The Department of Neighborhoods and Citizen Engagement focuses on three areas: Engaging citizens, Advancing people, and Building neighborhoods. It also provides leadership to the Data and Evidence Team, Priority Based Budgeting process and leads other special projects.

**Engaging Citizens**
- Staff Support for the Mayor’s Neighborhood Advisory Board
- Neighborhood Grant Program – administering 60+ grants to Civic organization for neighborhood designed projects and events.
- Financial Education Coordinator and Operations Coordinator delivered food to LSD families (more details in COVID-19 Response section)
- OFE Director conducts FB Live (more details in COVID-19 Response section)
- Operations Coordinator assists DNCE Administrative Assistant with daily email brief (more details in COVID-19 Response section)
- FEC Counselors conducting financial wellness checks (more details in COVID-19 Response section)
- OFE Director and Operations Coordinator created the ‘Managing Your Finances During COVID-19’ webpage (more details in COVID-19 Response section)

**Advancing People**
- Leading the City of Lansing 2020 Census Complete Count Committee
- Financial Empowerment Center
  - Community Members Served: 624
  - Household Non-mortgage Debt Reduction: $760,347
  - Household Savings Increase: $97,330
- Lansing SAVE
  - SAVE Students: 5,160
  - Active Savers: 25.2%
  - Total Program Assets: $111,948.52

**Building Neighborhoods**
- Neighborhood Cleanup and Beautification – Neighborhoods in Bloom, Neighborhood Cleanups, Bulk Trash Collection
- Lansing SAVE Community Champions – investing in Lansing children’s post-secondary savings
- Lansing neighborhoods are made safer as the Offender Success Program served 404 citizens returning to the community with programs to support housing, employment, and other social needs to support success
- Michigan recidivism rate his all time low

**Projects in the Pipeline**
- Development, Hiring, and Supervision of the COVID 19 Economic Response Coordinator with the EDC
- Leading the OneLansing crisis response and staff lead for the Mayor’s Community Response Cabinet
- Advancing the City of Lansing data and evidence practice towards What Works Cities Certification
- CAFFE project could help 100+ people get their license back and reduce their court debt
- Expansion of the BOLD Initiative and its work will continue next school year
- Bank On projects to ensure Lansing households have access to safe, affordable banking instruments
Department COVID-19 Response

- Created and staff the Mayor’s Community Response Cabinet.
- Established the OneLansing fund to raise and distribute funds to households in need.
- Secured $100,000 investment from EDC to hire an Economic Recovery Coordinator and have developed the RFP with support from the Harvard Government Performance Lab.
- Hosted a Bloomberg Harvard Summer Fellow who is preparing materials for the Economic Recovery Coordinator in advance of their arrival.
- OFE Director hosted a weekly web series on Facebook Live to discuss finances during COVID-19.
- OFE Director & CapCAN Director hosted BOLD Lansing Facebook Live entitled “Commencement, COVID, and Cash”
- Applied for, and received, an $80,000 grant from the CFE Fund to add one additional financial counselor for one year in response to the additional financial burden on our residents due to COVID-19.
- Financial Education Coordinator and Operations Coordinator delivered one week’s supply of food to eight families for eight consecutive weeks as Lansing SAVE partners.
- FEC Counselors immediately pivoted to virtual sessions and conducted financial wellness checks on existing clients.
- FEC’s software was updated to include new milestones in regards to COVID, such as linking a client to emergency help.
- Department prepared the Mayor’s daily public brief with up to date accurate information for the community.
- OFE Director and Operations Coordinator created the 'Managing Your Finances During COVID-19' webpage. The webpage serves as a compilation of financial tips, resources and information on basic needs like food, shelter, transportation, and utilities, to expenses like student loans and income taxes, as well as answers to commonly asked questions about the stimulus bill.

Director Board Service

- Capital Area Housing Partnership City of Lansing Liaison
- Red Cross Mid Michigan Chapter
- Co-Director of the Lansing 2020 Census Complete Count Committee
- Governor’s appointee to the State of Michigan 2020 Census Complete Count Committee
- Capital Area College Access Network (CAPCAN) Board Member
- Lansing Community College Coalition for College and Career Readiness (C3R)

Department Academic Partners

- Harvard Kennedy School - Bloomberg Harvard Summer Fellow Program
- Harvard Government Performance Lab Strategic Procurement Project
- University of Michigan College of Information Science - Graduate Student Project Partners
- Michigan State University - Graduate and Undergraduate Partners for Research and Service
- Johns Hopkins University - GovEx Partners for Data Strategies
Innovation and Initiatives

Lansing 2020 Census Complete Count Committee
The Department convened the City of Lansing 2020 Census Complete Count Committee in July 2019. This committee engages community partners to coordinate efforts and ensure an accurate count in the census. The committee successfully secured a $50,000 grant from the State of Michigan to support census outreach activities. The City of Lansing has surpassed its 2010 self response rate and is working to target 10 low response census tracts through a digital strategy.

