



COVID-19

CONTINUITY OF OPERATIONS

This document outlines the City of Mason's continuity of operations during the state of emergency declared by Governor Whitmer under Executive Order No. 2020-4. It will be updated regularly as needs are identified.

CITY CLERK, CUSTOMER SERVICE, AND FINANCE

Customer Service Specialists will be available Mon thru Fri 8a.m. – 5p.m. by phone 517.676.9155, email at info@mason.mi.us, or request action [here](#). The Customer Service Specialists are available to answer any questions or concerns.

Freedom of Information Act (FOIA) requests will still be accepted. Requests for public records must be submitted in writing using the FOIA request form found [here](#). Requests may be sent via email to foia@mason.mi.us, fax 517.676.1330, or mail: City of Mason, Attn: FOIA Coordinator, 201 West Ash Street, Mason, MI 48854. All responses will be sent through email unless an email is not provided then it will be sent by U.S. Mail.

Payment inquiries will be handled by phone, 517.676.9155 or email info@mason.mi.us during normal business hours. Payments can be made by mail, [online](#), by phone (833.699.7827), or can be dropped off in the drop box located outside of City Hall, 201 West Ash Street, Mason, MI 48854.

- No water shutoffs will occur during this public health emergency in order to reduce the spread. Water bills will be sent out as regularly scheduled and can be paid with any options referenced above.
- Delinquent personal property taxes can be paid by mail or drop box. To get an updated amount due, please call 517.676.9155 or email info@mason.mi.us. For delinquent real property taxes please contact the Ingham County Treasurer's office at (517) 676-7220 or visit [here](#) for more information.

Rental of City owned facilities, including City Hall, have been cancelled until May 16, 2020. The City will take no rental requests during this time.

Senior Exemption and Deferment Forms for tax year 2020 will be mailed at the end of April 2020.

Trash and Recycling Collection is provided to City residents by Granger. They have no plans to limit trash or recycling collection at this point. More information can be found [here](#).

Vendors will be paid without disruption. Checks will not be able to be picked up at City Hall; they will be mailed via USPS.

FACILITIES, MEETINGS AND EVENTS

City **Buildings** have been closed to the public from Monday, March 16, 2020 until further notice.

The City's **Public Meetings, Events and Programs** have also been canceled from Monday, March 16, 2020 through Tuesday, March 29, 2020. Special meetings may be called, if required.

All **Community Special Events** that are utilizing City space, including City streets, have been canceled from Monday, March 16, 2020 through Friday, May 8, 2020.

FIRE

Essential **Fire Services** will be provided and maintained 24/7. **In an emergency, please call 911.**

Burn Permits will be taken over the phone only. If requesting permission to burn, please call 517.676.5432.

POLICE

Essential **Police Services** will be maintained 24/7. **In an emergency, please call 911.**

Non-Emergency Police inquiries should be directed through 517.676.2458. These calls will be handled on a case-by-case basis, with officers following up in person for some cases and following up by phone whenever possible. The following non-essential police services will be suspended:

- Walk-In Polybutylene Terephthalate (PBT) Reporters
- Employment Fingerprinting
- License to Purchase a Pistol
- Public Relations Activities and Presentations
- Drug/Medication Take Back Program
- Car Seat Safety Inspections
- VIN and Salvaged Vehicle Inspections

PUBLIC WORKS (Water, Wastewater, Public Works, Cemetery, Parks)

Public Works Services will be fully staffed and working normal hours; however, they will have limited face to face contact. Community members can contact 517.676.9155 M-F 8 a.m. – 5p.m. or after hours at 517.676.2458 with any inquires or request action [here](#).

The following non-essential services have been suspended:

- In-home appointments
- Water testing
- Meter setting

Our **Water and Wastewater Treatment** Plants will be operating 24/7. Public access to the plants have been restricted and limited to essential staff only.

Parks have been closed due to public health concerns related to the playground equipment. All rentals have been cancelled for the park until May 30, 2020.

The **Cemetery** remains open and all cemetery services will continue to be provided (burials, lot purchases, foundation orders) by contacting 517.676.9155 or find information [here](#).

PLANNING, ZONING, BUILDING, AND CODE ENFORCEMENT

Staff will continue to work on planning projects such as the Library and Parks. Public meetings will either be postponed until further notice or be scheduled using technology for remote participation.

Building Services will continue to process permits and perform inspections as needed, with limited hours and a goal of limiting entry into structures. You may obtain a permit on-line [here](#), please include all required documents with a check payment and return by mail or in the City's drop box outside City Hall. Please call 517.676.9155 with any further questions.

- Mechanical, Electrical, Plumbing permit applications will continue to be available through the State of Michigan.

Zoning Services will continue to process zoning compliance reviews for building permits only. Zoning applications will not be accepted until further notice. Prospective applicants for typical zoning reviews are encouraged to contact staff by phone at 517.978.0211 or email marciah@mason.mi.us.

Code Enforcement Services will continue to accept complaints by phone 517.978.0207 or email code@mason.mi.us. However, cases not determined to be a matter of safety may be deferred until further notice.

UPDATED 3.20.20