



CITY MANAGER

Quality Services for a Quality Community

MEMORANDUM

TO: East Lansing City Council

FROM: George Lahanas, City Manager

DATE: September 30, 2021

SUBJECT: Fiscal Year 2021 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 2021: July 1, 2020 – June 30, 2021.

Fiscal Year 2021 Financial Review – General Fund

The Fiscal Year 2021 (FY21) audit is in process, and staff do not expect any audit adjustments. The City's General Fund total fund balance is increasing \$2.5 million, leaving total fund balance at \$8,913,870. This is equal to 22.5 percent of FY21 expenditures incurred. It is worth noting the unassigned fund balance equals \$6.2 million or 15.7 percent of expenditures; this falls just above the guidelines of 8-15 percent set forth in the City's fund balance policy. Included in total fund balance is the parking lot #4 sale amount of \$807,345; this amount has been assigned for future capital improvements yet to be identified. In addition, \$375,000 has been assigned for various items expected to occur in FY22, including a police study, purchase of fire turnout gear and multiple capital improvements that are needed. To close the loop on fund balance, \$300,000 is restricted for use in the Chesterfield Hills neighborhood for rental restrictions, and \$557,785 is considered non-spendable and represents prepaids and the investment in vacant West Road property that is available for sale. Finally, \$94,950 was appropriated in the FY22 adopted budget, and \$565,918 relates to encumbrances remaining at close of FY21 that have been committed to specific projects or services and will be rolled into FY22.

General Fund revenues increased significantly in FY21 due to the amount of federal grant dollars provided in response to COVID-19 as well as income tax performing better than expected, increasing the 20 percent public safety allocation. The City received approximately \$1.6 million of federal dollars, primarily funding public safety payroll costs. Although declines were seen in fines/forfeitures and licenses/permits, the City was able to perform better than originally expected due to the additional grant dollars and careful management of expenditures. With FY22 continuing to be impacted by the pandemic, City staff will continue to analyze future impact and navigate the months ahead while maximizing grants.

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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 will receive the balance of those funds in May 2022. Although the City received a portion of the 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. These dollars can be used for lost revenue/general government services, premium pay for employees, water and sewer infrastructure improvements and/or direct response to the pandemic and its negative economic impacts. City staff have been compiling data and considering potential use of these grant dollars, and a discussion will be taking place with the East Lansing City Council in October. The goal for these dollars is to make a significant impact in the community that will be long lasting and make needed improvements while leveraging other grant opportunities available. These funds must be obligated no later than December 31, 2024, with actual spending completed by December 31, 2026.

East Lansing City Clerk Activities

- The East Lansing City Clerk's Office conducted two elections in FY21, including the August 2020 Primary Election and the November 2020 General Election. Several safety measures were put into place at the polls due to the COVID-19 pandemic, and significant efforts were made to encourage early voting by absentee ballot. Additionally, a new customer window was installed at the City Clerk's Office, two additional ballot drop boxes were installed in the community and a new satellite office was set up at the East Lansing Hannah Community Center to better serve voters leading up to and during the November 2020 General Election. A record amount of more than 12,000 absentee ballots were issued for the November election and almost 97 percent of those ballots were returned. Sixty percent of East Lansing's registered voters turned out to cast their vote in the November election.
- Voter registration maintenance continues to be a top priority for the City Clerk's Office, with many recent voter maintenance efforts taken on by the department. In addition to statewide cancellations through the National Voter Registration Act, the City Clerk's Office followed up with all voters whose absentee voter ballot applications were returned as undeliverable and has also mailed new voter ID cards to all current registered voters this year.
- To date, there are currently 23,055 registered voters in the City of East Lansing.
- The City Clerk continues voter education outreach to both high school and college-age students.
- In addition to election activities, the Clerk's Office remains exceptionally busy processing business licenses and Freedom of Information Act (FOIA) requests. To date, the City Clerk has processed 195 Freedom of Information Act 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

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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

- In FY 2021, the East Lansing Fire Department (ELFD) responded to 4,072 requests for service in the following categories:
 - 2,993 Emergency Medical Services (EMS) runs
 - 229 fire or hazardous conditions runs
 - 850 calls that fell into the “other” category
- Fire Prevention staff completed the following inspections and training in FY 2021:
 - Fire and Life Safety Inspections – 129
 - Fire and Life Safety Re-inspections for code compliance – 125
 - Inspections and Testing – 251
 - Preplans – 80
 - NFPA Certified Fire Inspector II training (2 people) – 160 hours
 - NFPA Certified Fire Plan Examiner training (people) – 160 hours
 - Arson Investigation training – 80 hours
 - Continuing Education training – 80 hours
- ELFD’s Emergency Management (EM) function was impacted by changing policies and procedures related to COVID-19, including station requirements and medical response. Significant time was spent training on donning and doffing personal protective equipment (PPE) and proper procedure for isolation of people and equipment. Decontaminating the facilities and ambulances to provide a safe environment for both the paramedics and patients during transport to the hospital was conducted several times a day. Coordination with local EM partners included the following: Ingham County Health Department, Ingham County EM, City of Lansing EM, MSU EM, Sparrow and McLaren hospitals, other fire departments in the county and MSU Police EM. Weekly meetings for planning and coordination fluctuated throughout the fiscal year. Significant time was spent collecting and disseminating PPE and cleaning supplies for not only ELFD, but also other entities within the city.
- The Ingham County Health Department hosted a COVID-19 Vaccination Drive-Thru Clinic at the MSU Pavilion. ELFD EMS provided dedicated standby coverage from January 25 through June 4, with ELFD paramedics logging more than 900 hours. Very few calls were for reactions to the vaccine, but rather concerns, anxiety and some minor medical issues.
- Fire Prevention purchased a new pickup truck in FY 2021. The current fleet includes vans, which allow for the equipment carried and utilized in inspecting fires to potentially

