

**GRAND HAVEN CHARTER TOWNSHIP BOARD**  
**MONDAY, MARCH 27, 2017**

**WORK SESSION – CANCELLED.**

**REGULAR MEETING – 7:00 P.M.**

- I. CALL TO ORDER
- II. PLEDGE TO THE FLAG
- III. ROLL CALL
- IV. APPROVAL OF MEETING AGENDA
- V. CONSENT AGENDA
  - 1. Approve March 13, 2017 Board Minutes
  - 2. Approve Payment of Invoices in the amount of \$352,303.35 (*A/P checks of \$267,985.54 and payroll of \$84,317.81*)
  - 3. Approve the McKenna Associates proposal for the Zoning Ordinance RFP
  - 4. Approve EGL Tech of Holland proposal for IT Support Services
  - 5. Approve Speedway PUD Extension Request
- VI. PRESENTATION – Grand Haven Catwalk (*Sharon Behm, Diane Sheridan*)
- VII. OLD BUSINESS
  - 1. Disney Way Discussion and Decision
  - 2. Cat Walk Appropriation Request – Discussion and Decision
- VIII. NEW BUSINESS
  - 1. Approve Resolution 17-03-05 – Recognizing “Deputy Steenwyk Scholarship”
  - 2. First Reading – Municipal Violations Bureau Amendment Ordinance
  - 3. Appoint Two (2) members to the Joint Zoning Ordinance Re-Draft Committee
- IX. REPORTS AND CORRESPONDENCE
  - 1. Correspondence
  - 2. Committee Reports
  - 3. Manager’s Report
    - a. February Legal Review
  - 4. Others
- X. EXTENDED PUBLIC COMMENTS/QUESTIONS ON NON-AGENDA ITEMS ONLY  
(*LIMITED TO THREE MINUTES, PLEASE.*)
- XI. ADJOURNMENT

**NOTE:** The public will be given an opportunity to comment on any agenda item when the item is brought up for discussion. The supervisor will initiate comment time.

**GRAND HAVEN CHARTER TOWNSHIP BOARD  
MONDAY, MARCH 13, 2017**

**REGULAR MEETING**

I. CALL TO ORDER

Supervisor Reenders called the regular meeting of the Grand Haven Charter Township Board to order at 7:00 p.m.

II. PLEDGE TO THE FLAG

III. ROLL CALL

**Board members present:** Reenders, Behm, Gignac, and Kieft.

**Board members absent:** Larsen, Redick, and Meeusen

Also present was Manager Cargo.

**Motion** by Trustee Behm supported by Trustee Gignac to appoint Treasurer Kieft as the Temporary Clerk. **Which motion carried.**

IV. APPROVAL OF MEETING AGENDA

**Motion** by Treasurer Kieft and seconded by Trustee Behm to approve the meeting agenda. **Which motion carried.**

V. APPROVAL OF CONSENT AGENDA

1. Approve February 27, 2017 Board Minutes
2. Approve Payment of Invoices in the amount of \$574,482.37 (A/P checks of
3. \$454,792.55 and payroll of \$119,689.82)
4. Approve Hire of Part-Time Fire/Rescue Staff (*Joshua Barton*)
5. Approve Request for Proposal for Community Engagement Event (*Development of Witteveen and Wolfe properties - June 14th*)

**Motion** by Trustee Gignac and seconded by Trustee Behm to approve the items listed on the Consent Agenda. **Which motion carried.**

VI. OLD BUSINESS

1. **Motion** by Treasurer Kieft supported by Trustee Behm to approve and adopt Resolution 17-03-01 that awards the sale of the Township's Capital Improvement Bonds, Series 2017 to FTN Financial Capital Markets whose bond bid produced the lowest true interest cost to the Township. **Which motion carried** pursuant to the following roll call vote:

Ayes: Gignac, Kieft, Behm, Reenders

Nays:

Absent: Larsen, Redick, Meeusen

2. **Motion** by Treasurer Kieft, supported by Trustee Gignac to approve Resolution 17-03-02 adopting the March Budget Amendments for Fiscal Year 2017 that creates a new Pathway Fund, which will account for the bond proceeds from the Capital Improvement Bonds, Series 2017 sale. **Which motion carried** pursuant to the following roll call vote:  
 Ayes: Behm, Gignac, Kieft, Reenders  
 Nays:  
 Absent: Larsen, Redick, Meeusen
3. **Motion** by Trustee Gignac, supported by trustee Behm to postpone consideration of the Disney Way to March 27<sup>th</sup> Board meeting. **Which motion carried.**

VII. NEW BUSINESS

1. **Motion** by Treasurer Kieft, supported by Trustee Behm to approve an exception to the Private Road Ordinance Section 6 f. (*i.e., allowing a building permit for an existing lot of record on a private road that does not comply with all standards*) for parcel #70-07-05-200-020 pursuant to Section 7. This exception is granted pursuant to the following findings:
  - a. That the strict application of the literal terms of this ordinance would impose an undue hardship.
  - b. That emergency vehicles can adequately access the property.
  - c. That the residential unit to be constructed can meet the requirements of all other applicable state and township regulations.
  - d. That the Dowerk v. Township of Oxford Court of Appeals case indicates that the Township must allow an existing lot of record to be built upon if the Township believes that lot can be accessed for emergency purposes.
  - e. It is noted that this exception does not relieve the property owner from meeting all other environmental, building and zoning requirements that may arise during the course of the home construction.

