement support.
- Met and talked with several property owners and applicants to answer questions and provide resources.
- Continued follow-up on complaints of code violations throughout the City.
- Completed planning and zoning casework as outlines in the chart below.

## Planning and Zoning Casework

320 Mason	Enforcement	Previously discovered STR property still being advertised contrary to options presented to owner and agent in several e-mails and in person meeting. Also found evidence property isn't being rented under a single contract despite past warnings. Civil infraction notice issued. Owner denied responsibility. Evaluated next steps with legal. Legal engaged in discussions with owner's attorney to gain compliance. Discovered further evidence of non-compliance. Legal received no response to recent inquires. Sent correspondence to owner and agent with final opportunity to comply before City takes further action.
560 Mill and 860 Simonson	Enforcement	Enforcement was pending of hardscaping in ROW. Report back to City Council for further policy direction occurred at September 20 workshop meeting. Formal policy and ordinance amendments were approved by Council on January 22. Forwarded amended ordinance, formal policy, and application to both property owners to apply for approval. 860 Simonson applied but needs to provide further information. No response from 560 Mill. Sent additional correspondence.
405 Park	Enforcement	Previous enforcement action related to deck and cantilevered structure work without permits. Civil infraction notices were paid. Sent owner correspondence that moratorium is lifted and zoning application will be needed for work, including previously unpermitted deck work.
57-850-010-00	Easement	Current owner requested copy of water main easement. Engineer and I unable to locate. Referred to register of deeds. Owner advised they could not locate one. Engineer later advised it appears watermain easement was recorded for Dunegrass Condos to the west, but this one parcel was missed. Dune Ridge had to install water main as part of site condo development. Legal prepared easement documents to present to current property owners. Owner sent proposed easement. Reviewed with legal and engineer. Sent City proposed easement. Owner requested modifications. City is agreeable to request. Updated agreement sent for owner to review.
650 Water	New Restaurant	SLU and site plan app for a restaurant with an expanded outdoor dining area and service of alcoholic beverages. PC approved with conditions. SLU permit issued with conditions. HDC app received. Approved by HDC with conditions. ZBA app received for setback variances for equipment. Scheduled for March 28 ZBA special meeting. Council provided preliminary feedback. HDC approval will also be needed.
345 Hoffman	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection. Failed. Sent reinspection invoice. Reinspection fee paid. Still pending reinspection.
255 Spear	Short Term Rental	STR app. Renewing. Reviewed history and discussed with owner. Sent to Fire Department for inspection.

## Planning and Zoning Casework Continued

100 Park	Sewer and Lot Line Adjustment	Previous questions about water-sewer connection infrastructure for new home. Provided initial engineer feedback and applications. Contractor made request for septic. Engineer not willing to recommend septic as sewer is available and needed construction techniques are common. Contractor has concerns they would not be able to keep at least one lane open to connect to City sewer. Sent to engineer for further feedback. Reviewed engineer feedback and ordinance. Advised contractor sewer connection required. Contractor requested to meet. Advised escrow deposit will be required for further review or meetings. Contractor advised owner willing to pay. Advised escrow deposit is not a guarantee of a recommendation to Council for septic. Meeting scheduled. Escrow paid. Met with contractors. Discussed options but septic still not recommended. Lot line adjustment application received. Under review.
842 Lake Unit 6	Short Term Rental	New owner of property with STR certificate. New owner did not apply. Advised new owner of requirement to apply for STR certificate if they wish to operate unit as STR. Asked to advise if no longer an STR. STR app received from new owner. Did not list contact within 45 miles. Asked for updated local agent. Info provided. Sent to Fire Department for inspection. Still pending inspection.
842 Lake Unit 2	Short Term Rental	New owner of property with STR certificate. New owner has not applied. Advised new owner of requirement to apply for STR certificate if they wish to operate unit as STR. Asked to advise if no longer an STR. Did not list contact within 45 miles. Asked for updated local agent. Info provided. Sent to Fire Department for inspection. Still pending inspection.
443 Park	Enforcement	Complaint of a boat cover in right of way. Researched surveys from prior plans and from engineer. Reviewed by legal due to pending litigation and discussed with Council.
322 Culver	Outdoor Seating	Request from Scooter's Pizza for revocable license agreement for continued sidewalk seating. Previous zoning approval prior to pandemic and no changes. Insurance provided. Council approved. Pending owner signature on agreement.
1042 N Maple	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection. Failed. Sent reinspection invoice. Still pending re-inspection.
311 Water	Outdoor Seating	SLU/Site Plan app and HDC app for outdoor seating area. PC and HDC both approved. Council approved license agreement. Pending owner signature.
717 Water, #8	Short Term Rental	STR app. New STR. Asked for proof of ownership. Proof provided. Sent to Fire Department for inspection. Still pending.
449 Water	Outdoor Seating	SLU/Site Plan app and HDC app for outdoor seating area. Requested clarifications and clearer photos and plans. Info provided. HDC approved. PC approved with conditions, including paver requirement along Mary Street. Answered owner questions regarding this and options. Still needs Council approval.

## Planning and Zoning Casework Continued

730 Water	Vent	HDC app to install kitchen fan vent. Need owner signature. Advised applicant. Chair agreed admin approval. Applicant advised new owner will be signing soon.
230 Culver	Awning	HDC app to install an awning structure in front of the front door. Reviewed history. 2018 similar awning was approved conditioned on Fire Department approval and seasonal removal. Asked Fire Department whether they approved. Sent applicant info Fire Department needs. Applicant provided spec details and Fire Department has no concerns with materials. Scheduled for March HDC meeting.
120 Mary	Short Term Rental	STR app. New STR. City Center Transitional Residential district. Sent to Fire Department for inspection. Still pending.
716 Water Unit A	Short Term Rental	STR app. Renewing. Need owner signature and additional fee. Both received. Sent to Fire Department for inspection. Still pending.
716 Water Unit B	Short Term Rental	STR app. Renewing. Need owner signature and additional fee. Both received. Sent to Fire Department for inspection. Still pending.
716 Water Unit C	Short Term Rental	STR app. Renewing. Need owner signature and additional fee. Both received. Sent to Fire Department for inspection. Studio unit no cooking facilities. Unclear if independent entrance. Talked with owner about history and unit. He advised he will install a small stove or range. Sent to Fire Department for inspection. Stove installed. Still pending inspection.
716 Water Unit D	Short Term Rental	STR app. Renewing. Need owner signature and additional fee. Both received. Sent to Fire Department for inspection. Still pending.
1005 Elizabeth	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection. Still pending.
184 Park	Variance	ZBA app for setback variance. Revised plans do not substantially conform to prior approval, so new variance is needed. Scheduled for March ZBA meeting. Engineer assisting with various sewer connection questions.
120 Butler	Roof and Parapet Siding	HDC app for roof replacement and some siding. Need clarification on siding and spec sheets. Also need fee. Sent invoice. Further details provided. Chair advised full commission review. Advised applicant. Scheduled for March HDC.
997 Elizabeth	Enforcement	Complaints about brush and sapling removal on City property adjacent to this property. Received further detail from DPW about their recent discovery. Sent to law enforcement for follow up. A follow up complaint about paint being dumped in storm sewer. Brush removed but no protected trees under the tree ordinance. Owner stated to law enforcement one of his employees must have dumped a drywall material into the drain. Material is reported to be biodegradable. Tenant advised he will clean anything remaining and will not allow his employees to do this going forward.
827 Holland	Short Term Rental	STR app. Renewing one, one new. Community Residential district. Asked for clarification from applicant/owner on whether there are two units on this property as only one app was received. Owner confirmed two units and submitted additional app. Both apps sent to Fire Department for inspection.

## Planning and Zoning Casework Continued

831 Holland	Short Term Rental	Two STR apps. Renewing. Asked for clarification from applicant/owner on whether this is for the single family dwelling and ADU and whether the ADU is being rented under a single contract or separately as online listings suggest. Met with owner. Conducted research. Spoke with legal. Sent documents to legal for review. Discussed with legal. Property is not legally non-conforming. Has single family dwelling with ADU above. Sent property owners decision and options. Owner advised they will be renting entire property under single contract. Sent apps to Fire Department for inspection. Owner has since submitted special land use application to just rent ADU. Under review.
743 Allegan	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
133 Mason	Short Term Rental	STR app. Renewing. Needed additional fee paid. Paid. Sent to Fire Department for inspection.
201 Culver #6	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
787 Lake Ave	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection
748 Holland St Unit A	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection
748 Holland St Unit B	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection
746 Holland St	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection
568 Main St	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
415 Lake St	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
444 Main St	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
547 Water #2	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
311 Water #3	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
311 Water #4	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
313 Water #7	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.



## Planning and Zoning Casework Continued

313 Water #6	Short Term Rental	STR app. Renewing. Owner did not sign making application incomplete. E-mailed agent to have owner sign as required by the ordinance. Owner signed. Sent to Fire Department for inspection.
441 Frederick St	Short Term Rental	STR app. New STR. Peninsula West district. Sent to Fire Department for inspection.
246 Butler	Enforcement	Complaint about interior and exterior work without permits. Sent interior concerns to MTS. They had building inspector check site and left note. Sent letter regarding exterior work without historic district permit and to apply. Received HDC app for exterior doors and interior work. Request did not include exterior work noted in letter. Application not signed by owner. Use listed is not allowable on first floor fronting the street. Sent correspondence to applicant with concerns and needed information.
827 Holland Unit 1	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
827 Holland Unit 2	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
3388 Blue Star	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
419 St. Joseph	Short Term Rental	STR app. New. Community Residential district. Sent to Fire Department for inspection.
120 Elizabeth Unit 1	Short Term Rental	STR app. Existing. New owner. Sent to Fire Department for inspection.
842 Lake Unit 3	Short Term Rental	STR app. New. Resort district. Sent to Fire Department for inspection.
515 Park Unit 1	Short Term Rental	STR app. New. Resort district. Sent to Fire Department for inspection.
548 Hoffman	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
660 Lake	Short Term Rental	STR app. New. Lake Street district. Sent to Fire Department for inspection.
1050 Holland	ROW Work	ROW app to bore and install service line for Frontier. Need fee paid. Sent to engineer to review.
582 Campbell	Short Term Rental	STR app. New. ADU is also on property. Peninsula West district. Asked owner about whether he is apply for ADU to be rented and advised of ADU requirements. Owner isn't currently planning on renting ADU but is considering an application. No ADU app received. Sent to Fire Department for home only.
990 Ridgeview	Short Term Rental	STR app. New. Maple Street district. Need additional \$100 for fee to be paid. E-mailed owner.
143 Elizabeth	Short Term Rental	STR app. New. Community Residential district. Sent to Fire Department for inspection.
1052 Elizabeth	Short Term Rental	STR app. Previous STR. Sent to Fire Department for inspection.
412 Francis	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection.
471 Grand	Short Term Rental	STR app. Renewing. Need fee paid.
720 Butler #14	Short Term Rental	STR app. Renewing. Need fee paid. Fee paid. Sent to Fire Department for inspection.

## Planning and Zoning Casework Continued

350 Mason	Stormwater Plans	Stormwater plans received. Engineer reviewed and provided comments. Provided comments to applicant.
229 Francis	Deck Replacement	Zoning and HDC app to replace deck and steps in same footprint. Under review.
812 Mason	Short Term Rental	STR app. Renewing. Under Review.
819 Bridge	Short Term Rental	STR app. Previous STR. Under Review.
540 Mason	Short Term Rental	STR app. Renewing. Under Review.
120 Butler	Inquiry	Questions about permits for roof replacement. Answered questions.
290 Spear	Stairway Replacement	Zoning app for stairway replacement. Permit issued.
249 Mason	Inquiry	Questions about zoning for property. Answered questions and provided resources.
229 Francis	Inquiry	Questions about permits for porch work. Answered questions.
743 Allegan	Inquiry	Question about permits for a deck replacement and new roof over deck. Answered questions.
615 Park #5	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection. Fire Department advised they contacted owner and unit is not ready for inspection. Owner also left voicemail. Sent owner e-mail advising of current requirements. Advised fee is not refundable. Owner advised she is now ready for inspection. Advised Fire Department. Passed inspection. STR certificate issued.
215 Grand	Short Term Rental	STR app. Renewing. Sent to Fire Department for inspection. Passed. STR certificate issued.
685 Lake	Refurbish ADU	HDC and zoning app to refurbish accessory building into an art studio and construct a deck around it. Concerns with setbacks, possible floodplain issue. Need clarity on what will be inside art studio. Need fees paid. Chair indicated full HDC review. Scheduled for February 1 meeting. Asked Building Official for feedback on floodplain concerns. Owner responded with requested information. Provided resources regarding variances. Provided feedback regarding floodplain concerns. Owner withdrew deck request. No zoning permit needed. HDC approved. Permit issued.
743 Allegan	Deck Replacement	Zoning app for deck replacement and new cover over deck. Need plan showing setbacks. Plan received. Permit issued.
450 Spear	Inquiry	Question about STR certificate expiration. Answered question.
N/A	Inquiry	Answered numerous calls and e-mails with questions related to status of STR regulations and moratorium.
350 N Maple	Inquiry	Met with owner to discuss questions about non-conforming garage, ADUs, easements, and options for all. Provided resources.
129 Griffith Units 3, 4, 5	Inquiry	Questions about zoning permits. Provided resources.
646 Francis	Inquiry	Question about water-sewer stubs and as built. Forwarded to City Engineer to advise. Answered questions.

## Planning and Zoning Casework Continued

347 Water	Inquiry	Questions about registering units as STRs. Units have not received prior certificate. Answered questions.
203 Grand	Inquiry	Questions about permits for a new garage and possible accessory dwelling unit above. Provided apps and resources. Also provided possible amendment to ADU standards and advised of pending moratorium decision and caps discussion.
297 Sugar Hill	New Home	Zoning app for new home. Roof encroached further than allowed. Appeared to be ADU with internal connection which is not allowed. Advised applicant of concerns. Talked with applicant about ADU. Updated plans for eaves received. Eaves still not compliant. Water-sewer application received. Driveway concerns also noted. Advised applicant of concerns and non-compliant items. Plans updated. Permits issued.
819 Bridge	Inquiry	Questions about permits for fence, hot tub, and concrete pad. Answered questions. Referred to MTS regarding electrical questions.
984 Ridgeview	Inquiry	Questions about air conditions and generator setback requirements. Answered questions.
510 Butler	Inquiry	ROW app to bore for fiber. Work is not actually in right of way but on private property. No ROW permit needed. Advised to call Miss Dig prior to work.
350 Mason	Water-Sewer Connection	Water-Sewer replacement app. Need application fee. Need updated plan of intended connection and plumber section filled out. Info received. Sent to engineer for review. Engineer feedback on connections and stormwater notes provided to applicant. Asked to update plans. Still need fee. Fee received. Water-Sewer permits issued. Issued discovered during connections. Engineer and KLSWA assisted.
149 Griffith	Final Inspections	Request for final inspections. Inspected site. Work differed from zoning and HDC approvals. Fence locations and height were corrected. Minor amendments to site plan were approved. Updated HDC request for deviations from approved plans forthcoming. Plans received. Sent to Chair for review. Chair agreed admin approval. Deviations approved.
Village Square	Complaint	Complaint about playground footprint not being compliant with approvals. Discussed with DPW Superintendent. Reviewed plans approved by Council and HDC. Approved plans showed footprint would be expanded beyond existing. Advised complainant City can evaluate further screening. Also discussed with HDC Chair.
259 North	Inquiry	Questions about previous lot line adjustments. Answered questions and provided resources.
395 Dunegrass	Inquiry	Questions about replacement of egress with door. Referred to MTS.
1050 Elizabeth	Patio/Pergola	MTS asked for final inspections. Pergola and patio constructed without zoning permit. Asked contractor to submit for zoning approval. Zoning app received. Need fee paid. Paid. Permit issued.

## Planning and Zoning Casework Continued

118 Hoffman	Enforcement	Shed and freezer previously installed without permits. Applicant applied for retroactive approval then withdrew, with agreement to remove. Owner advised items removed.
201 Culver	Inquiry	Talked with Tree of Life owner about outdoor dining requirements. Asked to remove table as previous agreement expired and required removal November 1. Table removed.
322 Culver	Inquiry	Owner has questions about outdoor dining. Answered questions.
584 Lake	Inquiry	Questions about motor court regulations. Provided resources.



### **Treasurer Report**

Below is a summary of notable activities carried out by the Treasurer's Office since the last council meeting on 02/29/2024:

- Paid routine bills
- Completed and disseminated bi-weekly payroll
- Finish up 2023 tax collections & settlement
- 2024-2025 Budget discussions



## Department of Public Works Report

Below is a summary of notable activities carried out by the Department of Public Works since the last council meeting on 02/26/2024:

### **Village Square Playground:**

Site preparations are mostly complete for the new playground installation. The DPW has accepted delivery of all the equipment which is currently being stored at the Public Works facility until installation. A sign-up sheet has been created and distributed to recruit volunteers for the community build project that is scheduled for April 15<sup>th</sup>.

### **Oval Beach:**

Public Works has sent out a request for proposals (RFP) in an attempt to find a suitable candidate to run the Oval Beach concession stand. We will be accepting RFPs until April 5<sup>th</sup> at 2:00pm. If a suitable candidate is not selected, Public Works is prepared to run the operation for the 2024 summer season.

### **Asphalt Repairs:**

Public Works has ordered its new Falcon Asphalt Hot Box to prepare for the spring pothole season. The new unit will be rolling off the production line in approximately 3 weeks. Once received, DPW will immediately get to work patching roads. In addition to the hot box, significant time was spent refining details from the capital improvements plan (CIP) to ensure that some of the city's most deteriorated roads are receiving attention this construction season. Crack sealing will also be taking place in the very near future.

### **Meetings:**

- **02/26/2024** – DPW Weekly Goals Meeting
- **02/26/2024** – City Council
- **03/01/2024** – DPW Weekly Goals Follow Up Meeting
- **03/04/2024** – DPW Weekly Goals Meeting
- **03/04/2024** – Oval Beach Meeting
- **03/06/2024** – Workshop Meeting
- **03/08/2024** – DPW Weekly Goals Follow Up Meeting

**City of Saugatuck  
Status Report of Engineering Activities  
March 7, 2024**

General Consultation

- 2023 System-wide Crack Sealing: Due to weather concerns, this work has been delayed to spring 2024. It will be completed once temperatures are conducive to the work.
- Grants Workshop: We are discussing the possibility of having grant experts from F&V put together a workshop for council, staff and other interested parties to review the various programs used in the past, recent applications and brainstorming for new opportunities.
- City-wide parking, safety, signage, etc. review: Prepared a letter reviewing on-street parking vs. sight distance concerns. We plan to conduct a kickoff meeting with City staff and F&V traffic team this fall to develop a scope for the broader study, if required.
- N. Park Street Slope Erosion: The work has been incorporated into the 2023 Streets contract with Krohn. Work is scheduled for the spring, due to planting restrictions.
- Bridge Street Resurfacing: The work has been incorporated into the 2023 Streets contract with Krohn. Work is scheduled for the spring, when asphalt plants reopen.
- Capital Improvements Plan Update: The updated plan was presented at the March 6 council workshop. We will be completing the various projects that are in process and preparing proposals for new projects.

Blue Star Highway Bridge Navigation Lighting

- Bids were received on July 27, 2023 with construction scheduled to be complete prior to Memorial Day 2024. Prepared a Recommendation of Award to the low bidder. Once all three communities have awarded the project, a contract can be prepared.

EGLE Drinking Water State Revolving Fund

- The Intent To Apply was submitted on November 1, 2023 for the 2024 funding round. We are making minor updates to the Project Plan to resubmit in the 2024 round. We anticipate a brief public presentation of the current plan at the May 8 or 22 council workshop to meet the June 1 submittal deadline.

2023 Street Improvements (West, East, Takken, Taylor and N. Maple)

- Work is complete for the season.
- Grass will be planted in the spring.
- A final walkthrough will be held in the spring, and punch list items will be addressed.

### Water System Asset Management Plan

- The draft AMP has been prepared and will be finalized based on input from the financial consultant and comments from EGLE.
- We received correspondence from EGLE that the City will likely be receiving funding through its new Community Technical, Managerial, and Financial (TMF) support for lead line replacement grant. This will provide funding to help the City complete its final Distribution System Materials Inventory, which is due in October 2024 (deadline was moved up from January 1, 2025). We will be communicating with EGLE to coordinate the final grant award (\$221,600).

### Mt. Baldhead Conceptual Planning

- Prepared conceptual floor plan and isometric drawing for a new restroom building.
- Prepared concept and cost estimate to replace the observation deck area.
- We will be meeting with the PPW Committee soon to review concepts and confirm direction, then developing design proposal(s).

### Mt. Baldhead AT&T Project Assistance

- The EGLE/USACoE Critical Dunes permitting process has been put on hold for now, pending SHPO approvals.

### Maple Street Improvements

- Maple Street (between Blue Star Highway and the work completed in the 2023 Street Improvements project) has been identified as a high priority need for some time. Recent water main breaks have highlighted the need. We are working on developing the project, which is anticipated to involve Saugatuck Township. This project is anticipated to include stormwater management improvements and Olde Mill water service revisions. The project may also include a sidewalk. A proposal for design engineering will be prepared soon.



Vendor Name	Description	Amount
1. ALLEGAN COUNTY SHERIFF	XMAS PARADE RESERVE	96.00
2. ALLEGAN COUNTY TREASURER	PROPERTY TAXES	8,161.77
3. ASSESSING SOLUTIONS INC	ASSESSING SERVICES	2,791.50
4. BURNETT & KASTRAN PC	LEGAL FEES	180.00
5. CAPITAL ONE	SUPPLIES	683.96
6. C-COMM OF KALAMAZOO INC	OVAL BEACH RADIO REPAIRS	1,480.48
7. CHIPS GROUNDCOVER LLC	TOP SOIL	902.94
8. CONSUMERS ENERGY	ELECTRIC	3,305.88
9. D & L TRUCK & TRAILER LLC	REPAIRS	383.06
10. ERHAN KARA	ESCROW REFUND	1,480.00
11. FAHEY SCHULTZ BURZYCH RHODES	LEGAL FEES	6,741.50
	LEGAL FEES ZONING	2,755.00
	LEGAL FEES CLERK	1,281.50
	CITY COUNCIL	4,335.00
	LEGAL FEES EMPLOYMENT	11,147.00
	LEGAL FEES FOIA	1,432.00
	LEGAL FEES MANAGER	840.00
	LAWSUIT	3,410.30
	STR LEGAL FEES	4,549.50
	LAWSUIT ELECTRICAL	1,422.00
	TOTAL	37,913.80
12. FIRST BANK CARD	ELECTION, TRAINING & SUPPLIES	6,556.76
13. FLEIS & VANDENBRINK ENGINEERING INC	ENGINEERING FEES	2,088.10
14. FRONTIER	DPW	291.22
	OVAL	85.48
	TOTAL	376.70
15. GEI CONSULTANTS INC	HEMLOCK WOOLLY ADELGID	40,514.42
16. GIL- ROY'S HARDWARE	GRASS SEED	317.86
17. HORIZON COMMUNITY PLANNER	PLANNING & HISTORIC DISTRICT	1,787.50
18. INTERURBAN TRANSIT AUTHORITY	PROPERTY TAXES	1,954.43
19. KALAMAZOO LAKE SEWER & WATER	WATER & SEWER	986.25
20. KENDALL ELECTRIC INC	STERNBERG LIGHTS	210.16
21. MASON LAWN & SNOW	PARTS	140.49
22. MICHIGAN GAS UTILITIES	DPW GARAGE	304.68
23. MMAAO	TRAINING	40.00
24. MR JAMBER	CHRISTMAS TREE WRAP	65.00

Vendor Name	Description	Amount
25. NET2PHONE INC	TELEPHONES	215.13
26. NEWCOMER PLOW & HITCH	TRUCK ROOF LIGHTS	637.80
27. OTTAWA AREA INTERMEDIATE	SCHOOL DIS	535.96
28. OVERISEL LUMBER COMPANY	PROPERTY TAXES	1,527.78
29. RATHCO SAFETY SUPPLY CO	SUPPLIES	557.31
30. SAUGATUCK DOUGLAS LIBRARY	SIGNS	2,879.21
31. SAUGATUCK FIRE	PROPERTY TAXES	9,772.56
32. SAUGATUCK PUBLIC SCHOOLS	PROPERTY TAXES	29,020.39
33. SHELL	PROPERTY TAXES	219.38
34. SHORELINE TECHNOLOGY SOLUTIONS	GASOLINE & DIESEL	1,262.80
35. SMART BUSINESS SOURCE LLC	COMPUTER SERVICES	57.31
	OFFICE SUPPLIES	265.44
	OFFICE SUPPLIES	
	TOTAL	322.75
36. SPECTRUM PRINTERS INC	ELECTION MATERIALS	80.00
37. STINGERS PEST CONTROL	PEST CONTROL	151.80
38. VALLEY CITY LINEN INC	SHOP TOWELS	127.73
TOTAL - ALL VENDORS		160,617.34
<b>FUND TOTALS:</b>		
Fund 101 - GENERAL FUND		114,745.33
Fund 202 - MAJOR STREETS		300.00
Fund 203 - LOCAL STREETS		257.31
Fund 661 - MOTOR POOL FUND		2,762.94
Fund 701 - CURRENT TAX FUND		42,551.76

03/04/2024		CHECK REGISTER FOR CITY OF SAUGATUCK		
CHECK DATE FROM 02/01/2024 - 03/01/2024				
Check Date	Check	Vendor Name	Description	Amount
Bank GEN GENERAL POOLED CASH				
02/02/2024	DD6561(A)	ARAMENDI, NOAH	PAYROLL	1,721.44
02/02/2024	DD6562(A)	BOUWMAN, CHAD	PAYROLL	1,471.76
02/02/2024	DD6563(A)	CUMMINS, RYAN	PAYROLL	2,262.23
02/02/2024	DD6564(A)	HARDY, CODY	PAYROLL	1,960.36
02/02/2024	DD6565(A)	HEISE, RYAN	PAYROLL	3,472.20
02/02/2024	DD6566(A)	HERBERT, SCOTT	PAYROLL	1,906.69
02/02/2024	DD6567(A)	KERRIDGE, ADAM	PAYROLL	1,669.62
02/02/2024	DD6568(A)	MACK, ELLIS	PAYROLL	1,797.67
02/02/2024	DD6569(A)	MARTIN, DANNY	PAYROLL	1,038.98
02/02/2024	DD6570(A)	STANISLAWSKI, PETER	PAYROLL	1,436.40
02/02/2024	DD6571(A)	WHITE, LOGAN	PAYROLL	130.14
02/02/2024	DD6572(A)	WILLIAMS, SARA	PAYROLL	1,754.02
02/02/2024	DD6573(A)	WOLTERS, JAMIE	PAYROLL	1,916.86
02/02/2024	EFT1775(E)	ALERUS	PAYROLL	3,746.17
02/02/2024	EFT1776(E)	EXPERT PAY	PAYROLL	139.54
02/02/2024	EFT1777(E)	MERS HYBRID	PAYROLL	2,215.23
02/02/2024	EFT1778(E)	FEDERAL TAX DEPOSIT	PAYROLL	7,637.62
02/12/2024	5117(E)	AT&T MOBILITY	CELL PHONES	92.62
02/12/2024	5118(E)	CAPITAL ONE	SUPPLIES	921.13
02/12/2024	5119(E)	COMCAST	INTERNET & TELEPHONES	193.40
02/12/2024	5120(E)	CONSUMERS ENERGY	ELECTRIC	3,840.27
02/12/2024	5121(E)	FIRST BANK CARD	TRAINING, SUPPLIES & ELECTIONS	3,007.44
02/12/2024	5122(E)	FRONTIER	OVAL	173.29
02/12/2024	5123(E)	FRONTIER	OVAL	85.44
02/12/2024	5124(E)	FRONTIER	DPW GARAGE	245.96
02/12/2024	5125(E)	KALAMAZOO LAKE SEWER & WATER	WATER & SEWER	1,032.45
02/12/2024	5126(E)	MERCHANTS BANCARD NETWORK	BANKING FEES	62.80
02/12/2024	5127(E)	MERS	RETIREMENT	4,500.00
02/12/2024	5128(E)	MICHIGAN GAS UTILITIES	CITY HALL	122.81
02/12/2024	5129(E)	MICHIGAN GAS UTILITIES	BUTLER STREET TOILETS	149.85
02/12/2024	5130(E)	MICHIGAN GAS UTILITIES	DPW GARAGE	365.11
02/12/2024	5131(E)	PRIORITY HEALTH	HEALTH INSURANCE	9,552.84
02/12/2024	5132(E)	RICOH USA INC	COPIER USE	617.29
02/12/2024	5133(E)	VALLEY CITY LINEN INC	SHOP TOWELS	127.72
02/12/2024	5134(A)	ACE PARKING LOT STRIPING INC	STREET LINE PAINTING	28,959.00
02/12/2024	5135(A)	ACTION INDUSTRIAL SUPPLY CO	UNIFORMS & SAFETY EQUIPMENT	516.00
02/12/2024	5136(A)	ALLEGAN COUNTY SHERIFF	DEBT CREW	1,176.52
02/12/2024	5137(A)	ALLEGAN COUNTY TREASURER	PROPERTY TAXES	70,789.68