Highlight Activity: The COVID 19 crisis changed the plan to ensure a complete count. In person engagement strategies were realigned to digital and phone strategies. City of Lansing staff and citizen Census Ambassadors quickly implemented a phone bank strategy.
- 10,600 Calls were made between April 17-May 28th
- City of Lansing self-response rate from 49.7% to 64.7%

Data and Evidence Team
The Director co leads the City of Lansing Data and Evidence team to increase the data driven decision making and evidence based policy making. Staff from each City of Lansing department are working on different aspects of this work and creating dashboards and processes to increase efficiency and effectiveness. While there is much work to do, the team is guided by the What Works Cities national certification program and is advancing towards certification. Learn more at https://whatworkscities.bloomberg.org/certification/

Mayor's Community Response Cabinet
At the onset of the COVID 19 crisis, it was clear that the public health crisis would include a financial crisis for our community at all levels. The Director was tasked with establishing the Mayor’s Community Response Cabinet with leaders from health, education, nonprofit, and business leadership to ensure we were preparing Lansing to meet the immediate and long term financial crises of households, businesses, and non profit organizations.

What Works Cities: Economic Mobility
Total grant: $130,000 and $1.2 million value in Technical Assistance

Initiative Background: As part of the What Works Cities Initiative, Bloomberg Philanthropies, the Bill & Melinda Gates Foundation, and Ballmer Group are supporting a new multi-year national initiative with a cohort of 9 cities to identify, pilot, and measure the success of interventions to accelerate economic mobility for their residents between 2019-2021 with an emphasis on racial economic equity. The City of Lansing was selected to participate in this cohort and has received technical assistance and an implementation grant to help complete the project.

BOLD Lansing Project Goal: Create a simple, cohesive experience that supports Lansing families in planning & preparing for postsecondary education. This project brings together the City and community partners from Lansing SAVE, MSUFCU, Lansing Promise, CAPCAN (Capital Area College Access Network), Financial Empowerment Center, and the Lansing School District.
There are three key components this project is focused on:
- Increasing Outreach & Awareness in the Community: Improve outreach and uptake via a single, unified brand and community ambassadors
- Developing Sustainable Program Governance: Integrate service providers and the school district into one seamless network of supports for families and students of all ages – making navigation easy even for the most disadvantaged
- Integrating Programming Between Service Providers: Conduct a pilot with counseling, incentives, and coaching referrals to increase financial well-being among graduating high school seniors & recent graduates
Our Progress to Date:
- The SHAPE Continuum has been renamed and rebranded as BOLD Lansing (boldlansing.org), launched 2/5 at State of the City supported by Redhead Design
- Contracting the administrative back-end of BOLD Lansing & delivery of a governance & sustainability plan supported by Public Sector Consultants
- Outreach to high school seniors at graduation activities & FB live events

Planned Work for 2020-2021:
- Implementation of governance & sustainability plan for the BOLD partners
- Pilot with HS Seniors & Promise Scholars to promote FEC counseling. Financial incentives will be offered to students to help increase participation
- Evaluation of the Pilot to measure success of combined programming
- Planning for 2021-2022 school year and BOLD Lansing community engagement

Cities Addressing Fines & Fees Equitably (CAFFE)
Total Grant: $40,000
Lansing was one of six cities across the country chosen to participate in the National League of Cities (NLC) Addressing Fines and Fees Equitably (CAFFE) project. CAFFE provides grants and technical assistance to six cities to assess their use of local fines and fees and develop collections strategies that incorporate financial empowerment interventions. The OFE partnered with 54-A District Court for the CAFFE work and chose Driving While License Suspended fines and fees as the project’s focus.