**Which motion carried.**

2. **Motion** by Trustee Gignac, supported by Trustee Behm to approve Resolution 17-03-03 approving a one-year license agreement with Republic Services for waste collection and hauling services in Grand Haven Charter Township. **Which motion carried** pursuant to the following roll call vote:  
 Ayes: Kieft, Reenders, Behm, Gignac  
 Nays:  
 Absent: Larsen, Redick, Meeusen
3. **Motion** by Treasurer Kieft, supported by Trustee Gignac to approve Resolution 17-03-04 that approves an agreement with the Michigan Department of Transportation regarding permitted work within the MDOT right-of-way. **Which motion carried** pursuant to the following roll call vote:  
 Ayes: Gignac, Kieft, Reenders, Behm  
 Nays:  
 Absent: Larsen, Redick, Meeusen

4. **Motion** by Trustee Gignac, supported by Treasurer Kieft to mend the Township “Board Approved Employment Positions” to add a Part-Time Human Resources Supervisor and instructing staff to advertise for the position. **Which motion carried.**

VIII. REPORTS AND CORESPONDENCE

1. Correspondence was reviewed
2. Committee Reports
3. Manager’s Report
  - i. February Building Report
  - ii. February Enforcement Report
  - iii. February DPW Report
  - iv. January Legal Review
4. Others

IX. PUBLIC COMMENTS

None

X. ADJOURNMENT

**Motion** by Trustee Behm and seconded by Trustee Gignac to adjourn the meeting at 7:27 p.m. **Which motion carried.**

Respectfully Submitted,

William Kieft, III  
Grand Haven Charter Temporary Township Clerk

Mark Reenders  
Grand Haven Charter Township Supervisor



GRAND HAVEN CHARTER TOWNSHIP

## Community Development Memo

DATE: March 23, 2017  
TO: Township Board  
FROM: Stacey Fedewa, Community Development Director  
RE: Proposal for New Zoning Ordinance

### BACKGROUND

The Request for Proposals (RFP) to craft a new Zoning Ordinance was released by the Township in February with responses due March 15<sup>th</sup>.

### RESPONSE

A proposal response was received from McKenna Associates, which is a large and reputable consulting firm in Michigan. The proposal is for a 12-month project at a cost of \$38,822. Considering the Township anticipated budgeting another \$10,000 in 2018 the proposal came in under↓ budget!

### MOTION

If the Board agrees with staff's recommendation the following motion can be offered:

**Motion to authorize the Township Superintendent to sign an agreement with McKenna Associates to update the Township Zoning Ordinance in the amount of \$38,822.**

If you have questions or comments, please contact me at your convenience.



## Public Services Memo

DATE: March 23, 2017

TO: Township Board/Superintendent

FROM: Mark VerBerkmoes

RE: Information Technology Support Services

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As you may recall, the firm the Township utilizes for IT Support Services will be ending their agreement with the Township effective April 1, 2017. To that end, an RFP was created and pricing solicited from several different vendors qualified to provide these services moving forward. Also, recall that the Township utilizes an outside firm rather than hiring an employee due in large part to the scope of knowledge brought to our IT environment from a firm rather than an individual with limited knowledge.

The proposal was advertised and available on February 20 and a mandatory pre-proposal conference was held March 3, 2017. There were nine (9) firms represented at the conference with eight (8) submitted proposals for the work.

The proposals were then evaluated using the following criteria:

- ✓ Qualifications and experience
- ✓ General approach
- ✓ Costs anticipated
- ✓ References
- ✓ Ability to provide timely response to needs for support, maintenance, and monitoring
- ✓ Ability to follow directions contained in the specifications/requirements

Although the pricing ranged between \$66,000 to \$120,000, the width and breadth of experience and expertise varied as greatly as the price.

In brief, a few firms had no municipal experience while others had no BS&A experience (recall BS&A is our main financial/inspection application software set). In addition, there were firms that did not offer support outside of our normal business hours (although one was willing to make changes to accommodate). And still others offered a call center type of initial contact as opposed to local staff. All in all, as you might expect, there were many difference between the proposals. However, one firm stood out as the vendor that would best suit the Township's technology needs and environment.

EGL Tech is a Holland based company with a broad range of expertise and service offerings. They are familiar with BS&A applications through their support of the City of Zeeland and they offer an extensive portfolio of support for other services the Township utilizes.

EGL is one of the only firms to commit two (2) Help Desk and three (3) Network Engineers to our account. The advantage of assigned staff is that they will have possess an intimately knowledge of our technology environment, enabling more prompt and often immediate resolution of help tickets. They will also provide continuous of monitoring of our facilities (hardware/software) enabling them to provide proactive rather than reactive support along with monthly reporting of help tickets and pending and completed work.

It is staff's recommendation that the Township enter into an agreement with EGL Tech for Information Technology Support Service at a cost of \$83,700 annually.

If the Board agrees with this recommendation, the following motion could be offered:

**“Move that the Township Superintendent is authorized to sign an agreement with EGL Tech of Holland Michigan for Information Technology Support Services in the amount of \$83,700 annually.”**



GRAND HAVEN CHARTER TOWNSHIP

## Community Development Memo

DATE: March 23, 2017  
TO: Township Board  
FROM: Stacey Fedewa, Community Development Director  
RE: Speedway PUD – Request For Extension

### BACKGROUND

On March 28, 2016 the Township Board conditionally approved the Speedway PUD. The PUD approval is valid for 1 year, and substantial construction must begin within that time period or the permit will expire. Section 17.04.7.A governs this situation (*see right caption for specific ordinance language*), and requires the Planning Commission to make a recommendation to the Township Board.

### REQUEST

The written request for an extension was received from the applicant on March 3<sup>rd</sup> and requests a 6-month extension to achieve the following items prior to the commencement of substantial construction:

1. DEQ acceptance of their wetland mitigation plan; and
2. Execution of the PUD Contract (*and the Private Road Maintenance Agreement*).

### STAFF RECOMMENDATION

Staff is confident that Speedway will break ground in May 2017 because the water and sewer applications will be permitted this month and likely the remaining legal documents will be completed within 30-45 days. Thus, the 6-month extension request is reasonable and obtainable.

The Planning Commission agreed, and on March 20<sup>th</sup> they adopted a motion recommending the Township Board approve the extension.

