



HILLS HIGHLIGHTS

Winter 2021 #101

Mayor
Susan McCarthy

Mayor Pro Tem
Alice Buckley

City Commissioners:
Brad Baxter
Lauren Fisher
Sarah H. McClure

City Manager
David Hendrickson

City Hall
45 East Long Lake Road
Bloomfield Hills, Michigan
48304-2322
Telephone: 248.644.1520
Fax: 248.644.4813
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City Office Hours:
8:30 a.m. to 4:30 p.m.
Monday – Friday

Non-Emergency:
Police and Fire: 248.644.4200

Emergency: 911

City Commission Meetings:
Second Tuesday of every
Month at 7:30 p.m.

Planning Commission Meetings:
Second Tuesday of every
Month at 4:00 p.m.

**Zoning Board of
Appeal Meetings:**
Third Tuesday of every
Month at 4:00 p.m.



LETTER FROM THE MAYOR

By: Susan McCarthy, Mayor

DTE is committed to improving service to Bloomfield Hills residents:

With the severe weather we experienced in Michigan this past summer, seven major storms in nine weeks, Bloomfield Hills was hit hard with power outages. As many more residents are now working from home, a loss of power can cause frustration when it takes days to restore electricity. In September, DTE reached out to City officials to improve both communication and service to the residents of Bloomfield Hills.

DTE has recently announced the first of many forecasted improvements: a \$70 million-dollar Enhanced Tree Trimming Program. According to DTE, fallen trees and branches are responsible for two-thirds of all power outages. This program will direct additional funds to remove trees and trim branches away from power lines to mitigate potential outages during times of severe weather and high wind turbulence. In areas where tree trimming has been completed, communities have experienced, on average, 60% fewer outages. This \$70 million-dollar program is in addition to the \$190 million currently spent on tree trimming every year. DTE has further stated that this investment will not be passed on to consumers through higher electricity bills. This is an investment in infrastructure improvements.

The following is an excerpt from a DTE email sent to the City this summer:

"We tripled our tree trimming effort and doubled our infrastructure upgrades several years ago when we began to see more severe weather patterns. But the extreme weather we experienced this summer – nine hard hitting, severe storms in nine weeks – is something we have never experienced," said DTE President and CEO Jerry Norcia. "That's why we made the decision to invest even more now, directing an additional \$70 million into tree trimming to combat the large and recurring outages that have been so challenging for our customers. We will do what it takes to protect Michiganders from power outages caused by catastrophic storms and extreme weather patterns."

The City will continue to work closely with DTE to improve electricity services to our residents!



Update on the Zoning Board of Appeals

By: Alice Buckley, Mayor Pro Tem

The City of Bloomfield Hills has a distinctive personality that is aesthetically pleasing and environmentally and fiscally responsible, featuring pristine landscaping and abundant natural elements. The City's Master Plan, the result of extensive research by City officials, residents and property owners, sets forth the values and goals that we strive to maintain and follow in decision making to ensure that we keep in place the unique beauty and character of our City, now and for years to come.

Each of the City's three governing boards use the Master Plan as a guidebook in making decisions, particularly regarding land use.

The Zoning Board of Appeals ("ZBA") is one such governing board.

The purpose of the ZBA is to review requests that would otherwise be violations of the City's Zoning Ordinances. Typically, these requests take the form of "**Use Variances**", which are uses not permitted in a specific zoning district, and "**Non-Use Variances**", which are permitted uses, but which require other deviations from the Zoning Ordinances, such as departure from setback, height and open space requirements. The ZBA also hears appeals from zoning-related decisions made by City officials, including decisions of the Chief Building Inspector.

The ZBA grants approvals where the applicants demonstrate all the elements required to show "**Necessary Hardship**" for Use Variances and "**Practical Difficulty**" for Non-Use Variances. Some variances are granted under conditions, such as requiring the proponents to install a specific landscape plan to minimize any negative impact on surrounding property. In all cases, the ZBA ensures that the requests granted do not conflict with the goals and values set forth in the Master Plan.

