Canton Municipal Services Department

Canton continues to lead the way in quantity and quality of development in southeastern Michigan. The Municipal Services Department (MSD) plays a key role in shaping that development to meet the community’s needs.

MSD provides development, planning, building, and infrastructure services, and is responsible for coordinating these activities to provide the best possible service.

The department is headed by Director Jade Smith and consists of the following divisions: Communications, Building and Inspection Services, Planning Services, Engineering Services and Public Works.

Employees of the Municipal Services Department are committed to exceptional customer service. All divisions are involved in the creation of a new development in the community.

Communications:

Communications is responsible for planning, organizing and implementing township communications and developing public relation for all MSD divisions.

Duties include:

- Creating and updating various brochures and pamphlets
- Putting various presentations together for the Township Board and residents
- Promoting special events like River Day and Household Hazardous Waste Collections
- Writing press releases
- Updating the Canton website
- Contributing to the monthly Focus Newsletter
- Preparing special reports such as the annual Consumer Confidence Report and year-end reports for the Township Board
- Developing public education campaigns on a variety of topics such as residential recycling and the road millage
- Administering MSD’s social media pages
- Developing PSAs for cable and MSD’s YouTube channel
Building and Inspection Services Division:

Building and Inspection Services ensures that local construction projects meet State and community standards for adopted building codes and ordinances.

Staff issues permits for construction, repairs, and alterations to private property. Housing and ordinance complaints are also handled here.

Duties include:

- Process permit applications
- Process residential builder and mechanical license registrations
- Perform plan reviews of proposed buildings
- Issue permits for construction
- Perform inspections
- Certificate of Occupancy approval process
- Implement dangerous building hearings and processes
- Daily, monthly activity reports
- Receives and investigates ordinance complaints
- Implements Canton's Residential rental inspection program
- Assists with process for state complaints against builders
- Process Zoning Board of Appeals applications, keep records and record minutes
Planning Services Division:
Planning Services facilitates proper land use planning using a thorough review process for all commercial, industrial, institutional, and residential site plans. This is done by carefully blending the community's goals with various zoning standards to obtain the best possible plan for new development.

Duties include:
- Long Range Planning and administration of the Comprehensive Master Plan
- Zoning Ordinance Administration
- Tree and Forest Preservation standards and tree removal permits
- Site plan review
- Subdivision Ordinance (subdivision plan review) and Condominium Ordinance (attached/site condominium review)
- Site inspections (existing developments)
- Landscape plan and site plan inspection for new developments
- Address assignments for new developments
- GIS system development and administration, including mapping services and land divisions

Engineering Services Division:
The Engineering Services Division is located on the second floor of Canton's Administration Building and ensures that community engineering design and construction standards are met. Engineering works in the areas of utilities, drainage infrastructure, special assessment districts, road paving, flood plains and wetlands, and outside agency permits.

Duties include:
- Review and inspection of private developments
- Building plot plan review and approval
- Annual Sidewalk Replacement and Gap Program including design and inspection
- Contract administration for roads, water, sewer, and stormwater projects
- Capital Improvements Program administration
- Conduct various engineering studies
- Coordinating and run annual Road Improvement Program funded by the road millage
Public Works Division:

The Public Works Division is located at 4847 Sheldon Road is broken into the following six sections; Water, Sanitary Sewer, Environmental/Customer Services, Asset Management and Fleet Services (located behind Fire Station #1).

These six sections are responsible for the operation and maintenance of the water supply, sewage collection systems and all township-owned vehicles and equipment.

**Duties include:**

- Commercial water meter reading, installation, repairs, and testing.
- Maintenance on the township public water distribution system
- Water service installations
- Water main repairs
- Hydrant flushing
- Control water pressure and flows
- Sod and seeding restoration work
- Street sweeping to reduce stormwater pollutants
- Sewer collection system repairs
- Cut and cap illegal sewer lead connections
- Maintenance of the township public sewage collection system
- Noxious weed mowing
- Refuse, yard waste and recycling collection
- Install and maintain electronic equipment used in emergency vehicles
- Perform preventative maintenance as part of routine services for all vehicles and equipment
- Assist in department vehicle/equipment specification and purchasing process
- Purchase and maintain registration log for municipal plates used on township vehicles
- Manage vehicle replacement schedule
MSD Special Events:

RIVER DAY
River Day is scheduled for the first Saturday of June each year. Volunteers from the community participate in this event to help Canton improve the water quality in their creeks and streams.

