



CITY MANAGER

Quality Services for a Quality Community

MEMORANDUM

TO: East Lansing City Council

FROM: George Lahanas, City Manager

DATE: September 29, 2020

SUBJECT: Fiscal Year 2020 Annual Report

City of East Lansing
OFFICE OF THE CITY
MANAGER
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This memo shall serve as an annual report of City of East Lansing business, which discloses pertinent facts concerning the activities and finances of City government for Fiscal Year 2020: July 1, 2019 – June 30, 2020.

Fiscal Year 2020 Financial Review – General Fund

The FY 2020 audit is in process and staff does not expect any audit adjustments. The City's General Fund total fund balance is decreasing by \$436,091, leaving total fund balance at \$6,376,954. This is equal to 16.4 percent of FY 2020 expenditures incurred. It is worth noting the unassigned fund balance equals \$5.3 million or 13.7 percent of expenditures. Although unassigned fund balance has increased in dollars (\$254,228), the percent of expenditures has decreased slightly due to an increase in overall expenditures. A large piece of the increased expenditures was due to additional supplemental pension payments. In FY 2020, \$3.1 million of General Fund dollars were contributed as supplemental pension payments, compared to \$1.1 million in FY 2019.

COVID-19 had a significant impact in FY 2020; however, the City was able to limit the financial impact through careful decision making over the last few months of the fiscal year. The FY 2021 financial impact from COVID-19 will be closely monitored and navigated.

To close the loop on fund balance, \$300,000 is restricted for use in Chesterfield Hills for rental restrictions and \$563,199 is considered non-spendable and represents prepaids and the investment in vacant West Road property that is available for sale. Approximately \$154,000 relates to encumbrances remaining at close of FY 2020 that have been committed to specific projects or services and will be rolled into FY 2021. As mentioned above, unassigned (available) fund balance of \$5,337,628 remains and equates to 13.7 percent of operating expenditures. This falls within the guidelines of 8-15 percent set forth in our fund balance policy.

City Clerk Activities

- The East Lansing City Clerk's Office conducted two elections in Fiscal Year 2020: the November 2019 City General Election and the March 2020 Presidential Primary

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Election. The City General Election had 17 percent voter turnout and the Presidential Primary Election saw 40 percent voter turnout. In addition to implementing a high-speed scanner system now being utilized by the Absent Voter Counting Board (AVCB) to tabulate absentee ballots on Election Day, an adjudication system was also implemented for the Presidential Primary Election. There are currently 25,672 registered voters in the City of East Lansing.

- The City Clerk continues voter education outreach to both high school and college-age students. The City Clerk also conducted several election worker hands-on training sessions before the two elections.
- In addition to election activities, the City Clerk's Office remains exceptionally busy processing business licenses and Freedom of Information Act (FOIA) requests. To date, the City Clerk has processed 168 FOIA requests, this year.
- The City Clerk continues to be an active member of MSUvote, a compilation of MSU staff, faculty and student groups dedicated to registering and educating student voters and getting them out to vote. The City Clerk continues to serve on the Michigan Association of Municipal Clerks (MAMC) Council of Election Officials and Legislative Committees. The purpose of these committees is to take an active role in initiating changes or additions in legislation that would enhance the duties of the municipal clerk. The City Clerk is also the secretary of the Michigan Women in Municipal Government (MWIMG) Board of Directors. This board works within the Michigan Municipal League (MML) to focus on the development of women in leadership.

East Lansing Fire Department Activities

- From July 1, 2019 to June 30, 2020, the East Lansing Fire Department (ELFD) made 246 fire or hazardous condition runs, 3,769 Emergency Medical Service (EMS) runs and 1,154 runs that fall into an "other" category. Over the course of those 10 months, there were a total of 5,169 runs. The data reflects a continued trend upward for EMS response.
- ELFD, through its Emergency Management (EM) Function, has been immersed in COVID-19 planning and response. Coordination has been ongoing with local EM partners, including the Ingham County Health Department, Ingham County EM, City of Lansing EM, MSU EM, Sparrow and McClaren hospitals, Ingham County fire departments, Delta FD (EM) and Michigan State Police EM. Planning and coordination Meetings have been held two to five times per week continuously since early February and many actions, far too many for this document, have taken place as a result of these meetings, which are continuing to take place.
- ELFD celebrated the arrival of its new Spencer Low-Acuity Response Vehicle (Squad) that arrived in April 2020. The new truck will improve ELFD's capabilities for rapid EMS response and will help to better serve and protect lives in the East Lansing community. The unit should help to prolong the life of much larger fire trucks by decreasing the response volume on those units.

