



NEWS FOR NEW RESIDENTS

City of Troy Fast Facts
Passport Application Information
City Ordinance: Dogs
City of Troy App Information
Troy Police Dept: Alarm Permits & Home Safety Tips
Troy Fire Safety Ordinances
Keep Your Drains Clear

Community Affairs Department
500 W. Big Beaver
Troy, MI 48084
248.524.1147
www.troymi.gov
cindy.stewart@troymi.gov

Updated January 2020



FAST FACTS

about the Community

City Incorporated	June 13, 1955
Land area	34.3 miles
Acres of Parks/City-owned land.....	900 acres
Population	85,584
Workday Population	170,396
Number of City employees	351 (full-time) and 368 (part-time & seasonal)
Annual City Budget.....	\$169.4 Million
City Millage Tax Rate.....	10.2437 mils
Market Valuation.....	\$13 billion
Retail Space	7 Million sq. ft.
Office Space	17 Million sq. ft.
Manufacturing/Engineering Space.....	14 Million sq. ft.
Businesses	6,138
Number of Households.....	31,520
Average Selling Price of a Single-Family Home	\$357,888
Median Household Income	\$85,027
Water consumed through Troy's water system.....	3.5 Billion Gallons/year
Police Officers	83
Volunteer Fire Fighters	180
Parks	16 developed, 12 undeveloped
Government.....	Council-Manager

Troy Council Meetings

Two meetings each month @ 7:30 pm located at City Hall. Check website calendar for dates.

Re-broadcasted: Wide Open West (channel 10), Comcast (channel 53), AT&T (channel 99)

Wednesday @ 10 am Thursday @ 7 pm Saturday & Sunday @ 4 pm & 10 pm

Website www.troymi.gov

Served by seven public school districts as well as eight colleges and universities.



Passport Application Information

Application Services through the City Treasurer's Office at City Hall

The City of Troy Treasurer's Office serves as an official Passport Acceptance Facility and accepts applications from U.S. Citizens **by appointment only**. Monday – Friday, 8am – 2pm. Call 248.524.3333 to make an appointment. The Passport Acceptance Facility is closed during certain holidays and tax collection times. Call the City Treasurer for specific dates throughout the year. Application fee must be paid by personal check, cash, or money order. Passport photos required. Photo services are no longer available at City Hall.

A Passport Book is valid for land, air, and sea travel. The Passport Card is only valid for land and sea travel between the U.S. and Canada, Mexico, the Caribbean region, and Bermuda. Please note: Children under 16 will be able to continue crossing land and sea borders using only a U.S. birth certificate (or other form of U.S. citizenship such as a naturalization certificate). The original birth certificate or a copy may be used.

Passport fees vary depending on age, if it is a new application or renewal, or if expedited service is required. Current passport information can be obtained on the U.S. Department of State's website at www.travel.state.gov, by contacting the Treasurer's Office at 248.524.3333, or the City Clerk's Office at 248.524.3317.

City Ordinance: Dogs

Be a good neighbor – keep your dog safe through these City Ordinances

Dog owners in the City of Troy may purchase Dog Licenses at the Police Records Public Counter, Monday – Thursday, 8am – 4:30pm. Call 248.524.3437 with questions.

Troy Residents can call the Oakland County Animal Control Division for all animal control needs at 248.858.1070.

Remember:

- Leash your dog in all public areas including all City parks, school grounds, sidewalks, etc.
- Remember to clean up after your dog in public areas.
- Be courteous & quiet your barking dog.

CITY HALL AT YOUR FINGER TIPS

Download the MITroy App today!

The City of Troy has a municipal Smart Phone App – MITroy. The app provides more proactive public engagement and connects our citizens to all of the services, resources, and information that the City has to offer. Whether it is issue reporting, City news, event calendars, department directories, paying bills, or finding parks and facilities, the MITroy app houses everything all in one user-friendly app branded for the City of Troy.



Sign up for CodeRED on the App too!
Troy's public safety emergency alert system.



MITroy App will put Troy City Hall right in your pocket.





troymi.gov/police | 248.524.3477 (non-emergency) | 500 W Big Beaver Rd



/TroyMI_Police



/TroyMIPolice

OPERATION MEDICINE CABINET

Monday - Friday | 7 am - 10 pm
Saturday | 8 am - 4 pm

Old medicine & prescriptions can be dropped off at the Troy Police Department Lobby during the hours the front desk is staffed.