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expose occupants to carcinogens and other harmful byproducts. The new truck, with a separate compartment for equipment, will align with the current concept of isolating gear, tools and equipment that have been exposed to smoke and fire away from occupants until it can be cleaned and decontaminated.

- Ingham County purchased a new radio system, 800 MHz, which brings them up to the same level of communication as the Michigan Public Safety Communication System (MPSCS). The county has issued Tri-County departments portable, base and rig radios for their respective departments. This enhances interoperability with all jurisdictions (police, fire, EMS, DPW, hospitals, MSU Environmental Health Services, MSU Intra Plant Facilities, helicopters) and provides statewide communications.
- A new Technical Rescue Trailer was purchased this fiscal year. This allows for streamlining of ELFD equipment. Additionally, new Technical Rescue gear was purchased. ELFD is in the process of entering into a contract with MSU Environmental Health Services to form a joint hazardous materials (HAZMAT) team utilizing ELFD's old technical rescue vehicle. It will be housed at ELFD Station #2. This endeavor allows for MSU to utilize extra ELFD technical rescue vehicles for campus response while maintaining current and needed equipment and supplies for both entities.
- All EMS and Fire training was completed in respective stations. ELFD participated in a METRO Fire Department Consortium, but due to COVID-19 and its restrictions, staff adapted and overcame educational and training limitations within the department. Staff continued to educate and train, completing three in-house Advanced Life Support and Pediatric Life Support classes for ELFD personnel as well as providing department-certified instructors.

East Lansing Police Department Activities

- The East Lansing Police Department (ELPD) began a department-wide community policing initiative to guide and direct the police services provided to the community. This entails two main efforts. First, all patrol officers have been assigned to a designated district within the City. The officers within these districts began to establish relationships and working partnerships with residents and business owners in each district. These partnerships are aimed at learning the issues within the district and developing resolutions to those concerns in coordination with the stakeholders that are impacted. All East Lansing Police Officers are undergoing training, both formally and informally, that will provide them the skills necessary to function in this capacity. Second, ELPD spearheaded the creation of two Neighborhood Resource Teams (NRTs). These teams are comprised of multidisciplinary staff from across 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 a resolution.
- The ELPD Community Engagement Team was formed to provide a nonenforcement-oriented service to the community. This team is comprised of both police social workers and neighborhood resource specialists. The police social workers are

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available to respond alongside sworn police officers to persons experiencing mental health crises or needing advocacy and support due to a traumatic experience. The social workers have also established a referral program that allows all City staff to refer clients that may need services. The neighborhood resource specialists (NRS) have been instrumental in resolving long-term quality of life concerns that impact the community. These positions provide a nonenforcement-oriented approach to issues that do not warrant the involvement of a police officer. This program has proven so beneficial that one of the part-time NRS positions has been moved to full-time employment status.

- ELPD has begun an 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.
- ELPD Administration provided support to the Study Committee on an Independent Police Oversight Commission. This effort entailed response and subject matter expertise to the committee on various inquiries. Additionally, the department provided presentations on police data, complaint investigations and use of force.
- In line with ELPD's community policing efforts, the department has expanded both the Bicycle Patrol program and the Social Media team. Both expansions are aimed at having officers engage the community in new and innovative ways as they work to establish working partnerships within the districts.
- 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. Also, Chief Johnson began planning and subsequently hosting Coffee with the Chief events at various locations throughout the community. These efforts are aimed at fostering the continuance of relationships within the region and soliciting feedback from community members to ensure the Police Department's efforts are directed appropriately.
- During FY21, ELPD responded to approximately 17,956 calls for service.

East Lansing Public Library Activities

- With the continuation of the COVID-19 pandemic in FY21, the East Lansing Public Library (ELPL) continued to provide contact-free curbside pickup of materials and materials by mail and added outdoor lockers for 24-hour access to hold pickups. A total of 87,250 items were picked up through curbside pickups and the 24/7 lockers. The library also continued to offer virtual programming and slowly began to re-open to the public. In addition, ELPL undertook an in-depth study of their collection and began a diversity audit.