**Motion to approve** the requested 6-month extension (*i.e., September 28, 2017*) for the Speedway PUD based on the request meeting the applicable requirements of Section 17.04.7.A of the Grand Haven Charter Township Zoning Ordinance.

### SECTION 17.04.7.A

Approval of the PUD shall expire and be of no effect unless substantial construction has commenced within 1 year of the date of approval of the Final Site Plan of the PUD or any phase thereof. An extension for a specific period may be granted by the Township Board upon good cause shown, only if such request is made in writing to the Township Board prior to the expiration date. The Township Board, prior to making a determination, shall forward the request to the Planning Commission, and ask for a recommendation. If a recommendation from the Planning Commission is not offered within 21 days after being referred to the Planning Commission, the Township Board may act without input from the Planning Commission on the applicant's request for an extension.



## Manager's Memo

DATE: March 22, 2017  
TO: Township Board  
FROM: Cargo  
RE: City of Grand Haven Catwalk Appropriation

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Attached, please find a proposed appropriations agreement that would authorize Grand Haven Charter Township to direct monies for the City's project to repair and preserve the catwalk.

Typically, a Township may not contribute monies to a private or public organization. However, there are exceptions. With regard to the City's request for monies to repair and preserve the catwalk, there are two exceptions that could apply.

First, the Township can appropriate money for the purposes of advertising recreational advantages or any reason that may encourage tourists to visit the Township or any portion of the State of Michigan. MCL 41.110c.

Second, the Township may appropriate funds for any project that will advance the historical interests of the Township in the opinion of the Township Board. MCL 399.161.

If the Board believe the request for financial support to repair and preserve the Grand Haven catwalk is covered by either of the aforementioned, the following motion can be offered:

**Move to appropriate a total of \$\_\_\_\_\_ for the repair and preservation of the Grand Haven catwalk and authorize the Township Superintendent to execute an appropriate agreement with the City for the same.**

If there are any questions or comments, please contact me at your convenience.

- i. Spring Lake Township appropriated \$10,000 to the City catwalk repair and restoration project.

**GRAND HAVEN CHARTER TOWNSHIP AND  
CITY OF GRAND HAVEN APPROPRIATION AGREEMENT  
FOR SOUTH PIER CATWALK**

This Appropriation Agreement (the "Agreement"), between Grand Haven Charter Township, Ottawa County, Michigan, a Michigan charter township, 13300 168<sup>th</sup> Avenue, Grand Haven, Michigan, 49417 (the "Township") and the City of Grand Haven, 519 Washington Avenue, Grand Haven, Michigan 49417 (the "City"), is made with reference to the following facts and circumstances.

A. The Township has authority, pursuant to MCL 41.110c, to appropriate money for the purposes of advertising recreational advantages or anything else that may encourage tourism to the Township or any part of the State of Michigan.

B. The Township also has authority, pursuant to MCL 399.161, to appropriate money for any project that will advance the historical interests of the Township in the opinion of the Township Board.

C. The City is raising funds for a project to restore the catwalk on the City's south pier (the "Catwalk Project"), a structure which has been a historical part of the area since it was built 95 years ago.

D. The Township Board has determined that the catwalk brings tourism to the greater West Michigan area.

E. The Township Board has also determined that, given the catwalk's iconic history in the area, maintaining the structure will advance the Township's historical interests as well as the City's.

F. The Township and the City desire to reduce to writing their agreement relative to the Township's appropriated funds.

THE TOWNSHIP AND THE CITY AGREE AS FOLLOWS.

1. Appropriation. The Township appropriates \$\_\_\_\_\_ to the City for the Catwalk Project. This appropriation shall be paid through a check written to the City pursuant to an invoice being forwarded by the City to the Township.

2. Use of Funds. The City and the Township agree that the City shall use the funds for any costs associated with the Catwalk Project exclusively. At the request of the Township, the City shall provide the Township with written specifics with respect to its utilization of the funds it has received from the Township pursuant to this Agreement.

3. Accounting and Audit. The books and records of the City shall be maintained in such form as to enable their reasonable audit by the Township. The Township may, upon

reasonable notice to the City, at reasonable times, and at the Township's own expense, audit the records of the City as necessary to reasonably assure that the funds received by the City pursuant to this Agreement are being used in conformance with the terms and conditions of this Agreement.

4. Liability. The parties acknowledge that the City is acting as an independent contractor pursuant to this Agreement. The Township shall have no liability whatsoever for the acts or omissions of the City and the City agrees to indemnify and hold the Township harmless from any such liability. The City shall maintain appropriate liability insurance and shall, on request, provide the Township with evidence that such insurance is in force.

5. Duration of Agreement. This Agreement shall be deemed to be effective on the date of signing, and it shall end when the Catwalk Project is completed. It may be renewed or revisited in the future, as agreed by the parties.

6. Binding Effect. This Agreement shall be binding on the parties and their respective successors and assigns.

IN WITNESS WHEREOF, the parties have executed this Agreement.

Witnesses:

GRAND HAVEN CHARTER TOWNSHIP

\_\_\_\_\_

By: \_\_\_\_\_  
**William D. Cargo**, Superintendent

Dated: March \_\_\_\_\_, 2017

CITY OF GRAND HAVEN

\_\_\_\_\_

By: \_\_\_\_\_  
**Patrick McGinnis**, Manager

Dated: April \_\_\_\_\_, 2017

## INTER-OFFICE MEMO

DATE: March 7, 2017  
TO: Township Board  
FROM: Cargo  
SUBJECT: Disney Way Proposal

As you may recall, the Board requested information on bringing the so-called “Disney Way” Customer-Centric Culture to the Township.

The attached proposal would provide the consulting / teaching for the Disney Way program at a cost of **\$14,500**.

In addition, I have included an interview from GovLoop with Al Vandenburg about the Disney Way experience at Ottawa County.

