



CITY MANAGER

Quality Services for a Quality Community

MEMORANDUM

TO: East Lansing City Council

FROM: George Lahanas, City Manager

DATE: September 30, 2022

SUBJECT: Fiscal Year 2022 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 2022: July 1, 2021 – June 30, 2022.

Fiscal Year 2022 Financial Review – General Fund

The Fiscal Year 2022 (FY22) audit is in process, and as the City transitions to a new audit firm, there is some potential for additional audit adjustments, but none are known at this time. Total fund balance for the City's General Fund is increasing \$928,000, leaving total fund balance at \$9,841,966. This is equal to 24.6% of FY22 expenditures incurred. It is worth noting the unassigned fund balance equals \$6.3 million or 15.8 percent of expenditures; this falls just above the guidelines of 8-15% set forth in the City's fund balance policy. Included in total fund balance are amounts assigned for items expected to occur in FY23; at this time \$2 million has been assigned for a supplemental pension payment. To close the loop on fund balance, \$300,000 is restricted for use in the Chesterfield Hills neighborhood for rental restrictions and \$567,662 is considered non-spendable and represents prepaids and the investment in vacant West Road property that is available for sale. Finally, \$312,994 was appropriated in the FY23 adopted budget (less amounts that have also been encumbered at year-end), and \$344,033 relates to encumbrances remaining at close of FY22 that have been committed to specific projects or services and will be rolled into FY23.

It is also important to note the City of East Lansing was allocated approximately \$12.2 million from the American Rescue Plan Act (ARPA) in response to COVID-19. The City received \$5.1 million in May 2021 and received the balance of those funds in June 2022. Although the City received these grant dollars, those funds are not reflected in the General Fund's fund balance as it is considered unearned revenue due to decisions on spending not yet complete. City Council has obligated \$5.8 million of these funds, with \$1.1 million spent during FY22. As noted above, the unspent funds are reflected as unearned revenue in the General Fund. As projects are completed, expenditures and offsetting revenues are recorded in their applicable funds. The remainder of this grant must be obligated no later than December 31, 2024, with actual spending completed by December 31, 2026. The goal for these dollars is to make a significant impact in the community that will be long

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lasting and make needed improvements while leveraging other grant opportunities available.

East Lansing City Clerk Activities

- The East Lansing City Clerk's Office conducted one election in FY22: the November 2021 City Election for City Council. Part of that fiscal year also included the administrative preparations for both the August 2022 State Primary Election and November 2022 State General Election. Safety measures continued to be in place at the polls due to the COVID-19 pandemic and significant efforts were made to encourage voter registration and early voting by absentee ballot. More than 3,800 absentee ballots were issued for the November 2021 City Election and almost 82 percent of those ballots were returned. More than 20 percent of East Lansing's registered voters turned out to cast their vote in the November 2021 City Election.
- Voter registration maintenance remains a top priority for the City Clerk's Office and will continue to be throughout each calendar year.
- To date, there are currently 23,171 registered voters in the City of East Lansing.
- The City Clerk continues voter education outreach to both high school and college-age students.
- Partnerships and collaborations have started with several entities throughout the year for voter education and engagement efforts with the League of Women Voters, East Lansing Public Library, East Lansing Farmers Market, Associated Students of Michigan State University (ASMSU), MSU Federal Credit Union, East Lansing Department of Public Works, Capital Area Transportation Authority (CATA) and Disability Rights Michigan.
- The City Clerk's Office continues its commitment journey toward diversity, equity and inclusion in the office with its team members, but also through the services it provides to the community. Improvements to public services include providing voter registration applications with the option of non-binary as a selection, making voter identification options more prevalent to East Lansing voters, adding a spot for preferred name and preferred pronouns to the online election inspector applications as well as in-depth visits to all polling locations to make sure they are most accessible to all voters.
- In addition to election activities, the Clerk's Office remains busy processing Freedom of Information Act (FOIA) requests. To date, the City Clerk has processed 200 Freedom of Information Act requests this year.
- This year, the Clerk's Office implemented an online payment option for renewal business licenses.
- The Domestic Partnership Registry for those filing a declaration continues to be a service administered by the City Clerk's Office that allows for lawful recognition of

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domestic partnerships under East Lansing Ordinance Number 1305. To date, the City Clerk has processed and filed 29 Domestic Partnership Certificates 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.

Diversity, Equity & Inclusion Department Activities

- The Department of Diversity, Equity and Inclusion (DEI) is responsible for coordinating and guiding all efforts to define, understand, assess, foster and cultivate diversity, equity and inclusion for the City of East Lansing. The DEI office develops and oversees programs, services, initiatives, trainings, organizational cultural realignment and community engagement strategies designed to enhance the workplace, culture and the quality of life in East Lansing.
- The DEI Department builds relationships with the LGBTQ+ community, immigrant and refugee communities, student communities, persons with disabilities and Black Indigenous People of Color communities. The department also serves as a liaison and develops relationships within the overall community to promote equity as an essential and core element to the mission of the City of East Lansing. The DEI Department is an integral team member when discussing programs, policy training, development and statements with City Council, community groups, MSU, businesses and other organizations regarding diversity and equity.
- The office of Diversity, Equity and Inclusion engaged in the following activities in FY22:
 - Provided advice and support to department heads and staff on matters related to DEI
 - Provided leadership and assistance to the DEI Workgroup
 - Facilitated the inclusion of the City's land acknowledgement and DEI statement on the City's job application for DPW, City Clerk and the East Lansing Public Library job postings
 - Continued to support the Human Rights Commission and its work to make East Lansing a welcoming community through policy recommendations and events
 - Offered staff support and attended meetings of the Independent Police Oversight Commission