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- ELPL was closed to the public during parts of both FY20 and FY21. The library re-opened to the public, with limited hours, on October 12, 2020, for five weeks, before it closed again in November 2020. From March 2021 through June 2021, the library re-opened to the public with limited hours and a capacity of 40 people in the building at a time. Even though ELPL closed to physical visitors, the library offered 368 programs with an attendance of 6,779. While the circulation from July 2020 through June 2021 was significantly digital books, the library circulated a total of 244,896 physical and digital items in FY21. The catalog was viewed 1,124,031 times.
- When the library reopened its doors from March 2021 through June 2021, with limited capacity and hours, the library welcomed 32,700 patrons. In addition, library staff met with C2AE Architects and other City staff to plan needed site improvements, partial roof replacement and the replacement of the HVAC system. The roof work was completed in June 2021.
- The Library on the Go, a Ford Transit that was uplifted as the ELPL pop-up mobile library, was delivered to ELPL on October 2, 2020. The van visited area retirement communities, East Lansing Public Schools during summer school, Deerpath Apartments the East Lansing Farmers Market and community parks.
- The library offered a variety of virtual programs, such as weekly story times, Music in the Stacks, Teen Time, Books on Tap book discussion, film discussions, story times in collaboration with LAFCU, author and poet visits and music concerts. In order to connect with the community as a part of the “Daytime. Nighttime. Anytime. Place Project,” ELPL staff also offered story times and programs in the M.A.C. Avenue Garage. Every Tuesday, the library also offered grab-and-go crafts for families to pick up at the library. More than 5,200 grab-and-go kits were picked up and enjoyed by children and teens throughout East Lansing. A banner exhibit of iconic posters from the Civil Rights Movement created by the One Book, One Community Committee was hung on the outside of the library for community members to enjoy safely during the pandemic. In June, the Summer Reading Challenge kicked off, and the library offered in-person programs outside on the library grounds.
- Virtual story times continued through FY21, and special celebrity readers were added into the mix, including Sen. Debbie Stabenow, Sen. Gary Peters and Michigan Attorney General Dana Nessel.
- The library’s digital collections were enhanced and widely publicized while the physical collection was not available. These include Kanopy, cloudLibrary, Acorn TV, Overdrive, Hoopla and RB Digital. These collections offer streaming and downloadable books, music, TV shows and magazines. The library also offers free databases such as Tutor.com, Lynda.com, Chilton’s Manuals and Mango Languages. In addition, ELPL offers a tool library, circulating hot spots, maker kits, hiking kits, circulating ukuleles and a seed library.
- ELPL Director Kristin Shelley interviewed Professor Loretta Ross on the calling in culture in March 2021 for a virtual One Book, One Community program.

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- The Director's Cut podcast with ELPL Director Kristin Shelley featured several special guests, including Andrew Aydin and Nate Powell, Elaine Hardy and Kelli Ellsworth Etchison, Reggie Harris and Greg Greenway, Sheila Scott and Mackenzie Smith.

Environmental Services Activities

- The Water Resource Recovery Facility (WRRF) cleaned 3.08 billion gallons of water and safely released it to the Red Cedar River.
- Through an intergovernmental collaboration between the City of East Lansing and the City of Lansing, the region's first Material Recovery Facility (MRF) - a major milestone for green infrastructure in the mid-Michigan region - was built and opened by Emterra Environmental. Prior to the establishment of this facility, the City's recycling had to be trucked for processing to the Detroit area. The City's curbside and drop-off site recycling is now being processed at this local facility in Lansing.
- Responding to the challenges of providing yard waste and bulk item sticker purchasing options for residents during the COVID-19 pandemic shutdown, staff implemented an online purchasing option that allowed residents to purchase yard waste and bulk item stickers online and then receive those purchases via mail.
- An almost two-year effort by the East Lansing Commission on the Environment resulted in the East Lansing City Council approving a 100 Percent Clean Energy Resolution for the City, with a goal of 2030. Additionally, through a recommendation from the Commission on the Environment, the City adopted Policy Resolution 2020-12 and Ordinance 1498, which bans the use of coal tar sealants in the City.
- The City entered into a service agreement with USDA Wildlife Services for the removal of deer from City parks. USDA Wildlife Biologists, highly trained in the use of firearms, removed 65 deer from East Lansing parks over two evenings. Close to 2,000 pounds of venison was donated to the Greater Lansing Food Bank as a result of the removal, with all costs of venison processing generously donated by the nonprofit Michigan Sportsmen Against Hunger.
- The City of East Lansing engaged with Michigan Energy Options for a Solar Feasibility Study for the East Lansing Department of Public Works to install solar as the primary electrical source as part of the City's 100 Percent Clean Energy goal.
- Committed to regional efforts and solutions for climate sustainability, the City of East Lansing partnered with staff from the City of Lansing, the Tri-County Regional Planning Commission and other regional partners to launch the Capital Area Sustainability Partnership.
- East Lansing was recognized as a Tree City USA by the Arbor Day Foundation for the 34th year and, once again, celebrated Arbor Day by planting a tree in Henry Fine Park with students from Robert L. Green Elementary School.