SUBSCRIBE TO CRIME ALERTS

Send an e-mail to
troypdcrimealert@troymi.gov
(include your name, address, phone number and e-mail address in the message) to subscribe to free e-mail alerts.

ALARM ORDINANCE

Alarm systems must be registered within 14 days of installation. Registrations are valid for a period of one year. The residential annual alarm registration fee is \$25. The non-residential annual alarm registration fee is \$25 for either a security or fire alarm or \$50 for both.

In the event of a false alarm, if the alarm system has not been registered with the City, the \$25 registration fee along with the applicable false alarm fee and a \$25 penalty will be assessed. The ordinance allows for up to two (2) free false alarm activations per registration year. This credit applies only if the alarm system was registered with the City prior to the false alarm incident.

If you have any questions regarding alarms or alarm registration, please contact the Community Services Division of the Troy Police Department at 248.526.5119 or via e-mail to alarms@troymi.gov.

ALARM REGISTRATION FORM

MAIL THE COMPLETED FORM TO:

Troy Police Department - Alarm Registration
500 West Big Beaver, Troy, MI 48084

Check payable to "City of Troy" must be enclosed.

Date Completed: _____

Account #: _____

Type Of Alarm:

____ Residential (Including Security/Fire/Medical)

____ Commercial: ☐ Security ☐ Fire ☐ Both

Applicant Name: _____

Alarm Address: _____ Zip: _____

Billing Address: _____ Zip: _____

Location Phone: _____

Billing Phone: _____

Alarm Monitoring Company: _____

Phone Number: _____

PERSONS TO BE NOTIFIED IN CASE OF AN EMERGENCY

Name: _____

Phone: _____

Alternate Phone: _____

Name: _____

Phone: _____

Alternate Phone: _____

TIPS FOR MAKING YOUR HOME SAFER FROM CRIME

Making your home safer from crime doesn't always mean having to install expensive alarms--effective home security starts with properly locked doors and windows and visible, well-lighted entryways.

EXTERIOR DOORS

All exterior doors should be either metal or solid wood. For added security, use strong door hinges on the inside of the door, with non-removable or hidden pins. Every entry door should be well-lighted and have a wide-angle door viewer so you can see who is outside without opening the door.

LOCKS

Strong, reliable locks are essential to effective home security. Always keep doors and windows locked--even a five-minute trip to the store is long enough for a burglar to enter your home.

Use quality keyed knobs as well as deadbolts--deadbolts can withstand the twisting, turning, prying, and pounding that regular keyed knobs can't.

When choosing a deadbolt, look for such features as a bolt that extends at least one inch when in the locked position, to resist ramming and kicking; hardened steel inserts to prevent the bolt from being sawed off, and a reinforced strike plate with extra-long mounting screws to anchor the lock effectively.

Most deadbolts are single-cylinder; they operate from the outside with a key and from the inside with a thumb latch. Double-cylinder deadbolts require a key to open the lock from

both outside and inside your home. These locks are especially effective for doors with glass within 40 inches of the lock--an intruder cannot break the glass and unlock the door by reaching through.

SLIDING GLASS DOORS

Sliding glass doors can offer easy entry into your home. To improve security on existing sliding glass doors, you can install keyed locking devices that secure the door to the frame; adjust the track clearances on the doors so they can't be pushed out of their tracks; or put a piece of wood or a metal bar in the track of the closed door to prevent the door from opening even if the lock is jimmied or removed.

WINDOWS

Most standard double-hung windows have thumb-turn locks between the two window panels. Don't rely on these--they can be pried open or easily reached through a broken pane. Instead, install keyed locking devices to prevent the window from being raised from the outside, but make sure everyone in the house knows where to find the keys in case of an emergency.

An easy, inexpensive way to secure your windows is to use the "pin" trick. Drill an angled hole through the top frame of the lower window partially into the frame of the upper window. Then insert a nail or eyebolt. The window can't be opened until you remove the nail. Make a second set of holes with the windows partly opened so you can have ventilation without intruders.

LIGHTING

Lighting is one of the most cost-effective deterrents to burglary. Indoor lighting gives the impression that a home is occupied. If you are going to be away from your home, consider using automatic timers to switch interior lights on and off at preset times.