If the Board supports the proposal, the following motion can be offered:

**Move to authorize the Superintendent Cargo to execute an agreement with Capodagli Jackson Consulting to implement the Disney Way Customer-Centric Culture Philosophy at Grand Haven Charter Township at a cost of \$14,500.**

If you have any questions, please contact Cargo at your convenience.



## CITIZEN ENGAGEMENT

### The Magic of Disney in Ottawa County

What's more infuriating than having a bad customer service experience? Having no one to take responsibility for the problem. When agencies aren't accountable to the citizens they serve, serious consequences, like poor perception or distrust of government, arise. To show that government really does care about its citizens, agencies are trying to implement better online and open data platforms to give users more access to government and easy communication portals for any unhappy customer.

What does the imaginative Walt Disney have in common with government services? A lot more than you think.

In an interview with GovLoop, Alan Vanderberg, Ottawa County, Michigan Administrator, shared how he and his team drew inspiration from Disney and its Golden Rule to deliver better customer service and be more accountable to their citizens. "In government, we're accountable on a number of different levels," Vanderberg said. "There are a lot of legal standards we have to adhere to, and we're also held to a high standard of scrutiny as a public agency on how we spend money. We're expected to provide high-quality services in the most efficient manner."

With the effects of the Great Recession winding down in 2012, Vanderberg and his team thought about how best to take Ottawa County's 33 different departments, agencies, offices and courts to the next level. "Our core belief is we have a highquality county

because we have high-quality people living in the county,” Vanderberg said. “They deserve nothing but the very best as far as customer service goes.”

So Vanderberg and his team first decided to create a common understanding and expectation of what customer service should mean. As part of employee training, they applied the “4 Cs” initiative – inspired by the book “The Disney Way,” which discusses management and customer service secrets and best practices in Disney. The 4Cs are communication, customer service, creativity and cultural intelligence.

Vanderberg wondered what it would be like to have Disney experts help him and his team in their customer service efforts. To his luck, Bill Capodagli and Lynn Jackson, authors of “The Disney Way,” actually happened to live in Ottawa County. Capodagli worked with leaders representing the 33 areas of the county to develop consensus on a customer service vision, story and codes of conduct.

Capodagli worked with county leaders to develop a two-and-a-half-day training program that more than 900 employees completed over a year and half. “In training over 900 people, we used the foundations of Disney customer service like Disney storyboarding, which allows people to anonymously get their ideas out quickly and ranked as far as what needs to be improved,” Vanderberg said.

He found this tool especially helpful, since many in government surprisingly feel they need permission to deliver good customer service. For example, everyone thinks receiving a speeding ticket has to be a miserable experience. But more than 15 deputies who had given tickets in the county received nominations from private citizens for the Quarterly Outstanding Customer Service Award. Even such a negative situation can be turned into a positive customer service experience.

A customer service team was created to help keep training concepts alive and to be the catalyst for continuing customer service improvements. The customer service team implemented the Quarterly Outstanding Customer Service Awards Program, where citizens, businesses or even other employees can nominate county employees, recognizing outstanding customer service. This motivates everyone to deliver better services. The response has been overwhelming, with dozens of nominations coming from citizens and businesses for employees from a wide range of county service provision areas.

Vanderberg and his team have adopted a philosophy similar to Disney’s “touchpoints,” where every interaction with another human being during work hours represents an opportunity to deliver outstanding customer service. He stressed that anyone can be having a bad or stressful day, and one big part of the Disney way is the Golden Rule: Do unto others as you would have them do unto you. It’s been a defining strategy for Ottawa County, and it’s making a huge difference in the positive response from private citizens.

Vanderberg concluded, “It is amazing that while we get immersed in complex management and governmental systems, the most powerful customer service approach is the simplest: **Treat others the way you would like you or your family to be treated.**”

# CAPODAGLI JACKSON CONSULTING



February 17, 2017

Mr. William D. Cargo  
Superintendent  
Grand Haven Charter Township  
Grand Haven, MI

Dear Bill:

Thank you for the opportunity to work with you to invigorate your culture and improve customer service in Grand Haven Charter Township.

The following is our approach to meet this goal, and to provide a *Disney Way* Customer-Centric Culture Implementation:

Capodagli Jackson Consulting (CJC) President Bill Capodagli will be the consultant and lead facilitator for the Implementation. Bill has over 30 years of international management consulting and corporate research expertise. He has assisted scores of organizations – from Fortune 500 to family-owned establishments – revamp their customer service processes, improve leadership skills and implement a culture of innovation using Walt Disney’s original success principles – Dream, Believe, Dare, Do. This credo is the foundation of a commitment to creating customer experiences that are second to none. Bill co-authored the best-selling management books: *The Disney Way: Harnessing the Management Secrets of Disney in Your Company* (cited by *Fortune* magazine as “so useful, you may whistle while you work; now is its 3<sup>rd</sup> edition); *The Disney Way Fieldbook: How to Implement Walt Disney’s Vision of ‘Dream, Believe, Dare, Do’ in Your Company*; and *Innovate the Pixar Way: Business Lessons From the World’s Most Creative Corporate Playground*.