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- Acted as an advisor and provided internal guidance on matters related to DEI for City Council and staff
- Worked with City's contracted facilitators to develop Cultural Education and Capacity Building sessions for 300+ staff and department heads
- Coordinated 14 separate employee Cultural Education and Capacity Building learning cohorts
- Performed monthly evaluations on Cultural Education and Capacity Building sessions
- Met bi-weekly with Phase 1 DEI Capacity Building Facilitators from the Truth and Titus Collective
- Recruited nine City of East Lansing Equity Ambassadors from City staff who will help champion DEI activities and facilitated monthly meetings with the ambassadors
- Began development of an in-house DEI city staff resource library
- Advised the East Lansing Public Library on the procurement of DEI resources
- Crafted and acted as a staff resource for 15 City Council resolutions
- Developed a Budget Equity Primer for departments to utilize in budget development through an equity lens

East Lansing Fire Department Activities

- In FY22, fire trucks responded to 162 fires, 93 hazardous condition runs and 1,655 calls under the "other" category. The fire trucks also assisted the medics on 3,972 calls. The fire apparatus responded to 5,882 calls total. The ambulances responded to 4,787 Emergency Medical Services (EMS) calls. The fire department pulled 6,697 run numbers throughout the fiscal year. ELFD's run volume for the fiscal year was up 198 calls.
- ELFD's Emergency Management (EM) function continued to be impacted by the ever-changing protocols, policies and procedures as COVID-19 slowed down. The department was challenged by isolation procedures for firefighters that were exposed to COVID-19 while on duty. In that, the department added Continuous Air Purification Systems (CAPS) for the two front-line ambulances and both stations' sleeping quarters. It is the goal to add the CAPS systems into the two remaining ambulances, Squad and front-line trucks in the future to keep staff safe.
- Station upgrades were identified, and \$1.2 million was set aside. A contractor was also solidified. The department will be using Gordon Construction for upgrades. These funds will cover a significant amount of the upgrades needed; however, not all of the

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improvements desired. The department hopes to use funding in the future to complete all upgrades needed at the Fire Department.

- The Stryker Contract was signed in February 2022. The quick action by administrative staff and City Council avoided a 16% increase in overall cost and a savings of \$918,350 compared to current rates. This leasing program, lasting for ten years, equips every ambulance and ALS truck with a LifePack 15 monitor and a Lucas Machine (hands free CPR). All ambulances have new rugged style cots and auto loading devices, which eliminates injuries due to lifting patients in and out of the vehicle. In three to five years, the department will receive all new models of the above-mentioned equipment with the latest technology and safety features.
- The department donated fire turnout gear, extrication tools and other minor equipment that is past its useful life per NFPA guidelines to Empalme, Mexico.
- Eight automated external defibrillators (AEDs) were replaced, and nine new AEDs were placed within the city. Coordinating with Stryker and the Fire Department's Stryker contract made this feasible.
- Firefighting training on structures throughout the year were held at the following locations: Evergreen Avenue, 3225 West Road, 6290 Abbott Road and 3225 West Road. These structures were going to be demolished and ELFD was given access to do training exercises in them prior to demolition. The department's instructors designed a variety of evolutions to perform (i.e. breaching, forcible entry, ladder training, search-rescue and incident command training).
- ARCO Construction donated the house at 6290 Abbot Road for a few months, allowing ELFD to train and then have the ability to conduct a live burn. Burning down a house has a tremendous number of regulations and has occurred only one other time in 28 years.
- ELFD hosted annual Metro Structural Collapse, Trench and Confined Space Rescue trainings. A trench was created by the Department of Public Works on their property. Confined Space Rescue is performed at a facility on MSU's campus.
- The Tower Rescue Team (six people) attended training in Gaylord, which included training on Steeplejacks. One firefighter was sent to Tower Recue school for certification. This team can be activated with other Tower Teams throughout the state of Michigan.
- Training funds from the department allowed three firefighters to attend Tech Rope Rescue, one firefighter to Trench Rescue and one firefighter to Structural Collapse.
- Training funds from Michigan Urban Search and Rescue's (MUSAR) organization were granted to send three firefighters to Structural Collapse, two firefighters to Trench Rescue and one firefighter to Tech Rope Rescue class. Continued technical rescue

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training is imperative to maintain technically proficient personnel to respond to and provide specialized rescue situations.

- This fiscal year, ELFD purchased electric chainsaws, K-12 saws and fans. Electric tools are more portable and do not give off gases, which can be harmful and unsafe in fire conditions.
- The department covered 1,906 hours of MSU events (athletics and graduations). These hours are above and beyond shift work and shift overtime coverage.
- ELFD employed two cadets last year, both who were licensed paramedics. The department sponsored them for the Ingham County Fire Chiefs Fire Academy and they were hired as full-time employees when openings occurred. The department currently has a single cadet who is a paramedic/firefighter who will apply for hire during the next round. ELFD will be hiring an additional cadet in late fall and in the spring. These will be paramedic students that already have their fire certification.