03/04/2024 CHECK REGISTER FOR CITY OF SAUGATUCK				
CHECK DATE FROM 02/01/2024 - 03/01/2024				
Check Date	Check	Vendor Name	Description	Amount
02/12/2024	5138(A)	AMERICAN LEGAL PUBLISHING CORP.	ORDINANCES	467.83
02/12/2024	5139(A)	ASSESSING SOLUTIONS INC	ASSESSING SERVICES	2,791.50
02/12/2024	5140(A)	BS&A SOFTWARE	SOFTWARE UPDATES & ANNUAL SUPPO	557.00
02/12/2024	5141(A)	D & L TRUCK & TRAILER LLC	BOBCAT REPAIRS	325.00
02/12/2024	5142(A)	FAHEY SCHULTZ BURZYCH RHODES	SHORT TERM RENTAL	24,541.80
02/12/2024	5143(A)	FASTENAL	SUPPLIES	557.60
02/12/2024	5144(A)	FLEIS & VANDENBRINK ENGINEERING IN	ENGINEERING FEES	2,727.58
02/12/2024	5145(A)	INTERURBAN TRANSIT AUTHORITY	PROPERTY TAXES	17,600.57
02/12/2024	5146(A)	KALAMAZOO FLAG COMPANY	US FLAGS	260.53
02/12/2024	5147(A)	OTTAWA AREA INTERMEDIATE SCHOOL I	PROPERTY TAXES	4,074.85
02/12/2024	5148(A)	SAUGATUCK DOUGLAS LIBRARY	PROPERTY TAXES	25,928.30
02/12/2024	5149(A)	SAUGATUCK FIRE	RENTAL INSPECTIONS	83,181.38
02/12/2024	5150(A)	SHORELINE TECHNOLOGY SOLUTIONS	COMPUTER SERVICES	1,262.80
02/12/2024	5151(A)	SMART BUSINESS SOURCE LLC	SUPPLIES	54.63
02/12/2024	5152(A)	STANDARD INSURANCE COMPANY	INSURANCE	453.31
02/12/2024	20000	ISLJAMOVSKI DAVID TRUST	2023 Win Tax Refund 57-009-023-00	4,094.14
02/12/2024	20001	CARELTON EQUIPMENT	PARTS	168.81
02/12/2024	20002	COMMERCIAL RECORD	PUBLISHING	350.00
02/12/2024	20003	IHLE AUTO PARTS	SUPPLIES	437.44
02/12/2024	20004	KENDALL ELECTRIC INC	SUPPLIES	407.50
02/12/2024	20005	MCKELLIPS PLUMBING INC	PLUMBING SERVICES	90.00
02/12/2024	20006	OVERISEL LUMBER COMPANY	SUPPLIES	1,052.50
02/12/2024	20007	PETTY CASH	SUPPLIES	18.00
02/12/2024	20008	PRINTING SYSTEMS, INC.	PRINTING STOCK	185.64
02/12/2024	20009	SAUGATUCK PUBLIC SCHOOLS	PROPERTY TAXES	271,790.31
02/12/2024	20010	WONDERLAND TIRE COMPANY	TRAILER REPAIR	954.16
02/16/2024	DD6574(A)	ARAMENDI, NOAH	PAYROLL	1,534.06
02/16/2024	DD6575(A)	BOUWMAN, CHAD	PAYROLL	1,425.81
02/16/2024	DD6576(A)	CUMMINS, RYAN	PAYROLL	2,262.21
02/16/2024	DD6577(A)	HARDY, CODY	PAYROLL	1,590.94
02/16/2024	DD6578(A)	HEISE, RYAN	PAYROLL	3,472.20
02/16/2024	DD6579(A)	HERBERT, SCOTT	PAYROLL	1,971.69
02/16/2024	DD6580(A)	KERRIDGE, ADAM	PAYROLL	1,881.88
02/16/2024	DD6581(A)	MACK, ELLIS	PAYROLL	1,352.41
02/16/2024	DD6582(A)	MARTIN, DANNY	PAYROLL	1,047.35
02/16/2024	DD6583(A)	STANISLAWSKI, PETER	PAYROLL	1,436.41
02/16/2024	DD6584(A)	WILLIAMS, SARA	PAYROLL	1,829.42
02/16/2024	DD6585(A)	WOLTERS, JAMIE	PAYROLL	1,916.84
02/16/2024	EFT1779(E)	ALERUS	PAYROLL	3,585.35
02/16/2024	EFT1780(E)	EXPERT PAY	PAYROLL	139.54

03/04/2024 CHECK REGISTER FOR CITY OF SAUGATUCK				
CHECK DATE FROM 02/01/2024 - 03/01/2024				
Check Date	Check	Vendor Name	Description	Amount
02/16/2024	EFT1781(E)	MERS HYBRID	PAYROLL	2,197.42
02/16/2024	EFT1782(E)	FEDERAL TAX DEPOSIT	PAYROLL	7,173.26
02/16/2024	EFT1783(E)	MERS	PAYROLL	4,925.19
02/16/2024	EFT1784(E)	MI DEPT OF TREASURY	PAYROLL	2,379.48
02/29/2024	5153(E)	AT&T MOBILITY	CELL PHONES	92.51
02/29/2024	5154(E)	COMCAST	INTERNET & TELEPHONES	193.40
02/29/2024	5155(E)	JOHN DEERE FINANCIAL	SUPPLIES	397.45
02/29/2024	5156(E)	MERS	RETIREMENT	4,500.00
02/29/2024	5157(E)	MICHIGAN GAS UTILITIES	CITY HALL	97.54
02/29/2024	5158(E)	MICHIGAN GAS UTILITIES	BUTLER STREET TOILETS	124.69
02/29/2024	5159(E)	MID CITY TRAILERS	NEW TRAILER PARKS	3,968.29
02/29/2024	5160(E)	NET2PHONE INC	TELEPHONES	215.13
02/29/2024	5161(E)	RICOH USA INC	COPIER LEASE	127.97
02/29/2024	5180(E)	NET2PHONE INC	TELEPHONES	215.13
02/29/2024	5162(A)	ALLEGAN COUNTY SHERIFF	SHERIFF CONTRACT	31,826.12
02/29/2024	5163(A)	ALLEGAN COUNTY TREASURER	PROPERTY TAXES	129,219.56
02/29/2024	5164(A)	COMPASS MINERALS AMERICA INC	ROAD SALT	7,412.73
02/29/2024	5165(A)	DUNESVIEW KWIK SHOP INC	GASOLINE & DIESEL	2,348.87
02/29/2024	5166(A)	FAHEY SCHULTZ BURZYCH RHODES	LEGAL FEES WATER	84.00
02/29/2024	5167(A)	FLEIS & VANDENBRINK ENGINEERING IN	ENGINEERING FEES	2,511.75
02/29/2024	5168(A)	H BARBER & SONS INC	OVAL BEACH RAKE	6,991.32
02/29/2024	5169(A)	HORIZON COMMUNITY PLANNER	PLANNING & HISTORIC DISTRICT	3,607.50
02/29/2024	5170(A)	INTERURBAN TRANSIT AUTHORITY	PROPERTY TAXES	34,643.16
02/29/2024	5171(A)	MISS DIG SYSTEM INC	ANNUAL DUES	3,602.36
02/29/2024	5172(A)	OTTAWA AREA INTERMEDIATE SCHOOL I	PROPERTY TAXES	2,413.17
02/29/2024	5173(A)	SAUGATUCK DOUGLAS LIBRARY	PROPERTY TAXES	51,951.98
02/29/2024	5174(A)	SAUGATUCK FIRE	PROPERTY TAXES	172,448.20
02/29/2024	5175(A)	SMART BUSINESS SOURCE LLC	SUPPLIES	109.67
02/29/2024	5176(A)	SPECTRUM PRINTERS INC	ELECTION MATERIALS	25.38
02/29/2024	5177(A)	STANDARD INSURANCE COMPANY	INSURANCE	453.31
02/29/2024	5178(A)	STREAMLINE DESIGN.COM LLC	SIGNS	45.00
02/29/2024	5179(A)	TOWNSHIP OF SAUGATUCK	PARK PLAN	287.50
02/29/2024	20011	TIMMONS CHRISTOPHER A	2023 Win Tax Refund 57-100-020-20	3,387.68
02/29/2024	20012	C2AE	BLUE STAR TRAIL	26,790.83
02/29/2024	20013	COMMERCIAL RECORD	PUBLISHING	574.00
02/29/2024	20014	JAMES E SMIT	ESCROW REFUND	1,283.50
02/29/2024	20015	MCKELLIPS PLUMBING INC	PLUMBING SERVICES	907.00
02/29/2024	20016	MICHIGAN HISTORIC PRESERVATION	TRAINING	300.00
02/29/2024	20017	MIKE'S NUISANCE ANIMAL CONTROL	PEST CONTROL	275.00
02/29/2024	20018	MORRISON INDUSTRIAL EQUIPMENT	REPAIRS	317.75

03/04/2024 CHECK REGISTER FOR CITY OF SAUGATUCK				
CHECK DATE FROM 02/01/2024 - 03/01/2024				
Check Date	Check	Vendor Name	Description	Amount
02/29/2024	20019	PETTY CASH	BATTERIES	33.91
02/29/2024	20020	SAUGATUCK PUBLIC SCHOOLS	PROPERTY TAXES	566,525.84
02/29/2024	20021	SCOTT'S LANDSCAPE MANAGEMENT INC	SNOW BLOWER	995.46
02/29/2024	20022	SUPERIOR ASPHALT INC	ASPHALT COLD PATCH	155.00
02/29/2024	20023	ZEIGLER GMC OF HOLLAND	PARTS	165.75
Total of 121 Checks:				1,710,888.60
Less 0 Void Checks:				0.00
Total of 121 Disbursements:				1,710,888.60



## City Council Agenda Item Report

**FROM:** Ryan Cummins, Director of Planning and Zoning

**MEETING DATE:** March 11, 2024

**SUBJECT:** Short-Term Rental Enforcement Plan

**DESCRIPTION:**

The City's Short Term Rental Task Force met for several months and finalized its report at the end of September. The Planning Commission discussed the Task Force recommendations for several months and recommended several ordinance changes, including zoning amendments, a STR police-powers licensing ordinance, and noise ordinance amendments.

The City Council approved the recommended ordinances at their regular meeting on February 29.

The STR Task Force recommended the following as it relates to enforcement:

- Encourage proactive monitoring of short-term rentals within the City.
- Begin an informational campaign pertaining to regulations on short-term rentals.
- Publish common violations noted by the Allegan County Sheriff's Office and ways to mitigate such issues.
- Create and publish a "frequently asked question" as it relates to short-term rentals on the City website.
- Encourage the City Administration to explore hiring a dedicated code enforcement/code compliance officer to address short-term rental concerns. Such staff members would be able to respond to resident comments arising from noise, trash, occupancy and other ordinance violations.
- Encourage the creation of a short-term rental registration public database in which the property owner and management company (if applicable) contact information is made available. Such contact information can be a general number, but one in which concerned residents can reasonably be expected to reach an agent or representative of the property.
- Encourage the creation of a general call-line in which residents may leave non-time-sensitive concerns with city officials regarding short-term rentals.

- Request that City Administration explore hiring a third-party agency to support the City in managing its short-term rental program.
- Encourage the City Administration to review areas within residential districts in which “no parking this side of the street” signs could be installed to aid in emergency services access. This could be dedicated north/south roadways and east/west roadways to offer an emergency service pathway.
- Encourage the review of assessing monetary fines/fees to property owners who are in violation of the short-term rental ordinance and Saugatuck Township Fire District requirements. Such fines/fees would be tracked in an enforcement database.

Attached is a proposed STR enforcement plan for the ordinance changes.

Separate agenda items include recommendations for a STR license fee and vendor for third-party support.

The fine amounts that were presented at the March 6 workshop will be put into the necessary format needed for approval and presented at your next regular meeting.

**LEGAL REVIEW:**

The fine and fee recommendations have been discussed with the City Attorney. The City Attorney will be at your meeting for any questions you may have.

**SAMPLE MOTION:**

Motion to approve the Short-Term Rental enforcement plan.





## Enforcement Plan for Saugatuck's Short-Term Rental Ordinance

This plan outlines a multi-pronged approach to enforcing the City of Saugatuck's newly implemented Short-Term Rental Ordinance, utilizing both proactive and complaint-based strategies. The available resources will be leveraged to ensure effective enforcement and maintain the integrity of the ordinance.

### Goals:

- Ensure all short-term rentals in the city are licensed and comply with the ordinance.
- Minimize negative impacts of short-term rentals on residents and neighborhoods.
- Maintain Saugatuck's appeal as a tourist destination.

### Tools:

- City staff
- Fire Department
- Sheriff's Office
- Part Time/Contracted Code Enforcement Officer
- Third-Party Support

### Proactive Measures:

- **Safety:**
  - Continue to utilize the Fire Department for inspections and establishment of occupancy limits.
  - Work with the City Engineer and Department of Public Works to identify narrow streets where no parking on one side of the street is appropriate to ensure emergency vehicle access.
- **Granicus Third-Party Support:**
  - Utilize Granicus features to:
    - **Identify and monitor listings:** Regularly scan over 70 short-term rental websites to identify active listings in Saugatuck.

- **Analyze activity:** Conduct regular analysis of short-term rental activity in the city, including number of listings, occupancy rates, and potential violations.
    - This includes verifying whether accessory dwelling units are being rented properly.
  - **Maintain updated list:** Compile and maintain an up-to-date list of all active short-term rentals, including license status, contact information, and property details.
  - **Gather evidence:** Automate the collection of evidence for potential violations, including screenshots of listings and contact information.
  - **Export data:** Allow for easy export of data into formats like Excel and CSV for further analysis and reporting.
- **Data-Driven Approach:**
  - Analyze Granicus data to identify potential non-compliance, such as listings without a license number or exceeding occupancy limits.
  - Prioritize follow-up investigations based on the severity and frequency of violations.
  - Use data to identify areas with high concentrations of short-term rentals for more focused enforcement efforts.

#### **Complaint-Based Measures:**

- **24/7 Hotline:**
  - Establish a dedicated 24/7 hotline through Granicus for residents to report suspected violations of the ordinance.
  - Hotline staff will gather complaint details, including time, location, nature of the violation, and witness information.
    - This includes gathering photo and video evidence of noncompliance.
  - Hotline staff will initiate real-time communication with short-term rental agent/rep for timely response to issues.
  - Utilize Granicus features to track and manage incoming complaints efficiently.
    - Log real-time communication with short-term rental agent/rep for timely response to issues.
    - Communicate with complainants and track the status of complaints.
- **Allegan County Sheriff's Office Deputies:**
  - Continue a contractual relationship with the Allegan County Sheriff's Office to ensure prompt response to complaints requiring immediate attention, such as excessive noise or disturbances.
  - Train deputies on the ordinance and empower them to take appropriate enforcement action.
  - Provide deputies with a list of active short-term rentals including contact information and occupancy limits.
- **Contractual Code Enforcement Officer and City Staff:**

- Contract with a part time code enforcement officer to investigate complaints, gather evidence, and take appropriate enforcement action for confirmed violations.
- Utilize code enforcement officer and city staff to investigate unlicensed short-term rentals that are identified by Granicus data or complaints.
- Ensure the officer and staff are familiar with the ordinance and possess the necessary skills to conduct thorough investigations. Empower code enforcement and staff to issue warnings or citations for violations.

**Additional Measures:**

- **Public Education and Communication:**
  - Provide public information to educate residents and short-term rental owners about the ordinance, including its goals, regulations, and reporting process.
  - Regularly update the City's website with information about the ordinance, enforcement process, and resources for residents and STR owners.
    - Provide direction on how to access a STR registry or regularly updated listing.

**Metrics:**

- Track the number of identified violations, investigated complaints, issued warnings, citations, and license suspensions/revocations.
- Monitor response times to 24/7 hotline calls.
- Conduct annual survey to gauge resident satisfaction with the enforcement process and the overall impact of short-term rentals on the community.

**Continuous Improvement:**

- Regularly review the enforcement plan and adjust strategies as needed based on data, feedback, and changing circumstances.
- Consider incorporating new technologies and tools to improve efficiency and effectiveness.
- Foster collaboration and communication between stakeholders, including residents, city officials, and short-term rental owners, to address concerns and ensure the ordinance is implemented fairly and effectively.



## City Council Agenda Item Report

**FROM:** Ryan Cummins, Director of Planning and Zoning

**MEETING DATE:** March 11, 2024

**SUBJECT:** Granicus Proposal for Third Party STR Enforcement Support

**DESCRIPTION:**

The City's Short Term Rental Task Force met for several months and finalized its report at the end of September. The Planning Commission discussed the Task Force recommendations for several months and recommended several ordinance changes, including zoning amendments, a STR police-powers licensing ordinance, and noise ordinance amendments.

The City Council approved the recommended ordinances at their regular meeting on February 29.

The City issued a request for proposals (RFP) for STR enforcement support. The RFP requested the following from a third party:

- Scanning online rental listings to identify short-term rentals within the City.
- Regular reports of both registered and unregistered short-term rentals.
- For unregistered, suspended or revoked rentals, supporting evidence that the units are being rented on a short-term basis.
- Summarized listing details for each short-term rental including whether the City license number is listed, occupancy, and whether just a room or the entire dwelling is being rented.
- An after-hours hotline that will take non-emergency complaints.
  - Notification to owners or local agents of the complaint via phone, text, or e-mail.
  - Tracking of after-hours complaints and whether there was a resolution.

The City received a proposal from Granicus and Avenu. Both submitters provide products that meet the City's requested needs. Granicus provided the lowest price (\$17,665.21 for year 1) and also provides similar services to several other Michigan communities including South Haven, Holland, Traverse City, Charlevoix, Petoskey, New Buffalo, Suttons Bay, and many others. They are also willing to waive start-up fees and sign a three-year agreement with a 5% increase in cost for both years 2 and 3. Attached is the Granicus proposal. Staff recommends the selection of Granicus.

**LEGAL REVIEW:**

The City Attorney will be at your meeting for any questions you may have.

**SAMPLE MOTION:**

Motion to approve the agreement with Granicus for their address identification and 24/7 hotline solution in the prorated amount of \$2,992.60 for April 30 to June 30 2024, \$17,665.21 for full year 1, \$18,548.47 for year 2, and \$19,475.90 for year 3.



# ***Empowering Modern Digital Government***

Rental Activity Monitoring with Granicus  
Host Compliance

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## **City of Saugatuck, MI**

RFP for Short-Term Rental Enforcement Support

**Mike Bozich**  
Territory Manager  
(970) 708-9596  
[Mike.Bozich@granicus.com](mailto:Mike.Bozich@granicus.com)

**Granicus**  
1999 Broadway, Suite 3600  
Denver, CO 80202  
[www.granicus.com](http://www.granicus.com)  
Date: February 15, 2024

Commercial – In Confidence

## Cover Letter

Dear Evaluation Committee,

Thank you for allowing us the opportunity to present this proposal. Based on the background information provided in the RFP materials and our extensive experience delivering these services and software to hundreds of cities and counties across North America (28 in Michigan), we believe we are uniquely qualified to perform the work described and well-positioned to help the City of Saugatuck achieve its short-term rental ("STR") compliance goals.

We are excited about the opportunity to partner with Saugatuck and confident that Granicus' govService Host Compliance solutions will be the best fit for your needs. At the core of our govService Host Compliance product offering we have our

- **Address Identification module**, which enables communications with hosts and powers our full suite of modules to help manage the additional challenges posed by short-term rentals. We monitor 70+ STR websites, deduplicate listings, and leverage machine learning coupled with a team of more than 200 human analysts to provide our clients with an online dashboard with complete address information, screenshots, and detailed reporting of all short-term rentals in the city.
- **24/7 Hotline:** Makes it easy for neighbors to report, prove, and resolve non-emergency short-term rental related problems in real-time, any day, at any hour with tracking of after-hours complaints and resolution of issues.

In this response, we will detail why the govService Host Compliance solution is the best fit for the city. Along with our amazing customer service, Saugatuck will be provided an ongoing learning resource with Granicus University. Granicus continues to provide support before, during, and after the implementation. This ongoing support coupled with consistently delivering for its customers has led to Granicus becoming the leader in solutions that support government transparency and civic engagement.<sup>1</sup>

Mike Bozich

Territory Manager

govService – Host Compliance

mike.bozich@granicus.com

(970) 708-9596

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<sup>1</sup>Granicus' statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at Granicus' sole discretion. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Unless otherwise stated, this proposal is valid for 120 days.

# Table of Contents

<b>Cover Letter</b> .....	<b>1</b>
<b>Table of Contents</b> .....	<b>2</b>
<b>About Us</b> .....	<b>3</b>
Philosophy .....	4
Company Information and Office Locations .....	5
<b>Executive Summary</b> .....	<b>6</b>
<b>Overview of Proposed Solution</b> .....	<b>9</b>
govService Host Compliance .....	9
Address Identification.....	10
Address Identification Advantage .....	11
24/7 Hotline .....	16
24/7 Hotline Advantage .....	17A
Compliance Monitoring .....	21
Compliance Monitoring Advantage .....	22
Permitting, Licensing & Registration .....	24
Permitting, Licensing & Registration Advantage .....	25
Tax Collection .....	28
Tax Collection Advantage .....	29
Rental Activity Monitoring.....	32
Rental Activity Monitoring Advantage.....	33
Consulting Services.....	34
<b>Success Stories</b> .....	<b>38</b>
<b>References</b> .....	<b>35</b>
<b>Pricing</b> .....	<b>38</b>
<b>Project Implementation</b> .....	<b>40</b>
Granicus Service Difference .....	40
Project Management Approach .....	40
Detailed Work Plan .....	<b>Error! Bookmark not defined.</b>
Main Tasks .....	<b>Error! Bookmark not defined.</b>
Project Schedule.....	<b>Error! Bookmark not defined.</b>
Sample Project Implementation Plan and Timeline .....	<b>Error! Bookmark not defined.</b>
Self-Service, Ongoing Training, and Supporting Documentation .....	41
<b>Our Team</b> .....	<b>42</b>
Key Project Personnel .....	42
Host Compliance Team.....	<b>Error! Bookmark not defined.</b>
<b>Customer Support</b> .....	<b>42</b>
Philosophy and Team Credentials .....	42
Our Team.....	<b>Error! Bookmark not defined.</b>
Contacting our Support Organization .....	43
Support Service Levels and Priority Levels .....	44
<b>Security Overview</b> .....	<b>45</b>



## About Us

### The Granicus Advantage

More municipalities rely on Granicus technology than any other short-term rental monitoring software provider. Granicus provides a one-stop-shop for solutions relating to the unique needs of communities – combining pre-during- and post- ordinance monitoring into one integrated platform.

Granicus provides technology and services that empower government organizations to create seamless digital experiences for the people they serve. Offering the industry's leading cloud-based solutions for communications, content management, meeting and agenda management, and digital services to more than 6,000 public sector organizations, Granicus helps turn government missions and goals into quantifiable results.

Granicus also offers added functionality across content creation, communications, records management, and digital engagement services. That means more is possible with a single vendor than ever before.

### By the Numbers



1999 FOUNDED



6,000+ GOV CLIENTS



48 OF THE 50 MOST  
POPULOUS U.S. CITIES



9 OUT OF 10 PROJECT SATISFACTION

250+ AWARD-WINNING WEBSITES

COMPANY RECOGNITION



### 500+ PARTNERS

across North America using host compliance to identify short-term vacation rentals and enforce compliance

### 98.9% RETENTION RATE

rate from our current customer base of local government leaders

### DEDICATED CUSTOMER SUPPORT AND SUCCESS TEAMS

A robust implementation and customer success organization provide 24/7/365 support resources whenever you need them.

### RECOGNIZED BY GovTech

Granicus has been selected as a GovTech 100 company by Government Technology magazine for the past six years.

## Philosophy

### Relentless Focus on Client Satisfaction

Simply saying we're dedicated to client satisfaction isn't enough. It's our relentless focus and one that we measure. In fact, across all of our client implementations over the past three years, our average client satisfaction rating is 9 on a 10-point scale.

At Granicus, anything less than the best for our clients is unacceptable.

- Executives** – Our leadership team guides the entire company to do what is best for our clients. Each week, the leadership team reviews client satisfaction survey results and discusses any proactive actions that need to be taken. Our leadership team also brings years of experience across government, software, design, and technology industries to the table.
- Certified Experts** – Our certified experts are passionate about helping you deliver a superior digital customer experience, which is why we are constantly learning and implementing new and better ways of doing things. Many of our team members hold the following certifications: Web Graphic Design certified, WebAIM WCAG 2.0 and 2.1 educated, Network and CCNA certified.
- Project Managers and Customer Support** – Our project managers and customer support team are fanatical about your success and will go above and beyond to support you.



## Company Information and Office Locations

**Legal Name:** Granicus, LLC  
**Website:** [www.granicus.com](http://www.granicus.com)  
**FEIN:** 41-1941088

### Washington D.C.

1152 15th Street NW, Suite 800  
Washington, DC 20005  
800.314.0147

### Denver (HQ)

1999 Broadway, Suite 3600  
Denver, CO 80202  
800.314.0147

### Saint Paul (Contracts and Payment)

408 St. Peter St, Suite 600  
Saint Paul, MN 55102  
800.314.0147

### Years in Business:

23 Years

### Canada

250 City Centre Ave, Suite 806  
Ottawa ON K1R 6K7  
800.314.0147

### United Kingdom

The Beehive, City Place,  
Gatwick, RH6 0PA  
+44 (0) 800.032.7764

### Australia

Level 8, 50 Market Street  
Melbourne VIC 3000  
+61 3 9913 0020

## Executive Summary

More municipalities rely on Granicus technology than any other short-term rental monitoring software provider. Granicus provides a one-stop-shop for solutions relating to the unique needs of communities – combining pre- during- and post-regulation monitoring into one integrated platform. Granicus is serving more than 500 local governments with short-term rental (“STR”) program management software today and has developed a deep understanding of what works and does not when it comes to enforcing STR regulations. The govService Host Compliance solution is widely regarded as the leader in the STR compliance monitoring and enforcement industry.

We are known for sharing best practices from working with our expanding customer base of local governments across North America, providing extensive support, and closely coordinating our activities with our clients. Furthermore, Granicus has been selected as a GovTech 100 company by Government Technology magazine for the past six years and has a 98.9% customer retention rate.

Granicus is a leading government software company with more than 6,000 local, provincial, state, and federal customers, which ensures that the Host Compliance software and services will remain ahead of the rapidly evolving sharing economy. From a financial perspective, Granicus is extremely stable and invests more than \$20M annually in technology development. This investment means your community will benefit from the latest industry-leading advancements in STR identification and monitoring as well as leading security protocols to meet your data security and privacy law compliance needs.

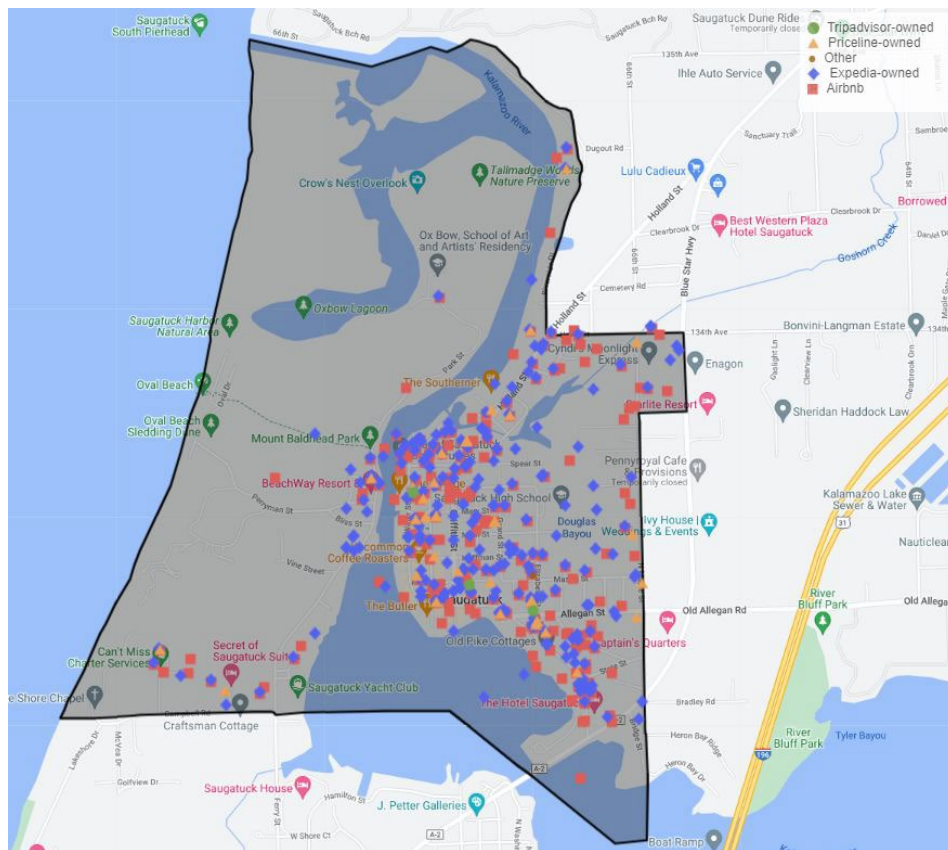
This deep expertise, customer focus, and data-driven approach to innovation would enable us to help you quickly augment your existing processes with an integrated, cost-effective short-term rental compliance monitoring and enforcement solution that has been proven through widespread use in the local government space.