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- ELFD was awarded a \$462,500 Staffing for Adequate Fire and Emergency Response (SAFER) Grant from the U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) in 2019 and hired three additional staff members, effective March 2020. The SAFER grant will be awarded in increments over a three-year period, which ELFD will use to retain three additional firefighters. This will enhance daily staffing and response in the community.
- ELFD added a fire inspector in 2020 and has already reaped many benefits from this addition. Fire Prevention staff have been extremely busy with plan reviews and inspections of the many new large projects recently built or at varying stages of completion in the City. Additionally, staff members have been involved with new schools/projects and the construction that has been ongoing with the East Lansing Public School system. Staff has also spent a great deal of time providing public education. Without a doubt, the new addition in Fire Prevention has been well worth the investment.

East Lansing Police Department Activities

- The East Lansing Police Department (ELPD) continues to participate in events that allow officers to engage with community members through non-enforcement activities. Events include National Night Out, the Citizens' Police Academy, Responsible Hospitality Council, Police Athletic League, Safe Halloween and more.
- ELPD responded to 18,872 calls for service in FY 2020. These responses included emergency/non-emergency incidents, criminal investigations, traffic crash investigations and citizen assist calls.
- ELPD implemented many policing reforms in the final quarter of FY 2020. Some of these reforms include modification of response to resistance/use of force tactics, limitations on Law Enforcement Information Network queries and citizen complaint and officer use of force review processes. Furthermore, the groundwork for incorporating Police Social Workers and Neighborhood Resource Specialists was completed during this fiscal year. Completion and hiring of these positions will be accomplished in the first half of FY 2021.
- The police department has continued cooperation with the Hope not Handcuffs program in the Lansing Region. Hope not Handcuffs is a public-private collaboration aiding those with substance abuse addictions. ELPD serves as a regional safe haven hub for the program.
- ELPD continues its commitment to providing impactful diversity, equity and inclusion training to all staff members. A police sergeant began a ten-month "Leadership in Diversity" certification program, with completion scheduled in FY 2021.
- The ELPD Social Media Team continues to be active, incorporating entertaining social media posts with informative information for community members.

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- ELPD remains active in community engagement groups such as the MSU-East Lansing Celebrations Committee and the Lansing Area Advocates and Leaders for Police and Community Trust.
- During the initial outbreak of the coronavirus and subsequent closure of Michigan State University, many near-campus neighborhoods were largely devoid of residents as students returned home. ELPD patrol officers focused numerous personnel hours in these neighborhoods to help ensure property security and personal safety to community members.

East Lansing Public Library Activities

- The year started off normal for the East Lansing Public Library (ELPL), and then the COVID-19 pandemic hit. The library closed to the public on March 16, 2020 due to the pandemic. Even though ELPL closed to physical visitors, the library offered 511 programs with an attendance of 14,410. While the circulation from March 2020 through June 2020 was all digital books, the library circulated a total of 301,034 items in FY 2020. ELPL began curbside pickup of materials on June 15, 2020 and materials by mail at the end of June. Nearly 170,000 people visited the library from July 1, 2019 to March 15, 2020. As our country reeled from the effects of the pandemic and social justice protests and marches evolved, the East Lansing Public Library Board of Trustees adopted an anti-racism statement in June 2020.
- ELPL Director Kristin Shelley continued as Michigan Library Association Board President in FY 2020 and was appointed to the Dr. Martin Luther King, Jr. Commission of Mid-Michigan in August 2019. In November, Kristin traveled to Washington, D.C. with a delegation of the Dr. Martin Luther King, Jr. Commission of Mid-Michigan to meet with Congressman John Lewis, Sen. Debbie Stabenow, Sen. Gary Peters and Rep. Elissa Slotkin. The delegation served to invite Congressman Lewis to be the keynote speaker at the Dr. Martin Luther King, Jr. Day Celebration in Lansing in January 2020.
- Staff worked with Farber Specialty Vehicles to design the interior and exterior of the Library 2 Go - a Ford Transit that is being upfitted to serve as the ELPL pop-up mobile library. The Library 2 Go should be delivered to ELPL in the spring of 2021. In addition, staff and community members met with C2AE Architects to design an interactive children's garden, which will be installed on the west side of the library in the spring/summer of 2021. The library parking lot was resurfaced and striped in June 2020.
- The library offered many wonderful programs to the community during the fiscal year, including a Social Justice Reading Group, where children and caregivers came together to hear stories and discuss social justice topics. It has been a monthly program for 3.5 years and continues virtually. Other programs included a Social Justice Book Club for Adults, lobby stops at area retirement and assisted living centers, a NASA Mars Lander Design Challenge, code camps, Cooking with Kids, and Let's Talk About... a series on teen suicide and depression. ELPL's Concerts in the Café continued, featuring free concerts that showcased a number of talented