East Lansing Police Department Activities

- The East Lansing Police Department (ELPD) is continuing with its department-wide community policing initiatives that guide and direct the police services provided to the community. ELPD's Criminal Investigations and Community Engagement Team (CICET) has taken an active role in community partnering activities. The CICET team, along with patrol officers, have been active in establishing relationships with East Lansing residents and business owners in each of the five sectors. The department's hope of fostering positive relationships will lead to collaborative partnerships with community members that are aimed at identifying the issues within each sector and developing long-term solutions to those concerns that are identified by the stakeholders.
- During the FY22 budget year, ELPD created another avenue for its employees to develop relationships with our stakeholders in the community. The department initiated public quarterly sector meetings where ELPD officers and community members meet on a quarterly basis and discuss issues of mutual concern. The five sectors are attempting to find various venues and activities that encourage community participation in the sector meetings.
- The two Neighborhood Resource Teams (NRTs) continue to be active. These teams are comprised of multidisciplinary staff from across all City departments to address and work on solutions for long-term problems impacting specific areas of the City. These issues are documented by use of a problem-solving kit that allows all members of the team to collaboratively work toward long-term resolutions facing each team.
- The ELPD Community Engagement Team is continuing its efforts with providing non-enforcement-oriented services to community members. This team is comprised of both police social workers and neighborhood resource specialists (NRS). During FY22, the team's role was expanded, and two sworn police officers were assigned to the team to assist the CICET division with its mission in addressing some of the public nuisance

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concerns that are occurring in and around the downtown areas. One of the two officers just returned from his eight-month military deployment, and it is expected that the entire team will be fully operational during the first quarter of the FY23 budget year.

- The social workers have established a referral program that allows all City staff to refer clients that may need services. The NRSs have been instrumental in resolving long-term quality of life concerns that impact the community. Some of these concerns involve neighbor disputes, noise complaints from various fraternities and rental residences and unkept premises complaints in and around the city. This CICET unit continues to provide much needed services to the community that were not provided to citizens prior to 2021.
- The department has been operating with one police social worker during much of this fiscal year due to the previous two social workers that left the City for other opportunities. The department also continues to operate below the authorized number of sworn police personnel, but the department is active with its hiring and recruitment efforts in identifying and hiring a second police social worker along with filling the nine current police officer vacancies.
- ELPD is continuing with its accreditation process with the Michigan Association of Chiefs of Police (MACP). This process ensures that the Police Department policies are in line with best practices as recognized throughout the state of Michigan. MACP accreditation assesses the department's administrative, personnel, operations and investigative functions to ensure a comprehensive review of the agency. The process can take up to two years to achieve full accreditation and requires 108 standards that must be met. The Accreditation assessment will take place in November 2022.
- ELPD administration continues to provide support to the East Lansing Independent Police Oversight Commission. This effort entails response and subject matter expertise to the commission on various inquiries.
- In line with ELPD's proactive efforts with police reform, every ELPD employee has been trained in the ABLE Project initiative. The ABLE Project (Active Bystandership for Law Enforcement) is a program that effectively teaches employees the proper way to intervene in situations when the public and/or the police officers can be put in harm's way by actions and/or inactions by those who are present. The eight-hour initial training and the two-hour annual refresher training have proven to be beneficial to all. ELPD is one of only four law enforcement agencies in the state of Michigan trained in ABLE.
- ELPD continues to engage with regional community groups such as the MSU-East Lansing Celebrations Committee and Advocates and Leaders for Police and Community Trust. The department has been planning for the first annual Faith and Blue weekend event scheduled to be hosted on October 7, 2022. This is a collaborative event between ELPD and various faith-based organizations in the city. This is another example of the department's efforts in re-establishing trust between the police and the East Lansing community.

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- During the 2021 calendar year, ELPD responded to 23,665 calls for service, with 13,499 being dispatched calls for service while 10,166 were various self-initiated calls that the officers handled and were recorded by the Ingham County 911 Dispatch Center.

East Lansing Public Library

- As the COVID-19 pandemic remained a concern, the East Lansing Public Library (ELPL) continued to provide contact-free curbside pickup of materials, added an additional bay to the outdoor lockers for 24-hour access to hold pickups, hosted virtual and outdoor programming and slowly began the return of in-person programming with the Summer Reading Program 2021.
- Following the 2021 Independence Day holiday, ELPL opened its doors to the public with fully restored (pre-pandemic) hours and no capacity limits. In late August 2021, East Lansing Public Schools welcomed students to in-person instruction and the library welcomed teens for the Teen After School Program with a new and enthusiastic Teen Services Specialist. Throughout the school year, teens participated in regularly scheduled programs and clubs, such as Teen Time, Project Lit, Teen Action Group, Students Against Homophobia, Monday Movie Matinees, Crafternoons and Books and Bagels. Other popular programs included Teentober (events during the monthlong celebration in October), visits from the Cat Café, Henna Art demonstrations, Poetry workshops and a graduation party to celebrate the successful completion of the school year. Through the fiscal year, ELPL offered approximately 350 programs for teens with an attendance of over 10,100 kids.
- The Library on the Go, a Ford Transit that was upfitted as the ELPL pop-up mobile library, made appearances all over the East Lansing area, including at Winterglow, the East Lansing Art Festival and the East Lansing Jazz Festival. The van regularly visited area retirement communities, East Lansing Public Schools during summer school, Deerpath Apartments, the Farmer's Market and community parks. Outreach efforts expanded to include organizations like the Greater Lansing Area Islamic Center and The People's Church Preschool program as COVID restrictions eased through the year.
- A new Youth Services Librarian joined ELPL's staff in October, and perennial favorites like storytime, babytime and toddlertime, returned to in-person presentations shortly after the new librarian arrived. Youth Services continued to offer grab and go craft kits for families through the spring, and other programs gradually converted from virtual to in-person events as the year progressed with consistent decreases in COVID-19 positivity rates. Nearly 250 programs were offered for children in FY22 with attendance of approximately 7,700 people.
- The library began offering free, over the counter COVID-19 at-home test kits at the beginning of 2022. The test kits were made available to anyone visiting the library at no cost through a partnership with the Michigan Department of Health and Human Services, the Michigan Library Association and the Library of Michigan. From January

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through June 2022, ELPL was able to distribute more than 2,000 test kits to the community.