Project research conducted by Katie Bollman, PhD candidate in Economics at Michigan State University.
- 434 Lansing residents with past due debt for Driving While License Suspended
- 55% are black of which 75% of those who are black are males and 36% of the black males are under 30
- 25% are white – and white includes LatinX
- 18% are “race unknown”
- 30% are under 30 – of which 87% are black

Residents with past-due Driving While License Suspended debt (no valid license) are invited to:
- Schedule an appointment with a Financial Empowerment Center counselor who will work with them to develop a budget and a recommended monthly payment on the court debt.
- Make 2 of the recommended payments within 60 days to get a waiver of any applied late fees, default fees, warrant fees, or contempt fees.
- Get their $45 license reinstatement fee (due to Secretary of State) paid by the grant, if the resident pays off all other court debts.
- Participate in a Restorative Justice Support Circle with the Firecracker Foundation to share the lived experience of DWLS charges and debt, in order to inform OFE’s policy recommendations.

CAFFE by the Numbers
128 invitation letters for the pilot went out the Friday before the state of emergency. Despite this, 6 residents enrolled from the first mailing. A second mailing was sent on July 13, to 118 Lansing residents.

March 13, 2020: 128 Lansing residents (intent to treat group) were invited to participate in the CAFFE.
- Average Outstanding Balance: $261
- Total Outstanding Balance: $33,349
- Average Waivable Fees: $71
- Total Waivable Fees: $9,062
July 13, 2020: 118 Lansing residents were mailed invitations to participate in the program. Of the 118 invitees, 82 will be receiving their second invitation. To correct for the 36 returns to sender from the first round of invites, an additional 36 people to were invited to participate.

- Average Outstanding Balance: $268
- Total Outstanding Balance: $31,570
- Average Waivable Fees: $70
- Total Waivable Fees: $8,283

Local Interventions for Financial Empowerment through Utility Payments (LIFT-UP)
LIFT-UP, in partnership with Board of Water & Light (BWL), was re-launched in November 2019 to help customers reduce their utility bill through a more favorable payment plan, if they attend financial counseling monthly. The program was paused due to COVID-19 but will be resumed.

ENGAGEMENT PROGRAMS

Walking Wednesdays
Events held in neighborhoods to bring city leadership and partners together with neighbors to discuss assets and opportunities in Lansing neighborhoods.
10 Neighborhoods applied to participate in Walking Wednesdays for Spring 2020.
Walking Wednesdays, originally scheduled and programmed for Spring were deferred to Fall 2020. As executive orders changed, the program adjusted to become a filmed show.
7 Neighborhoods will film in August for 7 shows that will air in the fall via Lansing public Media.

Citizens Academy
Created by Mayor Schor in 2018 to give Lansing Residents a deeper understanding of the process of City Government and how decisions are made.

The 11-week course helps residents to understand what the city does, how much it costs, and who makes decisions on how the city operates. It is designed to equip residents to understand and influence city decision making.

In 2019 48 Applications were received and 26 Participants were randomly selected and graduated.
2020 Citizens Academy Preparation
Despite the challenges, we are determined to make Citizens Academy a success in 2020. Many adjustments have been made due to the COVID-19 pandemic including 3 Virtual sessions have been added to the schedule. All outreach to residents have been virtual.

Neighborhood Summits
3 summits held – September, November and February hosted at a Lansing School District location with an average of 100 attendees and participants.

School to highlight programs such as the Robotics/STEM Program at Sexton High School and the Performing Arts Program at Everett High School.
Neighborhood Programs Launch
Provided comprehensive overview of upcoming opportunities for neighborhoods. Over 70 individuals representing Civic Organizations across 4 wards in attendance
- Distributed the Neighborhood Handbook for Organizations online and hard copy
- Provided updated Paper and Online forms for Neighborhood Organizations for distribution

2020 Neighborhood Programs Launch
Saturday
10/19/19
10 am - 2 pm (Lunch Provided)
First Presbyterian Church - Litten Hall
510 W Ottawa St
Kick Off for All Neighborhood Grants and Programs
RSVP at 517-483-4051 or
delisa.fountain@lansingmi.gov

Neighborhood Grant Program
The Department of Neighborhoods and Citizen Engagement provides the staff support and administrative oversight for the Neighborhood Grant Program. Funding decisions for the Neighborhood Grants are made through the citizen Mayor’s Neighborhood Advisory Board. The board reviews all applications and through several rounds of deliberation presents a funding recommendation to the Mayor. The DNCE administers the entire process of applications and funds accounting.
$65,472.92 were funded to 71 different projects designed and executed by civic organizations.
- $200.00 Mini Grants: 45 Applications totaling $9,000.00 requested
- Neighborhood Grants up to $5,000: 48 Applications Received $103,748.42 requested

Neighborhoods in Bloom
Despite the challenges presented by COVID-19, the Neighborhoods in Bloom flower planting and beautification program was successfully held in May. In partnership with the Ingham County Land Bank, the program provided 213 flower kits 30 Civic Organizations for neighborhood beautification.
Neighborhood Cleanups

The Neighborhood Cleanup program is provided in partnership with the Department of Economic Development and Planning and paid for by CDBG funding. These events provide bulk trash cleanup to neighborhoods in CDBG eligible areas. Civic organizations must apply to host a cleanup and are responsible for volunteer recruitment, event promotion and coordination with DNCE for day of participation.