We believe that the govService Host Compliance solutions will enable your city to meet its objective of identifying unregistered rentals, evaluating licensed short-term rental compliance, and handling after hours complaints in Saugatuck.

Our analysis of Saugatuck's local market shows that the city's STR market is incredibly dynamic. To be specific, when we analyzed the STR market from one year ago, we found 417 active listings. One year later, we find 579 active STR listings. This means that in just 1 year, STR listings in Saugatuck grew by 162! Moreover, this net growth-rate doesn't tell the whole story and hides the fact that during the same 1-year time-period, 100 listings were deactivated, 148 listings were reposted, while 114 new listings were created, for a 20% annual turnover rate. What this means is that only 80% of the listings currently active were found online at this time last year. This also means the city would have had to identify 679 listings over the course of the year. We believe this is important as it highlights the dynamic nature of STRs, and we believe we are the only

firm that has the scale, technology, and experience to provide Saugatuck with the quality of service it deserves.

To meet the requirements of Saugatuck’s RFP for identifying unregistered rentals, evaluating licensed short-term rental compliance, and handling after hours complaints for the 418 active short-term rental units in Saugatuck, we propose bundling our Address Identification solution, which forms the basis for the Host Compliance platform, with our 24/7 Complaint Hotline. The package would meet all the specifications in the RFP, including the location, identification, and compliance verification of all STRs.



- Address Identification** scans over 70 STR platforms for listings, deduplicates them, and leverages machine learning and a team of over 200 analysts to identify the addresses of listings. Our platform takes high-resolution screen shots of all active listings no less than every 3 days and provides full address and contact information for identifiable STR listings and all available listing information for non-identifiable STR listings, as well as other information, collecting over 150 data points. This module is configured during implementation to assess registration compliance. It also captures sufficient information for more advanced compliance monitoring by any number of parameters (e.g., minimum number of nights available for rent, number of bedrooms and bathrooms, etc.)



- For local governments looking for ways to improve their ability to resolve STR-related neighbor concerns in real time, our **24/7 Hotline** (a staffed telephone and online hotline) is a cost-effective solution that enables the Township to quickly set up and operate a cost-effective code enforcement hotline and online complaint reporting system at a fraction of the cost of doing so using traditional means. Our solution provides an online platform, phone line, and email address to report and resolve non-emergency complaints in real time, provide 24/7 customer support, resolve and/or refer complaints to proper authorities, and can provide weekly compliance reports with a summary of complaints received by STR and the resolution status of complaints received by STR.

Finally, a highly capable Customer Success team that is dedicated to ensuring the city's effective use of the govService Host Compliance platform is included as part of our solution. We have worked with some of North America's most sophisticated cities such as Boston, Hollywood, Las Vegas, Los Angeles, Nashville, San Antonio, New Orleans, Washington DC and Vancouver on their STR problems and bring that experience and expertise to all of our customers, large or small.

## Why Host Compliance?

Host Compliance is the most comprehensive and secure short-term rental compliance monitoring software on the market.

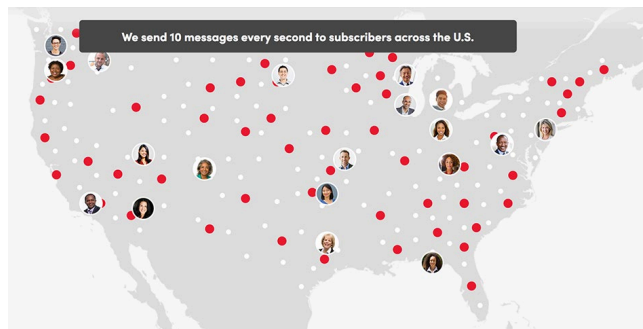
### Trusted

Granicus partners with more than 5,500 governments at all levels to provide solutions that enable better communications, process automation, and engagement. This scale has allowed us to quickly learn from our customers and pioneer best practices around

implementation and support, ensuring our partners' long-term success. Our teams of highly trained project managers, dedicated customer success consultants, and a close marriage between our technical support staff and software engineers are just a few reasons why thousands of organizations trust Granicus to support their initiatives.

### Comprehensive

Granicus offers the only comprehensive platform to fulfill your government communications, short-term rental management, meeting and agenda automation, and web content management needs. The Granicus' platform allows you and your staff to work within a single platform for a seamless experience with your Granicus solutions and our support staff.



# Overview of Proposed Solution

Granicus is pleased to present our platform of new technology and expert professional services to provide Saugatuck with a solution that meets and exceeds the requirements set forth in your Request for Proposal. Our 100% cloud-hosted software solutions were designed specifically for governments like yours to spend less time managing the manual aspects of the short-term rental compliance monitoring process and more time engaging important stakeholders in productive ways. Additionally, our user-friendly and easy-to-deploy software solutions were built to make installation and deployment as effortless as possible. Below you will find a description of each of the proposed Granicus Host Compliance modules, as well as a narrative of our implementation methodology, training, and support overview.

## govService Host Compliance

The number of Airbnb type short-term vacation rental listings has grown 15x since 2011. Manually identification and monitoring of Airbnb type short-term vacation rentals as they continue to grow in number is nearly impossible.

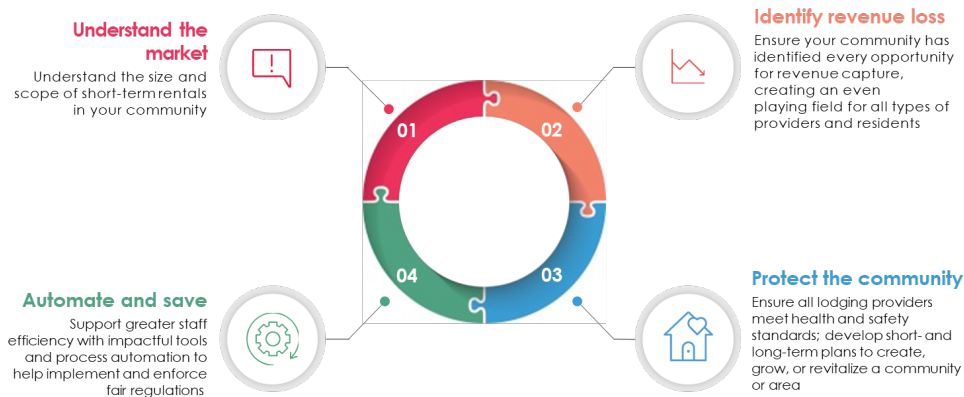
### Comprehensive Short-Term Rental Compliance Monitoring Solution for Government

Using artificial intelligence and machine-learning, Granicus' govService Host Compliance solutions provide the data that manual enforcement solutions cannot, reduces the hours spent managing compliance, and provides up to 20 times return on investment with recouped tax, permit, and fee revenues.

#### What If You Could...

- Understand the scale and scope of short-term rentals in the community and hold non-compliant hosts accountable?
- Recoup critical revenue that would otherwise be lost to non-compliance?
- Establish an even playing field for all types of lodging businesses and reduce the impact on community character?

### True Compliance Requires a Holistic Approach. Identifying STRs alone isn't enough. You need to...



## Address Identification

With the surge and resiliency of short-term vacation rentals, government agencies are struggling to address the negative side effects of the growing market while capitalizing on the economic opportunity. On top of that, the lack of data on individual properties makes understanding and verifying rental locations and activity extremely difficult.

Without the data, cities are unable to make sure short-term rental operators play by the rules and pay their fair share of lodging and hotel taxes. Now more than ever, leading governments are turning to data and technology to easily monitor the short-term rental market and find the addresses and owners of all identifiable STRs.

The Address Identification solution provides rich STR data that is secure, easy to manage, and quality checked. Listings across platforms are deduplicated, using machine learning matching algorithms, to produce unique properties for identification by human analysts. Use Granicus to monitor more than 70 vacation rental websites, align internal teams, and ultimately recoup critical revenue that would be lost.



*We didn't even know 400 short-term rentals existed in Henderson until we saw the map on the govService Host Compliance software."*

— Eddie Dichter, Planning Manager,  
Henderson Nevada

## Address Identification Features

- Real-time monitoring of short-term rental listings across 70+ STR websites
- Weekly analysis of STR activity
- STR activity updated every 3-5 days through website scanning
- Up-to-date list of active STR listings
- High resolution & full-screen screenshots of all active listings
- Automated evidence collection
- Full address & owner contact information for all identifiable STRs
- All available listing & contact information for non-identifiable STRs
- Export data into Microsoft Excel or CSV files

## DID YOU KNOW?

**2x**

The number of communities with 100+ STRs more than doubled in the last 4 years



## Address Identification Advantage

### What If You Could...

- See all individual rental property locations and activities in one search?
- Automate time-intensive tasks like monitoring STR platforms?
- Spend less time effectively regulating and enforcing short-term vacation rental regulations?

### With Address Identification You Can...

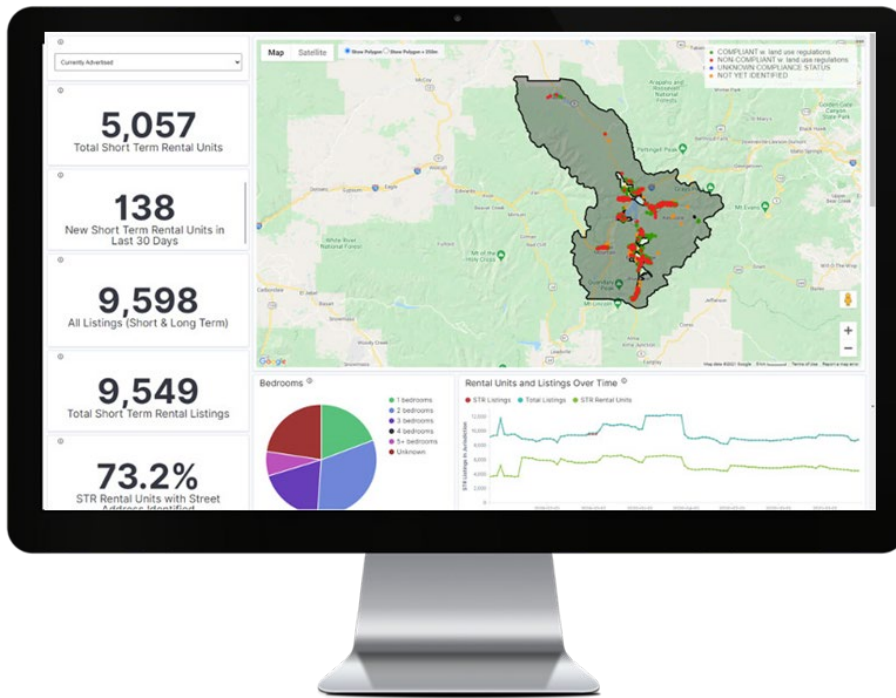


Figure 1. The data and screenshots are made available to authorized users in an easy-to-use online dashboard and records management system and easily exported in Microsoft Excel or CSV file formats.

### Quickly Identify the Short-Term Rental Properties in Your Community

- Monitor your community for short-term vacation rental listings across 70+ STR websites.
- Precisely identify the addresses and contact information of the associated properties.
- Ensure that your database of short-term vacation rental properties is always fully comprehensive and up to date.
- Access collected data easily with a live web-delivered dashboard.

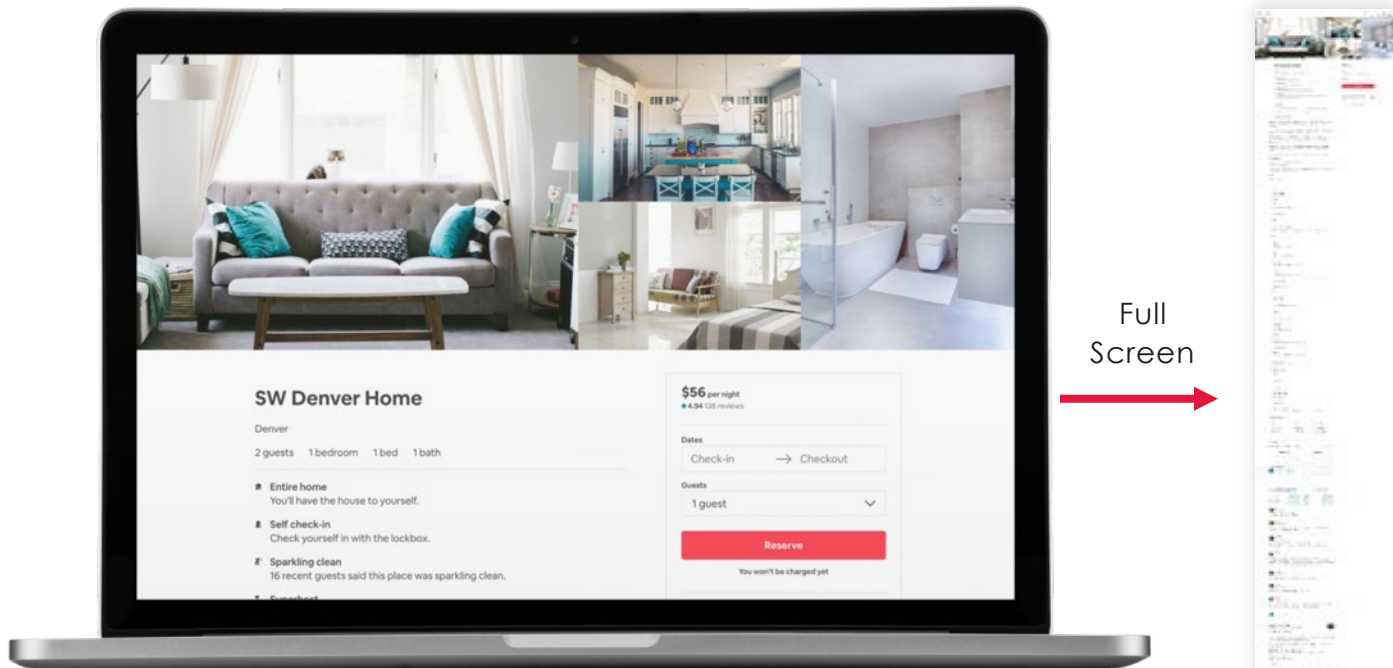


Figure 2: Time stamped, high-resolution images and full-screen capture of each active listing available to print or download.

### Automate the Systematic Capture of Listing Screenshots

- Time Stamped full-screen screenshots available to print or download.
- Deduplication of Listings across multiple platforms
  - Listings across platforms are deduplicated, using machine learning matching algorithms, to produce unique properties for identification by human analysts.
- STR activity updated every 3 days for non-compliant properties through website scanning.
  - High-resolution images and screen capture of each active listing (including reviews)
  - Screenshots are time-stamped and include everything related to the listings, including photos, maps, reviews, and descriptive information.
  - Each Screenshot is captured on a random time and day to eliminate the risk of non-compliant short-term rental operators "gaming the system."
- Providing the rationale and evidence is critical if there is ever a dispute with a homeowner over the availability of his/her property for vacation rental.

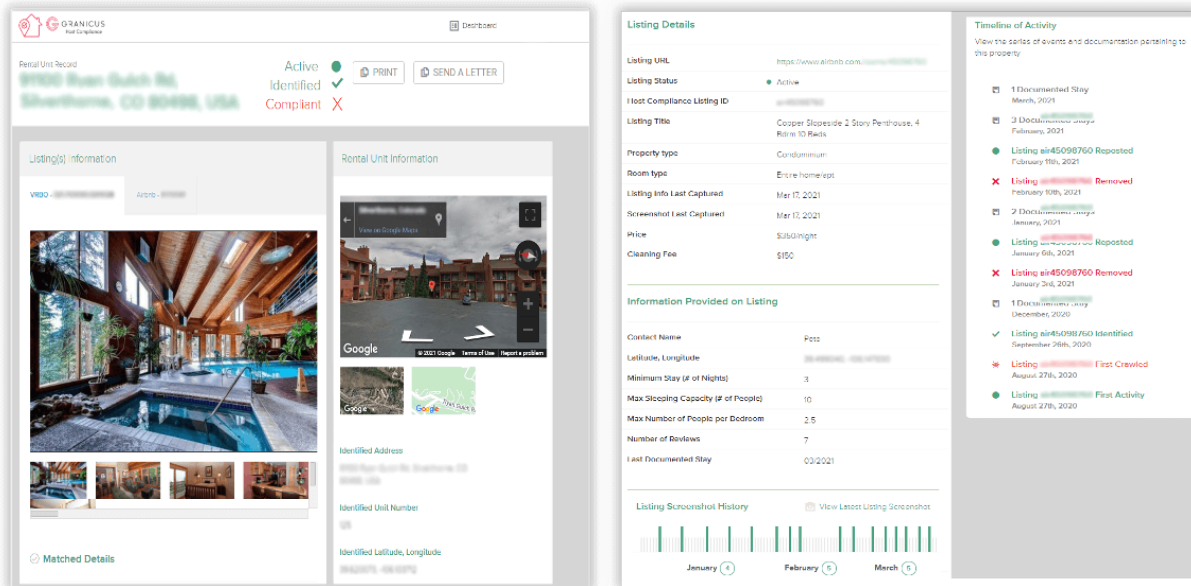


Figure 3: Rental Unit Record - detailed analysis of individual rental units including listing details such as, property type, price per night, cleaning fees, min. night stay, max occupancy and more!

### Get a Detailed Analysis of Individual Rental Units

- Listing status
- Complete photo archive of listing images
- Edit owner information
- Timeline of activity including stays
- Removed/reposted listings (Capturing even those trying to stay off your radar)
- Download or Print evidence of listing activity
- Address Identification Match Details

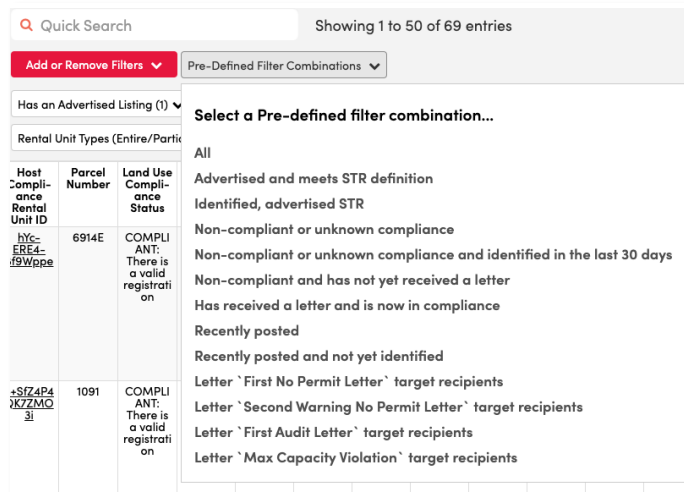


Figure 4: Tabular display of ALL short-term rentals. Quick search, filter, and sort on all relevant data points to create custom reports or set Pre-Defined Filter Combinations. Reports can be downloaded at any time to Microsoft Excel/CSV.

### Have a Tabular Display of All Short-Term Rentals

- Pre-defined filter combinations for quick access
- Quickly search fields to find specific information
- Filter and Sort on more than 150 data points and segment short-term rental listings by all relevant dimensions including zip/postal code, usage type, and property type. In addition to the data points listed in the RFP, Host Compliance's data can also be filtered, segmented, and analyzed by the many parameters below:
  - Listing platform
  - Compliance level
  - # of Bedrooms and Bathrooms
  - Maximum advertised occupancy
  - Maximum permitted occupancy
  - Minimum # of nights available for rent
  - Host Name/ID
  - Listings of Other Rentals Offered by the Host
  - # of Reviews
  - First and Last Review dates
  - The date the property was first active
  - Nightly rental rate
  - Contact information, when available
  - A limited number of keywords that may be identified by the City as being of interest

- ...and many other parameters

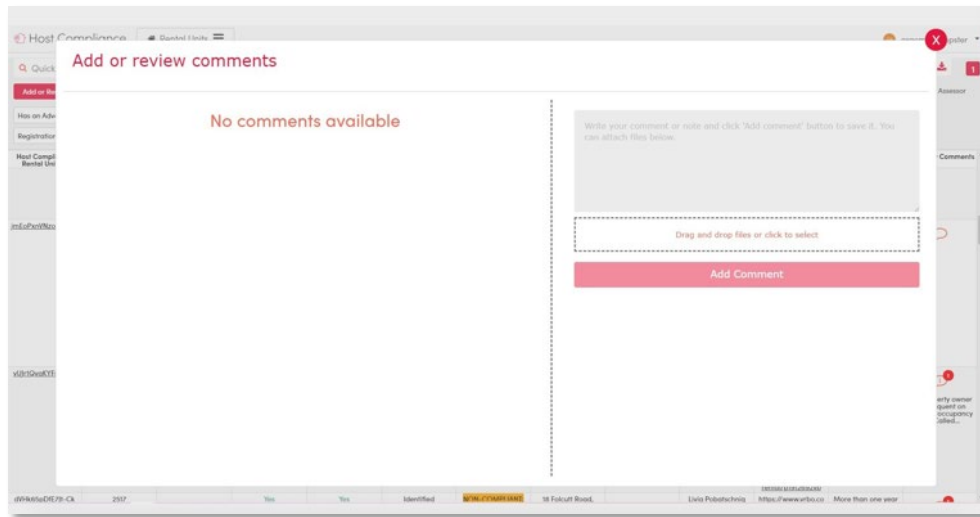


Figure 5: Easily track the status of individual rentals and create case notes by adding comments or documents. These comments will be time stamped by the individual user so other staff members can be aware of any details related to that property/owner.

### Track Status and Case Notes on Individual Rental Units

- Enable efficient interdepartmental collaboration
- Leave comments related to the property for other team members
- Upload photos, documents, etc.

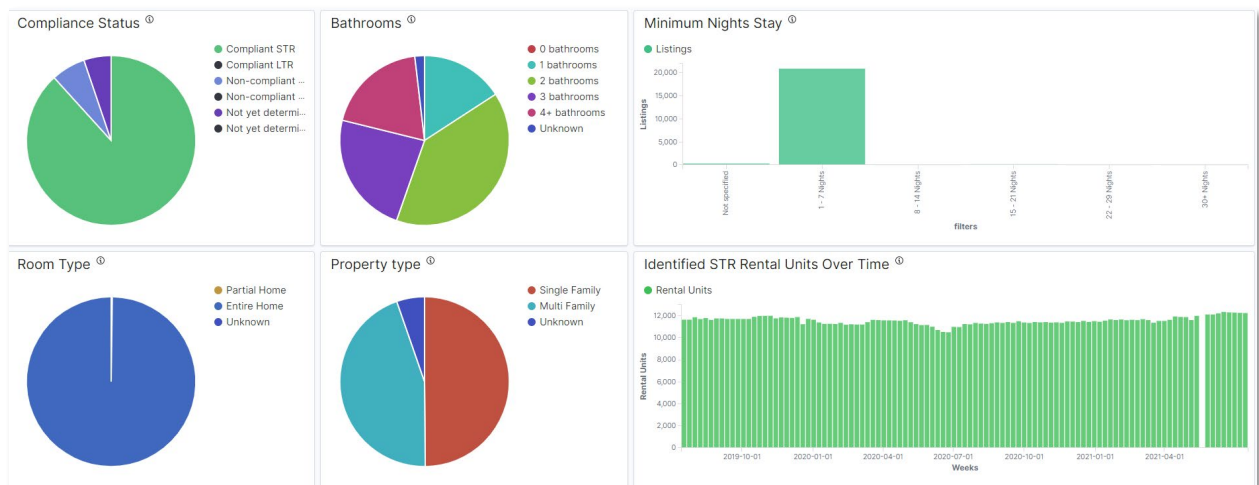


Figure 6: Data about the listing type, home size, rental activity, and compliance status is provided in color-coded charts and graphs, allowing staff to understand the scale and scope of the local STR landscape at a glance.

### Leverage Data to Enforce Short-Term Rental Regulations

- Configure your STR definition (e.g., Advertised less than 30 days)

- Configure allowable and/or restricted zones in your community
- Number of advertised allowable nights (e.g., Minimum Night Stay)
- Number of advertised guests (e.g., Occupancy Limits)
- Registration Requirements (e.g., Permit, License, Registration, State/Provincial Business License)
- Extract Permit, License or Registration number advertised on STR Listings
- Verify Permit, License or Registration number advertised on STR Listings with number on file

## 24/7 Hotline

Many cities and counties are wrestling with complaints about “party houses,” parking issues, excess trash, and safety concerns related to short-term rentals. Addressing these complaints in real-time has traditionally been difficult. A simple, personal notification without having to involve police resources is often all that’s necessary, but few governments have the resources to track and execute individual follow up.

Our 24/7 telephone hotline and online complaint resolution service allows neighbors to report non-emergency STR problems, submit evidence, and initiate automatic follow-up activities virtually, making your job a lot easier.



We had an abundance of calls for police services for domestic violence, for drug use, for trash, noise. It became a real issue in the community...and we needed a faster way to identify the short-term rentals and begin enforcement action on them.”

–Pete Roque, Code Enforcement Supervisor for Garden Grove, California

## 24/7 Hotline Features

- Improve response time with real-time outreach to the emergency contacts of problem properties
- Gather photo and video evidence of noncompliance to incite an evidence-backed citation
- Stay updated with detailed reports and dashboards that track all short-term rental related complaints in real-time and over time
- Communicate via text & by phone call to 24/7 emergency contacts
- Receive an email for every complaint received, with a recording of the phone call
- Receive full documentation of all reported incidents — including digital recordings and written transcripts of all calls
- Ensure photos, video footage, and audio recordings can be included to document complaints
- Allow residents to report anonymously with the ability to turn on anonymous complaint option

## DID YOU KNOW

**239%**

The increase in STR party-related incidents in 2020



## 24/7 Hotline Advantage

### What If You Could...

- Improve the ability to resolve non-emergency STR issues without burdening staff?
- Simplify reporting non-emergency related STR complaints?
- Save time and resources with a comprehensive dashboard, digital recordings, and written transcripts of all reports?

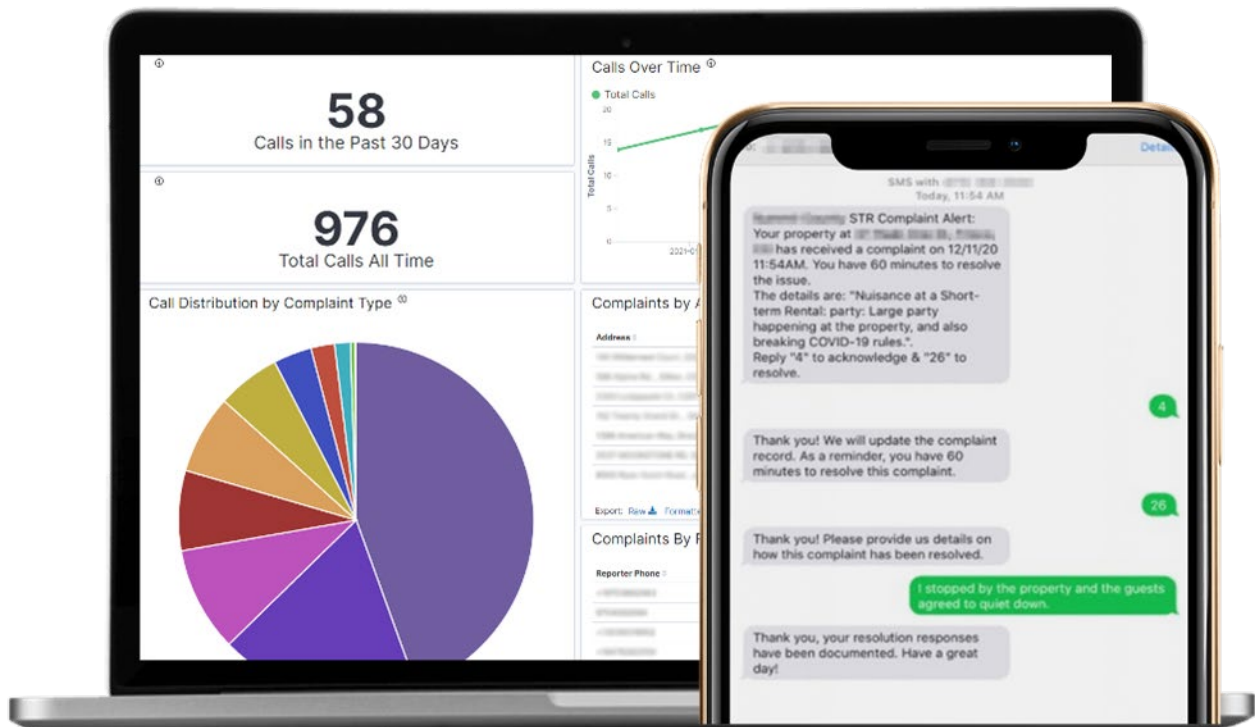


Figure 7: Get detailed reports and dashboards to track all short-term rental related complaints in real-time.