In the last twelve months, the ZBA has reviewed:

- Six Non-Use Variances relating to pools and accessory structures (pool houses, fences, sports courts)
- Six Non-Use Variances relating to home additions
- Two Non-Use Variances relating to walls
- One Use Variance for outdoor seating at a local restaurant
- One appeal from a City official's decision to deny a request to allow a child learning center in a home in an A-3 residential district

The applicants in all but one of the fourteen Non-Use Variance requests above were able to demonstrate all the required elements of Practical Difficulty and received ZBA approval. The local restaurant also established all elements of Necessary Hardship and received approval for the requested outdoor seating. The ZBA, however, upheld the building official's decision to deny the child learning center request.

The members of the ZBA are careful to strike a balance between allowing residents freedom to improve and beautify their property and preserving the natural beauty of the City as defined in the Master Plan. Not all municipalities have this careful level of balanced oversight.





Infrastructure Projects 2021

By: Brad Baxter, City Commissioner

Although the City was dealing with the complexities that a pandemic brings, it was still able to complete important infrastructure projects throughout 2021.

Two projects completed in 2021 were the PRV (Pressure Reducing Valve) and vault replacement at Woodward Ave and Long Lake Rd, and the Rathmor/West Valley Roads water main replacement project.

PRV at Woodward and Long Lake:

What is a pressure reducing valve and why did it need replacement?

The City has 3 water pressure districts (northwest, central, and southern). The northwest and central pressure districts are fed from a water supply that comes in from the north end of the City, and the southern district is fed from a supply from the south. Because of the elevation difference from north to south with the central district being at a lower elevation, the water pressure rises as it heads to the PRV in the central district which is the workhorse of the districts and supplies the majority of the City's water. The PRV, which looks like an engine block, reduces the pressure and also monitors the pressure to keep it constant so when you turn on your tap at home, you get the same experience every time. Additionally, it is critical to maintain the needed water pressure in the event of a fire.

The previous PRV was about 50 years old and could not keep up with the fluctuations in pressure. Additionally, the underground vault where the valve was located was quite small and difficult to maneuver in for the required monthly maintenance. In order to avoid any disruptions in the water supply, a new, larger vault was constructed for the new PRV near the old location and all connections were made prior to decommissioning the old PRV. The new PRV also comes with an updated communication system to Oakland County along with 24/7 monitoring.

As most projects go, there is always something unexpected that happens. During excavation, an

old, intact, large gasoline tank was discovered! This was quite a surprise based on all the underground utilities that somehow missed intersecting this tank over the years as Woodward Avenue expanded. In fact, an existing utility pole was only about 3 feet away from this tank. Historical research from old aerial photos revealed that there used to be a service station (circa 1920s, 30s) on the southwest corner of Woodward and Long Lake. Although there was a slight delay to remove and remediate the tank, and surrounding soil, the project was completed successfully at an approximate total cost of \$1.5M which was funded from water and sewer fund.

Rathmor and West Valley Roads Water Main Replacement:

The City's water distribution system was installed in the mid-1970s, and although it is generally in good condition (and thankfully free of lead service lines), the City has systematically replaced undersized water mains. Today's standards recommend 8", 12", or 16" mains. 6" mains, as were used along Rathmor Road and West Valley Road, are more prone to breaking, and, based on hydraulic modeling, could be an issue for fire flow (flow rate required for fighting fires). In total, about 2,000 feet of water main were replaced, and most of the existing top layer of pavement was milled/recycled with new overlay put down at the same time. Due to the proximity of this project to East Valley Road (gravel), the residents on East Valley also got together and chipped in for brand new pavement. This project was completed successfully at an approximate total cost of \$1.26M, and was funded through water and sewer fund as well as the road fund (excluding East Valley paving).

While this was the last of the big water main projects, the City and Commission will continue to be proactive in keeping the City's assets well maintained and replaced as needed. Thank you to Jamie Burton of HRC for his help with this article!



Baldwin Library

By: Lauren Fisher, City Commissioner

Did you know you can get the Wall Street Journal or New York Times and other popular newspapers digitally for **free** at the Baldwin Library? “Our” Library provides this and so much more for any of us that live, work or go to school in Bloomfield Hills.

The Baldwin library just beautifully renovated the Children’s Center with an atrium feel that brings in lots of light and space for study tables, a play area, and a group reading area. **“Books UnBoxed”** is a Monthly Book Club for children in Grades 4-12. Sign up online at www.baldwinlib.org/youth to tell them your child’s topic preferences and he/she will get a monthly book tailored to them plus a fun prize.