HOUSEHOLD HAZARDOUS WASTE ROUND-UP
At this popular event, held the first Saturday in September after Labor Day, Canton residents may bring items such as fluorescent light bulbs, paint, batteries, pesticides, and expired medicines to be collected for proper disposal in a hazardous waste landfill.

NATIONAL PUBLIC WORKS WEEK
Instituted as a public education campaign by the American Public Works Association in 1960, National Public Works Week (NPWW) is observed each year during the third full week of May to call attention to the importance of public works in community life and enhance the prestige of the often-unsung heroes of our society- the professionals who serve the public good every day with quite dedication.

CANTON CLEAN-UP
Held on selected Saturdays from 8am - 4pm, GFL is open to residents who wish to drop off the following items at their facility located at 42100 Van Born Road:

Home electronics • Motor Oil (limited to five, 1 gallon containers) • Latex Paint (limited to five, 1 gallon containers - no limit on empty paint cans with the lid removed and paint dried out) • Clean Antifreeze (limited to five, 1 gallon containers) • Household and Car Batteries • Household Construction Debris • Household Trash • All Single Stream Recycling Materials • Sod and Tree Branches • Metal • Aluminum • Copper • Dirt • Brick • Concrete • Yard Waste

2021 Canton Clean-up Dates:
April 24
May 15
June 26
August 21
September 25
October 6
Road Jurisdiction and Funding:

Since Canton is a township and NOT a city, it is not responsible for any of the 373 miles of road in the community? State law specifies that cities, villages, counties, and the Michigan Department of Transportation (MDOT) have jurisdiction over public roads.

In Canton, 9 percent of the roads are owned by the State, 68 percent are owned by the county, and the remaining 23 percent are owned by private Homeowner Associations. Residential streets are built by developers and paid for by homeowners as part of the cost of their homes. Therefore the cost of paving or resurfacing private roads is generally the property owner’s responsibility.

When it comes to funding road projects in Canton, who is responsible? State roads, such as Ford Road, Michigan Avenue, and I-275, are maintained by the Michigan Department of Transportation (MDOT). Private roads, found only in apartment, condominium and site condominium developments, are maintained by homeowner associations. County primary roads, such as Cherry Hill Road and all subdivision streets are maintained by Wayne County.

Major road improvements, like bridge replacements and road widening, are funded with federal monies appropriated through the Transportation Equity Act Legislation (TEA-LU).

County road commissions in Michigan receive the majority of their funding from two primary sources: state-collected road funds and federal road funds. State collected funding is made up from the 19-cents-per-gallon tax on gasoline and 21-cents-per-gallon tax on diesel fuel purchases, and motorist fees for license and registration paid to the state. Fees collected from these sources make up the Michigan Transportation Fund (MTF).

According to state law, MTF funds are divided between MDOT, the 83 county road agencies, and the 500-plus cities and villages. MDOT and county road commissions each receive 39.1 percent of the money and cities and villages receive 21.8 percent. Unlike incorporated cities and villages, townships do not receive gas tax revenues for roads and therefore must rely on their county to provide nearly all road-related activities.

After the MTF, road commissions’ next largest funding source is the revenue from the 18.3-cents-per-gallon federal fuel tax. Of the federal funds that come to Michigan, MDOT has historically received 75 percent, while county road commissions, cities and villages split the remaining 25 percent.

Canton does fund some road improvements each year including land acquisition costs for road widening, intersection safety improvements and sidewalk gap construction.
Canton Road Improvement Program:

In 2018, Canton residents passed a 20-year, 1.45 mill property tax increase dedicated to Road Improvements. The revenue goes directly to public road maintenance and repairs on County-owned subdivision roads, County-owned primary roads and State-owned roads.