## With the 24/7 Hotline You Can...

### Deliver Actionable, Tailored Solution

- Automated text & email notifications to the emergency contact on file
- Allow emergency contact to acknowledge and resolve complaints via SMS
- Complainant can opt-in to a callback to update the status of the complaint and escalate the issue
- Real-time outreach to owners of problem properties

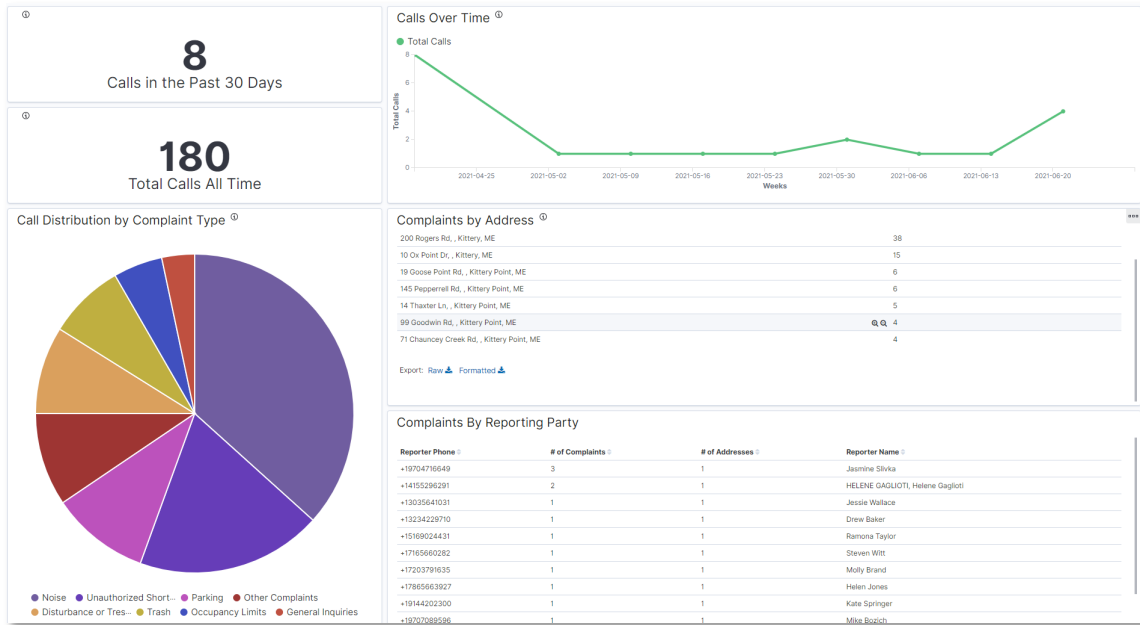


Figure 8: Dashboard summary of all short-term rental related complaints to quickly identify Complaint Type and properties with frequent violations.

### Track How Well Your Efforts Are Performing

- Track the number and type of reported incident
- View summary statistics for reported properties
- Monitor hotline related activities with an intuitive dashboard
- Track how well your efforts are performing



Host Compliance | Short-term Rental Hotline

Showing 1 to 50 of 190 entries

Quick Search

Add or Remove Filters

No filters have been applied.

Call Time	Caller Name	Caller Callback Phone	Call Recording	Reported Address	Reported Issue	Complaint Type	Unit Permits/Registration Number	Unit Emergency Contact Number	Caller Requested Notification of Unit Emergency Contact	Caller Requested Automatic Callback	Caller Indicated Problem Resolved	Caller Transferred to Police	Caller-Provided Evidence	Source	Status of Complaint	Add/View Comments
2021-05-23 11:26 PM	Emily Stewart	(615) 582-6081	Call Recording		Nuisance at a Short-term Rental; other: She doesn't know the address. She got a voicemail from this number. Please call.	Other Complaints			Yes	Yes	No	Yes		hotline	New	
2020-10-29 02:31 PM	Jasmine Slivka	(970) 471-6649	Call Recording	145 Pepperrell Rd, Killary, Maine	Nuisance at a Short-term Rental; loud party; Caller is stating that there is a large party outside. Please contact back! Thank You!	Noise	TEST20-0046	(970) 471-6649	Yes	Yes	Yes	No		hotline	New	
2021-07-11 12:30 PM	Tana Weeks	(949) 395-6020	Call Recording	1201 Hondius Lane, Estes Park, Colorado	Nuisance at a Short-term Rental; loud party; Caller stated she called last night at 11:30 regarding a party from 10:00pm to 2:30am at 1200 Hondius Lane Estes Park, Colorado 80517 and wanted to make sure there was not a repeat.	Noise			Yes	Yes	Yes	No		hotline	New	
2019-12-23 04:15 PM	David Marcus	(203) 233-9940	Call Recording	788 8th Avenue, San Francisco, California	Nuisance at a Short-term Rental; noise; He is calling regarding them having loud party since last night and is still	Noise			Yes	Yes	Yes	No	1 Caller-Provided Evidence.1	hotline	New	

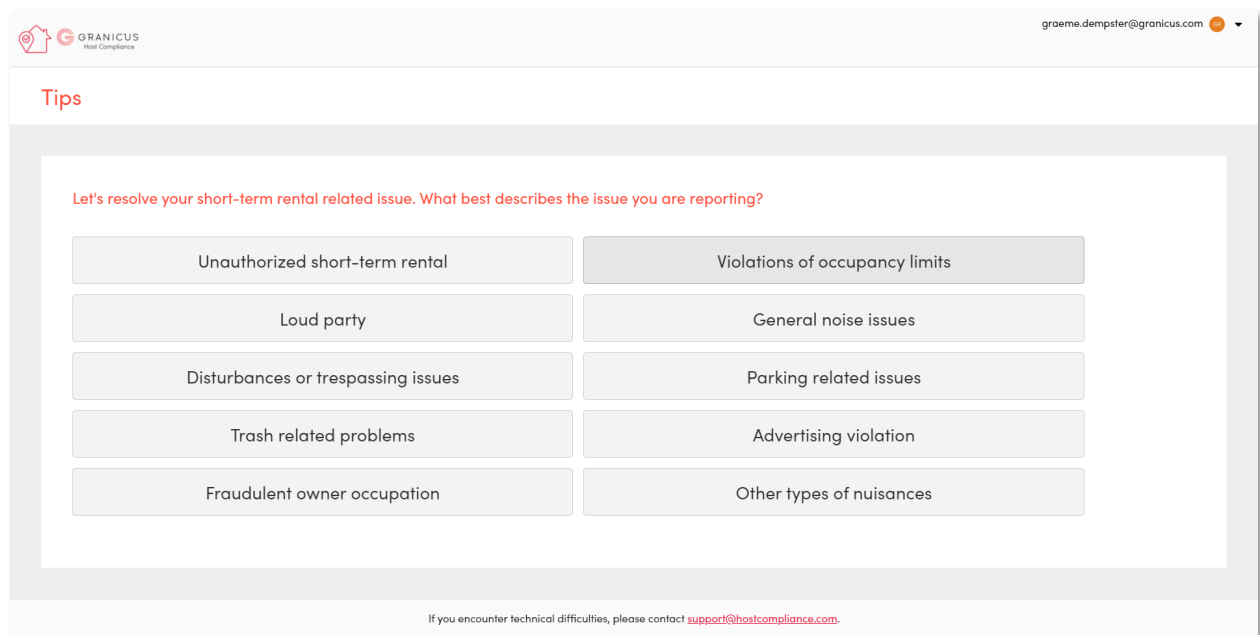
Figure 9: Complete history of all calls and online reported complaints, including call recordings and any supporting evidence provided by the complainant.

### Manage Escalations and Complaints Easily

- Use escalation or dispatch functionality if the issue is not resolved within an allocated time frame
- Option to manually manage complaint statuses
- Leave case notes and additional details for collaboration across enforcement team

### Give Your Residents a Voice with an Online Complaint Form

- Report issues at short-term rental properties from anywhere
- Mobile enabled for resident ease of use
- Instantly capture and upload supporting evidence from the camera on your device



GRANICUS Host Compliance

groeme.dempster@granicus.com

### Tips

Let's resolve your short-term rental related issue. What best describes the issue you are reporting?

Unauthorized short-term rental	Violations of occupancy limits
Loud party	General noise issues
Disturbances or trespassing issues	Parking related issues
Trash related problems	Advertising violation
Fraudulent owner occupation	Other types of nuisances

If you encounter technical difficulties, please contact [support@hostcompliance.com](mailto:support@hostcompliance.com).

Figure 10: Simple online issue/complaint reporting.

## Additional Services

### Compliance Monitoring

The number of communities significantly impacted by Airbnb type short-term vacation rentals has more than doubled in the last four years. Combatting illegal short-term rental activity becomes even more difficult as listings rise. To ensure that everyone plays by the rules, it is important that operators are educated, compliance is constantly monitored, cases of suspected non-compliance are thoroughly investigated, and the operators who fail to follow the rules are notified proactively.

To make this data actionable, our systems compare it against regulation requirements, and then automatically categorize and label all advertised short-term rental units based on their compliance level:

- Fully compliant properties (e.g., properties that meet all regulatory requirements)
- Partially compliant properties (e.g., properties that satisfy some, but not all the regulatory requirements)
- Non-compliant properties (e.g., properties that do not satisfy any of the regulatory requirements)

Without automation and streamlined processes, there is not enough time in the day to accomplish it all.

“I could not do what Host Compliance does. I don't think a team of ten could do what they do.”

– Kelli Nevills Senior Code Enforcement Officer, Douglas County, Nevada

### Compliance Monitoring Features

- Ongoing monitoring of STRs for compliance
- Proactive outreach to non-registered & illegal STR activity
- Weekly compliance reporting
- Up-to-date list of STRs operating illegally
- Comprehensive reporting of all letters sent
- Full-color screenshots of online listings included in letters
- Complete case history for non-compliant listings

### DID YOU KNOW 20-30%

Issues with STRs growing at an alarming rate of up to 30% year over year

## Compliance Monitoring Advantage

### What If You Could...

- Inform property owners of the requirements for operating a short-term rental and how to take action without burdening your team?
- Send personalized communications to non-compliant STR property owners without needing to manually print and mail letters?
- Give your staff time back in their day to focus on community priorities by automatically identifying non-compliant properties?
- Deliver measurable results cost-effectively and quickly without using more resources?

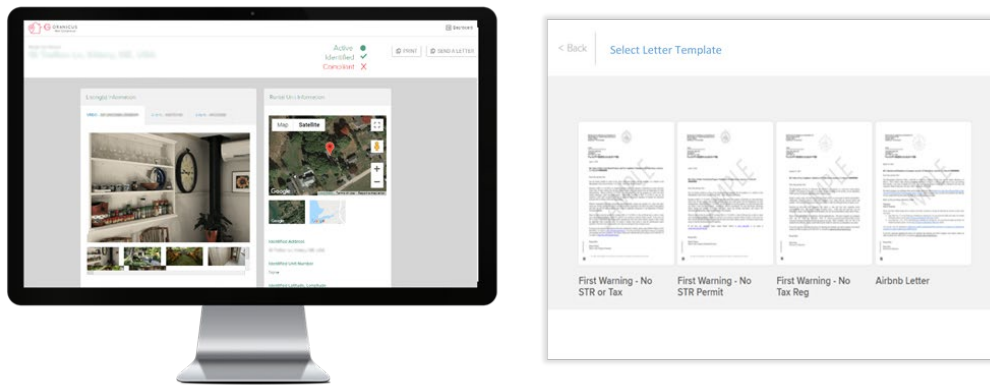


Figure 11: Stay in control and save time by sending your enforcement letters with the click of a button.

### With Compliance Monitoring You Can...

#### Make it Difficult for Non-Compliant or Illegal Operators to Ignore You

- Staff can easily send property owners direct mail communications to make them aware of your STR regulations and requirements with just a few clicks, for example:
  - When new non-registered properties are first identified, staff can send the owner an “initial warning” letter to remind them of the City’s STR requirements and provide instruction on how to get into compliance.
  - If the owner does not comply with the rules within 30 days of receiving the “initial warning” letter, staff can send a follow up letter with a more sternly worded “Notice of Violation” letter.
  - If an owner does not comply with the rules after receiving the second letter, staff can review to determine the necessary follow-up based on your STR regulations and compliance rules.
- Include high resolution, color listing screenshots in letters - this inspires action and increases compliance exponentially!
- Include step-by-step directions on how to become compliant

- Reference the specific regulations violated
- List the potential penalties for continued non-compliance

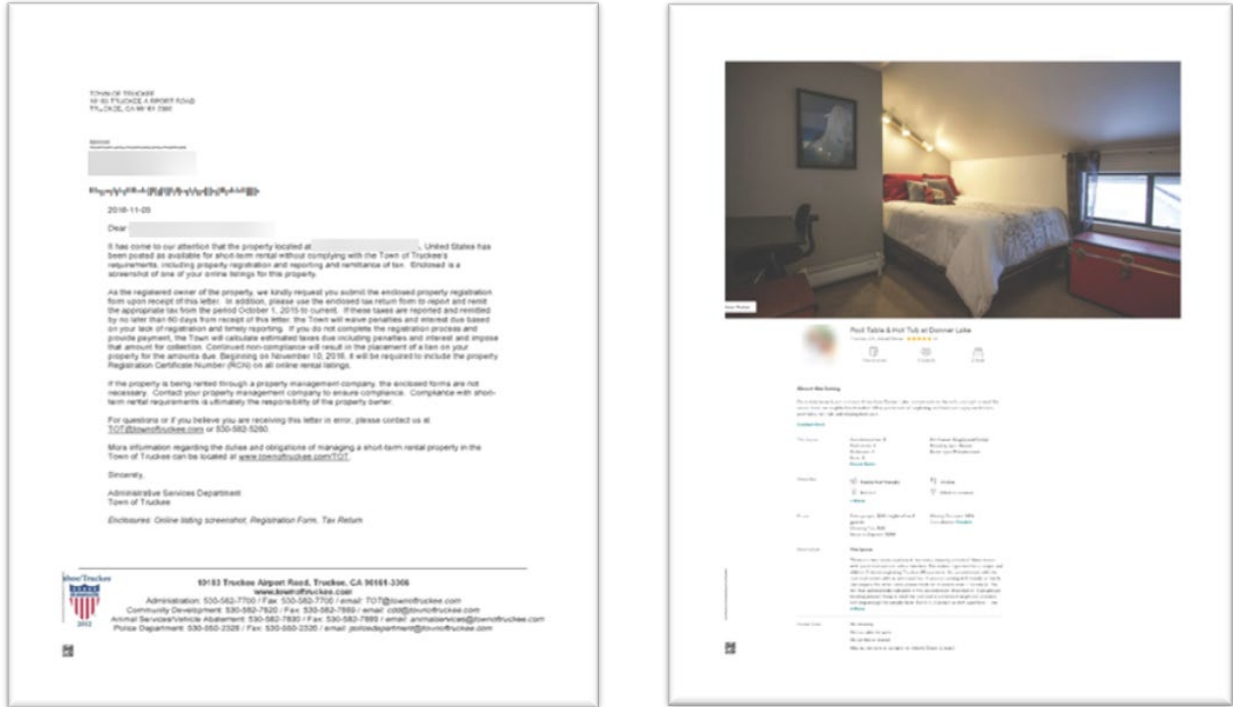


Figure 12: Increase the property located at outreach effectiveness and efficiency by automatically adding evidence to communications.

### Save Staff Time by Automating Time-Intensive Manual Tasks

- Efficiently and effectively monitor both illegal and compliant STRs.
- No more envelope stuffing and stamp licking! Send letters using your letterhead with just a few clicks.
- Get access to best practice communications that can be optimized for the
- best compliance results.
- Comprehensive monitoring and reporting for all proactive and reactive compliance outreach all in one dashboard.

### Track Communications and Compliance Status

- Newly listed compliant and non-compliant short-term rentals
- Short-term rentals that have eliminated all advertising on all the websites monitored by Host Compliance
- Re-listings of non-compliant properties
- Short-term rentals that have become compliant because of outreach
- Short-term rentals that are still listed despite initial or repeated outreach

- Verify that letter notifications were sent to the correct address, and track whether email notifications were opened

## Permitting, Licensing & Registration

The first step in any short-term rental compliance program is getting the hosts and managers to register their properties to remain compliant or remit taxes. Many communities are struggling to modernize their short-term rental registration processes, and as a result, they are unable to maximize compliance, reduce costs, or increase tax revenues.

Host Compliance builds tools for local governments that help them streamline the registration process and guide applicants through what could otherwise be complex permitting workflows. Plus, Host Compliance makes it even easier for operators to become compliant because there are no additional usernames or passwords to remember. The result? Happier staff and happier residents.

“ Host Compliance has improved client services for greater flexibility and convenience. The online portal has saved time and resources...It has also been a popular way to connect people to one-on-one assistance with our staff.”

—Roy Given, Finance Director, Marin County, California

## Permitting, Licensing & Registration Features

- Streamlined annual renewal process
- Branded outreach for swift compliance
- Fully configurable processes to meet your specific registration requirements
- Ease of use, error-proofing, and legal compliance
- Higher compliance rates and increased efficiency
- Better data for enforcement
- Mobile (cell phone, tablet, etc.) optimization and responsive design
- Configurable workflows and forms
- Automated reminders
- Clear and easy-to-read instructions and navigation

## DID YOU KNOW

**50%+**

of short-term rental hosts prefer to handle their business from their mobile devices? Our solutions are enabled for mobile.

## Permitting, Licensing & Registration Advantage

### What If You Could...

- Give staff and residents a user-friendly and easy-to-administer solution for the registration of non-compliant STRs?
- Simplify outreach with personalized communication that directs the owner how to apply for an STR permit or license online?
- Save time and resources by reducing errors and wasted staff time and wasted energy?

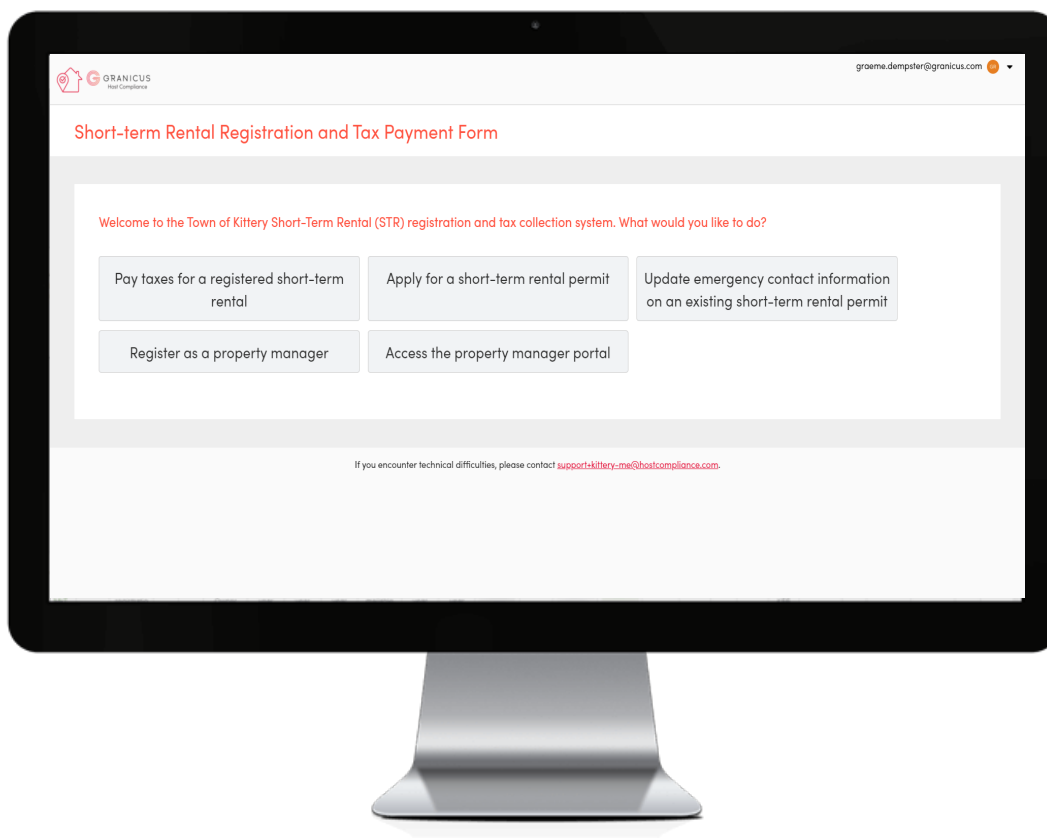


Figure 13: Simplify permitting and registration processes for residents and significantly reduce the administrative costs on the back end.

### With Permitting & Registration You Can...

#### **Streamline Your Short-Term Rental Permitting, Licensing, and Registration Process**

- Make it easy for STR hosts to register and renew from anywhere
- Clear and easy-to-read instructions and navigation
- Mobile friendly forms that work on any device (e.g., responsive design, resized text)
- Allow for online payment collection (e.g., Credit Card, Debit Card, and ACH)
- Collect electronic signatures from any device

- Elevated compliance rates and increased revenue collection

Figure 14: Easily manage the review and approval/denial process on a single screen.

### Easily Review and Approve or Deny Applications

- Confirmation emails automatically sent to applicant during review
- Printable PDF with Registration # and Expiration automatically emailed upon approval
- Ability to perform follow-up outreach to properties who do not submit sufficient documentation
- Staff explanation included in automatic email notification for denied applicants
- Configurable review status (e.g., Department Reviews)

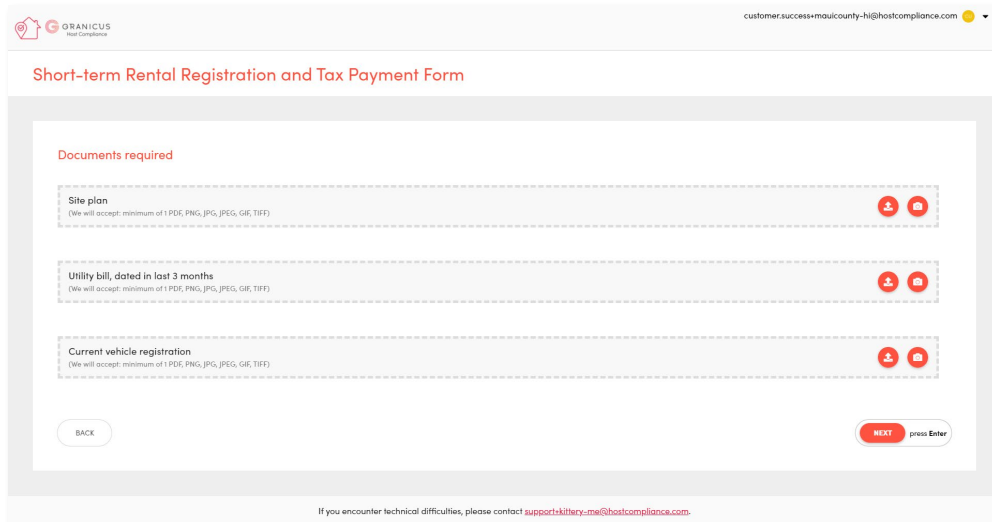


Figure 15: Collect all required information during the application process. Residents can easily upload required documents from their computer or enable the camera from a mobile device to provide supporting documentation.

### Improve Data and Collection Processes for Residents

- Data is updated daily and can be exported into Microsoft Excel or CSV file format
- Staff can search, enter, and correct information, as well as append with additional information
- Staff can use the data for outreach, monitoring, and compliance purposes



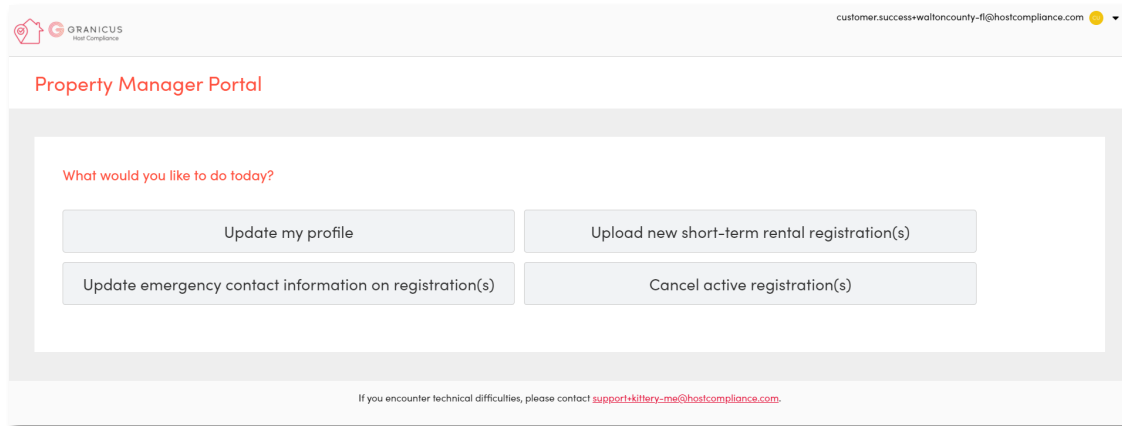


Figure 16: Property managers can easily register multiple properties at once and manage their account of active short-term rental properties.

### Support Bulk Registration for Property Managers

- Applicants can register multiple properties in a single workflow
- Update contact information and manage their active short-term rentals
- Make a single payment for multiple properties at the same time

### Provide Integrated Payment Options for Residents

- Allow for online payment collection (e.g., Credit Card, Debit Card, and ACH)
- All payments are processed through an integrated third-party payment processor, Stripe.com
- Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1—the most stringent level of certification available in the payments industry
- Staff can search for past payments and registration applications while also being able to request corrections be made or additional information be added to applications

## Tax Collection

Without proper enforcement, only a fraction of short-term rentals will remit tax and comply with regulations. Many cities and counties are missing out on a steady stream of revenue that could be reinvested in the community to improve affordable housing, tourism activities, and more.

“Because our taxes are due quarterly, it gives us time to reach out to folks and educate them before there are any penalties involved. So, if someone recently started renting and weren't aware of the rules, they'll get notified within that first three-month period and be able to come into compliance without any additional penalties or interest due.”

– Chrissy Earnhardt, Administrative Services Manager, Truckee, California

## Tax Collection Features

- Configurable workflows and forms
- Automatic penalties & interest calculation for late remitters
- Ability to collect electronic signatures
- Automated reminders
- Property owner can pay from a variety of devices
- Ability to enter payments received in person or by mail
- Securely enable collection of taxes online via integrated debit card, credit card, or e-check (ACH) payment options
- Deposit all funds directly into the city's bank account via daily direct deposits
- Clear and easy-to-read instructions and navigation

### DID YOU KNOW

<10%

Of STR owners voluntarily register and pay all of their taxes?

## Tax Collection Advantage

### What if you could...

- Make tax reporting and collection easy for hosts and staff to submit and review online?
- Save time and resources with a robust document management system that educates applicants on STR requirements?
- Recover untapped revenue potential by the thousands or millions?

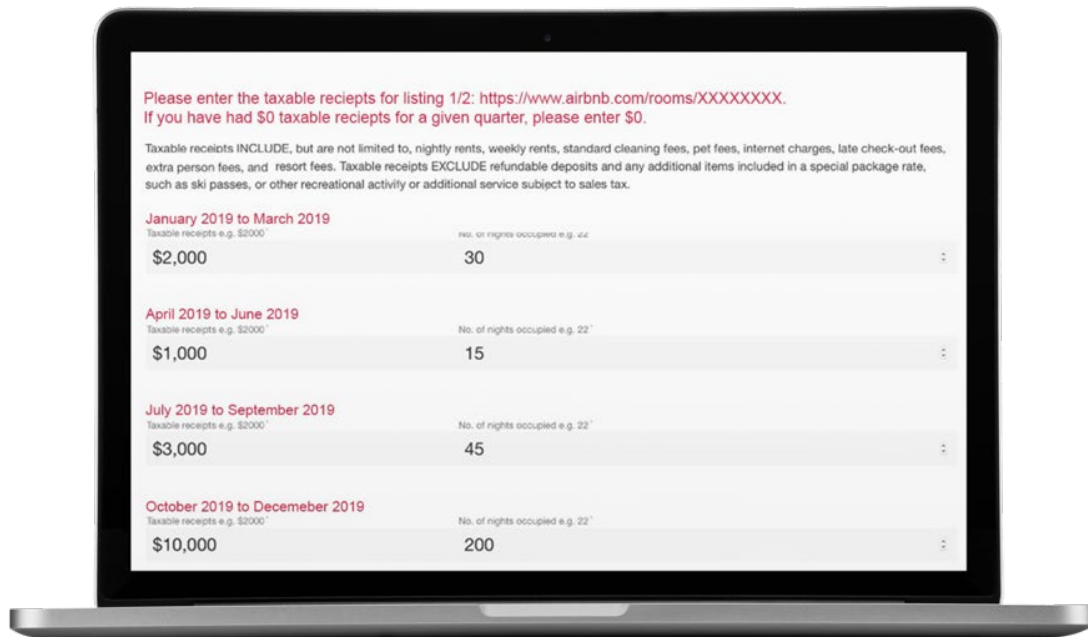
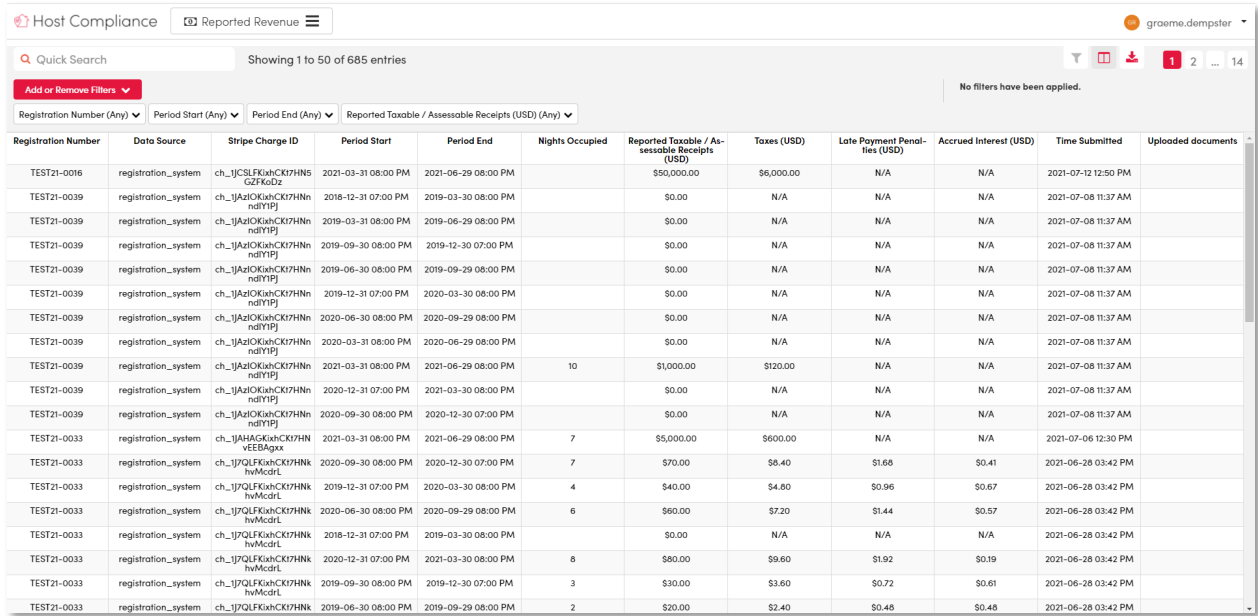


Figure 17. Simplify your tax collection process and significantly reduce the administrative costs on the back end.