Rebekah Craft, the Baldwin Library Director leads a knowledgeable friendly staff to help you navigate the many opportunities here. Her strategic goals include increasing outreach, further connecting people in the community and continuing to innovate while providing the latest technology for members. There are reading and community outreach programs available for all ages, either in person or virtually. Go to www.baldwinlib.org/calendar to see what is currently available. Adults can enjoy the **“Books Unshelved”** book club. Submit your preferences, and like the kids, you will get a monthly book tailored to you and some clever “goodies”.

Via the Idea Lab, the library is continuing to innovate and provide you the use of state of the art production tools. Did you know Baldwin library can help you convert your old media (photo slides, film, cassettes.. etc) to a digital format? They have six 3D printers, and a laser engraver, too. Feeling Crafty? Some library members have made engraved baby blocks with each baby’s name, stats of birth, and footprint for a personalized gift. Others have engraved drinking glasses for a gift or fundraiser. Email Jeff at the idea lab with your requests at idealab@baldwinlib.org to propose your project for work or home.

Curbside pickup is a convenient drive-by service they have been providing for over three years. So do not be deterred by the anticipated hassle to park in Birmingham or bad weather. Enjoy their friendly hand delivery to your car. Call the Baldwin library ahead at 248-647-1700 or fill out your request online at www.baldwinlib.org/curbsidepickup. Then call or text the number indicated on your parking spot’s sign and they will promptly bring it out to you.

If you would like to donate children’s or adult books that are gently used and not water damaged, they have re-instated the “Book Dropoff” times. Currently, Book/Media donations are accepted on Tuesdays 10:00 am – noon or Thursdays 6:00 pm – 8:30 pm.

Looking ahead to 2023, the library will have a new street-level (Handicap friendly) entrance that will include a new cafe’ and collaboration area. This exciting renovation was paid for by Birmingham’s increased millage and private donations. You can view updates on the renovation planning progress at www.baldwinlib.org/renovation.

There is no excuse to not enjoy this wonderful resource! You don’t have to be a “SuperUser” (nickname for weekly visitors) to appreciate the technology available, community gathering spaces, and virtual opportunities at the Baldwin Library.





Taxes and Financial Update

By: Sarah H. McClure, City Commissioner

Residents often ask where the taxes go that they pay each year. Below is a brief summary:

Your annual tax bill:

If you qualify for the Principal Residence Exemption (Homestead) your total millage rate is just over 36 mills. (1 mill = \$1 of tax for each \$1,000 of Taxable Value.) Of that total, the City of Bloomfield Hills millage is 10.6, so about 29% of your annual taxes go to City operations. That is the millage that the City of Bloomfield Hills can control and determine how it is spent each year.

Various other legal entities or authorities determine where the rest of your taxes are used. About 57% of your taxes go to schools/education at the local, county, and state level. Oakland County Operations receive about 11% and the remainder is for Oakland County Parks, Baldwin Library, the Zoo Authority, and the Detroit Institute of Arts. Please see the accompanying charts on the insert to this newsletter to view additional detail.

City of Bloomfield Hills Audit and Finances:

At the November 2021 Commission meeting the City auditors, Plante Moran, reviewed the audit for the budget year ending June 30, 2021. We received a "clean audit". We all appreciate the hard work Finance Director Sandra Barlass and staff perform to result in a successful audit.

The City of Bloomfield Hills General Operating Budget was \$11.2 million dollars, primarily funded by the 10.6

mill. Of that amount our Public Safety Department budget comprised 45%, General Government 20%, and the remainder was for the Department of Public Works, the court, and road replacement and maintenance. The year ended in a surplus as all departments came at or under budget and property tax revenues were higher than expected due to the continued renovation and new construction going on in our community.

We are halfway through the current fiscal year. Given the surplus last year and an expected one for this year, the City Commission has voted for several projects not previously budgeted. These include renovating the Public Safety kitchen and dining area, City Hall and Public Safety roof maintenance, replacing additional Public Safety equipment, and planting trees in the City right of way in residential areas. We are also considering making an additional OPEB (retiree healthcare) payment. These changes still maintain our General Fund Balance (rainy day fund) at healthy levels. The City continues to have a AAA bond rating.

This winter the City staff and Commission will begin the budget process for the fiscal year beginning July 1st. The City of Bloomfield Hills staff and Commission are committed to running our municipality in an efficient and financially sustainable manner while providing the high quality services our residents expect.