The intent of the program is to provide flexibility year-to-year to match revenues from the millage to the prioritized projects. The 20-year strategic targets for investment of the revenues derived from the millage is: Major County Roads--55%, Local County Subdivision Roads--30%, State Roads--15%.

The following is a list of completed Major Road Projects funded by the millage in 2019 and 2020.

- Saltz Road: Concrete repairs and reconstruction from Beck to Haggerty Roads.
- Hanford Road: Concrete repairs and reconstruction from Beck to Haggerty Roads.
- Morton Taylor Road: Base repairs and overlay north of Warren Road.
- Lotz Road: Reconstruction and repair on Lotz Road between Palmer and Cherry Hill Roads.
- Beck and Cherry Hill Road Intersection: Pavement on the south leg of the intersection repaired.
- Beck Road: Failing pavement replaced and repairs to section south of Geddes Road.
- Lilley Road: Repair and re-constructed portions south of Ford Road to Cherry Hill Road.
- Canton Center Road: Pavement rehabilitation and repair done south of Ford Road.
- Cherry Hill Road from Beck and Canton Center Roads: Preventative maintenance asphalt crack sealing.
- Warren Road from Morton Taylor and Lilley Roads: Preventative maintenance asphalt crack sealing.
- Palmer Road from Canton Center to Lilley Roads: Preventative maintenance asphalt crack sealing.
- Beck Road from Cherry Hill to Ford Roads: Preventative maintenance asphalt crack sealing.
- Canton Center Road/ Warren Road: Repair/replacement of intersection.
- Haggerty Road: Base repairs between Hanford to Warren Roads.
- Haggerty Road: Base repairs Palmer Road to Michigan Avenue.

Total number of miles improved during the first two years of the program = 10.2 miles

Unmatched work on local subdivision roads was done north of Ford Road in 2019 to address catch basin and drainage fixes as well as asphalt crack and concrete joint sealing.

In addition, 29 subdivisions applied for and were chosen to take part in the local match program. In 2020, road work was completed in 19 of these subdivisions The rest will be done in 2021.
Ford Road Boulevard Project:

Ford Road has not had a major reconstruction in 30 years; however, that is anticipated to change within the next five years. MDOT, with help from Wayne County and Canton Township will transform the current five lanes of traffic to four lanes with a “green” boulevard in the middle. Haggerty Road will also have a small boulevard that runs north and south of Ford Road.

This will be a large construction project that will take two years to complete. The estimated cost is $60 million, Canton will pay approximately $10 million and Wayne County will contribute to the construction of the Haggerty Boulevard portion.

MDOT will begin hosting Public information meetings sometime this year. They are currently in the process of launching a construction website for this project. This will be a great resource for residents and business owners to update themselves on the progress of this project.

MDOT is currently scheduled to begin construction in 2022 and complete substantial construction at the end of 2023. This schedule is dependent on being able to acquire the necessary right-of-way without having to go to court.
Canton Sidewalk Program:

In order to promote safety in Canton neighborhoods, and improve the appearance of the community, Canton has adopted a sidewalk ordinance and program.

Each year, Canton's Engineering Services Division targets a specific zone within the Township. If your residential or commercial property falls within that zone, you will be responsible for any sidewalk that falls within the public right-of-way. If, after inspection, the township determines that a homeowner or commercial business owner's sidewalk is in need of repair, they will be notified accordingly.

Canton's Utility Inspector will place “Green Dots” denoting resident/business owner responsibility and “Red Dots” denoting Township responsibility for all sidewalk repairs. All subdivision ramps in need of repair will be replaced to meet the guidelines set by the American Disabilities Act (ADA).

After inspections have been completed, a Public Hearing for Necessity of Repairs is scheduled. The Public Hearing is typically held in March of each year. Notification letters are mailed with the time, date and location of the Public Hearing. The letters also include an estimated quantity and cost of the sidewalk to be repaired. After the hearing, homeowners/business owners have 60 days to complete repairs. Options for sidewalk repair are provided in the notification letters.