## **Our Goals for Grand Haven Charter Township's**

### ***Disney Way Customer-Centric Culture Implementation:***

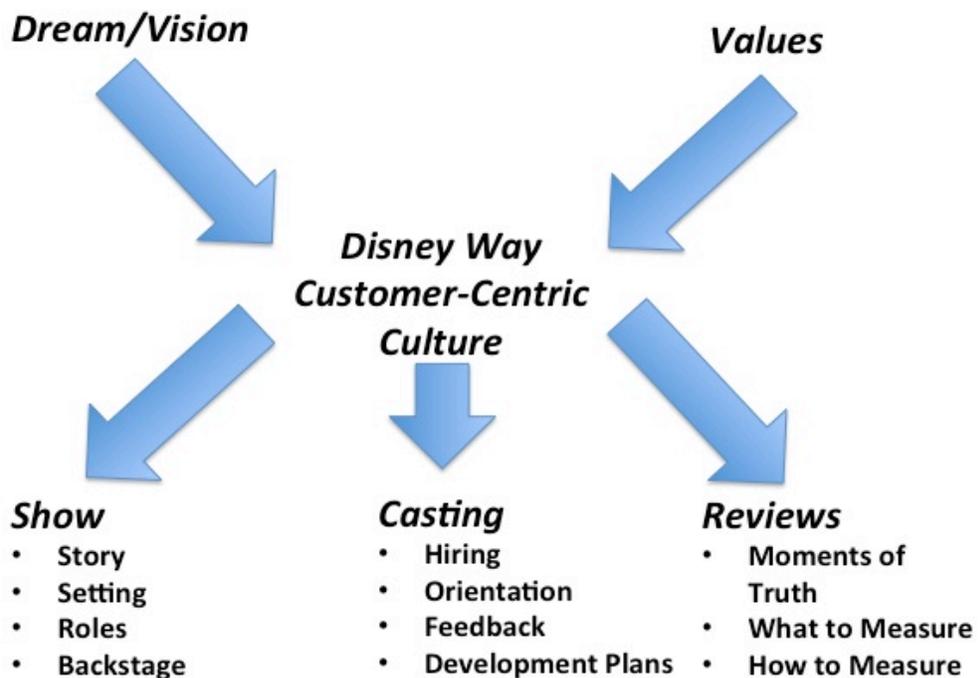
- Build upon Grand Haven Charter Township's existing culture
- Participate in *The Disney Way Experience*:
  - Develop Customer Service "Story"
  - Identify/validate Values
  - Establish/validate Codes of Conduct
  - Storyboard potential barriers to the Implementation; identify potential solutions
  - Develop Roadmap for Implementation
  - Understand *Disney Way Experience* Model (below)
  - Understand "Brain Trust" Process

*The Disney Way Experience* for all employees will be conducted over three days (2 half days and 1 full day).

Bill Capodagli will also conduct a follow-up meeting(s) with Management as well a follow-up meeting(s) with team(s) that result from *The Disney Way Experience*. Ongoing consulting will be provided as needed to ensure the anticipated results.



## *Disney Way Experience*





## Outcomes of *The Disney Way Experience*

- **Customer Service “Story”** – defines an organization in terms of creating magical dream-come-true moments for customers. It all begins with the “Story” that connects an organization and their products and services with their customers. Grand Haven Charter Township will collectively develop and embrace a collaborative Customer Service “Story” that can be communicated throughout the entire organization and to all stakeholders.
- **Values** – “When Values are clear, decisions are easy.” – Roy Disney; must be embraced by everyone in the organization and drive decision-making. Grand Haven Charter Township will collectively develop/validate and embrace a set of values that can be communicated throughout the entire organization and to all stakeholders.
- **Codes of Conduct** – specific behavioral expectations for all employees; support the “Story” and Values of the organization. Grand Haven Charter Township will collectively develop/validate and embrace Codes of Conduct that can be communicated throughout the entire organization and to all stakeholders.
- **Understand Storyboarding** – a process that employs a simple technique – visual display – and uses it in a unique way to help unleash the creative energy of a group or team as they develop innovative ideas and solutions to complex problems; a structured tool that captures the thoughts and creative ideas from an entire group, not simply from a segment of the group
- **Roadmap for Implementation** – plan for becoming a more customer-centric organization
- **Understand “Brain Trust” Process** – “a hallmark of a healthy creative culture is that its people feel free to share ideas” – Ed Catmull, President of Disney and Pixar Animation Studios; teams meet 4-6 times per year to identify and solve problems, build trust, and challenge one another to achieve excellence.

# CAPODAGLI JACKSON CONSULTING



## *The Disney Way Customer-Centric Culture Implementation Philosophy*

Becoming “customer-centric” is not an activity to be “checked off” during a performance review milestone. It must be an organization-wide cultural change championed by the Grand Haven Charter Township leadership. The Customer Service “Story,” Values and Codes of Conduct of the organization must be embraced by all stakeholders for the transformation to be realized. We believe that our philosophy and approach will best facilitate this goal for Grand Haven Charter Township.

Fees for *The Disney Way Customer-Centric Implementation* - \$14,500.00 (inclusive of travel and workshop materials; terms: 50% deposit due within 14 days of Agreement date; balance due 10 days prior to *The Disney Way Experience*)

Upon approval of our approach, I will prepare an Agreement that will include the logistics (AV) and defined dates (to be determined) for *The Disney Way Experience*.

Capodagli Jackson Consulting is committed to working with you to invigorate your culture and improve customer service in Grand Haven Charter Township.

Best regards,

Lynn Jackson  
Secretary/Treasurer

# CAPODAGLI JACKSON CONSULTING



# SUPERINTENDENT'S MEMO

DATE: March 21, 2017

TO: Township Board

FROM: Cargo

SUBJECT: Charitable Gaming License for the Deputy Steenwyk Scholarship

Attached, please find a Resolution that states that the “Deputy Steenwyk Scholarship” is a recognized nonprofit organization in the community and information on the non-profit. This recognition is for the purposes of “Deputy Steenwyk Scholarship” obtaining a charitable gaming license that will allow the organization to hold up to four fundraising events with charitable gaming each year. *(Please note that recognizing that “Deputy Steenwyk Scholarship” as a non-profit is not an endorsement of charitable gaming events.)*

Most of the charity events will actually be held in other communities at suitable venues or will be completed as a “raffle”. However, because “Deputy Steenwyk Scholarship” is based out of Grand Haven Charter Township, the GHT Board must approve the attached recognition resolution.

Staff has no objection to this recognition. Therefore, if the Board agrees with the request recognizing “Deputy Steenwyk Scholarship”, the following motion can be offered:

**Move to approve and adopt Resolution 17-03-05, which recognizes “Deputy Steenwyk Scholarship” as a nonprofit organization that operates within Grand Haven Charter Township.**

If you have any questions or comments, please contact Cargo prior to the Board meeting.