- The Maker Studio reopened and steadily ramped up activity from March through June 2022, thanks to the new STEAM Specialist who joined the staff in January 2022. Patrons participated in Maker Studio activities such as the Reopening Open House, Dinoday, Maker Mondays, Lego Thursdays and Wonder Lab. Patrons also took advantage of learning about the 3-D and laser printing capabilities of the Maker Studio equipment.
- Library staff regularly met with C2AE Architects, City staff and Gordon Construction contractors regarding site improvement projects and the installation of a new HVAC system that spanned nearly the entire year due to supply chain delays. Sidewalks were regraded and replaced from the front entrance, stretching south to the ramp, and the south side book drop drive through was realigned and resurfaced. Windows were replaced throughout the library building; the electrical system was upgraded and a new HVAC system was installed. Plans were finalized for the installation of a new interactive children's garden coming in the spring of 2023.

Environmental Services Activities

- The Water Resource Recovery Facility (WRRF) cleaned 4.33 billion gallons of water and safely released it to the Red Cedar River.
- The City of East Lansing continued to meet with Michigan Energy Options to explore the installation of a solar array at DPW as part of the City's 100 Percent Clean Energy goal. A portion of this funding will be provided by American Rescue Plan Act (ARPA) funds.
- Responding to confusion regarding what is accepted through the City's recycling program, DPW provided residents with a variety of new recycling guidance and tools, including Recycle Coach, a mobile application and webpage widget with instruction on how to properly dispose of 15,000 different material key words as well as customized recycling, refuse and yard waste collection calendars and service reminders for each participating address.
- The DPW was selected for a first of its kind recycling contamination reduction pilot program. Through funding from the Michigan Department of Environment, Great Lakes and Energy (EGLE) and The Recycling Partnership, recycling trucks were retrofitted with cameras and specialized computers to both identify contaminants and generate educational material customized for each household.
- Staff applied for (and later received) EGLE Recycling Infrastructure funding to install high-capacity compactors and a Styrofoam densifier at the DPW recycling drop-off facility. These improvements will result in a tenfold reduction in truck trips and staff time associated with transporting loose materials. Funding also provides for electrical upgrades and a new vehicle purchase.

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- The City implemented new processes to ensure the health of young trees and revamped the Urban Forestry webpage to provide residents with a streamlined way to report issues with City Trees. Tree plantings continued with a focus on replacing trees removed due to death/disease.
- Committed to regional efforts and solutions for climate sustainability, City staff facilitated regional meetings of the Capital Area Sustainability Partnership (CASP) to discuss opportunities for regional sustainability initiatives and provide updates on local projects.
- East Lansing was recognized as a Tree City USA by the Arbor Day Foundation for the 35th year and, once again, celebrated Arbor Day by planting a tree in Henry Fine Park with students from Robert L. Green Elementary School.
- Staff continued to meet with the City of Lansing and utility services to discuss efforts to improve energy efficiency within low-income and rental housing.
- Staff initiated a pilot project to replace low-use, manicured landscapes with low-mow pollinator friendly turf. If successful, staff expects the program to reduce staff time associated with mowing and increase East Lansing's pollinator habitat.
- In partnership with the City of Lansing, East Lansing was funded by EGLE to perform a market/feasibility study for organic waste/composting in the region. Once complete, the project will identify potential opportunities for developing a composting program.
- In addition to the stormwater program, DPW continued efforts to protect local waterways, aquifers and the overall environment. Staff participated in wellhead 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 of the \$33.4 million solids handling/digester project for the WRRF is essentially complete. The project will reduce waste sludge by 40 percent. In addition, the digester will produce gas used to fuel a generator to provide electricity for onsite electrical equipment, which will reduce electrical costs.
- Construction began on the Aeration and Clarifier Improvements project at the WRRF. This project is funded through the State Revolving Fund (SRF) and is scheduled to be complete in FY24. This project will update the aeration system with new blowers that will be more efficient. The City received over \$600,000 in principal forgiveness associated with the energy efficiency of the project.

Finance Department Activities

- The Finance Department oversaw and assisted with numerous grants in response to COVID-19. In addition to the federal 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

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FY23, with the American Rescue Plan Act dollars potentially carrying into FY27. 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 received the Certificate of Achievement for Excellence in Financial Reporting on behalf of the City from the Government Finance Officers Association (GFOA) for the FY21 Annual Comprehensive Financial Report. This is the 38th year the City has received this prestigious award.
- Finance received the GFOA Distinguished Budget Presentation Award for the FY22 Budget document. This is the second year the City has received this award. The department continues to make improvements to the established budget document for enhanced reader experience. With the assistance of the DEI division, all departments aimed to review and revise their budget request after having reassessed their activities through an equity lens.
- The Finance Department implemented GASB 87 (Leases) effective for FY22. A lessee will be required to recognize a lease liability and an intangible right-to-use lease asset, and a lessor will be required to recognize a lease receivable and a deferred inflow of resources. The FY22 financial statements will reflect these changes, including additional note disclosures.
- Finance staff began working with DebtBook, a platform that will house both the City's lease and debt information utilized to enhance efficiency and accuracy of financial reporting. Implementation of GASB 87 for lease reporting was the first priority for FY22. The department also began the conversion of debt information to the DebtBook portal. Staff are looking forward to refining these tools in the upcoming year.
- With the assistance of all City departments, another year of Priority Based Budgeting (PBB) was completed. This year included updating for the FY22 budgeted amounts, allocating costs to programs and identifying programs for future consideration. Programs, cost allocations and scoring results are presented on the community-facing dashboard.
- 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 providing documentation showing the plan is being followed. 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 (RHFV) trust and held by the Municipal Employees' Retirement System of Michigan (MERS).
- Other post-employment benefits (OPEB) and pension valuations were completed and/or updated during the fiscal year. The results of the most recent valuations show the pension funding ratio increasing from 54 percent to 61 percent and OPEB funding ratio increasing from 48 percent to 56 percent.