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- In addition to the stormwater program, the East Lansing Department of Public Works 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 neared completion. 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.

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 FY22, 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.
- The 2020 income tax return deadline was extended to June 1, 2021 due to COVID-19. With COVID-19 and remote work, a significant increase in refunds were experienced. As of August 2021, the 2019 tax year resulted in revenue net of refunds of \$13.7 million and the 2020 tax year has yielded \$11.8 million in revenue net of refunds. 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, \$7.6 million has been deposited into the pension plan, \$2.5 million has supported public safety costs, \$1.5 million provided for improvements to streets and \$1 million provided for improvements to parks and facilities.
- With the assistance of all City departments, the second year of Priority Based Budgeting (PBB) was completed. This year included updating for the FY2021 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.
- 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 FY20 Comprehensive Annual Financial Report. This is the 37th year the City has received this prestigious award.
- Finance received the GFOA Distinguished Budget Presentation Award for the FY21 Budget document. 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

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budget. Additionally, Finance worked with Communications staff to improve and unify the document's charts and graphics.

- Prior to and during the pandemic, the City created additional opportunities for online forms and payment options. The City's website now has a page dedicated to all of the payment options available depending on what payment is being made. An increase in online payments has been a positive result of the pandemic.
- Finance issued the 2021 refunding bonds in the amount of \$4,875,000, resulting in net present value savings of \$587,190. The bonds refunded the existing 2012 bonds supporting sewer collection system improvements and DPW building costs, and the 2011 bonds supporting parking system and water distribution system improvements.
- Finance staff implemented GASB 84 (Fiduciary Activities) effective for FY21. 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 the annual financial report, with additional information disclosed and reported. This includes recording the Other Postemployment Benefits (OPEB) Retiree Health Funding Vehicle Trust, which also triggers the GASB 74 reporting requirements for OPEB trusts.
- The Finance Department began consideration of GASB 87 (Leases), which requires implementation in 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.
- 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).
- 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 52 percent to 54 percent and OPEB funding ratio increasing from 38 percent to 48 percent.
- The 2021 assessment rolls for the City were timely completed and associated required reports for 2021 were timely submitted to the State of Michigan and Clinton and Ingham Counties. The City's 2021 tax base is \$1,199,465,011, which is up 3.5 percent over 2020. Tax appeal activity is up for 2021. Twelve Entire Tribunal appeals have been received for 2021. Although the number of appeals is up for 2021, the tax base in contention for those appeals is just 0.6 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 City's March Board of Review was conducted virtually via Zoom in 2021 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 one new team member this past year. Income Tax Administrator Jill Rhode joined the department in July 2020. The Finance Department is made up of 16 total employees, with five in Accounting, 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 20 permanent positions and assisted in filling and on-boarding approximately 80 other seasonal/contingent positions throughout the City and approximately 180 election workers in Fiscal Year 2021.
- 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 three of the City's unions with expiring contracts and participated in negotiations establishing a new/first union contract with East Lansing Public Library employees.
- HR continued to support the City's Human Rights Commission and its work to make East Lansing a welcoming community through policy recommendations and events.
- HR offered staff support and attended the meetings of the Study Committee on an Independent Police Oversight Commission.
- HR provided internal guidance and implemented policy in response to the COVID-19 pandemic.
- HR provided resources and answers to hundreds of questions related to COVID-19 topics.
- HR wrote, introduced and implemented new Harassment and Discrimination and Equal Employment Opportunity policies for City employees.

Parks, Recreation and Arts Activities

- The East Lansing Department of Parks, Recreation and Arts received an mParks Innovative Programming Award for Virtual Theatre Programming in Fiscal Year 2021. In March 2020, the COVID-19 pandemic shuttered doors for many programs including the All-of-us Express Children's Theater (AECT). With support from theater participants, the children's theater program pivoted to virtual programming, starting with "Zoom parties" organized by staff to keep participants communicating. Ten virtual summer drama camps were held with strong participation. Inspired by the summer

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Zoom success, virtual productions took place for Fall 2020 (*Snow White and Princess and the Pea*), Winter 2021 (*Prince & the Pauper*) and Spring 2021 (*Charlotte's Web*). The AECT Studio Class performed *The Little Prince* in August 2021 outdoors, masked with a social distanced audience.