Hills Highlights – Available Electronically

In between the printed editions, the City publishes electronic newsletters throughout the year. If you are interested in subscribing to the e-newsletter, please visit the website at www.bloomfieldhillsmi.net.



Public Safety is Priority One

By: David Hendrickson, City Manager

The tragic shooting at Oxford High School causes many communities to evaluate the systems to warn us of potential threats and adequately respond to them when taking place. The City of Bloomfield Hills and its Public Safety Department have been preparing for these potential threats for years, and we continue to train for the best response possible.

The Public Safety Department has an officer assigned as a school resource officer who acts as a liaison between the Public Safety Department and our three schools in the City: St Hugo of the Hills, Roeper School, and Cranbrook Educational Community. School Resource Officer, Chris Furlong, has built relationships and trust with each school administration. All parties value a mutual exchange of information, which helps to identify early warning signs for potential threats. This relationship fosters the critical first step to appropriately respond and mitigate threats within and outside our schools.

School staff, students, and parents can also report any concerns anonymously through the Michigan Attorney General OK2say program. The OK2Say program allows electronic devices to text, email, or call to report a problem. Every school in the City is trained by our Department of Public Safety in the OK2Say program, allowing for an anonymous method in reporting concerns.

Training our schools and public safety personnel to respond to active shooter and other emergency incidents is paramount. Officer Furlong, has been teaching our three schools how to respond to and manage these incidents with the ALICE training program for the last five years. ALICE stands for **Alert** – when you first become aware of a threat, **Lockdown** – prepare to barricade or evacuate, **Inform** – communicate the violent intruder's direction and location in real-time, **Counter** – create noise, movement, distance and

distraction with the intent of reducing the shooter's ability to shoot accurately. Counter is NOT fighting. **Evacuate** – leave the danger zone when safe to do so. Equally important is the training provided to our public safety officers in their response to active shooter assailants. All of our officers are trained in active shooter response. We are also a part of the Oakland County Tactical Response Consortium (Oak Tac), where some of our officers are trainers for this critical response group.

Each of the schools in the City has an emergency operations plan, developed with the guidance of our Public Safety Department. These manuals help each school train on their response and understand how our officers will respond to threats. Our Public Safety Department's strong partnership with each school connects the training and resources between law enforcement and the school.

If you have any questions on the Department's emergency preparedness, don't hesitate to contact Director of Public Safety Noel Clason for more information.



Small Actions Make Big Impacts in Your Watershed

Just because you may not live next to a watershed, doesn't mean your actions can't directly impact them. EVERYONE living within a watershed can either have a positive or negative affect on their watersheds, depending on the choices made. A watershed is an area of land where all of the water that is under it or drains off of it goes into the same place.

Contrary to popular belief, industry causes only about 2% of all pollution entering our rivers and lakes, which means that individuals contribute the majority of pollutants to our waterways, from storm water runoff. Storm water can carry pollutant sources such as fertilizers, detergents, oils, greases, grass clippings and leaves. There are many actions you can take year-round to help protect our waterways.



Become Pro-Active

- Compost yard and kitchen waste.
- Read labels. Use low-phosphorus or phosphorus-free dishwashing detergents that are sold commercially.
- Consider using deicing alternatives, which are less corrosive and environmentally friendly.
- Pick up after your pet.
- Be efficient when watering outdoors.
- Use earth-friendly fertilizers.
- Dispose of Household Hazardous Waste properly. A map of disposal sites can be found on Michigan Department of Environment, Great Lakes, and Energy's (EGLE) website bit.ly/3q5a64E.
- Never dump yard debris or materials down storm drains.
- Become a member or volunteer your time and efforts to events sponsored of a local environmental stewardship non-profit in your area. A few examples of organizations are Friends of the Rouge (FOTR) 734-927-4900, therouge.org, and Alliance of Rouge Communities (ARC) 734-272-0291, www.allianceofrougecommunities.com.

Brine instead of Rock Salt to Protect Water Quality!

Salt keeps our communities safe by reducing the number of vehicle accidents, as well as slip and fall accidents. Unfortunately, salt doesn't just disappear when all the snow melts; it is washed into our lakes, rivers, and streams and has an almost immediate effect on water quality. As a homeowner, consider reducing salt use by applying brine, not rock salt, before a snow storm and shoveling frequently to keep snow from accumulating. This is the best way to save your back and your knees!