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- In January, the City teamed up with Fifth Third Bank to begin a new purchasing card program. The City has shifted 95 vendors from check to card payments and continues to work to move more vendors to payment via card. Through August 2022, the program spending with participating vendors amounts to approximately \$1,064,320, resulting in an estimated rebate of \$15,220.
- Several financial policies were updated, including the following: capital asset management, federal grant awards, fund balance reserves, purchasing card and purchasing. All policies have been updated/created using the Government Finance Officers Association (GFOA) best practices and in accordance with Generally Accepted Accounting Principles (GAAP).
- The Income Tax Division completed three substantial projects during calendar year 2021 and early 2022:
 - The ability for professionally prepared returns to be e-filed was added, rather than to be submitted by mail. This option was not available for 2019 and 2020 returns.
 - With the assistance of a part-time compliance officer, the Income Tax Division performed compliance testing to determine that businesses operating within the City are complying with the income tax requirements.
 - Finally, the division worked with the largest payroll processing company to provide their monthly withholding payments electronically, which materially reduced the time needed to process these approximately 400 monthly payments.
- The 2020 income tax return deadline was extended to June 1, 2021 due to COVID-19, pushing processing into FY22. The 2021 return deadline was not extended, allowing for a majority of the processing to be completed and refunds to be sent out by June 30.
- COVID-19 and remote work continued to be a factor in income tax revenue, as this still caused substantial refunds. However, additional compliance work has proven to have improved the total revenue, net of refunds, for current and prior tax years. As of August 2022, the total net revenue for the 2019 tax year has increased to \$13.8 million and the 2020 tax year has now yielded \$12.3 million in net revenue. Collections, net of refunds, for the 2021 tax year have amounted to \$12.9 million. After administrative expenses and making the General Fund whole for the reduction in property taxes, amounts were allocated per the City Charter amendment approved by the voters. In total, \$11.5 million has been deposited into the pension plan, \$3.8 million has supported public safety costs, \$2.3 million was provided for improvements to streets and \$1.6 million was provided for improvements to parks and facilities.
- The 2022 assessment rolls for the City were timely completed and associated required reports for 2022 were timely submitted to the State of Michigan and Clinton and Ingham Counties. The City's 2022 tax base is \$1,251,077,439, which is up 4.3 percent over 2021. Tax appeal activity is down for 2022. Three Entire Tribunal appeals have

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been received for 2022. The tax base in contention for those appeals is just 0.2 percent of the City's total tax base. In conjunction with the City's legal counsel, the appeals will be defended effectively.

- The City's March Board of Review returned to in-person appeals in 2022, with the additional option for property owners to appeal virtually via Zoom due to the presence of COVID-19 in the community. This added complexity to the appeals sessions, requiring careful planning and execution.
- The Finance Department welcomed several new team members this past year with turnover in various positions. New Treasury Assistants include Nicole Lopez, Cedric Dunbar and My'Kel Brown-Thomas; Joanne Stefanski has joined the department as the Purchasing Accountant; Angela Stoneham was added as a second Budget & Accounting Analyst; and the Income Tax division added a compliance officer for a portion of the year. Currently, the Finance Department is made up of 16 total employees, with five in Accounting (as the department is still without a Finance Director), six in Treasury, four in Assessing (including one intern) and one in Income Tax.

Human Resources Activities

- East Lansing Human Resources (HR) actively participated in the hiring, selection and on-boarding process for 57 permanent positions throughout the City in FY22. This is almost three times the number of new employees hired and processed in previous years. Additionally, HR assisted in filling and on-boarding approximately 120 other seasonal/contingent positions throughout the City in FY22.
- HR provided leadership and assistance to the Health Care Task Force in selecting a healthcare plan and provider for active employees.
- HR served as the Chief Negotiator in bargaining for eight of the City's nine unions with expiring/expired contracts. A large amount of time was spent in negotiations and contract mediation in FY22. Four contracts were successfully negotiated to completion in FY22.
- HR provided staff liaison support to the City's newest commission, the Independent Police Oversight Commission. With this, staff transitioned out of supporting the Human Rights Commission during the fiscal year.
- HR provided internal guidance and implemented policies in response to the ever-changing COVID-19 pandemic.
- HR provided resources and answers to questions related to COVID-19 topics.
- HR prepared for and participated in grievance arbitrations as well as contract mediations.

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Parks, Recreation and Arts Activities

- Parks and Recreation Infrastructure & Facility Improvements
 - FY22 began the return to pre pandemic participation for East Lansing Parks, Recreation and Arts (ELPRA) programming and activities. Some delays still occurred as COVID-19 numbers increased at various points in the year, and hiring contingent, seasonal staff remained especially challenging. However, programs and activities returned in full force with strong participation seen across the spectrum of offerings.
 - ELPRA was successful in receiving several grants in FY22 to help fund infrastructure, programming and projects for the East Lansing community, including a \$300,000 grant from the Michigan Department of Natural Resources for the Patriarche Park Sports Court project that will provide a new basketball court, tennis court and ten pickleball courts at Patriarche Park, which is scheduled for completion in FY23.
 - The Ingham County Trails and Parks Millage Fund provided \$355,425 in funding for the Pedestrian Bridges Project, creating connections to the Northern Tier Trail from Riveria Drive and Colorado Drive. The Northern Tier Trail Repair and Relocation also kicked off with funding of more than \$400,000, over two years, also provided by the Ingham County Trails and Parks Millage Fund.
 - CDBG funds were committed to Emerson Park Improvements in FY22 with site plan development, community input and bidding complete and construction expected in FY23. Members of the Red Cedar neighborhood expressed excitement and enthusiasm for the upcoming improvements.
 - The East Lansing Family Aquatic Center (ELFAC), which was closed for two years due to the pandemic, saw much needed and significant infrastructure improvements completed, including the following: new liner, concrete and landscape replacement, slide refurbishment and new water feature installation funded through the Income Tax Fund.
 - All gender restrooms/changing rooms became operational during FY22 at the Hannah Community Center, Patriarche Park and the ELFAC. Additionally, all restrooms and locker rooms in City facilities now provide free menstrual products.
 - ELPRA was honored to assist with the Dr. Green Historical Marker project and celebration.
- Staff Training & Initiatives
 - 77 Parks and Recreation staff have become certified in Mental Health First Aid through an all-day course provided through Wayne State University. These three-year certifications in Youth Mental Health First Aid, Adult Mental Health First Aid, or both, depending on the population staff work primarily with, allow staff to work with the community from a place of knowledge and understanding, reduce stigma