Outdoor lighting can eliminate hiding places. Install exterior lighting near porches, rear and side doorways, garage doors, and all other points of entry. Entryways to your home always should be well lighted. Place lights out of reach from the ground so the bulbs cannot be removed or broken. Aim some lights away from the house so you can see if anyone is approaching, or install motion-sensing lights, which turn on automatically as someone approaches.

SHRUBS AND LANDSCAPING

Your home's walkways and landscaping should direct visitors to the main entrance and away from private areas. The landscaping should provide maximum visibility to and from your house. Trim shrubbery that could conceal criminal activity near doors and windows. Provide light on areas of dense shrubs and trees that could serve as hiding places. Cut back tree limbs that could help thieves climb into windows, and keep yard fencing low enough to avoid giving criminals places to hide.

Tips provided by the National Crime Prevention Council.

www.ncpc.org



The Troy Fire Department is comprised of six fire stations strategically located throughout the city, with a highly trained and certified, unique staff consisting of 180 volunteer members and 11 uniformed career staff members.

Troy Fire Safety Ordinances

The Troy Fire Department would like to highlight a few important ordinances for the purpose of health and safety. More details may be obtained directly from the ordinances themselves found in the *Troy City Code*.

Chapter 2: House Numbering Ordinance

Placement of Address

Each address shall be indicated by digits, placed in a horizontal line or a diagonal line no more than forty five (45) degrees from horizontal, and placed so as to be read properly from left to right.

The digits used for an address shall not be less than four (4) inches in height for residential, six (6) inches in height for commercial, office, or industrial, and shall be made of durable and clearly visible material, which shall contrast with its background. The digit font shall be easily distinguishable and readable from the street under varying natural and artificial light conditions.

In addition to these requirements, each building shall comply with one of the following two criteria:

Mailbox Numbering

Where a mailbox is present in front of, or along the property line, the address shall be indicated by digits placed in a horizontal line on the mailbox. The digits shall be made of a durable and clearly visible material that shall contrast with its background. The digit font shall be easily distinguishable and readable from the street.

Curb Numbering: Where curb and gutter are installed, curb painting of house or business numbers is permitted under certain conditions.

Chapter 88: False Fire Alarm Ordinance

The purpose of this ordinance is to regulate and permit alarm systems to which the fire department is expected to respond. The intent is to facilitate the reduction of false fire alarm activations. "False Fire Alarm" is defined as any alarm condition which is reported to the Fire Department, not resulting from a condition for which the alarm was intended.

Alarm Registration: A Fire Alarm System shall be registered with the Troy Fire Department within fourteen (14) days of being connected to a central station monitoring agency or audible signal. This registration shall contain information as described in the permit application process of the Security or Medical Alarm Ordinance. Separate registration information need not be completed if a current security or medical alarm permit has been filed with the Troy Police Department. It is unlawful to maintain and operate a Fire Alarm System without having first registered the system as provided in the ordinance.

The Fire Alarm User shall pay an annual registration fee of ten dollars (\$10.00) for each Fire Alarm System/control panel at each separately addressed operating location. Registrations shall

be updated annually with the Troy Fire Department or upon change of information. This shall be done by January 30th of each year.

False Fire Alarm Fee and Penalty: Any Fire Alarm User who's Fire Alarm System initiates more than two (2) False Fire Alarms in a calendar year shall be required to pay to the City a sum of one hundred dollars (\$100.00) each for the next four False Fire Alarms (3 to 6); two hundred dollars (\$200.00) each for the next four False Fire Alarms (7 to 10); and five hundred dollars (\$500.00) for each subsequent False Fire Alarm thereafter (greater than 10) through the remainder of the calendar year. A Fire Alarm User will be sent a False Alarm Notification after the occurrence of each False Fire Alarm.

False Fire Alarm Fee and Penalty Waiver: Documentation provided to the Troy Fire Department of maintenance or repair to the Fire Alarm System after the occurrence of a False Fire Alarm may be considered in determining whether or not to assess the False Fire Alarm fee.

Chapter 93: Open Burning Ordinance

Open burning: The burning of any materials wherein products of combustion are emitted directly into the ambient air without passing through a stack or chimney from an enclosed chamber.

Bonfire: An outdoor fire, which burns only seasoned dry firewood or clean untreated lumber intended to minimize the generation of air contaminants and is utilized for occasional special events subject to certain provisions.