- Michigan Council for Arts and Cultural Affairs (MCACA) CIP grants have greatly improved the City's Albert A. White Performing Arts Theater capacity and capability. Thanks to Phases I - III, in which the City has received a total of \$69,400 in MCACA CIP grants, staff have been able to make many necessary upgrades to the theater. Improvements have included lighting upgrades, sound system upgrades and additional seating. Technology upgrades in the lighting and sound systems have created opportunities to improve front and back of house management as well as realized cost, time and energy savings. These improvements have made it possible to manage a full range of theater needs by production crews and enhance the quality of the theater experience.
- Funded by the Public Art Fund, the "Greetings from East Lansing" mural was installed in May of 2021. Greetings Tour Mural Inc. works with communities all over the United States to create a traditional "Greetings from" mural that incorporates images unique to each community. The East Lansing mural images include the Eli & Edythe Broad Art Museum, Division Street Garage, Mary P. Sharp sculpture, Sparty and an unmistakable black squirrel atop one of the letters. Additionally, in recognition that the MSU-East Lansing community occupies the ancestral, traditional and contemporary Lands of the Anishinaabeg – Three Fires Confederacy of Ojibwe, Odawa and Potawatomi peoples, one section of the mural features the Anishinaabeg people. Installed on the Roadhouse Pub through a 10-year temporary easement agreement, the East Lansing mural was the 50th mural created by the Greetings Tour.
- The 57th Annual East Lansing Art Festival (ELAF) took place through a virtual platform due to the COVID-19 pandemic, allowing the festival to retain sponsors and continue to support artists. More than 100 artists participated, more than \$4,000 in artist awards were awarded and there were more than 6,000 unique viewers on Facebook throughout the one-day event. The 2020 virtual ELAF consisted of a full, all-day program that included two live artist demonstrations, poetry readings, two live music performances, a children's show and activity and live artist award announcements. Community members were also encouraged to purchase art from exhibiting artists via their linked websites and Etsy sites.
- On Nov. 24, City Council awarded contracts to LJ Trumble Builders in the amount of \$52,619.91 and Laux Construction in the amount of \$16,062.56 for improvements at the East Lansing Softball Complex dugouts. More than \$60,000 of the project was paid for by donations from the East Lansing Baseball Club. The project included installation of concrete surfacing, replacement of player benches and shade coverings for player benches.
- The East Lansing Hannah Community Center (ELHCC) experienced a closure in the spring and summer of 2020 due to the COVID-19 pandemic. The ELHCC closed its

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doors to the public on Monday, March 16, 2020 and remained closed for public and staff safety until Monday, September 21, 2020. The fitness center reopened on this date for limited attendance with reservation-only use for eight persons per hour. The ELHCC pool re-opened the following week on Monday, September 28, 2020, with lap swim limited to six persons per hour and by reservation only. In-person meetings and reservation rentals of the facility did not fully occur until April 2021 when the capacity limitations set by the governor's executive order were increased and later rescinded. In June 2021, fitness center reservations were discontinued, and capacity limitations were removed, but lap swim reservations continued per patron request.

- The 2021 Summer Solstice Jazz Festival was presented virtually on June 25-27. The three-day festival included 18 performances that were broadcast live from the Billman Music Pavilion at the MSU College of Music. The festival reached, on average, 400 unique viewers per day across YouTube and Facebook.
- In Fiscal Year 2021, Community Events staff produced the 2021 Children's Cultural Concert Series, which included three performances in spring 2021. Performances included a steel pan drum band, African drums performance and a violin and Black history performance from Rodney Page. The concerts were held at the East Lansing Hannah Community Center, and recordings of the performances were shared on the City's YouTube channel for those unable to attend the concerts in person.
- Community Events produced the 2021 Crystal Awards on behalf of the East Lansing City Council. A ceremony was held June 24 to honor the 2021 recipients: The Peanut Barrel, Diana Tarpoff, Maureen McCabe-Power and Andrew Bernard Wells.
- The 2020 season of the East Lansing Farmers Market concluded in Fiscal Year 2021. Staff worked diligently to transform the market experience in 2020 to provide a safer shopping experience for the community in light of COVID-19. Adjustments included spacing attendance and one-way traffic, adjusting vendor space, enhanced sanitization and providing additional staff for setup and customer assistance. Attendance across the 21 market days in the 2020 season was estimated at 19,698, a decrease of 34.6 percent from the 2019 season.
- In Fiscal Year 2021, construction began on the Patriarche Park pavilion and restroom renovation project. Funding for this project was provided by a \$300,000 Michigan Natural Resources Trust Fund Grant from the Michigan Department of Natural Resources (DNR) and an allocation from the City of East Lansing's Income Tax Fund. Renovations of the pavilion include new lighting and cabinetry, roof and siding replacement and floor leveling. Remodeling of the park's public restrooms, including the interiors of both restroom buildings and converting the men's and women's restrooms on the south side to four gender neutral restrooms were also included. Environmental sustainability has been addressed through the installation of rain barrels for landscape irrigation and a solar array to provide electricity to the restroom facility.