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musicians, including Reggie Harris and Josh White, Jr. — Brothers in Song, the PT (Prime Time) Strummers, violinist Jayden Page (one of ELPL's After School teen regulars) and Music in the Stacks; the latter two done virtually. Blip the Robot visited Science Nights at the ELPS elementary schools and the Teen After School Program (the only free, teen drop-in program in the City) had an average of 70 teens drop-in every day after school to have a relatively safe place to socialize and study through March 15. After that date, staff offered virtual Teen Time daily through July. Author visits during the fiscal year included Anna Gass, Sarah Baughman, Allison Stoutland and many local poets.

- ELPL hosted East Lansing Welcomes the World in fall 2019, where 400 people attended to eat and sing karaoke. In addition, ELPL offered StoryTimes three times per week and StoryTimes in the community at Bigby Coffee, Fresh Thyme and the Broad Art Museum. Virtual StoryTimes started in March 2020, and special celebrity readers were added into the mix, including MSU Coach Tom Izzo, U.S. Rep. Elissa Slotkin, Sen. Curtis Hertel, Rep. Julie Brixie, East Lansing Diversity, Equity and Inclusion Administrator Elaine Hardy and East Lansing Deputy Chief of Police Steve Gonzalez.
- Summer Reading Club 2019 culminated with the annual National Night Out/Touch-a-Truck event, where 600 community members enjoyed fire trucks, police cars, horses, bucket trucks, buses, balloon animals, cotton candy and more.
- ELPL's digital collections were enhanced and widely publicized while the physical collection was not available. These include Kanopy and CloudLibrary (with access to more than 120,000 digital titles) as well as Acorn TV, Overdrive, Hoopla and RB Digital, which offer streaming and downloadable books, music, TV shows and magazines. The library offers many free databases, such as Lynda.com, Chilton's Manuals and Mango Languages. ELPL also offers a variety of additional services, including a tool library, seed library, circulating hotspots, an Express Collection, maker kits, circulating ukuleles and the Books on Tap book discussion (now virtual).
- ELPL hosted the author reception and ELPL Director Kristin Shelley interviewed the author of the 2019 One Book, One Community (OBOC) program, featuring the selected book "Evicted" by Matthew Desmond. ELPL also hosted several other OBOC events in 2019, including showings of the films "The Public" and "Class Divide," with a panel discussion featuring area representatives of fair housing programs and homeless shelters.
- The Director's Cut podcast started in FY 2020. Guests included Mitch Albom, Matthew Desmond, Linda Solomon, Rep. Julie Brixie, Allison Stoutland, Monica Ramirez Montagut and Leslie Alexander.
- A Little Free Library was placed at the East Lansing Family Aquatic Center, a Short Edition short story machine was added to the library and a 360-degree virtual tour of the library was added to the website in FY 2020.

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- During the full closure of the library, due to the pandemic, library staff assisted in printing 3D masks and face shields for healthcare workers.
- The all-online Summer Reading Program kicked off on June 15, 2020 with a virtual family dance party.