Ground fire: An outdoor fire for the purpose of viewing or warming, or utilized to cook food for human consumption, or for ceremonial purposes, which burns only seasoned dry firewood or commercially available charcoal briquettes intended to minimize the generation of air contaminants. Such a fire shall be the minimum size for the intended purpose but not larger than 3 feet by 3 feet by 3 feet in dimension and shall be contained in a safe manner.

Allowable burning: Open burning shall be allowed without prior notification to the fire official for ground fires and short term occupational needs when done in a safe manner so as not to create a hazard or nuisance. Bonfires may be permitted if in compliance with the definition of a bonfire set forth herein. The fuel chosen for allowable burning shall be that described herein and shall minimize the generation of air contaminants.

Burning prohibited: Burning for purposes of incineration of waste material, including paper, leaves, or any other combustible debris, outside of any structure at any place is prohibited.

Location: The location for any open burning shall not be less than 25 feet (15240 mm) from any structure, and provisions shall be made to prevent the fire from spreading to within 25 feet (15240 mm) of any structure. Fires in approved containers which are being used for their intended purpose shall be allowed closer to a structure but not less than the appliance manufacturer's recommended safe distance.

Attendance: Any open burning shall be constantly attended by a responsible person until the fire is extinguished. At least one portable fire extinguisher with a minimum 4-A rating, two portable fire extinguishers with a minimum 2-A rating each, or other approved on-site fire extinguishing equipment, such as a garden hose, shall be available for immediate utilization.

If you have the time and desire to serve your community, and you want more information about joining our team, please visit the Fire Department page at troy.mi.gov. Choose "Becoming a Firefighter" under the Fire Department webpage to determine your eligibility and to apply.

Keep Drains Clear of Fat, Oil & Grease

What is FOG?

FOGs are fats, oils and greases that can build up in your drains and cause sewer backups. If you do have a backup because of this, it can cost thousands of dollars to repair. The buildup of fats, oils and greases put into the drains from homes and businesses can also cause the City's sewer collection pipe to backup. The good news is that this is preventable. Use this guide to learn some of the steps you may take, provided by the Detroit Water and Sewerage Department (DWSD).

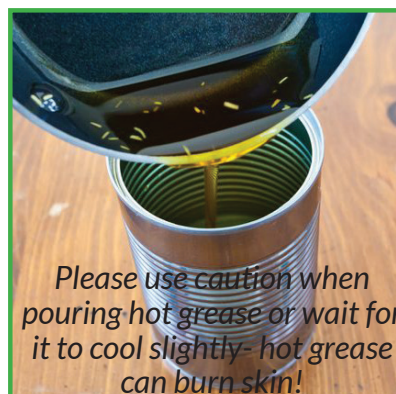
Common Sources of FOG

-  Fried foods
-  Cooking meats
-  Gravy and sauces
-  Mayonnaise and salad dressings
-  Butter, ice cream, and other dairy products

COOKING GREASE IS
THE #1 CAUSE OF
SEWER BACKUPS
IN HOMES

What Can You Do?

- **DO NOT** pour liquid fats, oils or grease into sink drains or toilets. This includes dairy fats, cosmetic oils and any other type of grease.
- **DO NOT** flush wipes, wrappers, cat litter, medicine and other garbage in toilets. Just because it says it is disposable does not make it flushable.
- Scrape food scraps from dirty dishes and pans into the trash before washing.
- Use a paper towel or scraper to remove residual grease from dishes and pans prior to washing.
- Your garbage disposal does not eliminate grease. Keep drains clean by using vinegar and warm water or appropriate commercial products to dissolve grease.
- Collect excess fats and oils in a sealed container and recycle appropriately. A metal coffee can with a plastic lid or empty metal soup/vegetable cans make great grease cans.



Who is Responsible?

The property owner is responsible for the condition of all the drains in the home or business, and the sewer line that is from the house or building all the way to where it connects to the City's sewer collection pipe.

Where's Your Line? Most city sewer pipes are located in the alley behind the owner's home. Only a few are located under the street.

Who Will Fix It? Property owners are responsible for the pipe attached to the house all the way to the City's sewer collection piping.

If you have a clogged drain in your home or business or sewer backup, contact a licensed plumber. If the back up persists, contact DWSD at 313.267.8000. For more information visit www.detroitmi.gov/DWSD.



Troy Water and Sewer Division
248.524.3370