## With Tax Collection You Can...

### Improve Data and Collection Processes for Residents

- Applicants can report itemized earnings
- Update contact information and manage their active short-term rental
- Makes payments for their property easily online
- Automatic reminders for Hosts

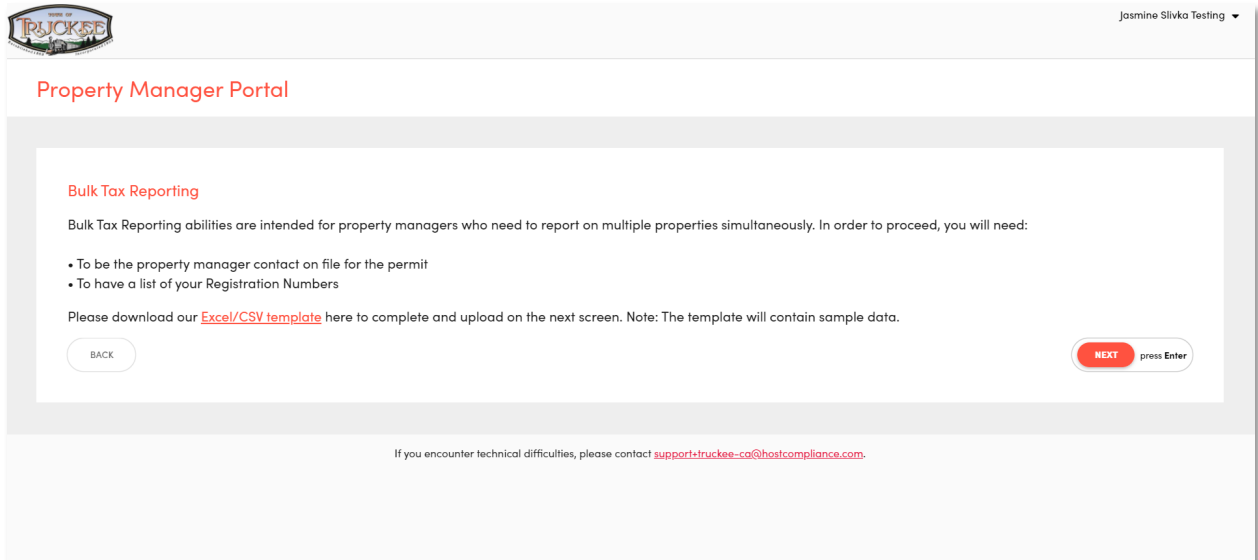


Registration Number	Data Source	Stripe Charge ID	Period Start	Period End	Nights Occupied	Reported Taxable / Assessable Receipts (USD)	Taxes (USD)	Late Payment Penalties (USD)	Accrued Interest (USD)	Time Submitted	Uploaded documents
TEST21-0016	registration_system	ch_1JCSLCKkxhCK07HN5GZFkdZ	2021-03-31 08:00 PM	2021-06-29 08:00 PM		\$50,000.00	\$6,000.00	N/A	N/A	2021-07-12 12:50 PM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2018-12-31 07:00 PM	2019-03-30 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2019-03-31 08:00 PM	2019-06-29 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2019-09-30 08:00 PM	2019-12-30 07:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2019-06-30 08:00 PM	2019-09-29 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2019-12-31 07:00 PM	2020-03-30 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2020-06-30 08:00 PM	2020-09-29 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2020-03-31 08:00 PM	2020-06-29 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2021-03-31 08:00 PM	2021-06-29 08:00 PM	10	\$1,000.00	\$120.00	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2020-12-31 07:00 PM	2021-03-30 08:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0039	registration_system	ch_1JAJQCKkxhCK07HNndY1Pj	2020-09-30 08:00 PM	2020-12-30 07:00 PM		\$0.00	N/A	N/A	N/A	2021-07-08 11:37 AM	
TEST21-0033	registration_system	ch_1JAHAGKkxhCK07HNVEEBgpx	2021-03-31 08:00 PM	2021-06-29 08:00 PM	7	\$5,000.00	\$600.00	N/A	N/A	2021-07-06 12:30 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2020-09-30 08:00 PM	2020-12-30 07:00 PM	7	\$70.00	\$8.40	\$1.68	\$0.41	2021-06-28 03:42 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2019-12-31 07:00 PM	2020-03-30 08:00 PM	4	\$40.00	\$4.80	\$0.96	\$0.67	2021-06-28 03:42 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2020-06-30 08:00 PM	2020-09-29 08:00 PM	6	\$60.00	\$7.20	\$1.44	\$0.57	2021-06-28 03:42 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2018-12-31 07:00 PM	2019-03-30 08:00 PM		\$0.00	N/A	N/A	N/A	2021-06-28 03:42 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2020-12-31 07:00 PM	2021-03-30 08:00 PM	8	\$80.00	\$9.60	\$1.92	\$0.19	2021-06-28 03:42 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2019-09-30 08:00 PM	2019-12-30 07:00 PM	3	\$30.00	\$3.60	\$0.72	\$0.61	2021-06-28 03:42 PM	
TEST21-0033	registration_system	ch_1JQJLCKkxhCK07HNkhwMcdL	2019-06-30 08:00 PM	2019-09-29 08:00 PM	2	\$20.00	\$2.40	\$0.48	\$0.48	2021-06-28 03:42 PM	

Figure 18: Complete summary of all reported revenue and payments made on a single screen.

### Support Tax Remittance for Hosts

- Data is updated daily and can be exported into CSV files
- Staff can search and append with additional information
- Staff can use the data for outreach, monitoring, and compliance purposes



**Property Manager Portal**

**Bulk Tax Reporting**

Bulk Tax Reporting abilities are intended for property managers who need to report on multiple properties simultaneously. In order to proceed, you will need:

- To be the property manager contact on file for the permit
- To have a list of your Registration Numbers

Please download our [Excel/CSV template](#) here to complete and upload on the next screen. Note: The template will contain sample data.

[BACK](#) [NEXT](#) press Enter

If you encounter technical difficulties, please contact [support@truckee-co@hostcompliance.com](mailto:support@truckee-co@hostcompliance.com).

Figure 19: Property managers can report earnings for multiple properties and make a single bulk tax payment.

### Support Bulk Tax Remittance for Property Managers

- Applicants can report itemized earnings for multiple properties in a single workflow
- Update contact information and manage their active short-term rentals
- Make a single payment for multiple properties
- Automatic reminders for Property Managers

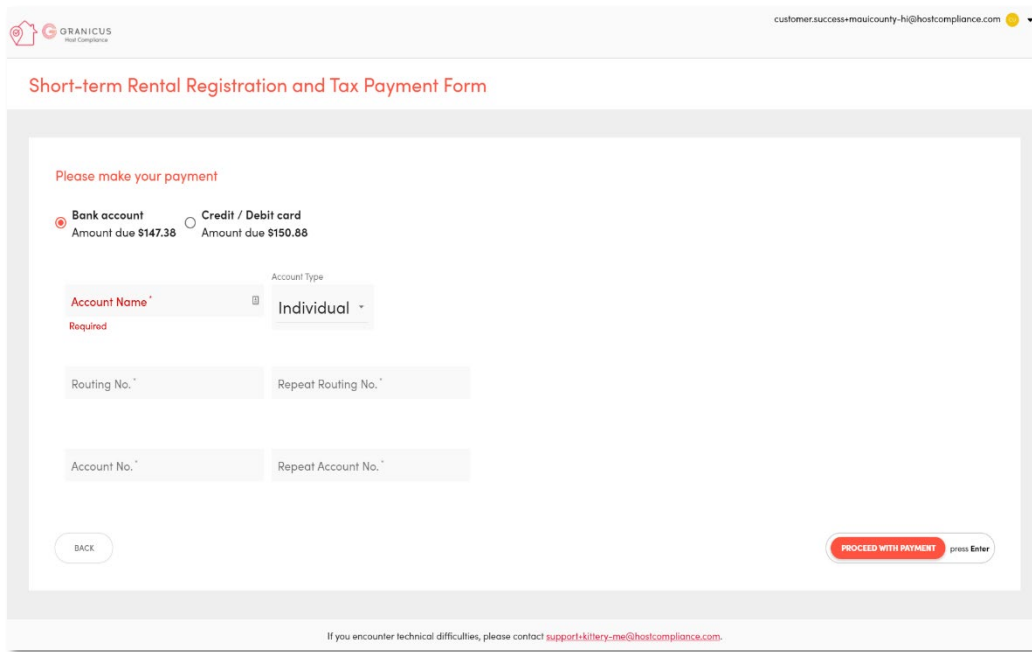


Figure 20: Collect payment for hotel/occupancy/tourist tax online through secure payment portal and have it deposited in the account of your choosing.

### Provide Trusted Payment Options for Hosts

- All payments are processed through a 3rd party payment processor, Stripe.com
- Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1—the most stringent level of certification available in the payments industry
- Staff can search for past payments and registration applications and request corrections to applications with additional information

## Rental Activity Monitoring

Many short-term rental operators fail to report and remit the right amount of short-term rental related taxes. Likewise, many cities and counties struggle to enforce their rental frequency and rental cap related regulations. Additionally, identifying the under-reporting of taxes and rental cap violations is increasingly difficult. Tax collectors and code-enforcement staff often lack the data and proof needed to go after tax-dodgers and ordinance-violators.



Short-term rentals are different than hotels. With hotels, you have an auditable trail. Host Compliance gives us that auditable trail. We can make sure we are collecting taxes fairly.” –

Zak Kelley, a Special Project Manager,  
Metro Government of Nashville, and  
Davidson County

### Rental Activity Monitoring Features

- Up-to-date list of specific short-term rental hosts suspected of under-reporting taxes
- Automatic capture of online indicators of rental activity
- Accurate, quarterly estimates of each rental's gross rental revenue
- Weekly screenshots of reviews and calendars for each active listing
- Select candidates for audits and utilize our letter-sending capabilities for initial communication on your letterhead
- Seamless document collection and review
- Ability to invoice and collect back taxes
- Custom reports and analysis to support tax audits and other STR related investigations

### DID YOU KNOW?

**90%**

of hosts generate 40% of the revenue — randomly selecting hosts to audit doesn't produce a great ROI on your efforts.

## Rental Activity Monitoring Advantage

### What If You Could...

- Improve the ability to monitor property tax collection without burdening your staff?
- Easily calculate historical estimates on occupancy and rental revenue figures for each short-term rental property?
- Save time and resources with comprehensive, data-informed reporting?
- Initiate audits to collect documents seamlessly and invoice your auditees?

## With Rental Activity Monitoring You Can...

### Monitor Rental Occupancy/Rental Frequency Violations

- Identify occupancy/rental frequency violations by STR listings for signs of rental activity
- Reliable evidence of Documented Stays and Documented Nights Occupied
- Proprietary algorithm to calculate Estimated Nights Occupied

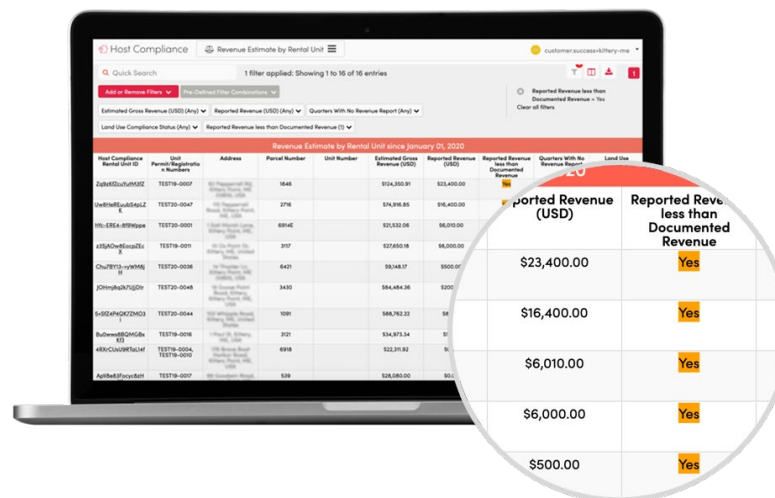


Figure 21: Identifying tax fraud and occupancy/rental frequency violations by STR listings for signs of rental activity.

### Manage Auditing Easily

- Receive estimated occupancy and rental revenue for each property
- Automatically identify hosts who are under-reporting on taxes or exceeding occupancy regulations
- Quickly send letters to hosts about unpaid taxes
- Residents can easily upload required documentation through secure online forms

### Track How Well Your Units Are Performing

- View summary statistics for reported properties

- Analyze data to support tax audits
- Configure data to look back on prior reporting periods

## Consulting Services

The number of homes listed for short-term rent has grown exponentially in the last few years. With this rapid growth, many communities are—for the first time—experiencing positive and negative consequences of an increased volume of “strangers” in residential communities.

To mitigate the negative consequences and increase the positive outcomes, local governments have had to invest even more staff time and resources towards implementing effective short-term rental regulation. However, there is no one-size-fits-all, regulatory approach to regulation that will work for all communities.

### Proven Customer Success

Situated near Lake Tahoe, Truckee, California’s population can double on holiday weekends. With a limited number of hotels and plenty of single-family homes that are unoccupied most of the year, Truckee saw a dramatic increase in properties listed on online short-term vacation rental (STR) platforms as the market grew.

### Meet Our Experts

#### Jeffrey Goodman

Jeffrey is an urban planner, considered one of the nation’s leading authorities on short-term rentals and how they impact communities. He has previously contracted with both the City of New Orleans and Airbnb and advised researchers on short-term rentals in a range of cities including San Francisco, Portland, New Orleans, and New York. Jeff has spoken about short-term rentals across North America, including at the APA’s National Planning Conference. He graduated from Yale College and earned his Master of Urban Planning from Harvard University. He is the author of a recent featured article in Planning Magazine on the topic of STR regulation.

## Consulting Services Benefits

- Custom public outreach strategy and messaging framing
- Complete draft of a custom short-term rental regulation
- Compliance monitoring and enforcement plan for staff and legal counsel to refine and adopt
- Data based on our work with hundreds of cities, counties, and state governments

## DID YOU KNOW?

**60%**

of those surveyed in a recent ICMA event had, or were moving towards, regulations



# Success Stories

## Summit County Colorado | Short Term Rental Success Story | Granicus



**Summit County, CO**  
 used technology to enforce its short-term rental ordinance and boost compliance



<b>2</b> member team managing STRs in a popular tourist area	<b>78%</b> median email open rate for STR communications	<b>\$1.6M</b> received in total payments in just one year	<b>400</b> peacefully resolved STR complaints using 24/7 hotline
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### OVERVIEW

Summit County, CO is a popular resort town with the highest concentration of short-term rentals (STRs) in the country. With short-term rental management and communications software powered by Granicus, this small but mighty team increased compliance, collected valuable STR data, and made smart, data-informed updates to their ordinance.

### SITUATION | COMPLIANCE AND COMMUNICATIONS

As STRs grew in popularity, the Summit County jurisdiction approved regulations and licenses and the county began using software to enforce its STR ordinance, which led to the use of Granicus solutions in 2020. Later – to improve communications with STR owners and property management companies – the department began using Granicus’ marketing and communications software. This unique software pairing allowed Summit County to launch a communications strategy that serves as an aid to help local STR hosts become more compliant by virtue of sheer awareness.

### SOLUTION | REMINDERS AND REGULATIONS

By creating several relevant topics and subscriber lists, the two-person STR team has been able to quickly send targeted messaging to interested groups, which has alleviated unwanted outreach. The purpose of the communications is to help the STR community understand the regulations, which they hope will be reflected in compliance down the line.

### RESULTS | EDUCATION AND ENFORCEMENT

Granicus software helped the county collect \$1.6M in total payments in just one year. Their 24/7 STR hotline helped the team peacefully resolve more than 400 complaints in 365 days. And the median open rate for the county’s STR emails is 78%, well above the average rate for government communications.

Above all, the software has helped Summit County better manage STRs, assess their effect on the community, and communicate with involved parties to make them an asset instead of a hindrance.

### MUST HAVE SOLUTION

govDelivery

Host Compliance

“ The public wants to be compliant. They want to do the right thing. You can’t just have something on your website or in the paper and hope that people follow up. It’s important to communicate with the public – especially as a government agency – and govDelivery helps us do that.

Brandi Timm  
 Short-Term Rental Program  
 Coordinator

## Alabama Mountain Lakes Tourist Association | Granicus | Success Story



### Alabama Mountain Lakes Tourist Association

Creating Positive Tax Revenue from Rentals in North Alabama



#### OVERVIEW

When the Alabama Mountain Lakes Tourist Association saw hotel development stalling, they discovered the hidden growth of short-term rentals across 16 counties. By working with Granicus to drive tax compliance, they were able to increase statewide revenue collection by eight percent.

#### SITUATION | MANUAL AND MONOTONOUS

Spanning 16 counties in the North Alabama region, the Alabama Mountain Lakes Tourist Association provides support and awareness to a wide area of popular destinations. The issue of short-term rentals (STRs) was making an impact on the area's economy. While Alabama Mountain Lakes Tourist Association President Tami Reist stated she's a fan of short-term rentals, even using them herself, the revenue shortfall from residents operating STRs left her feeling that operators were taking a one-sided advantage of the organization that helped attract visitors.

#### SOLUTION | AUTOMATED AND ACCESSIBLE

After meeting with the State Tourism Director to review the data, the decision was made to move forward with a new host compliance program. With the state's support, Reist had Granicus work to identify homes that were not properly paying lodging tax as STRs and send, per Reist's count, over 2,500 notification letters through Granicus' Host Compliance Tax Collection and Letters modules. These letters connected STR operators to a website where they could be properly educated about their tax responsibilities, as well as settling any outstanding taxes.

#### RESULTS | PAPERLESS AND PRACTICAL

In just two months, Reist found a 21% increase in revenues billed out through the Granicus Host Compliance system. After launching the letter campaign in January and February 2022, over 40 properties had logged into the system to address revenue collection issues by March. Since then, the system has gained 500 community users and, driven by the 16 counties in Reist's area alone, statewide STR revenue collection in Alabama increased by 8%.

#### MUST HAVE SOLUTION

##### Host Compliance

Using Granicus, we can identify this data and send it out (via the Granicus letters module) to short-term rental property owners to let them know about the state law for lodging tax to be paid. We found out a lot of people didn't know about the law."

Tami Reist

President, Alabama Mountain Lakes Tourist Association

### The Short-Term Rental Market is Exploding

**15x**

The # of short-term rental listings since 2011.

**27**

Global markets have seen home rentals outperform hotels in the last year.

**100s**

Of different platforms make it nearly impossible to manually track STR property listings.

**239%**

Increase in STR related party complaints in the last year.

### Nashville, Tennessee

**\$2.8M**

More Taxes Collected within the first year.

**>90%**

Permits Held by STRs within the city.

**10x**

ROI Increase in taxes pays for HC 10x over.

### Missoula, MT

**2x**

Short-term rental growth in seven years.

**90%**

Identification rate on 543 properties in last calendar year.

**Staff**

Research time reduced by half.

**500+**

Engaged visitors to short-term rental project page.

### Alabama Mountain Lakes Tourist Association

**21%**

Increase in tax revenue to AMLTA in 4 months.

**8%**

Increase for state overall from only 16 counties.

**2,500**

Letters mailed to North Alabama STRs.

**500+**

Community users across 16 counties.

"USING GRANICUS, WE CAN IDENTIFY THIS DATA AND SEND IT OUT (VIA THE GRANICUS LETTERS MODULE) TO SHORT-TERM RENTAL PROPERTY OWNERS TO LET THEM KNOW ABOUT THE STATE LAW FOR LODGING TAX TO BE PAID. WE FOUND OUT A LOT OF PEOPLE DIDN'T KNOW ABOUT THE LAW."

Tami Reist, President, Alabama Mountain

## References

### Yates County, NY

<b>Contact</b>	Jessica Mullins
<b>Email</b>	<a href="mailto:jmullins1@yatescounty.org">jmullins1@yatescounty.org</a>
<b>Phone</b>	(315) 536-5192

### Steamboat Springs, CO

<b>Contact</b>	Rebecca Bessey
<b>Email</b>	<a href="mailto:rbessey@steamboatsprings.net">rbessey@steamboatsprings.net</a>
<b>Phone</b>	(970) 871-8202

### Nashville, TN

<b>Contact</b>	Bonell McBroom
<b>Email</b>	<a href="mailto:bonell.mcbroomiii@nashville.gov">bonell.mcbroomiii@nashville.gov</a>
<b>Phone</b>	(615) 862-7416

## Pricing

### Subscription/Annual Recurring

Address Identification	\$12,618.00
24/7 Hotline	\$5,047.00
<b>Total</b>	<b>\$17,665.20</b>

### One-Time Fees

Address Identification – Setup and Configuration	\$0.00
Address Identification – Online Training	\$0.00
24/7 Hotline – Setup and Configuration	\$0.00
24/7 Hotline – Online Training	\$0.00
<b>Total</b>	<b>\$0.00</b>

**Currency:** USD

**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

## Project Implementation

The sales and contracting process is only the first step in the lifecycle of a Granicus customer. As soon as we partner with your organization, our Professional Services team takes over as your primary point of contact. The mission of professional services team is to drive long-term customer satisfaction through repeatable solution delivery.

### Granicus Service Difference

The Granicus Professional Services team consists of over 70 people distributed across our core offices. The team is primarily composed of implementation specialists and consultants that handle small to mid-level projects. Additionally, we have a broad team of project managers that handle projects that are more complex or incorporate multiple Granicus solutions or product families.

Our Professional Services team also includes a cross-section of technical experts with expertise in specific service areas. Some of these additional offerings include data migrations, UX analysis, graphic and web design, development, and API configuration.

### Project Management Approach

The project implementation process is typically the first extended contact a customer has with the Granicus team, so we are focused on providing the best customer experience from the start. Our goal is to deliver a fit-for-purpose solution that meets the client's requirements and creates a customer for life or strengthens the relationship with an existing customer.

Our implementation teams strive to provide the appropriate level of support throughout the project lifecycle, from kickoff through training, go-live and continuing support. In general, we staff our teams based on project complexity and strive to keep our project teams as small as possible.

The Granicus Project Management methodology is designed to be consistent and repeatable, with one of our experienced Project Managers or Implementation Specialists/Consultants guiding the client team through every step of the process.

Each Granicus solution has specific elements that need to be addressed during the delivery process but generally our projects all proceed through a similar set of completion milestones: Project kickoff & planning, discovery & requirements gathering,

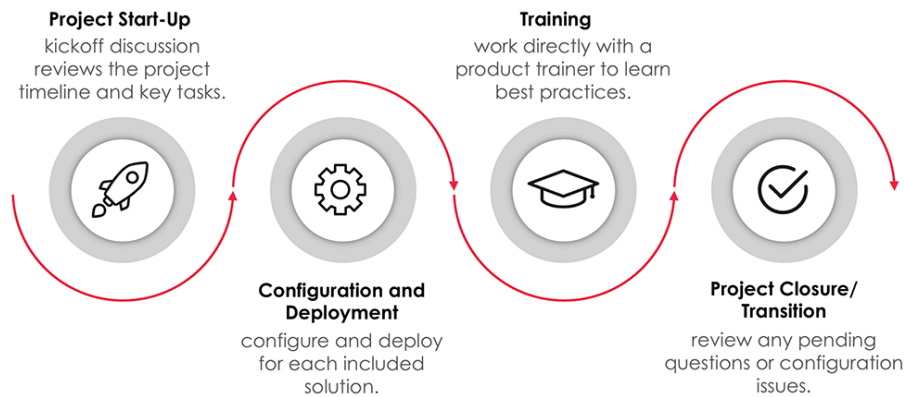
*Collectively, we have over 450 years' experience delivering software solutions across a wide variety of industries and verticals. Our teams of implementers and technology specialists have deep expertise with one of our core product families and cross-train over time on other solutions as they gain experience.*

*Clients will always have a single point of contact within the Professional Services team for questions or concerns during the deployment process. In our experience, this focused attention leads to better outcomes for the client and a more cohesive project management experience.*



configuration and deployment, user acceptance testing & training, and project closure/transition to our customer success team.

Once all relevant issues are resolved and the client team confirms acceptance, the project will be formally transitioned out of the professional services team and handed over to our customer support and customer success teams.



## Project Transition

When a project enters the Project Closure phase, the Granicus project lead will introduce the client team to the Customer Support and Customer Success teams. These teams ultimately become the primary points of contact for all customer interaction once a solution has been fully configured and deployed. The Customer Support and Success teams act as the client's internal advocates for the remainder of their lifecycle with the company.

## Project Training

Granicus will conduct training for Client-identified staff that will cover the essential concepts and standard navigation of the solution and tasks related to your short-term rental compliance monitoring processes. Client will utilize a train-the-trainer approach for end user training. Scheduling of all training sessions shall be coordinated with and approved by Client. Granicus will authorize Client to videotape training sessions for internal use and to reproduce any the training materials such as training guides, screenshots, in part or whole, for its own purposes.

## Self-Service, Ongoing Training, and Supporting Documentation

Our online knowledge base containing user guides, FAQs, training videos and other self-help information is available online at [support.granicus.com](https://support.granicus.com). This also includes the ability to directly submit suggested modifications or new feature requests to our

Granicus development teams. Ongoing live support, training videos, product updates and supplemental online courses are all provided as a part of your ongoing subscription. However, beyond the Customer Success Consultants annual success call you can acquire additional onsite training or support if desired as a billable professional service.

## Our Team

### Key Project Personnel

The Granicus resources assigned to this project will be knowledgeable in the Granicus modules included in the solution as well as in the City's business processes and requirements. These resources shall be fully capable of performing assigned duties, fulfilling project commitments, and communicating with City team members effectively. The following roles may be part of your implementation project:

- Project Manager (Granicus PM): This is the primary person responsible for the implementation of and adherence to project plans.
- Designer: The Designer is responsible for customizations and modifications of Granicus products that relate to web design.
- Solution Validation Engineer: This team member is responsible for reviewing the City's technical compatibility with new or existing Granicus solutions. They will confirm the solution will work in the City's environment and ensure the City will maximize the intended and desired benefits from the solution.
- Product Trainer: The Trainer delivers instructor-led online or in-person training.

## Customer Support

The Granicus Customer Support Team is focused on a single common mission: provide our clients with high quality, responsive support across all our product families. We are a diverse team of dedicated professionals driven by the mission and call to public service who strive to be on the cutting edge of technology and innovation.

### Philosophy and Team Credentials

Teachers, public servants, musicians...this is just a sampling of the kinds of folks who embody the Granicus support organization. Despite our diverse backgrounds - we are all focused on one mission: to provide highly responsive world-class support to our local, state, and federal clients.

We employ a large and distributed team of support representatives, senior representatives and team leads across the U.S. and the U.K. with our primary locations in Denver, Colorado and St. Paul, MN. In addition to our standard product training, all of



our GovMeetings representatives undergo an intensive training process that includes an introduction to Robert's Rules of Order, the local legislative process, key state, and local considerations (e.g., The Brown Act, Section 508 Compliance etc.) and technology-specific training.

We also employ a host of tools and systems that enable our team to better support our customers, including skill-based call routing, a centralized ticketing system, a robust knowledge base, remote support, and desktop tools, and 24/7 monitoring of our cloud-based infrastructure.

## Contacting our Support Organization

Regular Support Hours (Phone, Email, Chat):  
Monday-Friday, 8AM EST – 10PM EST

Extended Live Meeting and Video Streaming Support (Phone, Email):  
Monday-Friday 9PM EST - Midnight

Emergency Support is available 24/7

Phone:

(800) 314-0147 (US)

+44 (0) 800 032 7764 (Europe)

Email: [support@granicus.com](mailto:support@granicus.com)

### Granicus Support Portal - [Support.Granicus.com](https://support.granicus.com)

The Granicus support portal is your 24/7 resource for user guides, knowledge base articles and training videos for all of our product offerings. Additionally, our users can sign up for weekly webinars/how-to sessions led by our support and services team. Users can also initiate a chat session with a live support agent during our standard business hours.