Charitable Gaming Division  
 Box 30023, Lansing, MI 48909  
 OVERNIGHT DELIVERY:  
 101 E. Hillsdale, Lansing MI 48933  
 (517) 335-3780  
 www.michigan.gov/cg

**LOCAL GOVERNING BODY RESOLUTION FOR CHARITABLE GAMING LICENSES**  
 (Required by MCL 432.103(K)(II))

At a \_\_\_\_\_ meeting of the \_\_\_\_\_  
REGULAR OR SPECIAL TOWNSHIP, CITY, OR VILLAGE COUNCIL/BOARD

called to order by \_\_\_\_\_ on \_\_\_\_\_  
DATE

at \_\_\_\_\_ a.m./p.m. the following resolution was offered:  
TIME

Moved by \_\_\_\_\_ and supported by \_\_\_\_\_

that the request from \_\_\_\_\_ of \_\_\_\_\_  
NAME OF ORGANIZATION CITY

county of \_\_\_\_\_, asking that they be recognized as a  
COUNTY NAME

nonprofit organization operating in the community for the purpose of obtaining charitable

gaming licenses, be considered for \_\_\_\_\_  
APPROVAL/DISAPPROVAL

**APPROVAL**

**DISAPPROVAL**

Yeas: \_\_\_\_\_

Yeas: \_\_\_\_\_

Nays: \_\_\_\_\_

Nays: \_\_\_\_\_

Absent: \_\_\_\_\_

Absent: \_\_\_\_\_

I hereby certify that the foregoing is a true and complete copy of a resolution offered and  
 adopted by the \_\_\_\_\_ at a \_\_\_\_\_  
TOWNSHIP, CITY, OR VILLAGE COUNCIL/BOARD REGULAR OR SPECIAL

meeting held on \_\_\_\_\_  
DATE

SIGNED: \_\_\_\_\_  
TOWNSHIP, CITY, OR VILLAGE CLERK

PRINTED NAME AND TITLE

ADDRESS

COMPLETION: Required  
 PENALTY: Possible denial of application.  
 BSL-CG-1153(R6/09)



Charitable Gaming Division  
 c/o Accounting  
 Box 30023, Lansing, MI 48909  
**OVERNIGHT DELIVERY:**  
 101 E. Hillsdale, Lansing, MI 48933  
 (517) 335-5780  
 www.michigan.gov/cg

# RAFFLE LICENSE APPLICATION

For Bureau Use Only

ALLOW 6 WEEKS FOR PROCESSING.  
 PLEASE PRINT OR TYPE IN BLUE OR BLACK INK.

QUALIFICATION INFORMATION	1. Organization Name <b>Deputy Steenwyk Scholarship</b>				2. Organization ID Number or Last License Number Issued	
	3. Organization Street Address <b>15076 Briarwood</b>		City <b>Grand Haven</b>	State <b>MI</b>	Zip Code <b>49417</b>	<b>46-3957029</b>
	Organization Mailing Address <b>15076 Briarwood</b>		City <b>Grand Haven</b>	State <b>MI</b>	Zip Code <b>49417</b>	
					County <b>70 Ottawa</b>	<input type="checkbox"/>
4. Has your organization ever received a license such as bingo, millionaire party, raffle, charity game ticket, or numeral game? <input type="checkbox"/> Yes - Complete application and submit with the appropriate fee. <input checked="" type="checkbox"/> No - Please follow the instructions on the qualification guideline. If a guideline was not included or you do not understand it, contact our office at (517) 335-5780 to inquire as to what documentation must be submitted to qualify for licensing.						
5. Is your organization a candidate committee, political committee, political party committee, ballot question committee, independent committee or any other committee as defined by, and organized pursuant to, the Michigan Campaign Finance Act 388 of the Public Acts of 1976, as amended, being sections 169.201 to 169.282 of the Michigan Compiled Laws? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				6. Has your organization received contributions or made expenditures of \$500 or more in the last calendar year for the purpose of influencing or attempting to influence the action of voters for or against the nomination or election of a candidate, or the qualification, passage, or defeat of a ballot question? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

SIGNATURE(S)	7. Provide name, title, home address, and telephone numbers for the PRINCIPAL OFFICER, e.g., president, grand knight, worthy matron, etc., and the vice president or equivalent and one other officer of the organization. SIGNATURE OF PRINCIPAL OFFICER REQUIRED - OR - signatures of the vice president or equivalent and one other officer. NOTE: Executive director signature not acceptable.			
	Name and Title		Street, City, State, ZIP Code	Telephone Numbers
	Principal Officer			Day
	Title			Evening
	Signature of Principal Officer			Date
	- OR -			
	Name and Title		Street, City, State, ZIP Code	Telephone Numbers
	Vice President or Equivalent <b>David Prout</b>		<b>15076 Briarwood Dr</b>	Day <b>(616) 638-7812</b>
	Title <b>Vice President</b>		<b>Grand Haven MI 49417</b>	Evening
	Signature of Vice President or Equivalent			Date <b>3/21/17</b>
Name and Title		Street, City, State, ZIP Code	Telephone Numbers	
Other Officer <b>Adam Brown</b>		<b>15292 Krueger #10</b>	Day <b>(616) 846-8039</b>	
Title <b>Treasurer</b>		<b>Spring Lake MI 49456</b>	Evening	
Signature of Other Officer			Date <b>3/21/17</b>	
By signing above, I CERTIFY that I am at least 18 years of age, the organization applying is a NONPROFIT organization, I have examined this application and there is no misrepresentation or falsification in the information stated or attached, and the facts underlying our original qualification status remain unchanged. I FURTHER CERTIFY that I am aware that false or misleading statements will be cause for rejection of this application or revocation of the right to obtain any future licenses and I AM AWARE OF AND AGREE TO the conditions of Act 382 of the Public Acts of 1972, as amended, and the rules and directives of the Michigan Bureau of State Lottery.				