Environmental Services Activities

- The Water Resource Recovery Facility (WRRF) cleaned 4.42 billion gallons of water and safely released it to the Red Cedar River.
- The City's polystyrene drop-off station continued to be popular, accounting for more than 12 tons of material collected despite being closed for four months due to COVID-19. Curbside and drop-off recycling resulted in the diversion of more than 2,100 tons of material from the landfill.
- The City was awarded the Consumers Energy Community Tree Planting Grant for the seventh year in a row, and more than 75 trees were planted throughout the City. The City was named a Tree City USA by the Arbor Day Foundation for the 33rd year.
- Staff, along with staff from the City of Lansing, participated in a curbside recycling material audit, sorting 8,664 pounds of material in one day and generating a contamination audit report that is used to inform education initiatives and recycling planning.
- The City hosted a Community Deer Management Meeting focused on the Metrics of Success as an opportunity for residents to learn about urban deer management from a panel of experts and for residents to provide feedback for future decision-making regarding deer management in East Lansing.
- The City participated in and achieved Gold certification in the Department of Energy's SolSmart initiative. SolSmart is a national designation program that recognizes cities that have taken steps to develop solar markets locally.
- Continuing to measure progress towards sustainability through shared benchmarking tools, the City again participated in the Michigan Green Communities Challenge, submitted data to CDP and completed a community-wide greenhouse gas emissions inventory for 2018.
- In addition to the stormwater program, the East Lansing Department of Public Works (DPW) continued efforts to protect local waterways, aquifers and the overall environment. Staff participated in well head protection efforts, the Greater Lansing Regional Committee for Stormwater Management, administration of the City's Soil Erosion and Sedimentation Control program and review of proposed drainage projects.
- Construction started on the \$33.4 million digester for the WRRF that will reduce waste sludge by 40 percent. In addition, it will produce gas used to fuel a generator to provide electricity for onsite electrical equipment, reducing electrical costs.

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Finance Activities

- Finance staff have been overseeing and assisting in numerous grants in response to COVID-19. In addition to the FEMA grant and State grants, various other grants have been secured to assist in the expenditures incurred or yet to be incurred. Continued efforts, grant reporting and financial reporting on these various grants will carry into FY 2021. City staff have been diligent in identifying these grants and ensuring all criteria are met to obtain the maximum funding available to the City.
- Finance staff have continued with the implementation of the City income tax, which took effect January 1, 2019. Due to COVID-19, the filing deadline for 2019 returns was extended to July 31, 2020, so the first year of data and processing has yet to be completed and analyzed. In May, based on estimates, transfers of income tax dollars were completed. The net new revenue was estimated to be \$4.1 million with \$2.5 million paid into the MERS pension plan as a supplemental payment. The remaining \$1.6 million was split, with half going to the General Fund for public safety and the other half going to various capital projects throughout the City.
- Finance staff identified and implemented processes with the income tax third party processor to ensure residents were well served when filing their first year's income tax return. The City decided to accept tax returns and related payments at East Lansing City Hall to alleviate the need for taxpayers to mail their return to the Eaton Rapids address.
- With the assistance of all departments of the City, the initial phase of Priority Based Budgeting (PBB) was fully implemented. The process identified 497 individual City programs, allocated costs to all programs and scored those programs against results and standardized basic program attributes. Generation of overall scores helped identify how the resources utilized by programs aligned with the City's priorities. Programs, cost allocations and scoring results are presented on the community-facing dashboard, which launched in January 2020.
- The East Lansing Finance Department received the Certificate of Achievement for Excellence in Financial Reporting on behalf of the City from the Government Finance Officers Association for the FY 2019 Comprehensive Annual Financial Report (CAFR). This is the 36th year of receiving this prestigious award.
- Finance staff submitted the FY 2021 Budget document for the Government Finance Officers Association Distinguished Budget Presentation Award. This is the first year the City has applied for the award. Several improvements were made to the established budget document, including presenting the City's strategic priorities and incorporating PBB programs and goals throughout the budget. Additionally, Finance worked with the Communications Department to improve and unify the document's charts and graphics.
- Finance staff participated in two audits of City benefit programs, Municipal Employees' Retirement System (MERS) retirement plans and workers compensation. These were informal audits conducted by the benefit administrators to review the City's process of

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reporting benefit information. Finance staff completed these audits with minor recommendations for improvement and significant praise for the department's professionalism and meticulous benefit management.