### Granicus System Status

Granicus customers can opt-in to receive email and or SMS text alerts to our online status page ([status.granicus.com](https://status.granicus.com)) that provides real-time information around product releases, service disruptions and outages for all of our products. Granicus support and engineering provides for 24/7 response and monitoring of all cloud-based systems and software.

## Support Service Levels and Priority Levels

Granicus is dedicated to providing the highest levels of support to our customers. To ensure that each support case is handled efficiently, we commit to the below service levels.

### PRIORITY 1: EMERGENCY

**Initial response:** Within at least one hour

Severe application problem that causes productivity to cease for a large number of staff or complete loss of service to either website or intranet (application-related site outage).

**Examples:**

- Web server is running but application is non-functional
- SQL-server errors not related to hardware

### PRIORITY 2: HIGH

**Initial response:** Within at least four business hours

Application or service is degraded but is available. A work-around is possible or a brief loss of service is acceptable. Impacts only a small group or causes work to cease for an individual staff member.

**Example:**

Granicus site is operational but search, calendar or other modular functionality is impaired

### PRIORITY 3: MEDIUM

**Initial response:** Within at least one business day

Moderate business impact; issues have affected productivity. A work-around may exist or the problem is for a non-business-critical task.

**Examples:**

- File attachments won't upload
- Text is not rendering correctly

### PRIORITY 4: LOW

**Initial response:** Within at least three business days

Limited business impact. Requests can be scheduled.

**Examples:**

- Programmatic change to back-end or front-end to improve efficiency
- Distribution of all patches and upgrade

## Security Overview

No other short-term rental compliance monitoring software provider invests as heavily in infrastructure as Granicus, whether that investment is in our datacenters or in the platform engineers who ensure that they operate flawlessly. Granicus views NIST 800-53 as the gold standard for application and infrastructure security.

Granicus understands the impact of disruption and takes the necessary steps, in our infrastructure design and scale, to ensure the availability of your applications when you need them. Data in those applications is encrypted at rest and in transit using FIPS 140-2 validated encryption methods. The remainder of the suite is hosted in Amazon Web Services and all backups (from every application) are replicated to AWS datacenters.

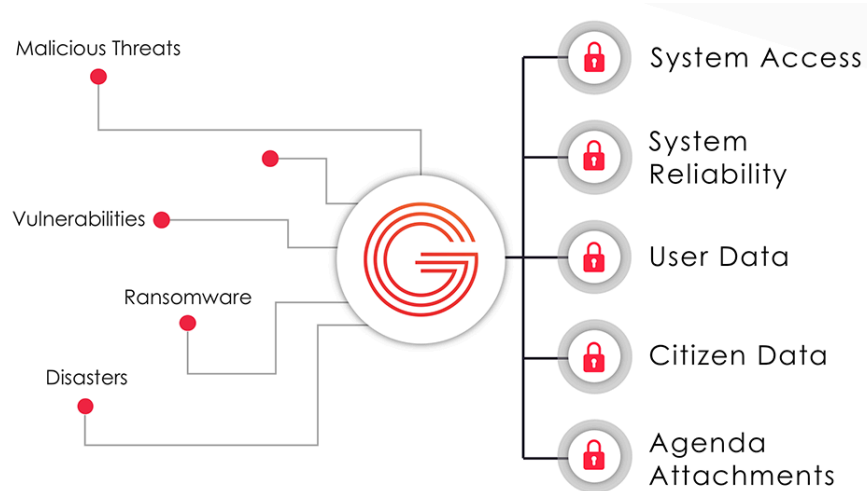


Figure 22: Security posture overview

## Security Overview

We have leveraged best-practice principles from our roots in Silicon Valley in building the Host Compliance software, technology infrastructure, and data science architecture. Our core solutions are built in-house (given the lack of existing robust solutions incorporating geo-spatial data and the ability to run complex algorithms) and all data pertinent to our services are delivered through an integrated web interface that incorporates multiple modules (e.g., address identification, compliance monitoring, online permitting, tax collection, rental activity and tax compliance monitoring, hotline, reports, and dashboards) updated in real time. As the Host Compliance solution is a cloud-based solution on a virtualized server, it will be accessible to the relevant City personnel through a secure password-protected web application. Data and reports can be pulled by City staff “on demand” through our platform, without the need for advanced hardware – only a secure and consistent connection to a modern Internet browser (e.g., Explorer 11+, Edge, Chrome, Firefox, and Safari) to access online software at a designated URL. As for PC requirements, if the City’s PCs operate on one of the

above-mentioned operating systems, you will be able to use the Host Compliance platform.

## Data Center Security

For database management system, server hardware architecture, and related services, we are using Amazon, which is the industry's leading provider of such services and is well-known for its scalability and security. Host Compliance is 100% cloud-based which for the City means that there are no web hosting requirements as our databases are hosted on Amazon Web Services.

With regard to security, as described above, Host Compliance hosts our applications and your data with Amazon Web Services (AWS) which provides a highly reliable, scalable, low-cost infrastructure platform in the cloud that powers hundreds of thousands of organizations in 190 countries including government institutions such as the U.S. Department of State, the U.S. Department of Energy, the Center for Disease Control, the State of Washington, and Multnomah County, OR. AWS is a secure, durable technology platform with industry-recognized certifications and audits: PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2 audit reports. All the data centers we use have multiple layers of operational and physical security to ensure the integrity and safety of our data.

All data is backed up using daily and weekly images. Parent/child replication also ensures that database backups are hot-swappable. Backups and replications are not transported off site but are stored in different Amazon data centers from the Host Compliance application to ensure that they can be recovered in case of loss at the primary data center. To identify and manage threats, Host Compliance's team constantly monitors notifications from various sources and alerts from internal systems.

## Robust Security Layers

We follow industry-standard practices under the guidance of our experienced Information Security Officer and our Privacy Officer. For example:

- None of our servers are publicly accessible. Host Compliance engineers must proxy all their traffic through our secure jump box to reduce potential attack vectors from would be hackers.
- We have a strict two-factor authentication policy for all third-party logins (such as through Google), if available.
- Public access to AWS s3 is restricted for website assets.
- All data (s3 + database storage) is encrypted at rest and is only made available, on an as-needed basis, to employees and contractors of Host Compliance via a secure Host Compliance login unique to the individual, each of whom are all working under agreements that contain strict confidentiality clauses.

- Employees are required to encrypt their hard drives, and User access profiles are managed centrally through LastPass and our HR/ contractor onboarding and offboarding processes.
- We document and inventory our hardware (e.g., employee laptops and monitors), software, and online applications.
- We retain logs of all database interactions (limited to Host Compliance employees and contractors) that stores stored data for 3 days. We retain all application logs for 15 days.

Virtually all of the information we store is publicly available information (e.g., platform listings, publicly available government records). Credit card and bank account information is not persisted anywhere on our system and is instead passed directly to our third-party payment processor, Stripe, Inc. Stripe, Inc. is a vendor certified to PCI Service Provider Level 1 (the most stringent level of certification available in the payments industry) that processes payments for more than 100,000 other companies and organizations including Amazon, Target, and UNICEF. For the limited personal information, we retain (primarily for our Permitting/Registration and Tax Collection customers), the information is stored in highly secure Amazon S3 buckets that are protected by appropriate security mechanisms that have been reviewed and approved by various customers' cybersecurity teams, including Los Angeles and Seattle.

## Granicus Proposal for Saugatuck, MI

### ORDER DETAILS

**Prepared By:** Mike Bozich  
**Phone:**  
**Email:** mike.bozich@granicus.com  
**Order #:** Q-330829  
**Prepared On:** 04 Mar 2024  
**Expires On:** 30 Apr 2024

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** This Agreement shall become effective on the date it is awarded and will continue for 12 months. Client will have the option to renew this Agreement for 2 period(s) of 1 year each.  
The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

## PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Address Identification - Setup and Configuration	Up Front	1 Each	\$0.00
Address Identification - Online Training	Up Front	1 Each	\$0.00
24/7 Hotline - Setup and Configuration	Up Front	1 Each	\$0.00
24/7 Hotline - Online Training	Up Front	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$0.00</b>

New Subscription Fees					
Solution	Period of Performance	Billing Frequency	Quantity/Unit	Annual Fee	Prorated Fee
Address Identification	30 Apr 2024 - 30 Jun 2024	Annual	1 Each	\$12,618.00	\$2,137.57
24/7 Hotline	30 Apr 2024 - 30 Jun 2024	Annual	1 Each	\$5,047.21	\$855.03
<b>SUBTOTAL:</b>				<b>\$17,665.21</b>	<b>\$2,992.60</b>

## FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
Address Identification	\$13,248.90	\$13,911.35
24/7 Hotline	\$5,299.57	\$5,564.55
<b>SUBTOTAL:</b>	<b>\$18,548.47</b>	<b>\$19,475.90</b>



## PRODUCT DESCRIPTIONS

Solution	Description
Address Identification	Ongoing monitoring of 60+ Short Term Rental websites including major platforms Airbnb, VRBO, HomeAway, Booking.com, FlipKey, & Expedia. Our machine learning will deduplicate all known Listings into unique Rental Units, where our identification team will provide owner contact information for further enforcement. This product includes:- Ongoing monitoring of all listings in your jurisdiction <ul style="list-style-type: none"> <li>- Updating listing activity and details every 3-5 days</li> <li>- Screenshot activity of every listing</li> <li>- Deduplication of listings into unique Rental Units</li> <li>- Activity dashboard and map to monitor trends and breakdown of compliance</li> </ul>
24/7 Hotline	24/7 web and phone hotline for your community to report short term rental complaints such as parking, trash, noise disturbances, and illegal short term rentals. This product include:- Mobile-enabled online web form for citizens to submit tips or complaints (text, videos, and photos) <ul style="list-style-type: none"> <li>- 24/7 call center for citizens to contact and report complaints verbally</li> <li>- Recordings for all call center complaints</li> <li>- Email notifications to your team when complaints are logged</li> <li>- Automatic outbound IVR calls and SMS messages to permit emergency contacts notifying them of the complaint</li> <li>- SMS support for emergency contacts to mark a complaint as acknowledged or resolved with the ability to send resolution notes</li> <li>- Hotline Dashboard for tracking complaint volumes, trends, and categories</li> <li>- Ability to upload Notes/Comments to each complaint</li> </ul>
Address Identification - Setup and Configuration	Setup and configuration of the platform to facilitate the systematic identification of the addresses and owner's contact information for short-term rentals located in a specific local government's jurisdiction. <p><i>Note: The implementation timeline for Client is dependent on Granicus' receipt of all data from Client required to complete the services, including assessor data and registration files, in the format agreed upon by the parties prior to project kick-off. Any fees associated with the collection or receipt of required data will be borne by Client.</i></p>
Address Identification - Online Training	Virtual training session with a Granicus professional services trainer.
24/7 Hotline - Setup and Configuration	Setup and configuration of the online platform to enable neighbors to report, prove and get instant resolution to non-emergency short-term rental related problems.

<b>Solution</b>	<b>Description</b>
24/7 Hotline - Online Training	Virtual training session with a Granicus professional services trainer.

## TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-330829 dated 04 Mar 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Saugatuck, MI to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.

## BILLING INFORMATION

<b>Billing Contact:</b>		<b>Purchase Order Required?</b>	[ ] - No [ ] - Yes
<b>Billing Address:</b>		<b>PO Number:</b> <i>If PO required</i>	
<b>Billing Email:</b>		<b>Billing Phone:</b>	

**If submitting a Purchase Order, please include the following language:**

*The pricing, terms, and conditions of quote Q-330829 dated 04 Mar 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

## AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Saugatuck, MI	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	



## City Council Agenda Item Report

**FROM:** Ryan Cummins, Director of Planning and Zoning

**MEETING DATE:** March 11, 2024

**SUBJECT:** Short-Term Rental License Fee

**DESCRIPTION:**

The City’s Short Term Rental Task Force met for several months and finalized its report at the end of September. The Planning Commission discussed the Task Force recommendations for several months and recommended several ordinance changes, including zoning amendments, a STR police-powers licensing ordinance, and noise ordinance amendments.

The City Council approved the recommended ordinances at their regular meeting on February 29.

The City can charge a fee for the costs of licensing and regulating short-term rentals. City Council provided previous direction to recommend a fee that encompasses the City’s costs. Attached is a chart which breaks down the costs of licensing and regulating short-term rentals under the new ordinance. Staff recommends the following:

<b>Current Fee</b>	<b>Proposed Fee</b>
\$350 / 3 Year Certificate	\$525 / Annually for License
\$125 Re-Inspection Fee	\$150 Re-Inspection Fee

The attached resolution would modify the STR fees in the City’s fee schedule.

**LEGAL REVIEW:**

The fee recommendations have been discussed with the City Attorney. The City Attorney will be at your meeting for any questions you may have.

**SAMPLE MOTION:**

Motion to approve Resolution No. 240311-C approving a change in the City’s schedule of fees for short-term rentals.

**CITY OF SAUGATUCK  
COUNTY OF ALLEGAN  
STATE OF MICHIGAN**

**RESOLUTION NO. 240311-C**

**A RESOLUTION APPROVING A CHANGE IN THE CITY'S SCHEDULE OF FEES**

Council Member \_\_\_\_\_, offered the following resolution and moved for its adoption, seconded by Council Member \_\_\_\_\_:

**WHEREAS**, the City of Saugatuck, acting through the City Council, is authorized by various ordinances and state law to set fees for the provision of permits, etc.; and

**WHEREAS**, the City Council adopts and establishes such fees from time to time by resolution; and

**WHEREAS**, based on matters of record presented to it, the City Council is of the opinion that certain City-imposed fees and charges need to be approved and incorporated into the City's Schedule of Fees.

**NOW, THEREFORE, IT IS RESOLVED THAT:**

1. The City Council hereby approves a change in the City's adopted Scheduled of Fees as follows:

<b>Business Licenses</b>	<b>Current Fee</b>	<b>New Fee</b>
Short-Term Rental	\$350/3 year	\$525/annually
Short-Term Rental Reinspection Fee	\$100	\$150

2. The City Manager and City Clerk are authorized to take all actions necessary to effectuate the terms of the Resolution including, without limitation, modifying the City's adopted Schedule of Fees maintained at City Hall.

3. All resolutions and parts of resolutions that conflict with the provisions of this Resolution are rescinded.

YEAS: Council Members: \_\_\_\_\_

NAYS: Council Members: \_\_\_\_\_

ABSTAIN: Council Members: \_\_\_\_\_

ABSENT: Council Members: \_\_\_\_\_

**ADOPTED** this \_\_\_\_ day of \_\_\_\_\_, 2024

**CITY OF SAUGATUCK**

BY: \_\_\_\_\_  
Lauren Stanton, Mayor

BY: \_\_\_\_\_  
Jamie Wolters, City Clerk

**CERTIFICATION**

I, Jamie Wolters, the duly appointed clerk of the City of Saugatuck do hereby certify the foregoing is a true and complete copy of a resolution adopted by the City Council at a regular meeting held \_\_\_\_\_, 2024.

Signed: \_\_\_\_\_  
Jamie Wolters, City Clerk

## STR Fee Analysis

STR Annual License Fee		
City Cost	Charge per STR Unit (based on 275 STRs)	
Fire Inspection <ul style="list-style-type: none"> <li>• Fee Fire Department charges the City to inspect each STR unit</li> </ul>	\$175/inspection	\$175
Staff Time – Application Processing <ul style="list-style-type: none"> <li>• Answering inquiries</li> <li>• Reviewing applications for compliance</li> <li>• Collecting and processing fees</li> <li>• Entering applications and uploading documents</li> <li>• Entering results of inspections.</li> <li>• Issuing STR license.</li> </ul>	1 Hour/rental @ \$68.22 <ul style="list-style-type: none"> <li>• Planning and Zoning Director hourly rate with fringe benefits included</li> </ul>	\$68.22
Staff Time – Enforcement <ul style="list-style-type: none"> <li>• Logging complaints</li> <li>• Investigating complaints</li> <li>• Sending correspondence and/or writing civil infractions</li> <li>• Resolving complaints</li> <li>• Reviewing STR listings for compliance</li> <li>• Reviewing 24/7 hotline reports and logging into BS&amp;A</li> <li>• Coordinating with Code Enforcement</li> </ul>	5 hours/week x 52 weeks @ \$68.22 = \$17,737.20 <ul style="list-style-type: none"> <li>• Planning and Zoning Director hourly rate with fringe benefits included</li> </ul>	\$64.49



## STR Fee Analysis

Officer, Sheriff's Office, and Legal.		
Contractual Code Enforcement Officer	<p>8 hours/week x 32 weeks x \$90/hour = \$23,040</p> <p>90 miles x .67/mile (IRS rate) x 26 weeks = \$1,567.80</p> <p>Total: \$24,607.80</p>	\$89.48
Granicus Third Party Enforcement Support and 24-7 Hotline	\$17,665.20	\$64.23
<p>Legal Time</p> <ul style="list-style-type: none"> <li>• Answering staff inquiries.</li> <li>• Supporting enforcement efforts including corresponding with STR unit attorneys.</li> <li>• Drafting ordinance changes and updates.</li> </ul>	<p>1 hour/week x 52 weeks x \$275/hour = \$14,300</p> <p>Legal time on STR Task Force, Research, and Drafting STR Ordinances = \$20,347.50 / 5-year cost recovery = \$4,069.50</p> <p>Total: \$18,369.50</p>	\$66.79
STR License Cost Total		\$ 528.21
<b>Recommended Fee</b>		<b>\$ 525</b>

STR Re-inspection Fee		
	City Cost	Charge per STR Unit
<p>Fire Inspection Re-Inspection</p> <ul style="list-style-type: none"> <li>• Fee Fire Department charges the City to re-inspect each STR unit</li> </ul>	\$125/inspection	\$125
Staff Time – Processing Re-Inspection	30 minutes/re-inspection @ \$68.22	\$34.11

## STR Fee Analysis

<ul style="list-style-type: none"> <li>• Log failed inspection</li> <li>• Create re-inspection invoice</li> <li>• Correspond with applicant regarding failed inspection and notice of reinspection fee.</li> <li>• Collect and process re-inspection fee</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and Zoning Director hourly rate with fringe benefits included</li> </ul>	
STR Re-Inspection Total Fee		\$159.11
<b>Recommended Fee</b>		<b>\$150</b>



## City Council Agenda Item Report

**FROM:** Ryan Cummins, Director of Planning and Zoning

**MEETING DATE:** March 11, 2024

**SUBJECT:** Resolution Supporting House Bill 5438

**DESCRIPTION:**

State Representative Joey Andrews has been working on drafting short-term rental legislation for several months. This included various meetings to gather stakeholder input. State Rep. Andrews recently introduced House Bill 5438. In summary, the bill would:

- Provide for the registry, promotion, and regulation of certain short-term rentals and hosting platforms;
- Create certain databases;
- Provide for the imposition and collection of a statewide excise tax;
- Provide for the disbursement of the excise tax;
- Provide for the powers and duties of certain state and local governmental officers and entities;
- Prescribe penalties and remedies.

Rep. Andrews' staff has drafted a letter for those who wish to support the proposed legislation. The draft has been put into a resolution format for Council to consider whether it wishes to support the proposed legislation.

The Council may approve as proposed, amend it, or take no action at all. An alternative option is that each Council member may elect to send a letter in their individual capacity.

**LEGAL REVIEW:**

The City Attorney will be at your meeting to answer any questions you may have.

**SAMPLE MOTION:**

Motion to adopt Resolution No. 240311-A supporting HB 5438 and its proposed statewide excise tax, comprehensive registry, and local zoning regulations for short-term rentals.

**CITY OF SAUGATUCK  
COUNTY OF ALLEGAN  
STATE OF MICHIGAN**

**RESOLUTION NO. 240311-A**

**A RESOLUTION SUPPORTING STATEWIDE EXCISE TAX, COMPREHENSIVE  
REGISTRY, AND LOCAL ZONING REGULATIONS FOR SHORT-TERM RENTALS**

Council Member \_\_\_\_\_, offered the following resolution and moved for its adoption, seconded by Council Member \_\_\_\_\_:

**RECITALS**

WHEREAS, the City Council recognizes the importance of addressing the impact of short-term rentals on local communities; and

WHEREAS, House Bill 5438 proposes a statewide excise tax on short-term rentals, along with initiatives to establish a comprehensive registry and empower local zoning regulations; and

WHEREAS, the allocation of the excise tax revenue to municipalities is seen as equitable and essential for addressing local challenges posed by short-term rentals; and

WHEREAS, directing revenue back to local governments enables targeted investments in infrastructure, public services, and safety measures, aligning with the unique needs of each community; and

WHEREAS, local governments are best positioned to understand and address the specific concerns of their communities, ensuring that the benefits of tourism and economic activity are balanced with the preservation of neighborhood integrity and quality of life; and

WHEREAS, the establishment of a comprehensive short-term rental registry and database is crucial for supporting local enforcement efforts, preventing fraudulent activities, and promoting transparency and accountability within the short-term rental sector; and

WHEREAS, empowering localities to enact and enforce zoning regulations tailored to their unique needs and community desires is fundamental in preserving the character of towns and cities, safeguarding public health, safety, and welfare, and establishing processes for permit revocation;

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Saugatuck hereby expresses its strong support for the proposed statewide excise tax within House Bill 5438, as well as the accompanying initiatives aimed at establishing a comprehensive registry and empowering local zoning regulations for short-term rentals; and

BE IT FURTHER RESOLVED, that the City Council urges state legislators to recognize the critical importance of these initiatives in ensuring the vitality and sustainability of local

communities, and to take swift action in passing House Bill 5438; and

BE IT FURTHER RESOLVED, that copies of this resolution be transmitted to the Governor, state legislators representing the City of Saugatuck, and other relevant stakeholders, to convey the City Council's support for these measures.

YEAS: Council Members: \_\_\_\_\_

NAYS: Council Members: \_\_\_\_\_

ABSTAIN: Council Members: \_\_\_\_\_

ABSENT: Council Members: \_\_\_\_\_

**ADOPTED** this \_\_\_\_ day of \_\_\_\_\_, 2024

**CITY OF SAUGATUCK**

BY: \_\_\_\_\_  
Lauren Stanton, Mayor

BY: \_\_\_\_\_  
Jamie Wolters, City Clerk

**CERTIFICATION**

I, Jamie Wolters, the duly appointed clerk of the City of Saugatuck do hereby certify the foregoing is a true and complete copy of a resolution adopted by the City Council at a regular meeting held \_\_\_\_\_, 2024.

Signed: \_\_\_\_\_  
Jamie Wolters, City Clerk



## City Council Agenda Item Report

**FROM:** Ryan Cummins – Director of Planning and Zoning

**MEETING DATE:** March 11, 2024

**SUBJECT:** Resolution Approving the Michigan Natural Resources Trust Fund Development Project Agreement for the Blue Star Non-Motorized Trail

**DESCRIPTION:**

In March 2022 the City Council passed the attached resolution authorizing the submission of a Michigan Natural Resources Trust Fund Grant application for the Blue Star Non-Motorized Trail. The application was for a \$300,000 grant, with a match of \$830,600. The match funds were identified as follows:

- City Funds - \$50,000
- MDOT-Tap Grant - \$687,900
- Contributions from Friends of the Blue Star Trail - \$92,700

The City was successful with its grant application. The attached resolution will approve the grant agreement with the Michigan Department of Natural Resources.

**LEGAL REVIEW:**

The agreement and resolution were sent to the City Attorney for review. The City Attorney will be present at your meeting for any questions.

**SAMPLE MOTION:**

Motion to approve Resolution No. 240311-B approving the Michigan Natural Resources Trust Fund Development Project Agreement for the Blue Star Non-Motorized Trail.

**CITY OF SAUGATUCK  
COUNTY OF ALLEGAN  
STATE OF MICHIGAN**

**RESOLUTION NO. 240311-B**

**A RESOLUTION APPROVING THE MICHIGAN NATURAL RESOURCES TRUST  
FUND DEVELOPMENT PROJECT AGREEMENT FOR THE BLUE STAR NON-  
MOTORIZED TRAIL**

Council Member \_\_\_\_\_, offered the following resolution and moved for its adoption, seconded by Council Member \_\_\_\_\_:

**RECITALS**

WHEREAS, the City Council previously approved Resolution No. 220314-A, authorizing the submission of a Michigan Natural Resources Trust Fund Grant Application for the Blue Star Non-Motorized Trail; and

WHEREAS, the City was successful in its grant application and awarded a grant of \$300,000 with a match amount of \$830,600; and

NOW, THEREFORE, BE IT RESOLVED, that the City of Saugatuck, Michigan, does hereby accept the terms of the Agreement as received from the Michigan Department of Natural Resources, and that the City of Saugatuck does hereby specifically agree, but not by way of limitation, as follows:

1. To appropriate all funds necessary to complete the project during the project period and to provide, via MDOT-TAP, contributions, and local funds, Eight Hundred and Thirty Thousand Six Hundred dollars (\$830,600.00) dollars to match the grant authorized by the DEPARTMENT.
2. To maintain satisfactory financial accounts, documents, and records to make them available to the DEPARTMENT for auditing at reasonable times.
3. To construct the project and provide such funds, services, and materials as may be necessary to satisfy the terms of said Agreement.
4. To regulate the use of the facility constructed and reserved under this Agreement to assure the use thereof by the public on equal and reasonable terms.
5. To comply with any and all terms of said Agreement including all terms not specifically set forth in the foregoing portions of this Resolution.

YEAS: Council Members: \_\_\_\_\_

NAYS: Council Members: \_\_\_\_\_

ABSTAIN: Council Members: \_\_\_\_\_

ABSENT: Council Members: \_\_\_\_\_

**ADOPTED** this \_\_\_\_ day of \_\_\_\_\_, 2024

**CITY OF SAUGATUCK**

BY: \_\_\_\_\_  
Lauren Stanton, Mayor

BY: \_\_\_\_\_  
Jamie Wolters, City Clerk

**CERTIFICATION**

I, Jamie Wolters, the duly appointed clerk of the City of Saugatuck do hereby certify that the above is a true and correct copy of the Resolution relative to the Agreement with the Michigan Department of Natural Resources which Resolution was adopted by the City Council at a regular meeting held \_\_\_\_\_, 2024.

Signed: \_\_\_\_\_  
Jamie Wolters, City Clerk





Michigan Natural Resources Trust Fund
Development Project Agreement

This information is required by authority of Part 5 of Act 451, P.A. 1994 as amended, to receive funds.

This Agreement is between City of Saugatuck in the county of Allegan County, hereinafter referred to as the "GRANTEE," and the MICHIGAN DEPARTMENT OF NATURAL RESOURCES, an agency of the State of Michigan, hereinafter referred to as the "DEPARTMENT."

The purpose of this Agreement is to provide funding in exchange for completion of the project named below. This Agreement is subject to the terms and conditions specified herein.

Project Title: Blue Star Trail - Washington St. to Maple St. Project #: TF22-0053

Grant Amount: \$300,000.00 27% PROJECT TOTAL: \$1,130,600.00

Match Amount: \$830,600.00 73%

Start Date: Date of Execution by DEPARTMENT End Date: 08/31/2025

As a precondition to the effectiveness of the Agreement, the GRANTEE is required to sign the Agreement and return it to the DEPARTMENT with the required attachments by 10/06/2023 or the Agreement may be cancelled by the DEPARTMENT. This Agreement is not effective until the GRANTEE has signed it, returned it, and the DEPARTMENT has signed it.

The individuals signing below certify by their signatures that they are authorized to sign this Agreement on behalf of their agencies, and that the parties will fulfill the terms of this Agreement, including any attached appendices, as set forth herein.

GRANTEE

SIGNED

By [Print Name]: Ryan Heise

Title: City Manager

Organization: City of Saugatuck

784834897 DUNS Number

CV0048414 001 SIGMA Vendor Number SIGMA Address ID

MICHIGAN DEPARTMENT OF NATURAL RESOURCES

SIGNED

By:

Grants Section Manager

Date of Execution by DEPARTMENT

1. This Agreement shall be administered on behalf of the DEPARTMENT by the Grants Management Section within the Finance and Operations Division. All notices, reports, documents, requests, actions or other communications required between the DEPARTMENT and the GRANTEE shall be submitted through the department's online grant management system, MiGrants, which is accessed through [www.michigan.gov/dnr-grants](http://www.michigan.gov/dnr-grants), unless otherwise instructed by the DEPARTMENT. Primary points of contact pertaining to this agreement shall be:

### GRANTEE CONTACT

Jared Secor, Project Manager  
Name/Title

C2AE  
Organization

50 Louis St. NW, Suite 200  
Address

Grand Rapids, MI 49503  
Address

616-902-9822  
Telephone Number

jared.secor@c2ae.com  
E-mail Address

### DEPARTMENT CONTACT

MNRTF Grant Program Manager  
Name/Title

Grants Management/DNR Finance & Operations  
Organization

525 W. Allegan Street, Lansing, MI 48933  
Address

P.O. Box 30425, Lansing, MI 48909  
Address

517-284-7268  
Telephone Number

DNR-Grants@michigan.gov  
E-mail Address

2. The legal description of the project area, boundary map of the project area, and the development grant application bearing the number **TF22-0053** uploaded to MiGrants are by this reference made part of this Agreement. The Agreement together with the referenced documents in MiGrants constitute the entire Agreement between the parties and may be modified only in writing and executed in the same manner as the Agreement is executed.
3. The time period allowed for project completion is from **08/07/2023** through **08/31/2025**, hereinafter referred to as the "project period." Requests by the GRANTEE to extend the project period shall be submitted in MiGrants before the expiration of the project period. Extensions to the project period are at the discretion of the DEPARTMENT and may only be extended by an amendment to this Agreement.
4. The words "project area" shall mean the land and area described in the uploaded legal description and shown on the uploaded boundary map.
5. The words "project facilities" shall mean the following individual components, as further described in the application.  
  