Brine, a mixture of salt and water, has become a great alternative to traditional rock salt. The transition to using brine for a homeowner has minimal costs. The brine can be pre-mixed in large quantities and stored in your basement or garage. By spraying brine, you have more control over your application, so you don't apply over the same area twice and it won't bounce off the driveway the way rock salt can. Brine starts working much faster than rock salt due to the increased contact area with the snow. The best method is to apply the brine before a snow storm begins. Not all communities have transitioned to the use

of brine on roads because there is a significant startup cost for additional equipment and storage.

What you Need:

- 1 1/2 gallons hot water
- 3 to 4 cups rock or table salt
- Bucket
- Sprayer



Directions:

Combine salt and hot water (which helps dissolve the salt) in bucket until all salt is dissolved completely (so salt chunks don't clog sprayer). Pour mixed brine into a sprayer and apply to sidewalk and driveway prior to a snowfall. Each gallon should cover 1,000 square feet of surface (about 200 feet of sidewalk).



City of Bloomfield Hills
45 E. Long Lake Road
Bloomfield Hills, MI 48304-2322

Upcoming Holidays – City Hall Closed

New Year's Holiday – December 30-31, 2021

Martin Luther King, Jr. Day – January 17, 2022

2021 Bloomfield Hills City Commission:

Susan McCarthy, Mayor
Alice Buckley, Mayor Pro Tem
Brad Baxter, Commissioner
Lauren Fisher, Commissioner
Sarah H. McClure, Commissioner

CITY STAFF:

David Hendrickson, City Manager
Amy L. Burton, City Clerk
Sandra Barlass, Finance Director, Treasurer
Noel Clason, Director of Public Safety
Brian Vargason, Building Official
Jamie Spivy, DPW Foreman
John Rogers, Code Enforcement Officer

EMERGENCY:

Police, Fire, Medical – dial 911
After hours (non-emergency) (248)644-4200

CITY GOVERNMENT:

Manager's Office – (248)530-1404
Building Official – (248)530-1408
Clerk's Office – (248)530-1403
Finance & Treasurer – (248)530-1402
Police / Public Safety Dept. – (248)644-4200
Public Works – (248)530-1412

Where to Get Answers

CITY SERVICES:

Animal Control – (248) 644-4200
Building & Permit Info. – (248) 530-1409
Building Inspection Line (248) 593-9350
Code Enforcement – (248) 530-1410
Fire Marshall – (248) 644-4200
Library Service – (248) 647-1700
(Baldwin Public Library)
Police Services (Non-emerg.) (248) 644-4200
Property / Assessing Info. – (248) 858-0084
(Oakland County)
Sanitary Sewer Service & Billing – (248) 858-1110
(Oakland County Water Resources Commission)
Street Maintenance – (248) 530-1404
Trash & Waste Pick Up – GFL
(586) 772-8900 or (888) 877-4996
Voting Information – (248) 530-1403
Water Service & Billing – (248) 858-1110
(Oakland County Water Resources Commission
hours – 7:30 a.m. – 6:00 p.m.)
Water and Sewer Line Repair – (248) 858-0487
(Oakland County Water Resources Commission
hours – 8:00 a.m. – 4:00 p.m.)

OTHER SERVICES

AT&T Repair Service – (800) 515-7272
Amtrak (Info / Reservations) – (800) 872-7245
Baldwin Public Library – (248) 647-1700
Birmingham (City) – (248) 530-1800
Birmingham Public Schools – (248) 203-3000
Birmingham / Bloomfield Chamber – (248) 644-1700