PLEASE COMPLETE THE BACK PAGE OF THIS APPLICATION  
 PLEASE MAKE A COPY OF THE COMPLETED APPLICATION FOR YOUR RECORDS



RAFFLE INFORMATION	8. Contact Person <b>David Prout</b>			9. Raffle Location (building name, if any)		
	Mailing Address Where License Should Be Sent <b>15076 Briarwood Dr</b>			Street Address <b>15076 Briarwood Dr</b>		
	City <b>Grand Haven</b>	State <b>MI</b>	ZIP Code <b>49417</b>	City <b>Grand Haven</b>		
	Telephone Number (Day) <b>(616) 638-7812</b>	Telephone Number (Evening)		ZIP Code <b>49417</b>	County <b>70 Ottawa</b>	<input type="checkbox"/>
	10. List name, home address, and telephone numbers of the person(s) in charge of raffle. Must be member for 6 months. If more than one chairperson, attach additional list.					
Raffle Chairperson		Street, City, State, ZIP Code		Telephone Numbers		
Name <b>Adam Brown</b>		<b>15292 Krueger #10</b>		Day <b>(616) 846-8039</b>		
		<b>Spring Lake MI 49456</b>		Evening		
11. If the total value of all prizes awarded in one day is \$500 or LESS, complete this section.						
SMALL	Drawing Date(s) and Time(s) (Must be between the hours of 8 a.m.-2 a.m.):			License Fee:		
	Date <u>05/08/17</u>	Time a.m. <u>9:00</u> to <u>9:05</u> a.m.	All drawing dates included on this application must be at the same location. \$15 for 1, 2, or 3 drawing dates plus \$5 for each additional drawing date. (Example: 1 drawing date = \$15 fee, 6 drawing dates = \$30 fee.)			
	Date _____	Time a.m. _____ to _____ a.m.	Enter the total number of small drawing dates. <u>1</u>			
	Date _____	Time a.m. _____ to _____ a.m.	<b>\$15</b>			
<input type="checkbox"/> Check here if there are additional drawing dates and attach list.						
-OR- If the total value of all prizes awarded in one day is MORE than \$500, complete this section.						
LARGE	Drawing Date(s) and Time(s) (Must be between the hours of 8 a.m.-2 a.m.):			License Fee:		
	Date _____	Time a.m. _____ to _____ a.m.	All drawing dates included on this application must be at the same location.			
	Date _____	Time a.m. _____ to _____ a.m.	<b>\$50</b> x _____ = <b>\$0</b>			
				Number of Dates		
<input type="checkbox"/> Check here if there are additional drawing dates and attach list.						

TICKET INFORMATION	12. Will you be conducting an in-house raffle ONLY where there is no presale of the raffle tickets before the occasion? <input type="checkbox"/> Yes <input type="checkbox"/> No					
	13. Complete the boxes below in ink; ensure the ticket is printed with all of the required items. See Raffle Rule 506.					
	<input type="checkbox"/> Indicate any additional information that will appear on the actual tickets.					
	RAFFLE			<u>001</u> Ticket #		<u>001</u> Ticket #
	<b>Deputy Steenwyk Scholarship</b> Name of Licensee					
<u>5/8/17</u> Drawing Date(s)		Prizes		<u>0900</u> a.m. <input type="checkbox"/> Drawing Time(s)		
<b>Hand Gun</b> First Prize *						
Second Prize (if applicable)						
Third Prize (if applicable)						
Minimum 50/50 Prize (if applicable)						
<u>15076 Briarwood Dr</u> Raffle Location			<u>20</u> Ticket Price			
			<i>(to be added when issued)</i> License Number			
			Purchaser's Name			
			Purchaser's Address			
			Purchaser's Phone #			
<p>* For large prizes, you may want to include a disclaimer that states "If xxx (indicate number) tickets are not sold, the drawing will revert to a 50/50 raffle with the minimum prize of \$xxx (indicate dollar amount) awarded."</p>						

**Make checks payable to: STATE OF MICHIGAN**  
 Submit completed application, supporting documents, and license fee to:  
 Charitable Gaming Division, c/o Accounting, Box 30023, Lansing, MI 48909  
**OVERNIGHT DELIVERY: 101 E. Hillsdale, Lansing, MI 48933**



### QUALIFICATION INFORMATION

The organization must complete this form and submit with the qualification documents. If this form does not accompany the qualification documents, documents will be returned to contact person. This will delay processing. Any misrepresentation is grounds for denial.

Please check the appropriate box(es) for the license you wish to obtain. <input type="checkbox"/> Millionaire Party <input type="checkbox"/> Bingo <input checked="" type="checkbox"/> Raffle <input type="checkbox"/> Charity Game Ticket				Application(s) and fee(s) enclosed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
1. Name of Organization Deputy Steenwyk Scholarship					
2. Doing Business As (DBA) (if applicable) N/A				3. US Federal Employer Identification Number 46-3957029	
4. Organization Physical Address 15076 BAIARWOOD DR					
City Grand Haven		State MI	Zip 49417	County OTTAWA	
5. Organization Mailing Address <input checked="" type="checkbox"/> Same as Physical Address					
City		State	Zip	County	
6. Telephone Number 616 638 7812		7. Fax Number —		8. Date Organization Established 7/14/14	
9. Briefly describe the purpose of the organization To honor fallen Deputy Steenwyk in memory of a school scholarship. High schoolers going to college					
10. Name of Authorized Contact Person David Prout			11. Authorized contact person's position or role with organization President		
12. Mailing Address 15076 BAIARWOOD DR					
City Grand Haven		State MI	Zip 49417	County OTTAWA	
13. Email Address DProut@MIOTTAWA.ORG		14. Telephone Number 616 638 7812		15. Fax Number —	
The undersigned hereby certifies that the representations, information and data, presented are true, accurate and complete to the best of the undersigned's knowledge. The undersigned understands that failure to answer truthfully, completely and accurately could preclude the organization from receiving an approval to obtain a gaming license.					
Authorized Contact Signature 				Date 3/21/17	
Print Name and Title David Prout - v. President					

#### PLEASE READ CAREFULLY

If you are qualifying for a millionaire party license, mail this completed form and the required qualification documentation to Michigan Gaming Control Board, PO Box 30786, Lansing, MI 48909.