- Prior to and during COVID-19, the City created additional opportunities for online forms and payment options. A new online payment platform was launched, resulting in a more robust online payment option for taxes, building permits, engineering permits, housing licenses and East Lansing Art Festival donations. This same platform was adapted to allow residents to purchase bulk item, hazardous and yard waste stickers online as well. In addition, an online form was created, allowing residents easier access to enroll in property tax bank drafting and to apply for and receive residential parking permits.
- The Finance Department assisted the East Lansing-Meridian Water & Sewer Authority (ELMWSA) in issuing \$1,420,000 of Drinking Water Revolving Fund bonds.
- Finance staff implemented GASB 88 (*Certain Disclosures Related to Debt, Including Direct Borrowings and Direct Placements*) in conjunction with the FY 2019 CAFR. This enhanced the information disclosed in the notes to the financial statements related to debt.
- Finance staff began implementation of GASB 84 (*Fiduciary Activities*) effective for FY 2021. This statement establishes criteria for identifying fiduciary activities and how to treat each situation in the financial statements. Implementation of this standard will create some changes in operations as well as in reporting, effective July 1, 2020.
- Finance staff ensured the City complied with the State of Michigan's new mandates regarding underfunded legacy costs by reporting under PA530 and PA202. PA202 requires a corrective action plan, which includes additional documentation and proof due in October 2020. In correlation with PA202, a payment of \$100,000 was made to comply with the requirement of funding the normal cost of any employee who is promised retiree healthcare and hired after June 30, 2018. This money was placed into the Retiree Health Funding Vehicle trust and held by MERS.
- Other Post-Employment Benefits (OPEB) and pension valuations were completed and/or updated during the year. The results of the most recent valuations show the pension funding ratio increasing from 49.16 percent to 52.10 percent and the OPEB funding ratio increasing from 32.21 percent to 37.96 percent.
- The 2020 assessment rolls for the City were completed and associated required reports for 2020 were submitted to the State of Michigan and Clinton and Ingham counties on time. The City's 2020 tax base is \$1,158,419,915, up 6.1 percent over 2019. Eight Entire Tribunal appeals have been received for 2020. The tax base in contention for those appeals is just 0.7 percent of the City's total tax base. In conjunction with the City's legal counsel, the appeals will be defended effectively.

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- The State of Michigan expanded the authority of the City's July Board of Review to handle appeals that are normally only handled at the March sessions of the Board of Review. This was done to accommodate property owners who may not have been able to appeal in March. The July Board of Review was handled virtually via Zoom, which was difficult and required careful planning and execution.
- The Finance Department welcomed one new team member this past year. Finance Assistant Vanessa Whittemore joined the Finance Department in September 2019. The department is made up of 16 total employees, with five in Accounting, six in Treasury, four in Assessing (including one intern) and one in the Income Tax office.

Human Resources Activities

- East Lansing Human Resources (HR) actively participated in the hiring, selection and on-boarding process for 42 permanent positions and assisted in filling and on-boarding approximately 150 positions throughout the City in FY 2020.
- HR provided leadership and assistance to the Health Care Task Force in selecting a healthcare plan and provider for active employees.
- HR finalized agreements with the City's three remaining unions. Contracts for the other four unions were finalized in the prior fiscal year.
- HR continued to support the City's Human Relations Commission and its work to make East Lansing a welcoming community, through policy recommendations and events.
- HR provided internal guidance and implemented policy in response to the COVID-19 pandemic.

Parks, Recreation and Arts Activities

- In FY 2020, staff prepared a benchmarking report. For several years, the department has been participating in the National Recreation and Park Association (NRPA) Agency Performance Review (benchmarking). The FY 2020 report benchmarks the department as an agency with other Parks and Recreation agencies nationwide in several areas (parks and recreation facilities, programming, staffing, operating budget, capital budget, etc.).
- In FY 2020, City Council adopted the 2020-2024 Parks, Recreation, Open Space and Greenways Plan.
- Parks & Recreation Facility Improvement Projects:
 - Work began on the renovation of the four ballfields at Patriarche Park. This project is made possible by a Michigan Department of Natural Resources (MDNR) Michigan Natural Resources Trust Fund (MNRTF) grant and funds from the City of East Lansing voter-approved income tax. Work will be completed in late summer 2020.