Get Started

1. Select area for cleanup.
2. Designate a neighborhood leader to coordinate details with City of Lansing staff.
3. Recruit neighbors and volunteers.

Department of Neighborhoods
Citizen Engagement
200 N Foster Ave, Room 205
Lansing MI 48912
Phone: 517-483-4451
delisa.fountain@lansingmi.gov

Andy Scher, Mayor

SOUTHWEST NEIGHBORHOOD BULK TRASH, LITTER & STORM DRAIN CLEANUP

- Volunteers
- 60 Bags of Yard Waste
- 20 Litter
- 15 Storm Drains Cleared
- 10 Bags of Trash

32 CUBIC YARDS OF BULK TRASH COLLECTED

PARTICIPANTS
- Churchill Downs Community Association
- Pleasant Grove Plaza merchants
- MSU Day of Service
- Eastern High School
- National Honor Society
- City of Lansing staff & interns

WHAT THE CITY PROVIDES:
- Lansing trash bags
- Gloves
- Parks Tool Truck (if needed)
- Pickup location

WHAT THE CITY PROVIDES:
- Yard waste bags
- Woodchipper
- Parks Tool Truck
- Pickup location
- Gloves
- Staff

WHAT THE CITY PROVIDES:
- Yard waste bags
- Woodchipper
- Parks Tool Truck
- Pickup location
- Gloves
- Staff
Neighborhoods of Focus
Collaborating with neighbors and partners to improve Lansing neighborhoods through comprehensive, long term focus.

Baker Neighborhood

City of Lansing Neighborhood of Focus

Baker Neighborhood

Rehabbing Homes, Buildings and Green Spaces

- 1,500 Hours of Community Service by 300 Volunteers
- 10 Home Energy Assessments completed
- 20 total projects: Home Rehabs, Neighborhood and Parks Clean Ups.
- 391 energy saving items installed in homes
- 3 Neighborhood Non Profits received $30,371 in grants/subsidies
- $6,221 projected annual savings
- As a result of attending Baker Partner Meetings, several new LED streetlights were installed to increase light and safety
- Foreclosures received from Ingham County Treasurer’s Office decreased to 3 in 2019
- 5 Vacant Lots Sold to Neighbors for extra space
- 2 additional Garden/Lot Loaves
- Enhanced Community Activity Space at 538 Isbell St

Community Engagement
Baker Neighborhood East Organization created
Baker Partner Meeting every 2nd Thursday 1pm at Bethlehem Lutheran Church

Community Building
Capacity Building with Civic Organizations
Connect Resources to Residents and Neighbors to Organizations
261 + attended Walking Wednesday 2019

Officer Jamae Evans
Baker Street Neighborhood Community Officer

First Community Champion partnership with Lansing SAFE Members contributed $630 to the Lansing SAFE accounts of the Baker Neighborhood Children.
300+ served during Thank-Or-Treat
500+ served during Faith Family Fun Day
Greater Lansing Food Pantry
Hosts monthly Baker Partner Meeting
Publishes monthly Baker Newsletter

Partners

Participating Partners
City of Lansing
Lansing Police Department
Bethlehem Lutheran Church
Potter Park Zoo
Ingham County Land Bank
BWL
Habitat for Humanity
CATA
Child and Family Charities Family Growth Center
Greater Lansing Association of Realtors
Head Start
Capital Area United Way
Lansing Save
Sycamore Creek Church

Introduction by CINO/Director Andi Crawford
City of Lansing Mayor Andy Schor
City of Lansing Police Chief Daryl Green
Speakers List
• Pastor Matt Smith - Bethlehem Lutheran Church
• Roxanne Case- Ingham County Land Bank
• Aileen Gow- BWL
• Carmen Hall- Habitat for Humanity
• Kathy Kelly- Child and Family Charities-Family Growth Center