Sidewalk repair construction begins after Memorial Day and is completed by the end of August. Invoices for repair work will be mailed in the Fall/Winter. Sidewalk payments are expected a year from the date the estimate is sent to owners. Any unpaid portion of sidewalk, billed to the owner, is rolled onto their taxes over a 5 year period with 6% interest.

The current cycle for sidewalk inspection is every 12 years.
Canton Recycling Grant:

In 2019 Canton applied for and was awarded an $85K grant to help reduce contamination in recycling bins. Contamination occurs when non-recyclables are placed in the carts which can include anything from food waste to plastic bags. Recycling loads with contamination are rejected from the recycling facility. The funding comes from the Michigan Department of Environment, Great Lakes and Energy (EGLE) with technical assistance from The Recycling Partnership.

Canton was one of 14 successful Michigan communities awarded a grant to conduct a tagging quality improvement program. The program consists of sending crews out to inspect recycling carts placed at the curb. If contamination is found, crews will tag the carts letting residents know their cart was contaminated with unacceptable items. Residents usually receive one to two warnings before their recycling cart is rejected at the curb. Canton’s tagging program was supposed to begin in Spring 2020 but due to COVID we postponed until the Spring of 2021.

The success of the program is determined by contamination sorts done at the recycling facility. Before tagging begins, The Recycling Partnership will do a sort at our facility to determine what Canton’s current contamination rate is. Tagging crews will then be trained and broken into six teams of two. Each team will work Monday-Friday, five hours per day for eight weeks inspecting carts and tagging violations. At the end of the eight weeks, The Recycling Partnership will do another sort to determine if our contamination rate improved.

Residents will receive two direct mail pieces before the program begins explaining what we are doing and why. Program information will also be placed on our website, in the FOCUS newsletter and on all township social media sites. The program is anticipated to begin in May 2021.

Grant Funding Breakdown:

- $85,000 from ELGE
- $32,000 matching funds from Canton Sanitation Budget

What is pays for:

- 8-week tagging program (includes hiring a contractor to hire, train and run an eight-week tagging program)
- Two direct mail pieces to all households
- Mobile app used by tagging crews
APWA Accreditation: What does it mean for Canton MSD?

In November 2017, Canton’s Municipal Services Department received National Accreditation status through the American Public Works Association (APWA). This accreditation status demonstrates that our organization is a leader among municipal agencies across North America. Currently, there are only 132 other municipal agencies in the United States and Canada that have achieved this standard of quality and operational efficiency.

Achieving accreditation and maintaining certification as an accredited agency is quite an undertaking and accomplishment that helps us be “the best we can be.” Being accredited means that our agency understands best management practices, examines our operations regularly, documents our policies and procedures, and engages in continuous process improvement. The result of this process helps Municipal Services staff ensure that the services we provide meet or exceed industry standards for the benefit of our agency and the customers we serve.

Benefits of APWA Accreditation:

Municipal Services staff embraces the accreditation process and acknowledges the value and benefit of being an accredited agency through:

- Examination and review of our policies and procedures by outside professionals substantiates our agency’s abilities, and verifies industry standards are being met, or exceeded, in the services we provide.
- Our practices, policies, and procedures help us to ensure safe, efficient, effective, and consistent services to our customers.
- Having procedures in place provide a framework for the future. By examining procedures periodically we are able to identify, refine, and plan for improvements. As a result of the accreditation process we are able to capture and document institutional knowledge and provide a blueprint for success to those that follow.

What’s next?

Now that we have achieved accreditation, a framework for continuous improvement has been established for the Municipal Services Department. The APWA accreditation process requires that agencies obtain re-accreditation status every four years. During this time, we will continue to develop and improve our practices and procedures to ensure the services we provide our customers are the best. This continual process for improvement and service optimization will ensure that we continue to be one of the premier public service agencies in the country.

Special Distinction:

In 2016, the Municipal Services Department developed a five-year Strategic Plan. This plan helped us designate current and future goals, and identify objectives to be met in order to accomplish our goals. Our Strategic Plan has been recognized as a “Model Practice” by the national APWA Accreditation Board, and will be utilized as an example for other agencies across North America.