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- Improvements to Bailey Park began in the spring of 2020. The project was funded with a MNRTF Grant, Community Development Block Grant (CDBG) funds, a contribution from the Capital Area Housing Partnership, donations from Bailey Neighborhood residents and from the City's general fund. The project was completed in late summer 2020 and a ribbon cutting is planned for early fall.
- The White Park Natural Area Improvements and Trail Improvements project began in spring 2020. Funding was made available through a grant from the Ingham County Trails and Parks Millage and an MNRTF grant. The improvements include constructing an extension of the Northern Tier Trail and improving the fishing habitat, including correction of bank erosion, removing siltation and invasive plant species, replanting and stocking the pond with small game fish. A nature trail was also installed through the wooded center of the park, including installation of interpretive signage and trailheads.
- In December 2019, the East Lansing Department of Parks, Recreation & Arts (ELPRA) was awarded a MNRTF grant for renovation of the Patriarche Park pavilion and restrooms. Funding for this project will also include funds from the voter-approved income tax. ELPRA staff are currently working on construction plans and will be securing bids in October 2020, with construction beginning later this year.
- ELPRA received additional funding from the Ingham County Trails and Parks Millage to realign the Northern Tier Trail from the Abbey Road pedestrian bridge to the East Lansing Soccer Complex pedestrian bridge. This length of pathway parallels the Sanderson Drain, which is approximately 10 feet below the existing grade. Over time, the bank of the drain has been eroding, so there is no longer a shoulder between the pathway and the top of the drain bank in many areas. ELPRA will be accepting bids on this work over the winter for spring construction.
- ELPRA received funding to add pedestrian bridge connections to the Northern Tier Trail at Riveria Drive and Colorado Drive in FY 2020 from the Ingham County Trails and Parks Millage. Engineering and design will begin in fall 2020, with construction beginning in spring 2021.
- In early 2019, East Lansing City Council formed a committee of community members to consider existing and long-term needs for the East Lansing Hannah Community Center (ELHCC). Following a seven-month process, in November 2019, the committee asked City Council to place a bond measure before the voters in 2020 to fund sorely needed maintenance and reinvestment at the ELHCC. The committee further recommended that the Council give

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strong consideration to including needed maintenance and reinvestment for the overall parks and recreation system in a single bond measure to maximize opportunities for leveraging other funding sources (e.g. Ingham County Trails and Parks Millage, MNRTF grants). Environmental sustainability, energy efficiency improvements and alternative energy opportunities should be an integral component of any reinvestment measure. In addition to a bond measure, the committee recommended that a dedicated funding source be established to invest annually in ELHCC capital replacement and deferred maintenance for facility infrastructure, equipment and services. The events of the COVID-19 pandemic have delayed further action on recommendations of the Committee.

Planning, Building and Development Activities

- Economic Development staff led multiple initiatives with the East Lansing Downtown Development Authority (DDA), including new sidewalk infrastructure, bike racks, public art and the management of the dumpster enclosures and Evergreen Avenue properties.
- All divisions devoted significant time and effort towards the safe completion of major projects in East Lansing. The Hub and Center City projects were substantially complete and approved for initial occupancy in summer 2019, with the final Certificate of Occupancy issued in May 2020. Staff continued to work with the construction team to ensure that The Abbot and Graduate buildings were back on track as soon as the mandated period of construction shutdown due to the pandemic had passed.
- In the Building Division, 4,942 inspections were completed in the City for FY 2020, compared to 4,717 in FY 2019. This is an increase in activity despite the shutdown.
- The Building Department processed 2,447 Building, Electrical, Mechanical and Plumbing (BEMP) permits for FY 2020. The frequency is down approximately 11 percent from FY 2019, which is largely attributable to approximately seven weeks of construction shutdowns due to the pandemic. Despite the period of construction inactivity, staff assisted towards the completion of many projects, which were either completed or were substantially complete by the end of the fiscal year.
- Housing staff completed 1,472 annual rental inspections and 1,033 re-inspections for licensed rental properties. Staff also responded to approximately 91 complaints.
- The Planning and Zoning Division processed 101 permits, which includes all site plans, special use permits, rezoning, lot splits, variances and historic district certificates of appropriateness.
- Economic Development staff devoted a tremendous amount of energy from March through June to efforts to support and provide assistance to businesses suffering from the effects of the pandemic. All divisions collaborated and devoted a significant amount of resources to assist Economic Development staff with the design and

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implementation of downtown COVID-19 support activities and programs. These included:

- Two-hour Free Parking
- 30-minute Grace Period Parking
- Business Relief Grant Programs
- Entertainment License Fee Waivers
- Open Air Dining on Albert Avenue
- Outdoor Retail Expansions and Application Fee Waivers
- Outdoor Seating Expansions and Application Fee Waivers
- Restaurant Fee Waivers
- Temporary Art Installations

By June 30, nearly \$550,000 in various relief efforts were either implemented or allocated to support local businesses from City, DDA and grant funding.