SERVE Lansing
Baker Neighborhood Leaf Cleanup
& Drain Day
Saturday November 2nd, 2019
In partnership with
Capital Area Housing Partnerships
538 Isbell Lansing, MI
Register at the link below:

Potter Park Zoo’s award winning program, Zoo in Your Neighborhood, has been partnered with Baker Neighborhood since 2018. In 2019, family passes were checked out 31 times, allowing 80 adults and 51 children

Head Start
Head Start is serving 35 Three and Four year old children at the Baker Donors site with an extended school day

Family Growth Center
252 sessions of free Childcare to 72 Children
936 free lunches provided to the children in care
The City of Lansing hosted a Bloomberg Harvard Summer Fellow in summer 2019. Through her work and comprehensive evaluation of data throughout the city, the Willow Walnut Comstock Park neighborhood was identified as a neighborhood in need of comprehensive planning and investment. Mayor Schor announced it as the city’s third Neighborhood of Focus at the 2020 State of the City held at the newly renovated Abigail Building on the campus of the former Michigan School for the Blind. Community partnership created and MSU Public Policy master’s student secured to create community plan with neighbors and partners.

**Participatory Budget Nights**

Participatory Budget Nights in the City of Lansing empower citizens to come together and provide input on the City’s budget priorities. Participatory Budget Nights are part of furthering Mayor Schor’s goal of maintaining transparency in City operations and encouraging civic engagement. These events are held at various locations throughout the city and different types of venues from restaurants, to churches, to community centers. The City budget process and priorities are outlined and the Mayor takes input from citizens which he considers when presenting his annual budget to City Council.
The DNCE coordinates these events and works with the finance team to create materials that translate the line item budgets into understandable summaries about each of the Mayor's priorities: (see examples below)

- Economic Development and Inclusive Growth
- Infrastructure and Built Environment
- Neighborhoods and Quality of Life
- Public Safety and Preparedness
**ECONOMIC DEVELOPMENT & INCLUSIVE GROWTH**

Lansing should continue to be “faster than the speed of business” by having an open door policy for business and development partners and create an environment for all to have the opportunity to succeed.

*FY 2020 Budget Amounts

**BASIC SUPPORT**
- Department of Human Relations & Community Services and Department of Economic Development & Planning: $4.5 M
  - $2.96 M HUD (Housing & Urban Development)
  - $475,000 MSHDA (Michigan State Housing Development Authority) for Homeless Support
  - $1.72 M General Fund by City of Lansing ordinance (est. 16:1 return on investment in community value)
- Office of Financial Empowerment $493,700
- State of Michigan Funding From MI. Dept. of Corrections: $497,000
- Grant Funding: $60,000

**ECONOMIC MOBILITY**
- Parks Millage: $2.145 M
- Parks Capital Improvements: $1.337 M
- Programs: $808,000 (kids camp: $37,000 | golf: $166,00 | cemeteries: $595,00)
- City General Fund: $5 M for maintenance and programs
- Ingham County Parks: $1.6 M in funding for trail extension and repairs to the Lansing River Trail

**QUALITY OF LIFE**
- Lansing Economic Development Corporation/Brownfield Redevelopment Authority and Downtown Lansing, Inc.: $1.3 M
- Lansing Entertainment and Public Facilities Authority (LEPFA): $2.3 M
  (Cooley Law School Stadium, Lansing Center, Groesbeck Golf Course)

**BUSINESS ATTRACTION & DEVELOPMENT**
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- State of Michigan Funding From MI. Dept. of Corrections: $497,000
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ECONOMIC DEVELOPMENT & INCLUSIVE GROWTH

Lansing should continue to be “faster than the speed of business” by having an open door policy for business and development partners and create an environment for all to have the opportunity to succeed.

*FY 2020 Budget Amounts

DEVELOPMENT

Coordinates housing and neighborhood improvements through a variety of federal and other funding sources (Community Development Block Grants, HOME Investment Partnerships Program, Emergency Solutions Grant Program, etc).

DOWNTOWN LANSING, INC.

Encourages and implements strategies to improve the environment and grow businesses in the city’s downtown, Old Town and REO Town areas.

FINANCIAL EMPOWERMENT

Offers free financial counseling services to residents to help them decrease debt, and increase their credit and savings. Lansing SAVE-Children’s Savings Account, Offender Success, Bank On.

ECONOMIC DEVELOPMENT CORP.

Works to attract, expand, and retain business and industry within the City of Lansing.