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- The School Age Care Program re-opened on July 27, 2020, after a brief break due to the COVID-19 pandemic. The program, modified to meet COVID-19 protocols, accommodated children and their families while the public schools were operating under remote learning. A remote learning enrichment camp helped children navigate the online learning portion of their school day and engaged them in camp activities. Staff aided with homework and gave children a safe place to reconnect with others while maintaining “pods” of 10 children or less. This program continued through March 2021 when children were able to return to in-person learning.
- The school-age care summer camp partnered with the All-of-Us Express Children’s Theatre this year and was awarded an \$80,000 before and after school/summer learning community-based organization grant. This Michigan Department of Education grant helps to fund activities that align with Michigan’s education standards in language arts, math, science and social emotional learning and has allowed the school age care summer camp to expand program offerings and teacher trainings.
- Tim McCaffrey, former Parks, Recreation and Arts director, retired this year after 22 years of service in the East Lansing community.

Planning, Building and Development Activities

- A substantial amount of time and effort was devoted from staff from all Planning, Building and Development (PBD) divisions toward the safe completion of significant projects. Most notably, The Abbot mixed-use building took occupancy in August 2020 followed by retail tenants thereafter. The Graduate Hotel opened in June 2021.
- Staff helped usher forward the sale of Parking Lot #4 to Michigan State University Federal Credit Union for its development of a seven-story commercial office building with construction commencing in Fiscal Year 2022. The project was approved by Council in September 2020, and the sale closed in April 2021. This project will also help to fund the removal of Downtown Development Authority (DDA)-owned properties on Evergreen Avenue, a major milestone toward their redevelopment.
- Economic Development staff, with support from partners including all PBD divisions and multiple departments, led an effort to support the economic recovery of the community in East Lansing. In Fiscal Year 2021, these efforts included the following:
 - By June 30, staff coordinated efforts to direct nearly \$430,000 in pandemic relief funds to support local businesses and community members from the City, DDA and grant funding.
 - Daytime. Nighttime. Anytime. Place Project
 - This project was supported by crowdfunding and a Michigan Economic Development Corporation (MEDC) matching grant totaling \$104,000, a DDA allocation of \$75,000 and a \$10,000 grant from the Board of Water and Light (BLW) for a total of approximately \$190,000.
 - Approximately 25 events and pop-up activities were piloted.

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- Over 150 new seats throughout downtown were installed.
- A parklet system, seating, wall murals featuring prints from MSU Broad and lighting at the Division Street Garage long Albert Avenue were installed.
- Over 400 pieces of K-12 artwork in 18 different businesses and the Marriott Parking Garage were installed.
- Staff converted ten parking spaces into curbside pickup-only zones.
- Staff helped convert the Marriott Parking Garage into the Downtown Underground Winter Market.
- Economic Development staff helped coordinate three *TikTok video challenges* to engage the community in downtown East Lansing placemaking efforts and highlight downtown places.
- Staff implemented the clock tower event banner program to promote downtown events. Banners were designed and installed on the clocktower at Ann Street Plaza, which can be updated using removable inserts.
- The *Sunflower Pollinator Pilot Project*, which involved Department of Public Works staff to plant and maintain sunflowers, was piloted throughout downtown. Sunflowers were used to beautify downtown and help local pollinators.
- Staff launched the *Mask Madness Challenge*, an Instagram photo contest of participants wearing a mask in downtown or in a downtown business and voters determined the winner using a March Madness bracket. The contest was the result of a collaboration with MSU's Image Campaigns course, where students helped staff design and implement social media campaigns.
- Staff launched the *Downtown Weekend Warrior* program. The program was in collaboration with the East Lansing Rotary Club where volunteers helped manage outdoor heaters, hand out giveaways and face masks and encourage economic activity by activating public spaces in downtown East Lansing.
- Staff launched *Trivia on the Street*, which is an ongoing video series featuring different areas of downtown at which visitors are asked a variety of East Lansing-related questions.
- Over 200 community feedback survey responses were received regarding placemaking projects.
- The Place Project was nominated for the Michigan Municipal League's Community Excellence Award and was featured in regional and industry publications.
- Staff launched the *Yiftee Downtown East Lansing eGift Card Program*. The program keeps local dollars local by restricting its availability to a defined geographic area. To date, the program has sold \$40,795 in gift cards, \$25,126.65 (58 percent) of which has been redeemed.