- Staff worked with the DDA, Brownfield Redevelopment Authority and East Lansing City Council to solve a longstanding issue related to Brownfield Plan #7 and payments due by the developer to fund the conversion of rentals to owner-occupied residences in the Chesterfield Hills Neighborhood. The funds for the conversion are now fully in the City's control and the plan has been terminated. Staff is developing a plan to utilize the funds to assist with the conversion of rentals to owner-occupied properties.

Public Works Activities

- The East Lansing Department of Public Works (DPW) completed the advertisement and bid of the Albert Avenue Sidewalk Improvements Phase III (a 2020 Community CDBG project). The construction of this project started in June 2020 and continues into FY 2021. The miscellaneous concrete sidewalk project continued to upgrade various sections of sidewalk throughout the City that are out of compliance.
- The City performed integrated asset management with water and street improvements coordinated on Evergreen Avenue (Oakhill to ELHCC), Durand Street (Ann to Snyder), and Cornell Avenue (Beech to Burcham), totaling 0.7 miles. In addition, East Lansing Drive, Ramblewood Drive, Old Mill Road, Hitching Post Road and M.A.C. Avenue were repaved, totaling 1.62 miles. Further, South Harrison Road, between Grand River Avenue and Michigan Avenue, was repaved with Michigan Department of Transportation (MDOT) safety funds, with the street converted from four to three lanes, totaling 0.3 miles. Additionally, the section between Mount Hope Road and Forest Road was repaved, totaling 0.56 miles. Last, concrete joint repairs were made to Lake Lansing Road along the entire length. Overall, 3.18 centerline miles of the street system were resurfaced.
- In cooperation with the development at 947 Trowbridge Road, more than 350 feet of water main was installed to complete a critical water main gap and improve system hydraulics.

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- Construction started on the Coleman Road Extension Project, which extends Coleman Road from West Road in East Lansing to Wood Road in Lansing. As part of this project, sidewalk, water main, storm sewer and sanitary sewer were also installed.
- The City accepted Turf Lane and Earl Street into the Act 51 supported Local Street system, and portions of West Road and Coleman Road were transferred to the Major Street system.
- Traffic congestion was reduced, and safety increased with the installation of traffic signals at the intersection of Coolidge Road and Coleman Road, and Coolidge Road and State Road. In addition, the signals along Lake Lansing Road were synchronized with the Ingham County Road Commission's signals to the west, improving traffic flow.
- Construction continued on the \$30 million headworks, screening, grit and influent interceptor project for the Water Resource Recovery Facility. Completion is anticipated in December 2020.
- Construction continued on the \$6.8 million Woodingham Pump Station replacement project and the \$11.4 million Michigan Avenue and Harrison Road sewer improvements.
- The City hired a contractor to CIPP line the Trowbridge and Goritz interceptors, lining critical sewers to extend their service life. This project continues into FY 2021.
- The combined sewer study was completed.
- DPW staff continued annual invoicing to MDOT for treatment of stormwater runoff from their roadways that enters the City's combined sewer system and is ultimately treated at the WRRF.
- Coordination efforts continued this year with the East Lansing Public School district to seek Safe Routes to School (SR2S) funding to improve non-motorized access to schools. An Infrastructure Grant through MDOT was awarded for \$263,500 for the installation of sidewalks and road crossings in the area surrounding Marble Elementary School and MacDonald Middle School for the 2023 construction season.
- The following number of permits were issued:

| | | |
|------------------------|-------------|--------------------------------------|
| Sewer & Water | 32 Permits | \$964,759 (Includes Connection Fees) |
| SESC | 42 Permits | \$30,598 |
| SESC – MSU | 6 Permits | \$9,345 |
| Right-of-Way | 178 Permits | \$56,080 |
| Special Transportation | 44 Permits | \$4,180 |
- DPW continued to expand its Geographic Information System (GIS), moving toward a new ESRI platform of ArcGIS Online and ArcGIS Pro. Staff continues documenting assets and the process of implementing the integration of GIS and Lucity Software to serve as the asset management software tool for tracking water, sewer, wastewater

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and fleet assets. Staff continues to expand the documentation of assets and their maintenance in the GIS system using Android tablets.