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and barriers and provide an additional layer of support to community members and each other.

- 24 staff received Narcan training and Narcan kits through the Ingham County Health Department, more than 50 staff received de-escalation training from the East Lansing Police Department and nearly 100 Parks, Recreation and Arts staff were certified in CPR/First Aid during FY22.
- Karla Forrest-Hewitt, Farmers Market Manager, working with a national coalition of market managers, helped to create the Anti-Racist Farmers Market Toolkit ([Anti-Racist Farmers Market Toolkit](#)), which is being implemented in the East Lansing Farmers Market.
- Jim Jennings, Project and Operations Manager, obtained certification as a Playground Safety Inspector. This national certification, for people involved with public playgrounds, prepares individuals to identify hazards on public playgrounds and those with CPSI certification serve as experts for their organization in National Playground Safety standards and practices.
- ELPRA continues to participate in the National Recreation and Park Association Agency Performance Review (benchmarking) and provides reports to the Parks and Recreation Advisory Commission.
- Community and Youth Engagement
 - The School Age Child Care Program was awarded a Michigan Department of Education Childcare Stabilization Grant of over \$500,000. In addition to offsetting program costs, staff focused on creating relief and equity for school age care participant families. As a result, \$192,555 of tuition payments were credited back to 272 families for the period of September 2021-January 2022 through this grant award.
 - The East Lansing Hannah Community Center turned 20 in 2022 with multiple opportunities for the community to celebrate, including Smiles and Tiles, a Beach Party and a Family Fun Day in June that welcomed over 600 community members to the Hannah Community Center for activities that included inflatables, lawn games/activities, free food, music, balloon creations, the East Lansing Fire Department, the East Lansing K-9-unit, the East Lansing Public Library (tiny art), Royale Battlefield Nerf Camp, a decorating contest for bikes, strollers and wagons as well as an appearance from Sparty.
 - The All-of-us Express Children's Theatre (AECT) completed season thirty-three, featuring productions of The Hobbit, Treasure Island, The Little Mermaid, Twelve Angry Jurors and Matilda, Jr, which broke attendance records. Additionally, AECT staff, under the direction of Theatre Director Liz Cooke, completed the Guild Book for the children's theatre: www.cityofeastlansing.com/allofus.

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- The Public Art Fund expenditures in FY22 included the Ndubisi Okoye mural entitled “First Class” honoring Dr. Robert L Green and over \$25,000 awarded in Cultural Arts Grants.
- Middle school sports, including cross country, volleyball, basketball and track and field as well as recreation sports including Buddy Basketball, recreation basketball and recreation baseball all had strong participation while still navigating the requirements of pandemic protections, such as mask wearing, that were still in place for most of the seasons.
- While the ELFAC remained closed during FY22, aquatics programs at the Hannah Community Center, including lap swim, open swim, learn to swim, private swim lessons and master swim all continued to be well attended.
- Festivals and community events resumed in person, with strong participation, with two Art Festivals held, Summer Solstice Jazz Festival, Winter Glow, Children’s Cultural Concert Series, Summer Concert Series and Play in the Park. The Farmers Market continued to expand use of food assistance programs and provided several special Market Days, including a Juneteenth Celebration, Spartan Appreciation Day and Autumn Fest.
- The Environmental Stewardship program provided volunteer workdays in Henry Fine Park, Azaadiikaa Park (formerly Abbot Road Park), White Park and Patriarche Park to remove invasives, tend to rain gardens and plant trees. Additionally, staff continue to participate in municipal invasive species training as part of the department’s commitment to the Mid-Michigan Cooperative Invasive Species Management Area program.

Planning, Building and Development Activities

- Staff from all divisions supported the continued investment into East Lansing. Notable projects include the groundbreaking and significant progress on both the new TechSmith building at Crescent and Harrison and two MSUFCU projects, including the seven-story building on the former City surface lot in downtown as well as the new HQ Branch on Coolidge; the completion of phase one of the Provision Living senior housing project and the marketing of 27 acres of City-owned property at Coleman and West roads for new housing to meet community priorities. Staff also assisted in the attraction of EV-drivetrain company ATESTEO’s North American Headquarters to East Lansing through a partnership with state and regional entities. Staff also supported multiple retail and restaurant redevelopment projects throughout the downtown that opened in FY22 or thereafter.
- To ensure that East Lansing’s housing stock and building construction is safely managed, the Housing and University Relations (HUR) and Building divisions were busy in FY22. HUR staff completed 1,764 annual rental inspections and 1,540 re-inspections for licensed rental properties. Staff also responded to approximately 375 housing-related complaints. Building staff performed 5,565 building and trades inspections in FY22 and processed 3,054 permits in East Lansing, while also providing

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2,717 trades inspections in Meridian Township. HUR staff continue to partner with MSU in working with students living off campus.