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- Approximately \$120,000 in Community Development Block Grant (CDBG) funds were approved to assist twelve local businesses with rent, utility and payroll expenses during COVID-19.
 - Staff launched the *We Have You Covered* program which provided informational materials, masks and hand sanitizer to downtown pedestrians.
 - Staff piloted the *Personal Responsibility Ambassador Program*. The program provided community service hours to certain MSU students who had violated public health orders.
 - The homeowners, renters and utility payers CDBG program provided approximately \$116,025 to assist residents with rent, mortgage and utility hardships due to the COVID-19 pandemic.
 - Staff launched *Albert EL Fresco* on June 3. Albert EL Fresco was a pilot project that converted Albert Avenue into an outdoor, pedestrian-only zone. Place Project programming was piloted in the Albert EL Fresco space throughout Summer 2021.
 - Outdoor seating and retail area expansions programs
 - Six temporary outdoor expansion area permits were issued. This program allowed businesses to expand into the public right of way for outdoor seating and retail area, and the City waived all license application fees.
 - Staff launched the *Outdoor Area Expansion and Beautification Grant* program for businesses with an approved temporary outdoor seating expansion area application. The DDA allocated \$43,000 to fund the program and provided an incentive for businesses to expand operations outdoors to increase revenue opportunities during the COVID-19 pandemic.
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- The Building Division completed 5,662 inspections in Fiscal Year 2021 compared to 4,942 in Fiscal Year 2020.
 - The Building Division completed 2,601 Mechanical, Electrical, and Plumbing (MEP) inspections in Meridian Township for Fiscal Year 2021 compared to 2,336 in Fiscal Year 2020.
 - The Building Division processed 2,665 Building, Electrical, Mechanical and Plumbing (BEMP) permits for Fiscal Year 2021 compared to 2,447 in Fiscal Year 2020.
 - Housing and University Relations staff completed 1,831 annual rental inspections and 1,252 re-inspections for licensed rental properties. Staff also responded to approximately 111 complaints. The number of annual inspections for Fiscal Year 2022 will be higher than Fiscal Year 2021 due to catch-up inspections from cancellations related to COVID-19.

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- Housing and University Relations staff spent considerable time over the fiscal year partnering with MSU administration working on communications directed to the student population living off campus. In addition, staff partnered with MSU to share information to help promote health and safety related to challenges with COVID-19.
- The Planning and Zoning Division processed 27 permits, which includes all site plans, special use permits, rezoning, lot splits, variances and historic district certificates of appropriateness.
- Planning staff processed six proposals for temporary outdoor seating areas.
- The Parking Division kept the parking system operating well with limited staff to minimize the financial impacts of reduced revenues due to the pandemic. Some additional highlights from Fiscal Year 2021 include:
 - The Parking Division dedicated 21 downtown parking spaces to outdoor seating and curbside pickup/drop off.
 - Staff started transitioning four gated parking facility fiber communications and elevator emergency phone lines to a new provider for cost savings.
 - Staff worked with City Council to extend the land lease for the majority of Bailey Lot 11, allowing the continued operation of the lot.
 - Parking staff worked to adjust funding for (SCENE) Metrospace, which reduced operating costs.
 - Staff also worked to adjust funding for the DDA dumpster rooms, located in parking facilities, which saves money for the City.
 - Parking staff helped plan and work through the redesign of Lot 8 and refresh of Lot 15 as part of the Evergreen Utilities and Albert Avenue Extension project.
 - Staff assisted with the redevelopment and improvements for Valley Court, Division Street and Charles Street repaving projects.
 - The Parking Division worked to lower expenses by finding more in-house repair and maintenance methods to try.
 - The City's gated parking facilities continued to offer a 15-minute grace period for visitors.
 - Staff worked to re-establish a parking agreement with the Michigan Flyer airport shuttle service to operate out of downtown East Lansing.

Public Works Activities

- The City performed integrated asset management with water, sewer and street improvement projects.
 - Abbot Road, from Saginaw Highway to Lake Lansing Road, was repaved with Michigan Department of Transportation (MDOT) Local Agency and Transportation Alternative Project funds, and the street was converted from four to three lanes, totaling 0.82 miles.
 - The Albert Avenue Utility Improvements and Road Extension project extended Albert Avenue from Evergreen Road to Valley Court. Critical utilities (water and

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combined sewer) were extended on Evergreen Avenue to Oakhill Avenue, and a new surface parking lot was installed. Evergreen Avenue from Albert Avenue to Valley Court was converted to a pedestrian walkway. The road installation totaled 0.3 miles.

- The Local Streets Improvement project contract was awarded, and the contractor has milled and resurfaced Charles Street and Division Street from Grand River Avenue to Albert Avenue (0.12 miles), Roseland Avenue, Oakland Drive and Maplewood Drive (0.91 miles) as well as Gainsborough Drive and Blanchette Drive (0.7 miles). This project will continue into FY22.
- The East Glencairn Neighborhood Improvement project will resurface approximately 3 miles of local roads, will install 1.4 miles of water main and over 3,000 feet of combined sewer. This project will continue into FY22.
- DPW continues to organize the miscellaneous concrete sidewalk project which upgrades various sections of sidewalk throughout the City that are out of compliance.
- Last year, the City hired a contractor to rehabilitate sewers utilizing Cured in Place Pipe (CIPP) Lining in various areas around the City. This included the Trowbridge and Goritz interceptors. This lining extends the service life of critical sewers.
- Construction was completed 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.
- Design was completed on the Aeration and Clarifier Improvements project at the WRRF. This project is funded through the State Revolving Fund (SRF) and is scheduled to begin in FY22.
- Construction has been completed on the \$30 million headworks, screening, grit and influent interceptor project for the WRRF.
- Construction has been completed on the \$6.8 million Woodingham Pump Station replacement project. The new, upgraded pumping station went online in January 2021. The new station has increased pumping capacity and has a backup generator to keep the station pumping during power outages to keep the sewerage system operating.
- DPW staff continued annual invoicing to 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 construction season. Additional grants will be applied for in the future.