Bloomfield Hills Country Club – (248) 644-6262
Bloomfield Hills Schools – (248) 341-5400
Bloomfield Township – (248) 433-7700
Bloomfield Township Police Dept. – (248) 433-7755
Bloomfield Township Senior Services – (248) 723-3500
Bloomfield Open Hunt – (248) 644-9411
Comcast Customer Service – (800) 934-6489
Customer Advocate – (734) 254-1557
Consumers Power (Service, Billing & Emergencies) –
(800) 477-5050
Cranbrook Educational Community – (248) 645-3000
DTE Energy – (Customer Services & Emergencies) –
(800) 477-4747
Haven (Domestic Violence Counseling) – (248) 334-1274 or
(877) 922-1274
Oakland County – (248) 858-1000
Oakland County Assessor – (248) 858-0776
or (248) 858-0740
Oakland County Health Dept. – (248) 858-1280
Oakland County Clerk / Register of Deeds – (248) 858-0581
Oakland County Treasurer – (248) 858-0611
Oakland Water Resources Commission –
main: (248) 356-6299 emergencies: (248) 624-6366
Road Commission for Oakland County – (877) 858-4808
weekday hours: 7:30 a.m. – 4:15 p.m.
After hours & weekends call – (248) 858-4895
U.S. Postal Service – 2050 South Blvd. (248) 332-3981
Village Club – (248) 644-3450
West Bloomfield Township – (248) 451-4800
48th District Court – information & probation:
(248) 433-9373 criminal: (248) 647-1141

City of Bloomfield Hills, Michigan 2021 Millage Rates

Notes:

1. PRE = Personal Residence Exemption
2. 1 mil = \$1 of tax for each \$1,000 of Taxable Value.
3. Summer taxes are payable July 1, 2021 through August 31, 2021 without penalty.
4. Add 3/4 of 1% penalty per month after August 31, 2021
5. Winter taxes are payable December 1, 2021 through February 14, 2022 without penalty.
6. Add 3% penalty to payments made February 15-February 28, 2022
7. Beginning March 1, 2022 all unpaid 2021 taxes must be paid to the Oakland County Treasurer, 1200 North Telegraph, Pontiac MI 48341

BIRMINGHAM SCHOOL DISTRICT (63010)	SUMMER / WINTER MILLAGE TOTAL			
	REAL		COMM'L PERSONAL	
	PRE	NON PRE	PRE	NON PRE
City of Bloomfield Hills Operating	10.6000	10.6000	10.6000	10.6000
Baldwin Library	0.3600	0.3600	0.3600	0.3600
School Operating	-	18.0000	6.0000	18.0000
School Supplemental	6.2788	-	6.2788	-
School Debt	3.8000	3.8000	3.8000	3.8000
State Education Tax	6.0000	6.0000	6.0000	6.0000
Oakland County Intermediate School (A)	3.2012	3.2012	3.2012	3.2012
Oakland County Community College	1.5057	1.5057	1.5057	1.5057
Oakland County Operating	4.0132	4.0132	4.0132	4.0132
Oakland County Parks & Recreation	0.3470	0.3470	0.3470	0.3470
Huron Clinton Metropolitan Authority	0.2089	0.2089	0.2089	0.2089
Zoo Authority	0.0956	0.0956	0.0956	0.0956
Art Institute	0.1897	0.1897	0.1897	0.1897
Total Mills	36.6001	48.3213	42.6001	48.3213
Difference		11.7212		5.7212

BLOOMFIELD HILLS SCHOOL DISTRICT (63080)	SUMMER / WINTER MILLAGE TOTAL			
	REAL		COMM'L PERSONAL	
	PRE	NON PRE	PRE	NON PRE
City of Bloomfield Hills Operating	10.6000	10.6000	10.6000	10.6000
Baldwin Library	0.3600	0.3600	0.3600	0.3600
School Operating	-	18.0000	6.0000	18.0000
School Supplemental	6.1085	-	6.1085	-
School Debt	2.7500	2.7500	2.7500	2.7500
School Sinking Fund	0.7036	0.7036	0.7036	0.7036
State Education Tax	6.0000	6.0000	6.0000	6.0000
Oakland County Intermediate School (A)	3.2012	3.2012	3.2012	3.2012
Oakland County Community College	1.5057	1.5057	1.5057	1.5057
Oakland County Operating	4.0132	4.0132	4.0132	4.0132
Oakland County Parks & Recreation	0.3470	0.3470	0.3470	0.3470
Huron Clinton Metropolitan Authority	0.2089	0.2089	0.2089	0.2089
Zoo Authority	0.0956	0.0956	0.0956	0.0956
Art Institute	0.1897	0.1897	0.1897	0.1897
Total Mills	36.0834	47.9749	42.0834	47.9749
Difference		11.8915		5.8915

(A) Allocated mills = 0.1902 + voted mills = 3.0110; total = 3.2012