- Significant progress toward supporting entrepreneurship was made in FY22. In partnership with state, local, regional and MSU-related partners, staff worked to secure additional funding and staffing support for the efforts led at the Technology and Innovation Center located downtown at 325 Grand River Ave, the center of the Lansing Regional SmartZone™. This hub for innovation and technology transfer is poised to catalyze even more concepts developed at MSU or in the community into the marketplace.
- The Downtown Development Authority (DDA) and Downtown Management Board (DMB) devoted more than \$150,000 and worked with Community and Economic Development (CED) staff to enhance East Lansing's downtown activation project, known as Albert EL Fresco, in 2022. This enhancement included new furniture, games and activities, signage, marketing and promotions. CED staff collaborated across divisions and departments to produce many events and activities to activate the area from spring through late summer. CED staff also forged new and enhanced existing creative placemaking projects, such as the 400 pieces of East Lansing Public Schools K-12 art displayed at over 20 local businesses, the completion of the Groovy Opportunity Mural at Division Street Garage, beautification projects and many others.
- CED staff supported businesses through the development of a Business Resources Guide, the launch of a new food truck permitting program, grand opening marketing and support and much more. Multiple marketing strategies were implemented through the downtown Daytime. Nighttime. Anytime. (DNA) branding campaign, including signage, the enhancement of the DNA Gift Card (with nearly \$30,000 sold), image campaign and informational videos, skywalk and clocktower banners, T-shirt giveaways and more. Social media views, likes, click-throughs and shares continue to grow significantly.
- CED staff, under Council's direction, administers the City's Community Development Block Grant (CDBG) money distributed annually by the Federal Government. In FY22, 517 low to moderate income individuals were assisted through the program, six businesses were assisted and 23 low to moderate income employees were retained through the use of approximately \$320,000 in federal dollars. Staff also ushered forward the East Lansing 5-year Consolidated Action Plan, which was approved by HUD, and worked with Council to re-establish the CD Advisory Committee.
- The Planning Division led efforts to plan for the future with a renewed focus on housing. In FY22, the Planning Division began the process of updating the Future Land Use Map through a housing lens. The team also prepared the groundwork for consideration of a form-based code in an area of downtown as well as a streamlining of East Lansing's development review process. Meanwhile, the division has made significant progress in organizing data related to all projects and properties in the City by completing a re-indexing by address and an inventory of group housing to facilitate better information transfer to the US Census and an effort to merge duplicate or

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extraneous data in the division's project tracking software. Staff also processed 39 permits for projects ranging from rezoning, site plans, special use permits, variances and more.

- The Parking Division has experienced increased utilization by customers and is returning to pre-pandemic revenues. Parking staff, with support from City Council, began a major parking facilities improvement project, affecting five of the six parking garages in downtown in FY22, with completion scheduled for FY23. Staff also began planning for a multi-year strategic planning process which will launch in FY23. The Parking team also supported DPW's project which included the reconfiguration and refreshing of surface lots #8 and #15 near Valley Court Park and City Hall, respectively. Staff continued to find new cost savings by bringing more activities in-house, including the addition of a part-time maintenance position, creating savings for the City and the DDA. The Parking Division continued downtown business support activities through the conversion of paid parking to free curbside pick-up spaces and downtown seating. Business validation discounts were increased to 50 percent off. A new multi-use voucher product was developed, which provides a 50 percent discount for advanced purchase.
- To enhance the customer experience, the Parking team installed credit card tap, Google and Apple Pay readers in facilities to make transactions faster and easier for customers. Staff also installed a new Pay-At-Entry system and transitioned to more Passport Parking mobile-only discount pay meter spaces that improved customer access while also avoiding the need to upgrade equipment and pay fees.

Public Works Activities

- The City performed integrated asset management with the following water, sewer and street improvement projects:
 - The East Glencairn Neighborhood Improvement project resurfaced approximately 3 miles of local roads, installed 1.4 miles of water main and over 3,000 feet of combined sewer.
 - Burcham Drive from Abbot Road to Timberline Drive was scheduled to be completed in FY22 with Michigan Department of Transportation (MDOT) Local Agency and Transportation Alternative Project funds. Delays in bidding pushed this project into FY23.
 - The Neighborhood Improvement Project on Collingwood Drive, Sunrise Court, Division Street and Kedzie Street was awarded to a contractor in FY22. Due to material shortages, this project will not begin until the spring of 2023.
- The City utilized American Rescue Plan Act (ARPA) funds for the following projects and programs:
 - Homeowner Assistance for Basement Backups
 - Assistance was provided to approximately 40 homes resulting in over \$80,000 in ARPA funds being used
 - Hazardous Sidewalk Program in the Chesterfield Neighborhood

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- Initiated the hazardous sidewalk program for a portion of this neighborhood. Contract for this work was approximately \$500,000 and homeowners are responsible for over half of this amount
 - Retention ponds and drain improvements work
 - Initiated the design for the improvements with construction to begin in 2023
- The Engineering Division planned for the upcoming 2023 construction projects by awarding the following design projects to engineering consulting firms:
 - Coolidge Road Resurfacing Project
 - Water main replacement and road resurfacing on Melrose Avenue, Birkshire Lane, King Court, Stoddard Avenue and Whitehills Drive
 - 2023 SRF Collection Systems Project
 - 2023 SRF WRRF Administration Building Improvements Project
- DPW continues to organize the miscellaneous concrete sidewalk project, which upgrades various sections of sidewalk throughout the City that are out of compliance.
- The City continues to rehabilitate sewers utilizing Cured in Place Pipe (CIPP) Lining in various areas around the City. This lining extends the service life of critical sewers.
- Staff continued annual invoicing to the Michigan Department of Transportation (MDOT) for treatment of stormwater runoff from their roadways that enter the City's combined sewer system and is ultimately treated at the WRRF.
- Coordination efforts continued this year with the East Lansing Public Schools 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 2022/2023 construction seasons. Additional grants will be applied for in the future.
- The following number of permits were issued in FY22:

○ Sewer & Water	22	Permits	\$286,782 (Includes Connection Fees)
○ SESC	20	Permits	\$22,269
○ SESC – MSU	6	Permits	\$9,392
○ Right-of-Way	162	Permits	\$74,034
○ Special Transportation	9	Permits	\$800
- DPW continued to expand its Geographic Information System (GIS), fully utilizing ESRI ArcGIS Online and moving toward an enterprise system that includes a web portal and ArcGIS Pro. Staff continue 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, parking, streets and fleet assets. Staff also continue to expand the documentation of assets and their maintenance in the GIS system using Android tablets. Staff are implementing a new

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imagery platform that will enable the ability to access 3" aerials in the field, Oblique Imagery and includes an API that is compatible with existing systems.

- Bicycle lane maintenance continued to include lane marking and routine street sweeping along with the planning of future non-motorized projects.
- DPW is working with a consultant to develop a plan for the replacement of the City's water meters and water meter reading system. The existing reading system is obsolete and only provides quarterly data regarding water consumption. The replacement system will be much more efficient and is proposed to be all radio read, thereby providing more frequent data.
- DPW staff extended pavement life by crack sealing 8.57 miles of major streets and 11.52 miles of local streets.
- Staff responded to 4,250 requests for Miss Dig services.
- DPW staff collected 2,000 cubic yards of yard waste through the yard waste collection program.
- Staff responded to 238 requests for after-hours emergency service.
- DPW staff removed 852 cubic yards of debris from City streets through the street sweeping program.
- DPW collected 4,175 compacted cubic yards of leaves through the bulk leaf collection program.
- Staff cleaned and televised over 20 miles of sewers and cleaned 620 drainage structures.
- DPW performed winter maintenance on City streets by plowing or treating streets with salt and brine more than 27 times.
- Working with private contractors, DPW staff excavated and verified the material type of 471 water services and replaced 100 galvanized water services, in accordance with the State of Michigan's revised Lead and Copper Rule.

54B District Court Activities

- On July 23, 2021, the Court welcomed Judge Molly E. Hennessey Greenwalt. Judge Greenwalt is the Court's first judge-appointee and second female judge in this Court's history.
- Last fiscal year, the Court was awarded \$14,000 by City Council to create a pilot program to address substance abuse needs for offenders who are ineligible for participation in the treatment court programs. The results of the pilot are as follows:
 - 19 defendants received funding

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- Of those who participated, twelve were charged with alcohol and drug offenses, three property crimes, two domestic violence offenses, one assault and battery and one disorderly conduct
- Following are the tracked demographics of the participants.
 - 7 identified-White
 - 7 identified-Black
 - 2 identified-Hispanic
 - 2 identified-Multi-Racial/Other
- Average age of the participants is 28 years old
- Average amount expended per participant is \$770
 - \$488/testing
 - \$282/treatment
- Court administrator Nicole Evans was a co-presenter and panelist with Chief Justice Bridget McCormack at the 2021 conference for the National Association for Court Management. The presentation, *Integrating Sustainable Strategies and Innovative Resources*, included the concept and implementation of the 54B District Court Virtual Counter.
- Court staff, administrators and judges participated in the Cultural Education and Capacity Building program offered through the City's DEI Department.
- The Court created a user guide summarizing the expungement process, which is posted on the website. Since the changes in the law expanding eligibility for expungement, the Court received 75 applications and has set aside 33 convictions as of June 30, 2022.
- Deputy Court Administrator Kevin Tatroe completed coursework in December 2021 to become a certified court manager. The court manager certification is a professional development program offered through the National Center for State Courts.
- The Court was the recipient of a second Coronavirus Emergency Supplemental Fund (CESF) grant to upgrade technology and support remote work operations. The grant is offered for the 2022 calendar and is administered by the Michigan State Police.
- The Court welcomed new Probation Officer Alyssa Tajer in March 2022.
- The Court welcomed new Deputy Court Clerk Porsha Mariner in May 2022.
- The Court implemented a Parking Fee Reduction Program in May 2022 with the following results and ticket statuses:

Tickets Processed/Closed	282
Defaulted	125
20% Late Fees (in addition to default)	75
20% Late fees added to judgments	8

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Balance owed	\$28,121.00
Amount paid	\$14,471.31
Amount waived	\$14,464.66

- Court staff were saddened by the passing of Maurice E. Schoenberger, who was the first judge for 54B District Court. City Council passed a resolution honoring his life and legacy at its May 24, 2022 meeting.
- Court Administrator Nicole Evans and State Court Administrator Tom Boyd were selected to travel to the National Center for State Courts (NCSC) in Arlington, VA. They participated with NCSC's Hybrid Hearings Focus group along with court representatives and industry stakeholders across the United States.
- The 54B Court was selected by Judicial Information Systems to test the e-filing program for civil matters filed in the district courts. Staff anticipate offering this service to the public in December 2022.
- The Court surpassed clearances rates for most case types as set by the State Court Administrator's Office:
 - Civil Matters
 - 90% disposed within 273 days of filing (Average is 85%)
 - 99% disposed within 455 days of filing (Average is 95%)
 - Summary Civil Filings
 - 89% disposed within 126 days of filing (Average is 92%)
 - Felony
 - 41% disposed within 28 days of filing (Average is 39%)
 - Misdemeanor
 - 56% disposed within 63 days (Average is 82%)
 - 76% disposed within 126 days (Average is 91%)
 - Civil Infractions
 - 77% disposed within 35 days (Average is 76%)
 - 98% disposed within 84 days (Average is 91%)