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- The following number of permits were issued in FY21:

Sewer & Water	74 Permits	\$597,178 (Includes Connection Fees)
SESC	56 Permits	\$42,061
SESC – MSU	2 Permits	\$2,506
Right-of-Way	167 Permits	\$66,766
Special Transportation	10 Permits	\$980
- DPW continued to expand its Geographic Information System (GIS), fully utilizing ESRI ArcGIS Online and moving toward an Enterprise system. 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 and fleet assets. Staff also continue 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. The City also installed approximately 1.6 miles of bike lanes along Abbot Road, between Saginaw Highway and Lake Lansing Road.
- DPW awarded an engineering contract to develop an RFP 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.
- The repainting of the exterior of the Abbey Road water tower was completed. This project finishes the exterior repainting of all four City water storage facilities.
- DPW staff extended pavement life by crack sealing 8.9 miles of major streets and 9.07 miles of local streets. COVID-19 reduced productivity in this area.
- DPW staff responded to 4,256 requests for Miss Dig services.
- DPW staff collected 1,935 cubic yards of yard waste through the yard waste collection program.
- DPW staff responded to 194 requests for after-hours emergency service.
- DPW staff removed 760 cubic yards of debris from City streets through the street sweeping program.
- DPW staff collected 5,325 compacted cubic yards of leaves through the bulk leaf collection program.
- DPW staff cleaned 93 miles of sewers, cleaned 621 drainage structures and televised 8 miles of sewer.

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- DPW performed winter maintenance on City streets by plowing or treating streets with salt and brine more than 25 times.
- Working with private contractors, DPW staff excavated and verified the material type of 527 water services and replaced 25 galvanized water services, in accordance with the State of Michigan's revised Lead and Copper Rule.
- Water shutoffs remained suspended during the COVID-19 pandemic per the Governor's Executive Order and the annual Recycle! East Lansing event was canceled as a result of the pandemic.

54B District Court Activities

- On January 1, 2021, 54B District Court celebrated its 50-year anniversary.
- In January 2021, the court transitioned from the countywide weekend on-call rotation to a virtual process addressing offenses within its jurisdiction. The new process significantly reduces an officer's time spent away from the road protecting and serving the community.
- The court obtained a Coronavirus Emergency Supplemental grant to upgrade technology and support remote work operation.
- The court supported an entire work-from-home platform to keep the court running during COVID-19.
- The first jury selection post-shut down was conducted.
- Chief Judge Andrea Andrews Larkin retired in 2021. She was the first woman judge to serve the citizens of East Lansing.
- The court originated the concept of the Virtual Counter to supplement the public's access by providing an additional method of interaction with staff.
- Court staff were invited by the National Center for State Courts to participate in their Self-Represented Litigant Lab which compiles ideas for improving customer service implemented by courts during the pandemic.
- The 54B District Court was referred by the State Court Administrative Office to assist the Iowa Judiciary with their online resolution programs.

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- Language Line was incorporated into the court's Zoom platforms. American Sign Language interpreters were also incorporated into the court's Zoom platform.
- The 54B District Court began conducting informal hearings on Zoom.
- The court was awarded \$14,000 by City Council to address substance abuse needs for offenders who are ineligible for participation in the Court's treatment court programs.
- The Court partnered with Legal Services of South-Central Michigan to host the Mid-Michigan Virtual Expungement Clinic held on Saturday, June 19, 2021. The clinic's jurisdiction encompassed three circuit and five district courts in the counties of Ingham, Clinton, and Eaton. The clinic assisted 70 individuals. The clinic also received support from Safe and Just Michigan, Michigan Legal Help, Capital Area Michigan Works, Ingham County Clerk, Ingham County Sheriff's Office, East Lansing Police Department and Clinton County Sheriff's Office.
- The Court was awarded \$10,000 by City Council to help offset the costs of expungements for participants of the Mid-Michigan Virtual Expungement Clinic.
- The Court continued to use its online resolution programs for specific misdemeanor offenses, parking and traffic cases and warrant resolutions. Providing online services allowed the community to remain safe despite the uncertainty surrounding COVID-19 positivity rates.
- More than 7,500 cases have been resolved online since inception. This includes 6,000 parking cases, 1,200 traffic cases, 300 warranted cases and 100 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.
 - 84 percent of customers surveyed felt that their case was handled in a timely manner by the court.
 - The Court collected over \$300,000 since the inception of online resolution programs.
- Below are the success rates of the three treatment courts since inception:
 - Ingham County Veterans Treatment Court – 78 percent
 - 54B District Court Sobriety Court – 79 percent
 - 54B District Court Drug Court – 70 percent