If you are qualifying for a raffle, bingo, or charity game ticket license, mail this completed form and the required qualification documentation to Charitable Gaming Division, PO Box 30023, Lansing, MI 48909.

If you are qualifying for a millionaire party AND raffle, bingo, or charity game license, you must submit copies of this form and all qualification documents to BOTH agencies.





GRAND HAVEN CHARTER TOWNSHIP

## Community Development Memo

DATE: March 14, 2017  
TO: Township Board  
FROM: Stacey Fedewa, Community Development Director  
RE: First Reading – Code Enforcement Amendment Ordinance

### BACKGROUND

While performing due diligence research on Township Ordinances staff determined the Code/Ordinance Enforcement Ordinance would be improved by adding the Code Enforcement Officer to the definition of an “Authorized Township Official.”

### REASONING

Although the current language of the ordinance is sufficient, by adding the Code Enforcement Officer to the definition the Township strengthens this ordinance by specifically delegating this duty to the police officers and the Code Enforcement Officer.

### SAMPLE MOTION

If the Township Board agrees with the proposed amendment the following motion can be offered:

**Motion** to postpone further action on the amendment to the Authorized Township Official definition in the Code/Ordinance Enforcement Ordinance until April 10<sup>th</sup>.  
**This is the first reading.**

Please contact me if this raises questions.

ORDINANCE NO. \_\_\_\_\_

**CODE/ORDINANCE ENFORCEMENT AMENDMENT ORDINANCE  
GRAND HAVEN CHARTER TOWNSHIP**

AN ORDINANCE TO AMEND SECTION 2.2 OF THE CHARTER TOWNSHIP OF GRAND HAVEN CODE/ORDINANCE ENFORCEMENT ORDINANCE TO AMEND THE AUTHORIZED TOWNSHIP OFFICIAL DEFINITION.

GRAND HAVEN CHARTER TOWNSHIP, COUNTY OF OTTAWA, AND STATE OF MICHIGAN, ORDAINS:

Section 1. Definitions. Section 2.2 of the Code/Ordinance Enforcement Ordinance shall be restated in its entirety as follows.

2. “Authorized Township Official” means a police officer, a Code Enforcement Officer, or other personnel of the Charter Township of Grand Haven authorized by this Ordinance or any Ordinance to issue municipal civil infraction citations or municipal civil infraction violation notices.

Section 2. Effective Date. This Ordinance was approved and adopted by the Township Board of the Charter Township of Grand Haven, Ottawa County, Michigan, on \_\_\_\_\_, after introduction and a first reading on \_\_\_\_\_, and after posting and publication following such first reading as required by Michigan Act 359 of 1947, as amended. This Ordinance shall be effective on \_\_\_\_\_, which date is 30 days after adoption of the Ordinance.

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Mark Reenders  
Township Supervisor

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Laurie Larsen  
Township Clerk

**CERTIFICATE**

I, Laurie Larsen, the Clerk for the Charter Township of Grand Haven, Ottawa County, Michigan, certify that the foregoing Ordinance was adopted at a regular meeting of the Grand Haven Charter Township Board held on \_\_\_\_\_. The following members of the Township Board were present at that meeting: \_\_\_\_\_. The following members of the Township Board were absent: \_\_\_\_\_. The Ordinance was adopted by the Township Board with members of the Board \_\_\_\_\_ voting in favor and no members of the board voting in opposition with \_\_\_\_\_ being absent. The Ordinance was published after adoption on \_\_\_\_\_, 2015.

\_\_\_\_\_  
Laurie Larsen  
Township Clerk



GRAND HAVEN CHARTER TOWNSHIP

## Community Development Memo

DATE: March 23, 2017  
TO: Township Board  
FROM: Stacey Fedewa, Community Development Director  
RE: Zoning Ordinance Review Committee Appointments

### BACKGROUND

The Request for Proposals (RFP) to craft a new Zoning Ordinance was released by the Township in February with responses due March 15<sup>th</sup>. After approving the McKenna Associates proposal the Board must select two members to be on the Zoning Ordinance Joint Review Committee.

### MEETING EXPECTATION

The consultant proposes a 12-month process to update the ordinance, and could contain up to 14 meetings. This would include:

- 1 Project initiation meeting
- 1 Presentation to Committee regarding the diagnostic review of the existing ordinance and an outline of the new ordinance
- Up to 8 additional meetings with the Committee
- 1 Planning Commission presentation
- 1 Township Board presentation
- 1 Open House to present final document
- Optional meetings to occur in the beginning:
  - Stakeholder Committee meeting (+\$2,674)
  - Community Open House (+\$5,396)

### CURRENT APPOINTMENTS TO COMMITTEE

The Zoning Ordinance Joint Review Committee will consist of 5 members. 2 from the Township Board, 2 from the Planning Commission, and 1 from the Zoning Board of Appeals. Appointments are made by each group. Thus far, appointments are:

- Mike Voss – ZBA
- Bill Cousins – Planning Commission
- Bob Wagenmaker – Planning Commission

## SAMPLE MOTION

**Motion** to nominate \_\_\_\_\_, and \_\_\_\_\_ for appointment to the Zoning Ordinance Joint Review Committee to help craft a new Zoning Ordinance for Grand Haven Charter Township.

If you have questions or comments, please contact me at your convenience.