- Bicycle lane maintenance continued, to include lane marking and routine street sweeping, along with the planning of future non-motorized projects. Further, the City partnered with MSU for a protected bike lane pilot on Bogue Street. The City also added 0.6 miles of bike lanes along Harrison Road, filling a critical gap.
- DPW staff extended pavement life by crack sealing 5.2 miles of major streets and 3.9 miles of local streets. COVID-19 reduced productivity in this area.
- DPW staff responded to 3,674 requests for Miss Dig services.
- DPW staff collected 2,271 cubic yards of yard waste through the yard waste collection program.
- DPW staff responded to 179 requests for after-hours emergency service.
- DPW staff removed 805 cubic yards of debris from City streets through the street sweeping program.
- DPW staff collected 6,075 compacted cubic yards of leaves through the bulk leaf collection program.
- DPW staff cleaned 98 miles of sewers, cleaned 579 drainage structures and televised 10 miles of sewer.
- DPW performed winter maintenance on City streets by plowing or treating with salt and brine more than 26 times.
- Working with private contractors, DPW staff replaced 28 galvanized water services, in accordance with the State of Michigan's revised Lead and Copper Rule.

DPW COVID-19 Impacts:

- Water shutoffs were suspended during the COVID-19 pandemic per the Governor's Executive Order.
- Workplace safety measures were implemented, and no DPW employees tested positive for COVID-19 in FY 2020.
- All large projects were interrupted, extending completion timelines, with the greatest impact at the Water Resource Recovery Facility. In addition, several planned neighborhood projects were delayed due to circumstances where residents were either sheltering in place or working from home, when they typically would not be, and construction activity would have been extremely aggravating.
- The annual Recycle! East Lansing event was canceled.

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54B District Court Activities

- The COVID-19 pandemic significantly changed court operations. After the gubernatorial executive Stay Home, Stay Safe order was issued, the Michigan Supreme Court issued an administrative order for courts to implement emergency measures for remote operations while providing essential functions of addressing felony matters and arraigning persons held in custody.
- In response to the administrative order, the 54B District Court began hearing certain matters via the Zoom platform with limited staffing. The Court established a designated email address to maintain communication with court users. The Court also added an online bench warrant recall request form to help minimize the number of persons held in custody for low-risk offenses during the pandemic.
- The 54B District Court continues to use its online resolution programs for specific misdemeanor offenses, parking and traffic cases and warrant resolutions. The court promoted the use of its online services, which allowed the community to be safe during COVID-19.
 - More than 6,800 cases have been resolved online. This includes 5,265 parking cases, 1,117 traffic cases, 279 warranted cases and 88 misdemeanor pleas.
 - 50 percent of total usage of 54B online platforms were used after regular business hours or during the weekend.
 - 47 percent of customers surveyed stated that they would not have been able to handle their matter if the court did not have an online option.
 - 87 percent of customers surveyed felt that their case was handled in a timely manner by the court.
 - Nearly \$70,000 was collected from cases reviewed in 2019.
- Since 2010, the court has furthered the message that treatment courts are important to the community and help save lives while saving money. 54B District Court oversees three treatment courts: the Ingham County Veterans Treatment Court, the 54B District Court Sobriety Court and the 54B District Court Drug Court.
 - Below are the success rates of the three treatment courts since inception:
 - Ingham County Veterans Treatment Court – 76 percent
 - 54B District Court Sobriety Court – 79 percent
 - 54B District Court Drug Court – 74 percent
 - In September 2019, 54B Court Administrator Nicole Evans and senior clerks, Robert Stump and Sarah Cheesebro, were asked to participate in a stakeholder meeting with the Iowa Judiciary to discuss the court's experience with online dispute resolution programs.

CITY MANAGER

Quality Services for a Quality Community

- In October 2019, Court Administrator Nicole Evans was awarded the status of Certified Court Manager from the National Center for State Courts Institute of Court Management. Ms. Evans was part of the inaugural Michigan cohort of 50 court administrators and State Court Administrative Office staff to be awarded the status.
- In her second year as a member of the State Bar Representative Assembly, Ms. Evans was appointed Chair of the Special Issues Committee. The Committee was asked to determine the impact of COVID-19 on the legal community and explore ways to increase diverse representation among the Assembly.
- In January 2020, Deputy Court Administrator Kevin Tatroe began classes to obtain the Certified Court Manager status. He is expected to complete his program in 2021.
- The Ingham County Veterans Treatment Court celebrated its 10th year of operations in March 2020. The planned celebration was canceled due to the COVID-19 pandemic.