Boardwalk  
Trail 8' wide or more
6. The DEPARTMENT will:
  - a. grant to the GRANTEE a sum of money equal to **Twenty-Seven percent (27%) of One Million One Hundred and Thirty Thousand Six Hundred dollars (\$1,130,600.00)**, which is the total eligible cost of construction of the project facilities including engineering costs, but in any event not to exceed **Three Hundred Thousand dollars (\$300,000.00)**.
  - b. grant these funds in the form of reimbursements to the GRANTEE for eligible costs and expenses incurred as follows:
    - i. Payments will be made on a reimbursement basis at **Twenty-Seven percent (27%)** of the eligible

- expenses incurred by the GRANTEE up to 90% of the maximum reimbursement allowable under the grant.
- ii. Reimbursement will be made only upon DEPARTMENT review and approval of a complete reimbursement request submitted by the GRANTEE through the MiGrants website, including but not limited to copies of invoices, cancelled checks, EFTs, list of volunteer and/or force account time and attendance records.
- iii. The DEPARTMENT shall conduct an audit of the project's financial records upon approval of the final reimbursement request by DEPARTMENT staff. The DEPARTMENT may issue an audit report with no deductions or may find some costs ineligible for reimbursement.
- iv. The final 10% of the grant amount will be released upon completion of a satisfactory audit by the DEPARTMENT and documentation that the GRANTEE has erected an MNRTF sign in compliance with Section 7(j) of this Agreement.

7. The GRANTEE will:

- a. immediately make available all funds needed to incur all necessary costs required to complete the project and to provide **Eight Hundred and Thirty Thousand Six Hundred dollars (\$830,600.00)** in local match. This sum represents **Seventy-Three percent (73%)** of the total eligible cost of construction including engineering costs. Any cost overruns incurred to complete the project facilities called for by this Agreement shall be the sole responsibility of the GRANTEE.
- b. with the exception of engineering costs as provided for in Section 8, incur no costs toward completion of the project facilities before execution of this Agreement and before DEPARTMENT approval of plans, specifications and bid documents.
- c. complete construction of the project facilities to the satisfaction of the DEPARTMENT and to comply with the development project procedures set forth by the DEPARTMENT in completion of the project, including but not limited to the following:
  - i. Retain the services of a professional architect, landscape architect, or engineer, registered in the State of Michigan to serve as the GRANTEE'S Prime Professional. The Prime Professional shall prepare the plans, specifications and bid documents for the project and oversee project construction.
  - ii. **Within 180 days** following execution of this Agreement by the GRANTEE and the DEPARTMENT and before soliciting bids or quotes or incurring costs other than costs associated with the development of plans, specifications, or bid documents, provide the DEPARTMENT with plans, specifications, and bid documents for the project facilities, sealed by the GRANTEE'S Prime Professional.
  - iii. Upon DEPARTMENT approval of plans, specifications and bid documents, openly advertise and seek written bids for contracts for purchases or services with a value equal to or greater than \$50,000 and accept the lowest qualified bid as determined by the GRANTEE'S Prime Professional.
  - iv. Upon DEPARTMENT approval of plans, specifications and bid documents, solicit three (3) written quotes for contracts for purchases or services between \$5,000 and \$50,000 and accept the lowest qualified bid as determined by the GRANTEE'S Prime Professional.
  - v. Maintain detailed written records of the contracting processes used and submit these records to the DEPARTMENT upon request.
  - vi. Complete construction to all applicable local, state and federal codes, as amended; including but not limited to the federal Americans with Disabilities Act (ADA) of 2010, as amended; the Persons with Disabilities Civil Rights Act, Act 220 of 1976, as amended; the Playground Equipment Safety Act, P.A. 16 of 1997, as amended; the Utilization of Public Facilities by Physically Limited Act, P.A. 1 of 1966, as amended; the Elliott-Larsen Civil Rights Act, Act 453 of 1976, as amended; and the 2013 Access Board's Final Guidelines for Outdoor Developed Areas.
  - vii. Bury all new utilities within the project area.
  - viii. Correct any deficiencies discovered at the final inspection within 90 days of written notification by the DEPARTMENT. These corrections shall be made at the GRANTEE'S expense and are eligible for reimbursement at the discretion of the DEPARTMENT and only to the degree that the GRANTEE'S prior expenditures made toward completion of the project are less than the grant amount allowed under this Agreement.
- d. operate the project facilities for a minimum of their useful life as determined by the DEPARTMENT, to regulate the use thereof to the satisfaction of the DEPARTMENT, and to appropriate such monies and/or provide such services as shall be necessary to provide such adequate maintenance.
- e. provide to the DEPARTMENT for approval, a complete tariff schedule containing all charges to be assessed against the public utilizing the project area and/or any of the facilities constructed thereon, and to provide to the

DEPARTMENT for approval, all amendments thereto before the effective date of such amendments. Preferential membership or annual permit systems are prohibited on grant-assisted sites, except to the extent that differences in admission and other fees may be instituted on the basis of residence. Nonresident fees shall not exceed twice that charged residents. If no resident fees are charged, nonresident fees may not exceed the rate charged residents at other comparable state and local public recreation facilities.

- f. adopt such ordinances and/or resolutions necessary to effectuate the provisions of this Agreement; certified copies of all such ordinances and/or resolutions adopted for such purposes shall be forwarded to the DEPARTMENT before the effective date thereof.
  - g. separately account for any revenues received from the project area which exceed the demonstrated operating costs and to reserve such surplus revenues for the future maintenance and/or expansion of the GRANTEE'S park and outdoor recreation program.
  - h. furnish the DEPARTMENT, upon request, detailed statements covering the annual operation of the project area and/or project facilities, including income and expenses and such other information the DEPARTMENT might reasonably require.
  - i. maintain the premises in such condition as to comply with all federal, state, and local laws which may be applicable, and to make any and all payments required for all taxes, fees, or assessments legally imposed against the project area.
  - j. erect and maintain a sign on the property which designates this project as one having been constructed with the assistance of the MNRTF. The size, color and design of this sign shall be in accordance with DEPARTMENT specifications.
  - k. conduct a dedication/ribbon-cutting ceremony as soon as possible after the project is completed and the MNRTF sign is erected within the project area. At least 30 days prior to the dedication/ribbon-cutting ceremony, the DEPARTMENT must be notified in writing of the date, time, and location of the dedication/ribbon-cutting ceremony. GRANTEE shall provide notice of ceremony in the local media. Use of the grant program logo and a brief description of the program are strongly encouraged in public recreation brochures produced by the GRANTEE. At the discretion of the DEPARTMENT, the requirement to conduct a dedication/ribbon-cutting ceremony may be waived.
8. Only eligible costs and expenses incurred toward completion of the project facilities after execution of the Project Agreement shall be considered for reimbursement under the terms of this Agreement. Eligible engineering costs incurred toward completion of the project facilities beginning **January 1, 2023** and throughout the project period are also eligible for reimbursement. Any costs and expenses incurred after the project period shall be the sole responsibility of the GRANTEE.
9. To be eligible for reimbursement, the GRANTEE shall comply with DEPARTMENT requirements. At a minimum, the GRANTEE shall:
- a. Submit a progress report every 180 days during the project period.
  - b. Submit complete requests for partial reimbursement when the GRANTEE is eligible to request at least 25 percent of the grant amount and construction contracts have been executed or construction by force account labor has begun.
  - c. Submit a complete request for final reimbursement **within 90 days of project completion and no later than 11/30/2025**. If the GRANTEE fails to submit a complete final request for reimbursement by **11/30/2025**, the DEPARTMENT may audit the project costs and expenses and make final payment based on documentation on file as of that date or may terminate this Agreement and require full repayment of grant funds by the GRANTEE.
10. During the project period, the GRANTEE shall obtain prior written authorization from the DEPARTMENT before adding, deleting or making a significant change to any of the project facilities as proposed. Approval of changes is solely at the discretion of the DEPARTMENT. Furthermore, following project completion, the GRANTEE shall obtain prior written authorization from the DEPARTMENT before implementing a change that significantly alters the project facilities as constructed and/or the project area, including but not limited to discontinuing use of a project facility or making a significant change in the recreational use of the project area. Changes approved by the DEPARTMENT pursuant to this Section may also require prior approval of the BOARD, as determined by the DEPARTMENT.
11. All project facilities constructed or purchased by the GRANTEE under this Agreement shall be placed and used at the project area and solely for the purposes specified in the application and this Agreement.
12. The project area and all facilities provided thereon, as well as the land and water access ways to them, shall be open to the general public at all times on equal and reasonable terms. No individual shall be denied ingress or egress thereto or the use thereof because of sex, race, color, religion, national origin, residence, age, height, weight, familial status, marital status, or disability.

13. Unless an exemption has been authorized by the DEPARTMENT pursuant to this Section, the GRANTEE hereby represents that it possesses fee simple title, free of all liens and encumbrances, to the project area. The fee simple title shall not be subject to: 1) any possibility of reversion or right of entry for condition broken or any other executory limitation which may result in defeasance of title or 2) to any reservation or prior conveyance of coal, oil, gas, sand, gravel or other mineral interests. For any portion of the project area that the GRANTEE does not possess in fee simple title, the GRANTEE hereby represents that it has:
- a. Received an exemption from the DEPARTMENT before the execution of this Agreement, and
  - b. Received prior approval from the DEPARTMENT of a lease and/or easement for any portion of the property not held in fee simple title as indicated in written correspondence from the DEPARTMENT dated \_\_\_\_\_, and
  - c. Supplied the DEPARTMENT with an executed copy of the approved lease or easement, and
  - d. Confirmed through appropriate legal review that the terms of the lease or easement are consistent with GRANTEE'S obligations under this Agreement and will not hinder the GRANTEE'S ability to comply with all requirements of this Agreement. In no case shall the lease or easement tenure be less than 20 years from the date of execution of this Agreement.
14. The GRANTEE shall not allow any encumbrance, lien, security interest, mortgage or any evidence of indebtedness to attach to or be perfected against the project area or project facilities included in this Agreement.
15. None of the project area, nor any of the project facilities constructed under this Agreement, shall be wholly or partially conveyed in perpetuity, either in fee, easement or otherwise, or leased for a term of years or for any other period, nor shall there be any whole or partial transfer of the lease title, ownership, or right of maintenance or control by the GRANTEE except with the written approval and consent of the DEPARTMENT. The GRANTEE shall regulate the use of the project area to the satisfaction of the DEPARTMENT.
16. The assistance provided to the GRANTEE as a result of this Agreement is intended to have a lasting effect on the supply of outdoor recreation, scenic beauty sites, and recreation facilities beyond the financial contribution alone and permanently commits the project area to Michigan's outdoor recreation estate, therefore:
- a. The GRANTEE agrees that lands in the project area are being acquired with MNRTF assistance and shall be maintained in public outdoor recreation use in perpetuity. No portion of the project area shall be converted to other than public outdoor recreation use without the approval of the DEPARTMENT. The DEPARTMENT shall approve such conversion only upon such conditions as it deems necessary to assure the substitution by GRANTEE of other outdoor recreation properties of equal or greater market value and of reasonably equivalent usefulness and location. Such substituted land shall become part of the project area and will be subject to all the provisions of this Agreement.
  - b. Approval of a conversion shall be at the sole discretion of the DEPARTMENT.
  - c. Before completion of the project, the GRANTEE and the DEPARTMENT may mutually agree to alter the project area through an amendment to this Agreement to provide the most satisfactory public outdoor recreation area.
17. Should title to the lands in the project area or any portion thereof be acquired from the GRANTEE by any other entity through exercise of the power of eminent domain, the GRANTEE agrees that the proceeds awarded to the GRANTEE shall be used to replace the lands and project facilities affected with outdoor recreation lands and project facilities of equal or greater market value, and of equal or greater usefulness and location. The DEPARTMENT and BOARD shall approve such replacement only upon such conditions as it deems necessary to assure the replacement by GRANTEE of other outdoor recreation properties and project facilities of equal or greater market value and of equal or greater usefulness and location. Such replacement land shall be subject to all the provisions of this Agreement.
18. The GRANTEE acknowledges that:
- a. The GRANTEE has examined the project area and has found the property safe for public use or actions will be taken by the GRANTEE before beginning the project to assure safe use of the property by the public, and
  - b. The GRANTEE is solely responsible for development, operation, and maintenance of the project area and project facilities, and that responsibility for actions taken to develop, operate, or maintain the property is solely that of the GRANTEE, and
  - c. The DEPARTMENT'S involvement in the premises is limited solely to the making of a grant to assist the GRANTEE

in developing the project site.

19. The GRANTEE assures the DEPARTMENT that the proposed State-assisted action will not have a negative effect on the environment and, therefore, an Environmental Impact Statement is not required.
20. The GRANTEE hereby acknowledges that this Agreement does not require the State of Michigan to issue any permit required by law to construct the outdoor recreational project that is the subject of this Agreement. Such permits include, but are not limited to, permits to fill or otherwise occupy a floodplain, and permits required under Parts 301 and 303 of the Natural Resources and Environmental Protection Act, Act 451 of the Public Acts of 1994, as amended. It is the sole responsibility of the GRANTEE to determine what permits are required for the project, secure the needed permits and remain in compliance with such permits.
21. Before the DEPARTMENT will approve plans, specifications, or bid documents; or give approval to the GRANTEE to advertise, seek quotes, or incur costs for this project, the GRANTEE must provide documentation to the DEPARTMENT that indicates either:
  - a. It is reasonable for the GRANTEE to conclude, based on the advice of an environmental consultant, as appropriate, that no portion of the project area is a facility as defined in Part 201 of the Michigan Natural Resources and Environmental Protection Act, Act 451 of the Public Acts of 1994, as amended;
  - or
  - b. If any portion of the project area is a facility, documentation that Department of Environment, Great Lakes and Energy-approved response actions have been or will be taken to make the site safe for its intended use within the project period, and that implementation and long-term maintenance of response actions will not hinder public outdoor recreation use and/or the resource protection values of the project area.
22. If the DEPARTMENT determines that, based on contamination, the project area will not be made safe for the planned recreation use within the project period, or another date established by the DEPARTMENT in writing, or if the DEPARTMENT determines that the presence of contamination will reduce the overall usefulness of the property for public recreation and resource protection, the grant may be cancelled by the DEPARTMENT with no reimbursement made to the GRANTEE.
23. The GRANTEE shall acquire and maintain insurance which will protect the GRANTEE from claims which may arise out of or result from the GRANTEE'S operations under this Agreement, whether performed by the GRANTEE, a subcontractor or anyone directly or indirectly employed by the GRANTEE, or anyone for whose acts may hold them liable. Such insurance shall be with companies authorized to do business in the State of Michigan in such amounts and against such risks as are ordinarily carried by similar entities, including but not limited to public liability insurance, worker's compensation insurance or a program of self-insurance complying with the requirements of Michigan law. The GRANTEE shall provide evidence of such insurance to the DEPARTMENT at its request.
24. Nothing in this Agreement shall be construed to impose any obligation upon the DEPARTMENT to operate, maintain or provide funding for the operation and/or maintenance of any recreational facilities in the project area.
25. The GRANTEE hereby represents that it will defend any suit brought against either party which involves title, ownership, or any other rights, whether specific or general rights, including appurtenant riparian rights, to and in the project area of any lands connected with or affected by this project.
26. The GRANTEE is responsible for the use and occupancy of the premises, the project area and the facilities thereon. The GRANTEE is responsible for the safety of all individuals who are invitees or licensees of the premises. The GRANTEE will defend all claims resulting from the use and occupancy of the premises, the project area and the facilities thereon. The DEPARTMENT is not responsible for the use and occupancy of the premises, the project area and the facilities thereon.
27. Failure by the GRANTEE to comply with any of the provisions of this Agreement shall constitute a material breach of this Agreement.
28. Upon breach of the Agreement by the GRANTEE, the DEPARTMENT, in addition to any other remedy provided by law, may:
  - a. Terminate this Agreement; and/or
  - b. Withhold and/or cancel future payments to the GRANTEE on any or all current recreation grant projects until the violation is resolved to the satisfaction of the DEPARTMENT; and/or



- c. Withhold action on all pending and future grant applications submitted by the GRANTEE under the Michigan Natural Resources Trust Fund, Land and Water Conservation Fund and Recreation Passport Grant Program ; and/or
  - d. Require repayment of grant funds already paid to GRANTEE; and/or
  - e. Require specific performance of the Agreement.
29. This Agreement may be canceled by the DEPARTMENT, upon 30 days written notice, due to Executive Order, budgetary reduction, other lack of funding, upon request by the GRANTEE, or upon mutual agreement by the DEPARTMENT and GRANTEE. The DEPARTMENT may honor requests for just and equitable compensation to the GRANTEE for all satisfactory and eligible work completed under this Agreement up until 30 days after written notice, upon which time all outstanding reports and documents are due to the DEPARTMENT and the DEPARTMENT will no longer be liable to pay the GRANTEE for any further charges to the grant.
  30. The GRANTEE agrees that the benefit to be derived by the State of Michigan from the full compliance by the GRANTEE with the terms of this Agreement is the preservation, protection and net increase in the quality of public outdoor recreation facilities and resources which are available to the people of the State and of the United States and such benefit exceeds to an immeasurable and unascertainable extent the amount of money furnished by the State of Michigan by way of assistance under the terms of this Agreement. The GRANTEE agrees that after final reimbursement has been made to the GRANTEE, repayment by the GRANTEE of grant funds received would be inadequate compensation to the State for any breach of this Agreement. The GRANTEE further agrees therefore, that the appropriate remedy in the event of a breach by the GRANTEE of this Agreement after final reimbursement has been made shall be the specific performance of this Agreement .
  31. The GRANTEE shall return all grant money if the project area or project facilities are not constructed, operated or used in accordance with this Agreement.
  32. The GRANTEE agrees not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of religion, race, color, national origin, age, sex, sexual orientation, height, weight, marital status, partisan considerations, or a disability or genetic information that is unrelated to the person's ability to perform the duties of a particular job or position. The GRANTEE further agrees that any subcontract shall contain non-discrimination provisions which are not less stringent than this provision and binding upon any and all subcontractors. A breach of this covenant shall be regarded as a material breach of this Agreement.
  33. The DEPARTMENT shall terminate this Agreement and recover grant funds paid if the GRANTEE or any subcontractor , manufacturer, or supplier of the GRANTEE appears in the register compiled by the Michigan Department of Licensing and Regulatory Affairs pursuant to Public Act No. 278 of 1980.
  34. The GRANTEE may not assign or transfer any interest in this Agreement without prior written authorization of the DEPARTMENT.
  35. The rights of the DEPARTMENT under this Agreement shall continue in perpetuity.

If this Agreement is approved by Resolution, a true copy must be attached to this Agreement. A sample Resolution is on the next page.





**CITY COUNCIL  
CITY OF SAUGATUCK  
ALLEGAN COUNTY, MICHIGAN**

**RESOLUTION NO. 220314-A**

**A RESOLUTION APPROVING THE SUBMISSION OF THE MNRTF GRANT  
APPLICATION FOR THE BLUE STAR NON-MOTORIZED TRAIL**

Council Member Dean offered the following resolution and moved for its adoption, seconded by Council Member Stanton:

**WHEREAS**, City of Saugatuck supports the submission of an application titled “City of Saugatuck Blue Star Trail Development” to the Michigan Natural Resources Trust Fund for development of .5 miles of non-motorized trail between Washington Street and Maple Street on the west side of the Blue Star Highway in the City of Saugatuck, Allegan County; and,

**WHEREAS**, the proposed application is supported by the City’s 5-Year Approved Parks and Recreation Plan; and,

**WHEREAS**, City of Saugatuck is hereby making a financial commitment to the project in the amount of \$50,000 matching funds, in cash and/or force account; and,

**WHEREAS**, if the grant is awarded the applicant commits its local match and donated amounts from the following sources:

MDOT-TAP:	\$ 687,900
Contributions:	\$ 92,700 (via the Friends of the Blue Star Trail)
TOTAL:	\$ 780,600

**NOW THEREFORE, BE IT RESOLVED** that City of Saugatuck hereby authorizes submission of a Michigan Natural Resources Trust Fund Grant Application for \$300,000, and further resolves to make available a local match through financial commitment and donations of \$830,600 (73%) of a total project cost of \$1,130,600 during the 2023-2024 fiscal year.

YEAS: Dean, Gardner, Leo, Lewis, Stanton & Trester

NAYS:

ABSTAIN:

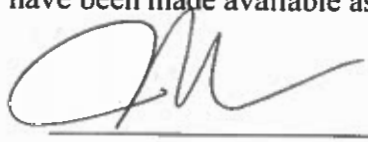
ABSENT: Bekken

**ADOPTED** this 14<sup>th</sup> day of March, 2022

**CERTIFICATION:**

I, Jamie Wolters, the duly appointed City Clerk of the City of Saugatuck do hereby certify the foregoing as a true and complete copy of a resolution adopted by the Saugatuck City Council at a regular meeting held on March 14, 2022 in compliance with the Open Meetings Act, Act No. 267 of the Public Acts of Michigan, 1976, as amended, the minutes of the meeting were kept and will be or have been made available as required by said Act.

Attest:

  
\_\_\_\_\_  
Jamie Wolters, City Clerk

Dated: 3-21-22



**From:** Mayor Lauren Stanton

**Meeting date:** March 11, 2024

**Subject:** City Manager Hiring Process

**Description:**

Effective February 23, 2024, the city council accepted the resignation of the city manager. Council, per the charter, shall appoint a manager within 120 days after the vacancy and may also appoint an acting city manager in the interim which they have done. Hiring options have been reviewed with legal counsel and a proposal has been submitted by Walsh Municipal Services.

Please see scope of services and process starting on page 8 of the proposal.

**Legal Review:**

City attorney reviewed and approved proposed process (was discussed that Walsh Municipal Services may be obtained)

**Sample Motion:**

Move to approve the hiring of Walsh Municipal Services in the hiring process of city manager in the amount not to exceed \$9800.

# REQUEST FOR PROPOSAL

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## THE CITY OF SAUGATUCK

### CITY MANAGER SEARCH



Frank's recruitment process is unmatched. We considered all the firms in Michigan. For the second time, we unanimously chose Walsh Municipal Services."

- Matt Waligora, Mayor, City of Alpena





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# TABLE OF CONTENTS

Cover Page.....1

Table of Contents.....2

Letter to City Council.....3

Clients Served.....4

Our Clients.....5

Firm Overview.....6

Recruitment Resume.....7

Scope of Services.....8-9

The Proposed Schedule.....10

Experience and Results.....11

Benefits of WMS.....12

Cost Proposal.....13

Human Resources References.....14

Summary.....15



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Dear Mayor Stanton and Saugatuck City Council Members,

Thank you for the opportunity to submit my firm's credentials to serve you in your recruitment for a new City Manager. Having conducted your recruitment three years ago, we are very familiar with the ambience, vibrancy and history of Saugatuck. Our goal would be to partner with you throughout the recruitment with a direct and personal outreach focus.

We founded Walsh Municipal Services, LLC in 1997. For the past 27 years, our Okemos based firm has been fortunate enough to serve communities in every corner of the Mitten State. We have conducted over 125 Michigan recruitments. We specialize in waterfront communities having served Charlevoix, Marquette, Grand Haven, Suttons Bay, Alpena, Saugatuck, Spring Lake, Marquette Township, Douglas, Norton Shores, Mason County and Wolverine Lake. Our firm is focused on modest fees, superior communication and proven results.

The recruitment environment in Michigan is challenging. Our approach to the City of Saugatuck recruitment would be aggressive. Our team would cast a wide net. As your ambassador, it is critical that I become Saugatuck's biggest "cheerleader." Saugatuck will attract some very talented candidates.

Although we are a Michigan based firm, our reach is well beyond our borders. We recently conducted nationwide recruitments for our Michigan clients and placed candidates from North Carolina, South Carolina, Texas, Ohio, Florida, Wyoming, Arizona, Wisconsin and Indiana. If selected, you can expect consistent communication throughout the process. You will never have to wonder about the status of your recruitment. We hope you will have an opportunity to reach out to any of our clients we have served over the past 27 years. Please feel free to visit our firm's website at [www.walshmuni.com](http://www.walshmuni.com).

Best wishes as you proceed forward with your recruitment. We hope to become your firm of choice.

Sincerely,

*Frank L. Walsh*

Frank L. Walsh, President



# CLIENTS SERVED



- Ada Township
- Berrien County
- Bridgeport Charter Township
- Caledonia Township
- Charter Township of Texas
- City of Allen Park
- City of Alpena
- City of Bangor
- City of Brighton
- City of Brown City
- City of Buchanan
- City of Caro
- City of Cedar Springs
- City of Charlevoix
- City of Chelsea
- City of Coopersville
- City of Croswell
- City of Durand
- City of Eaton Rapids
- City of Evart
- City of Fennville
- City of Frankenmuth
- City of Grand Haven
- City of Hudsonville
- City of Jackson
- City of Litchfield
- City of Marquette
- City of Morenci
- City of Mount Pleasant
- City of Northville
- City of Norton Shores
- City of Plainwell
- City of Port Huron
- City of Portage
- City of Roosevelt Park
- City of Saline
- City of Saugatuck
- City of St. Johns
- City of Watervliet
- City of Wayland
- City of Yale
- Clinton County
- Coloma Township
- County of Alpena
- Georgetown Charter Township
- Grand Blanc Township
- Gratiot County
- Hartland Township
- Marquette Charter Township
- Saginaw Charter Township
- Saline Area Fire Department
- Saugatuck Township
- Shiawassee County
- Tittabawassee Township
- Van Buren County
- Village of Blissfield
- Village of Brooklyn
- Village of City of Douglas
- Village of Decatur
- Village of Dimondale
- Village of Elk Rapids
- Village of Manchester
- Village of Paw Paw
- Village of Pinckney
- Village of Spring Lake
- Village of Stevensville
- Village of Suttons Bay
- Village of Three Oaks
- Village of Wolverine Lake

# OUR CLIENTS



"I've been through three different city manager recruitments. The first two times we opted for a national firm. Based on the results, the third time we chose Walsh Municipal Services. Without hesitation, I'd strongly recommend Frank. Frank's customer service, and ability to attract an incredible field of candidates for Portage, was truly remarkable."

- Patricia Randall, Mayor, City of Portage



"I'm really thankful we hired Frank Walsh to lead our recruitment in Georgetown Township. Frank brought us great candidates, stuck to our schedule and there were no surprises."

- Jim Wierenga, Supervisor, Georgetown Township



"Frank's recruitment process is unmatched. We considered all the firms in Michigan. For the second time, we unanimously chose Walsh Municipal Services."

- Matt Waligora, Mayor, City of Alpena



"Frank's style is friendly and casual in a way that helps those around him feel comfortable. I also appreciated Frank charged a lump sum for everything."

- Colleen Christensen, President Protem, Village of Suttons Bay



"The City of Northville was well served by Frank Walsh. His communication skills throughout the process were timely and informative. We ended up with an extremely strong pool of candidates. Walsh Municipal Services is an excellent recruitment firm."

- Brian Turnbull, Mayor, City of Northville



"Frank Walsh was instrumental in the search for our next city manager. From the get-go, he provided clear and regular communication to the city commission and designated city staff. He was enthusiastic in his work and had a genuine care for ensuring we found the right fit for Marquette."

- Jenna Smith, Commissioner, City of Marquette



"Frank Walsh brought the City of Norton Shores outstanding candidates. The entire process was enjoyable."

- Gary Nelund, Mayor, City of Norton Shores



"We could not have hired a better individual to assist us in our Ada Township Manager search. Excellent expertise. I would highly recommend Walsh Municipal Services. A 10!!"

- Bob Proos, Trustee, Ada Township



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## FIRM OVERVIEW

In 1997, while serving as St. Joseph City Manager, the Village of Stevensville contacted me and asked if I would help them search for a new Village Manager. Village President Pat Arter made the request. I volunteered my time and developed a deep passion for the recruitment. Fast forward 27 years and Walsh Municipal Services, LLC is serving communities across the state. We serve every community with pride, passion and performance.

We do not operate a large firm. Our firm has a reach well beyond Michigan. We recently successfully recruited managers from North Carolina, South Carolina, Wyoming, Arizona, Indiana and Wisconsin to Michigan. Although we specialize in Michigan, we are well-known for recruiting on a nationwide basis.

Walsh Municipal Services is most proud of being the founder of the Hugh and Lucy Mizelle Scholarship Fund. Started in 2002, the Mizelle Fund was a \$40,000 endowment to help low-income students attend college. We named the fund after my grandparents who were not able to attend college due to financial hardship. Over the next several years, the Mizelle Fund supported 27 high school student graduates with their first year of college.

We have come a long way since assisting Stevensville in 1997. However, we will never lose sight of our founding principles. We serve our clients with moderate fees, unparalleled communication and we guarantee our results. We would be honored to serve the City of Saugatuck.



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# RECRUITMENT RESUME

Mr. Walsh's contact information is provided on the summary page of the submittal. He is available at any time throughout the recruitment and will communicate to the City Council and appropriate staff on a weekly basis. Communication is the hallmark of WMS.

His resume includes the following:

- 27 years of municipal recruitment experience
- 32 years of service to Rotary (Past President, Paul Harris Fellow)
- 20 years as a Junior Achievement volunteer
- Master's Degree in Public Administration
- Awarded the Outstanding Leader Award by Michigan Municipal League
- Awarded the Outstanding Service Award by the Michigan Municipal Executives
- 39 years of municipal management experience
- Volunteer youth coach (baseball, tennis, football, volleyball)
- Conference speaker at MTA, MML, MME, and ICMA
- Founder of Catossa, Oklahoma Tornado Relief Fund
- Founder of the Lucy and Hugh Mizelle College Scholarship Fund
- 100% Placement Record leading WMS



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# SCOPE OF SERVICES

## **The Selection**

Walsh Municipal Services (WMS) is prepared to initiate the City of Saugatuck City Manager search process immediately following the City Council selection.

## **Community Engagement**

To help reduce our costs, our Firm plans to use our 2021 Community Profile with some minor updates.

## **Recruitment Profile**

WMS will help develop a strategy and schedule for the City Manager process. Our strategy will identify the channels, both print and internet based, in which the position will be advertised. We will recruit through the MML website, social media outlets, word-of-mouth and LinkedIn. Our efforts will successfully reach over 400-500 potential candidates. Our City of Saugatuck Profile will entice candidates from across the state and beyond.

## **Candidate Qualifications**

WMS will review resumes for background qualifications and conduct preliminary telephone interviews with the most qualified candidates. The phone interviews will delve into each applicant's experience and credentials to serve the City of Saugatuck.

## **Reference Reviews**

WMS will evaluate each candidate for serious consideration by conducting in-depth reference checks with individuals who are in, or have been in, a position to carefully and professionally critique their past performance. A short list of up to 4-6 candidates will be presented to the City Council for their consideration.

## **Reference Review Mitigation**

As with every search conducted by WMS, if politically sensitive or potentially embarrassing issues arise, WMS is skilled to take the necessary time to study and provide City officials a clear picture of the issue. If you reach out to our clients, you will note WMS handles this type of findings with tact and diplomacy.

## **Community Groups, Staff and Interviews**

WMS will provide City officials with a recommended process for coordinating interviews. WMS accepts full responsibility for scheduling interviews, preparing interview booklets, and attending interviews.

## **Background Check**

Our firm works with a third-party private investigator to conduct a comprehensive background check on the City Council's top candidate. However, our firm focuses on the candidates' background well before meeting City officials. The investigation will cover criminal, civil, credit, driving and the Michigan State Police Sexual Registry List.



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# SCOPE OF SERVICES

## **Notify Candidates Not Selected**

WMS prides itself in its communication skills. This not only includes the City Council, but also candidates who were not selected to serve the City. WMS handles these communications with tact and respect.

## **Structuring Candidate Offer**

WMS has been involved in each search it has completed in recommending and developing offers of employment and compensation packages. We will work to structure any offer to be consistent with the goals of the City Council.

## **Communication and Updates**

No business is successful without constant communication with its clients. WMS will provide the City with regular written status reports and keep candidates engaged and apprised of their status. WMS will work hard to retain all candidates during the recruitment process.

## **WMS "Promise" – One Year Guarantee**

WMS provides a guaranteed level of service. While it is important to note our firm has a near perfect placement record, there is always the possibility of the relationship not working out. WMS will redo the City of Saugatuck recruitment, at no cost, if your selected candidate fails to be employed by your community for a 1-year period beyond the effective starting date.



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# THE PROPOSED SCHEDULE

WMS provides a thorough recruitment process and offers the following detailed schedule. Our typical recruitment process is no more than 3 months. (subject to change by the City Council):

MARCH 11, 2024

FIRM SELECTION BY CITY  
COUNCIL

MARCH 12 - 15, 2024

MODIFY EXISTING  
COMMUNITY PROFILE

MARCH 15 – APRIL 12, 2024

RECRUITMENT PERIOD

APRIL 12, 2024

DEADLINE TO APPLY

APRIL 15, 2024

CITY COUNCIL MEETS IN  
CLOSED SESSION TO  
REVIEW CANDIDATES

APRIL 17, 2024

CITY OFFICIALS ANNOUNCE  
UP TO 5 FINALISTS

APRIL 27, 2024

- CANDIDATE TOURS  
- CITY MANAGER INTERVIEWS

APRIL 27 – MAY 10, 2024

FINAL BACKGROUND CHECK  
AND CONTRACT  
NEGOTIATIONS

MAY 13, 2024

CITY COUNCIL APPROVES  
NEW CITY  
MANAGER/CONTRACT

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# EXPERIENCE AND RESULTS



**City of Portage** (population 51,505)  
City Manager  
Reference, Ms. Patricia Randall, Mayor, 269-329-4400;  
randallp@portagemi.gov



**Village of Elk Rapids** (population 1,529)  
Village Clerk  
Reference, Mr. John Matthews, Village Manager, 231-264-9274;  
jmatthews@elkrapids.org



**City of Marquette** (population 21,697)  
City Manager  
Reference, Ms. Jenna Smith, Commissioner, 906-361-7429;  
jsmith@marquettemi.gov



**City of Northville** (population 6,119)  
City Manager  
Reference, Mr. Brian Turnbull, Mayor, 248-505-6849;  
bturnbull@ci.northville.mi.us



**Ada Township** (population 15,350)  
Township Manager  
Reference, Mr. Bob Proos, Trustee, 616-437-3559;  
bobproos@servantfire.com



**City of Alpena** (population 10,483)  
City Manager  
Reference, Mr. Matt Waligora, Mayor, 989-766-3557;  
mattwa@alpena.mi.us



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# BENEFITS OF WALSH MUNICIPAL SERVICES

We serve our clients with great enthusiasm and pride. No one will work harder for you.

- ◆ Unparalleled Commitment
- ◆ One-year 100% guaranteed satisfaction
- ◆ 27 years of recruitment experience
- ◆ West Michigan experience and knowledge of Saugatuck
- ◆ Timely and consistent communication with the City Council will be kept informed
- ◆ Competitive fees
- ◆ Proven nationwide exposure
- ◆ Responsive customer service 7 days a week
- ◆ References that will speak to our success rate
- ◆ We will present you with a strong field of finalists
- ◆ A new City Manager appointed on May 13, 2024
- ◆ Coaching, mentoring and networking...service beyond selection



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# COST PROPOSAL

Walsh Municipal Services will oversee the entire City of Saugatuck City Manager recruitment and extend a one-year guarantee for a fee of \$9,800.

*Total not to exceed \$9,800. Our fee includes consultant travel, publication costs and a comprehensive background check. There are no hidden fees. The payment schedule is \$6,000 upon signing the contract and \$3,000 upon new city manager contract approval. The additional \$800 covers publication costs and background check.*

- ◆ Draft and post job announcements through multiple print and internet-based sources.
- ◆ Recruit a **talented field of candidates**.
- ◆ In addition to resumes, provide a candidate questionnaire, which will be made available to the City Council at the time the governing body reviews candidates.
- ◆ Conduct preliminary phone interviews with top candidates.
- ◆ Complete responsible in-depth reference checks for top candidates.
- ◆ Prepare candidates and the City Council for public interviews.
- ◆ Meet with the City Council to review top candidates.
- ◆ Prepare interview questions that encompass the City of Saugatuck community and qualifications sought by the City Council.
- ◆ Handle necessary travel plans, community meet and greet and other requested meetings with staff and stakeholders.
- ◆ Provide the city with a comprehensive background check of the selected candidate.
- ◆ Assist the City Attorney in contract negotiations.
- ◆ Service beyond the selection.



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# HUMAN RESOURCES REFERENCES

Our firm takes pride in making sure our effort throughout the recruitment allows for city staff to be able to focus on their daily job responsibilities. Our goal is for a seamless process for the city's staff.



**Kristina Kinde, City of St. Johns**

*kkinde@stjohns.mi.com*

616-821-1950



**Kalla Langston, City of Buchanan**

*clerk@cityofbuchanan.com*

269-695-3844



**Shannon Hertz, City of Portage**

*hertz@portagemi.gov*

269-329-4533



**Tanya Whited, City of Allen Park**

*twhited@cityofallenpark.org*

313-928-2472



**Michelle Miller, City of Brighton**

*millerm@brightoncity.org*

810-599-3228



**Jennifer LePage, City of Marquette**

*jlepage@marquettemi.gov*

906-228-0480



**Anna Cerven, Van Buren County**

*cervena@vanburencountymi.gov*

269-657-8200 ext.1271

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# SUMMARY

We want to thank you for the opportunity to submit our credentials as you begin the process to choose your next City Manager. As you know, in many ways, this is one of the most important decisions you will make as an elected official. WMS will work with great passion, ethics, and determination to help you find the “right fit.” Our firm hopes that after talking to our Michigan client base, you will select WMS for the City of Saugatuck.

Our firm is based on simple principles. Work hard, follow through and commit to excellence. There are many great firms in Michigan to choose from. We desire to be your firm of choice. Best wishes as you move forward.

Please contact us directly if you have any questions.

Frank L. Walsh, President  
Walsh Municipal Services  
2637 Elderberry Drive  
Okemos, Michigan 48864  
517-920-0134  
[Walshmuni@gmail.com](mailto:Walshmuni@gmail.com)





## City Council Agenda Item Report

**FROM:** Mayor Lauren Stanton

**MEETING DATE:** March 11, 2024

**SUBJECT:** Discussion of Stipend for Interim City Manager

**DESCRIPTION:**

Ryan Cummins has been serving as both the Director of Planning and Zoning and Interim City Manager since February 2.

City Council is asked to consider a weekly stipend for Mr. Cummins while he is serving as Interim City Manager.

**LEGAL REVIEW:**

The City Attorney will be at the meeting to answer any questions.

**SAMPLE MOTION:**

Motion to approve a stipend for Interim City Manager Ryan Cummins in the amount of \$\_\_\_\_\_ per week in addition to his regular salary until a permanent City Manager is in place.

**CATHERINE L. SIMON  
MAPLEWOOD HOTEL**

428 Butler Street  
Saugatuck, Michigan 49453  
616-405-6309  
info@maplewoodhotel.com  
**February 29, 2024**

**BY EMAIL DELIVERY**

Jamie Wolters, City Clerk  
City of Saugatuck  
102 Butler Street/PO Box 86  
Saugatuck, Michigan 49453  
[jwolters@saugatuckcity.com](mailto:jwolters@saugatuckcity.com)

Ryan Cummins  
Director, Planning, Zoning & Proj. Mngt.  
[rcummins@saugatuckcity.com](mailto:rcummins@saugatuckcity.com)

Re: Village Square Park  
Playground Equipment Replacement

Dear Ms. Wolters and Mr. Cummins:

I am the owner of the Maplewood Hotel adjacent to the north of Village Square Park. My personal residence is located on the third floor of the Hotel and is a separate legal identity from the Hotel.

The Village Square Park demolition and reconstruction was approved by the Saugatuck Historic Commission on October 5, 2023, and by the Saugatuck City Council on October 9, 2023. The "Sinclair Plan" as shown on the city's website.

On February 21, 2023, the Saugatuck Public Works, to my dismay, cut down the "Christmas Tree" in the Park which provided a buffer between the playground and the Maplewood Hotel dining porch, rental rooms and my residence. The approved Sinclair Plan did not identify any removal of existing vegetation, including the aged and historic Christmas Tree. As part of Tree City USA, the program was instituted to protect and value the benefits of the city's natural foliage. As you may recall, the Christmas Tree was donated by a number of business owners to be the community Christmas Tree.



As explained, removal of the Christmas Tree was necessary to reconfigure the new playground equipment due to miscalculations by Sinclair in the ADA and state requirements for placement and distance between equipment structures. I was assured on multiple occasions that the footprint of the new playground would remain the same except for a jut out to Water Street or west to the river. The previous perimeter was 45 feet from my sidewalk. The new perimeter is 17 feet from my property. Please refer to the Google maps pictures and pictures taken today from my deck.

Before any further work or installation occurs, a revised Village Square Park reconstruction plan must be submitted to the Historic Commission and City Council for review and approval. I believe my business and personal residence has, and will, be negatively impacted based on what has been described as the new Park playground reconfiguration. Removal of the Christmas Tree and suggested changes also alter the nature and character of the Park within the designated historic district.

I have brought these concerns to a number of Council members and city staff the last couple of weeks of rapid change. I support the work of the study group and a new playground. Unfortunately, the revised plans have altered the whole scope of the project.

A **STOP ORDER** should be immediately issued until such time as a new Village Square Park playground plan is submitted to, and is approved by both the Historic Commission and City Council.

Sincerely

A handwritten signature in blue ink that reads "Catherine L. Simon". The signature is written in a cursive, flowing style.

Catherine L. Simon  
Owner, Maplewood Hotel

## WHY BECOME A TREE CITY USA COMMUNITY?

A thriving urban forest offers many advantages to communities. Here are just a few:

Trees help absorb the sounds of traffic in urban areas by 40%.

Neighborhoods with trees are seven to nine degrees cooler than those without.

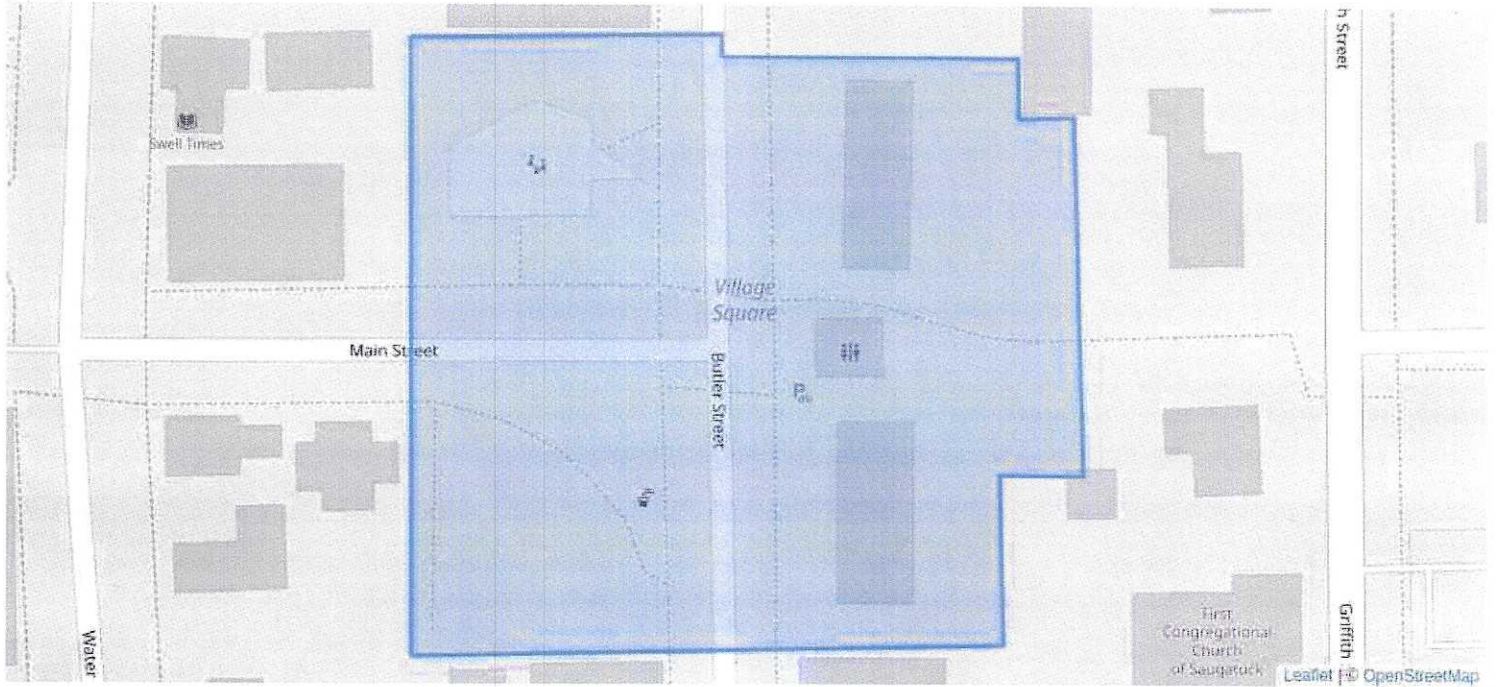
Trees reduce energy costs up to 25% by shading buildings and protecting them from winter winds.

Homes with trees have higher property values.

Green space plays a major role in improving mental and physical health.

Planting and maintaining trees absorbs carbon dioxide in the atmosphere, mitigating the effects of climate change.

Publicly demonstrating your commitment to the environment is a great way to build pride among residents, as well as position your community as an attractive place to live. To help you share your award, we send signs, flags, press releases, and other materials after your acceptance.



## Village Square

Kid-friendly · Sports Facility

### Overview

Directions

Full Map

Share

Located in Saugatuck, Michigan, United States, Village Square covers an area of 2.4 acres. This park is suitable for walking, and family activities, and features sports facilities such as a basketball ...

[Read more >](#)

350 Butler St, Saugatuck, MI 49453, USA  
42.65749, -86.20414

### Essential Amenities

Playground

Drinking water

### Nearby Parks



Coghlin Park



### Overview



# 404 Griffith St



Imagery ©2024 CNES / Airbus, Maxar Technologies, Map data ©2024 20 ft



## 404 Griffith St

Building



Directions



Save



Nearby



Send to phone



Share



404 Griffith St, Saugatuck, MI 49453

### Photos



1. Click 'Start'
2. Download on our website
3. Enjoy Easy PDF!



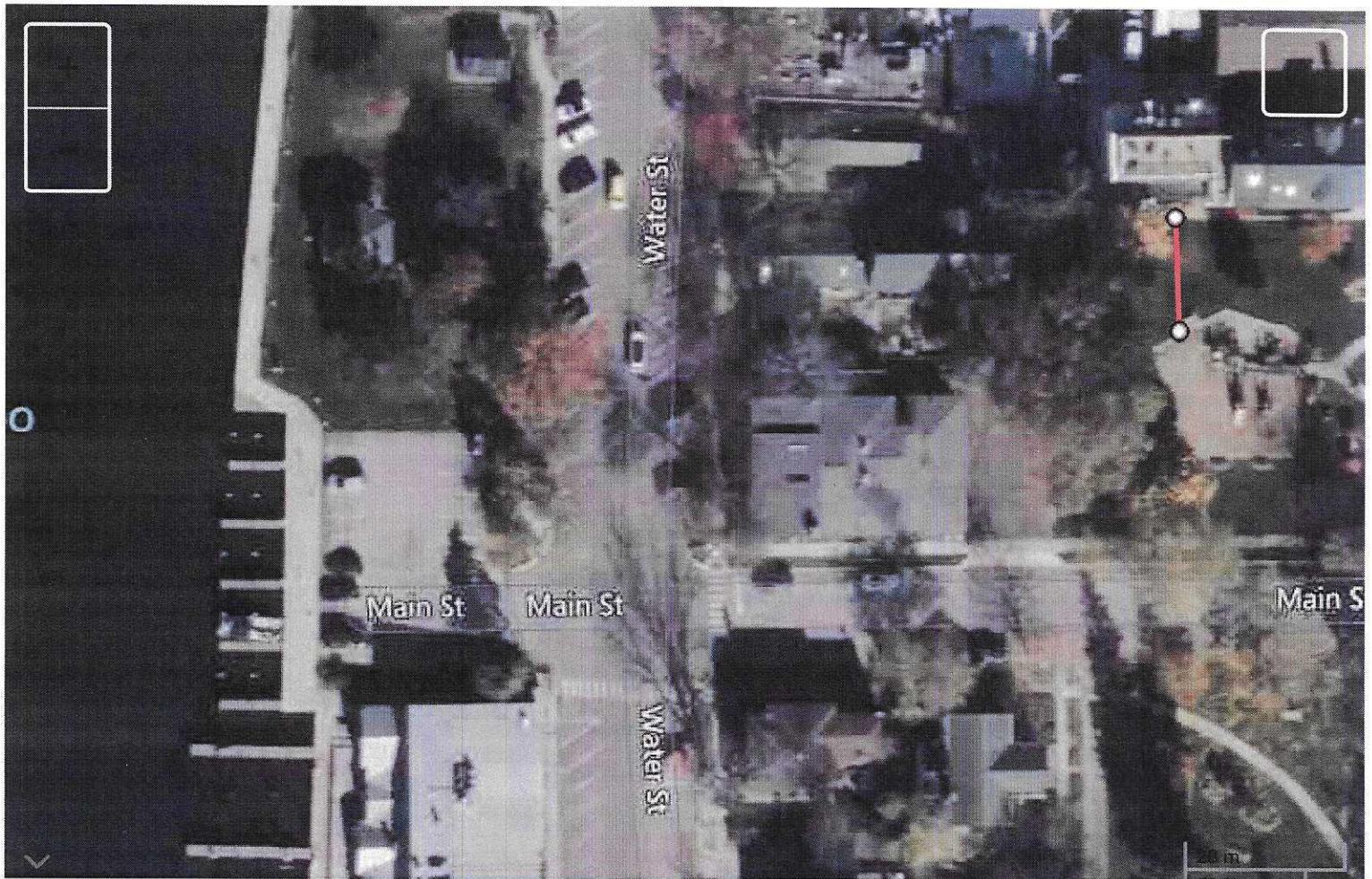
## MAP DISTANCE CALCULATOR

428 Butler Street, Saugatuck, MI

Search

Clear All Clear Last Point Share

Distance: 13.8 m | 0.01 km | 0.01 mi | 45 ft | 15.1 yd | 0.01 nm



Door Hangers Yupoong Classics™ F... Port Authority® Heat... Port Authority® Colle... Custom License Plates



1. Click 'Start'
2. Download on our website
3. Enjoy Easy PDF!

Start

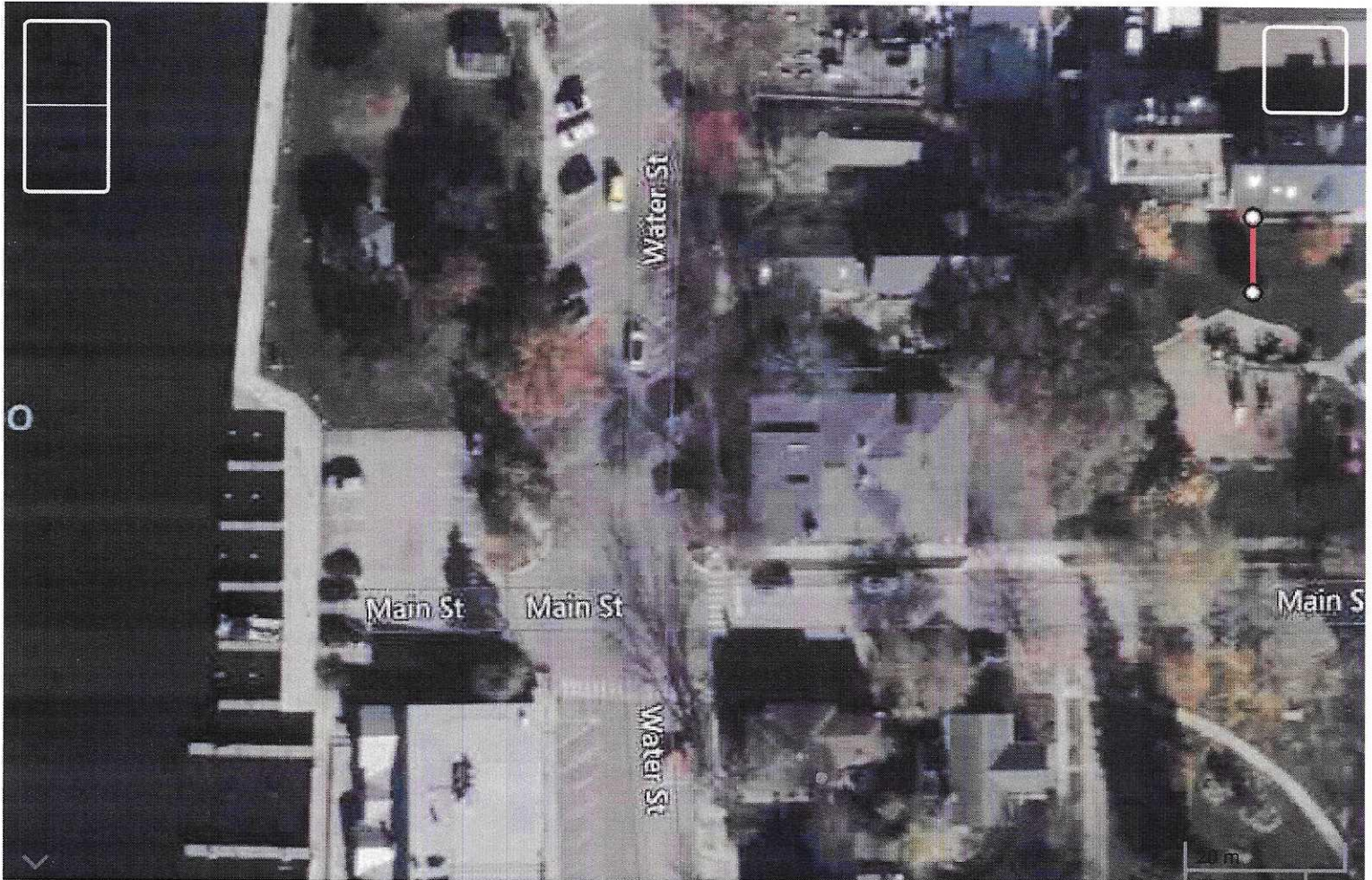
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428 Butler Street, Saugatuck, MI

Search

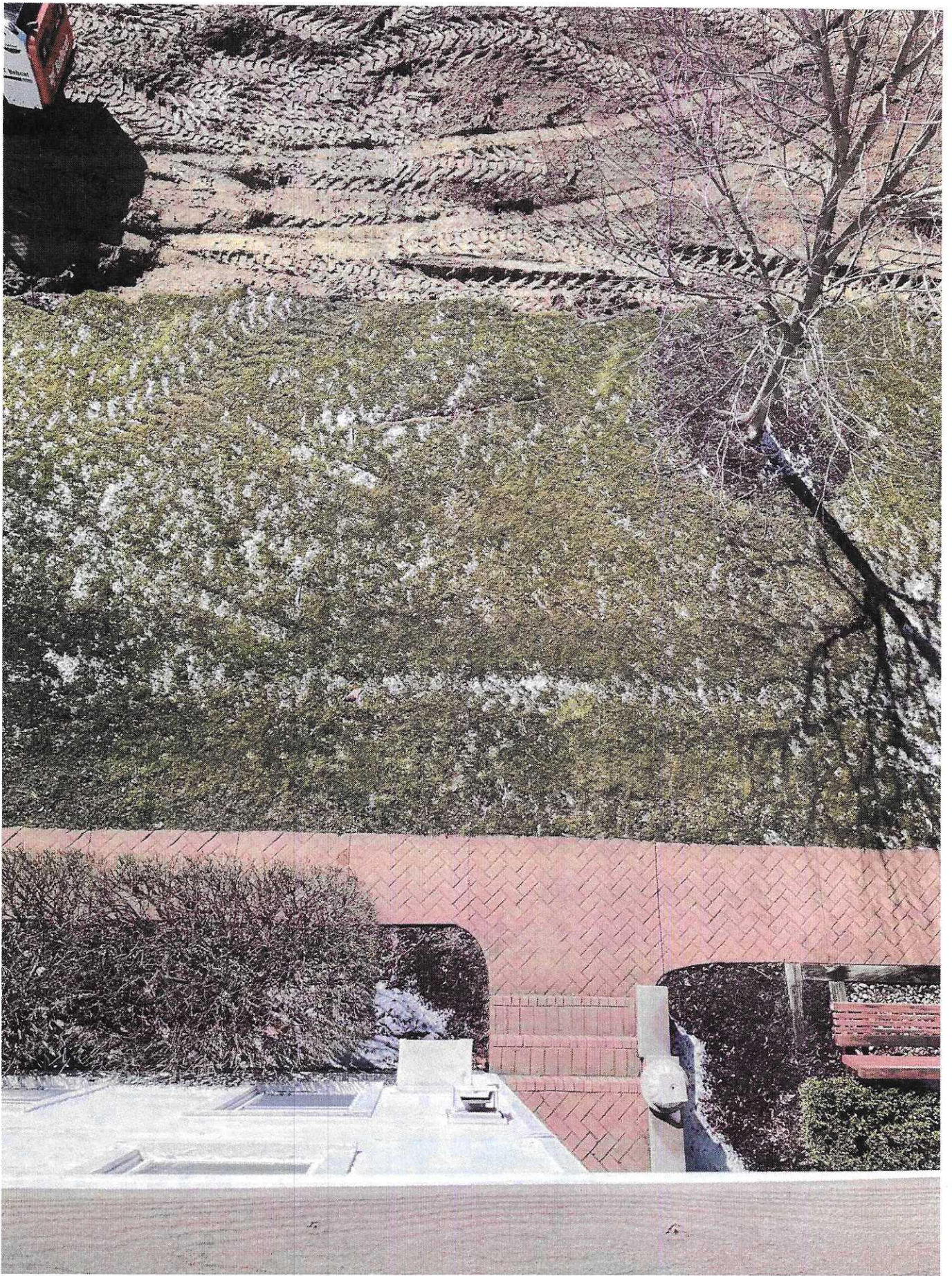
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Distance: 9.4 m | 0.01 km | 0.01 mi | 31 ft | 10.3 yd | 0.01 nm



Door Hangers Yupoong Classics™ F... Port Authority® Heat... Port Authority® Colle... Custom License Plates





Sent from my iPhone