PLANNING OFFICE

Oversees development, implementation, and review of the city’s Master Plan and provides site plan review, flood plain review, zoning review, historic preservation, public infrastructure, and review of economic development projects.

LEPFA

Operates and manages the city’s large-scale public entertainment facilities – the Lansing Center, Cooley Law School Stadium, and Groesbeck Golf Course.

Incentives to support development in the City of Lansing can be available to new, expanding, and relocating companies. Development incentives are considered by the administration for a variety of reasons, by balancing the value of gain received to the community with the cost of the benefit. Many incentives deployed actually don’t cost the City anything, yet are essential tools to provide when it comes to creating jobs, revitalizing blighted areas, or so forth. Examples of incentives are:

- Façade improvement programs
- Tax increment financing
- Brownfield financing
- Obsolete property rehabilitation act
- Neighborhood enterprise zones
- Intergovernmental agreements
Economic Development and Inclusive Growth

Lansing should continue to be “faster than the speed of business” by having an open door policy for business and development partners and create an environment for all to have the opportunity to succeed.

Development: Coordinates housing and neighborhood improvements through a variety of federal and other funding sources (Community Development Block Grants, HOME Investment Partnerships Program, Emergency Solutions Grant Program, etc).

Downtown Lansing, Inc.: Encourages and implements strategies to improve the environment and grow businesses in the city’s downtown, Old Town and REO Town areas.

Economic Development Corp: Works to attract, expand, and retain business and industry within the City of Lansing.

Financial Empowerment: Offers free financial counseling services to residents to help them decrease debt, and increase their credit and savings. Lansing SAVE-Children’s Savings Account, Offender Success, Bank On.

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- Tax increment financing
- Brownfield financing
- Obsolete property rehabilitation act
- Neighborhood enterprise zones
- Intergovernmental agreements
**INFRASTRUCTURE & BUILT ENVIRONMENT**

*It is critical to invest in infrastructure and design as well as find the most effective ways to utilize our scarce resources through creative partnerships and smarter spending.*

<table>
<thead>
<tr>
<th><strong>STREETS</strong></th>
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| **Total Maintenance Budget:** $17 M  
**Major Maintenance:** $7.6 M  
**Surface Maintenance:** $7.0 M  
**Winter Maintenance:** $2.4 M  
- Major Streets: $1.6 M  
- Local Streets: $800k |  |
| **Cost of Street Repair** |  |
| $1.2 M to completely reconstruct one mile of street, lasts 15 yrs  
$15,000 to seal the cracks on a street, lasts 2 yrs. |  |
| 305 miles of local (neighborhood) streets in Lansing  
108 miles of major streets in Lansing  
33 miles of state trunk line (maintenance only)  
202 miles of long line pavement markings are repainted annually |  |
| For more information: lansingmi.gov/1489/Streets |  |

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<tr>
<th><strong>SIDEWALKS</strong></th>
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</table>
| **Repair:** Will be building sidewalk ramps at intersections as part of road projects  
New sidewalk construction (gap): $250,000 |  |
| 600 miles of sidewalks in Lansing  
$250 to replace one square of sidewalk  
$39-78 to cut/even out/wedge sidewalk bumps |  |

<table>
<thead>
<tr>
<th><strong>RECYCLING/ YARD WASTE</strong></th>
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<tbody>
<tr>
<td><strong>Total Budget:</strong> $4.9 M</td>
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<tr>
<td>Recycling &amp; yard waste programs are self-supporting through service fees</td>
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<table>
<thead>
<tr>
<th><strong>TRASH</strong></th>
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<tbody>
<tr>
<td><strong>Total Budget:</strong> $2.2 M</td>
<td></td>
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<tr>
<td>The trash program is self-supporting through service fees</td>
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<thead>
<tr>
<th><strong>SEWERS</strong></th>
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</table>
| **Total Budget:** $37 M  
**Separation:** $979,000 (034D & Central Interceptor Design)  
**Sanitary Maintenance:** $3.2 M (O&M)  
**Storm Maintenance Total Budget:** $1.1 M  
**Storm Capital Projects:** $400,000 |  |
| 807 mile of sewers in Lansing (storm and sanitary)  
50+ yrs. average age of sewers in Lansing  
Sewer repair cost: Approx. $1,000 +100/ft. |  |
It is critical to invest in infrastructure and design as well as find the most effective ways to utilize our scarce resources through creative partnerships smarter spending.

<table>
<thead>
<tr>
<th>CITY PROPERTY MANAGEMENT</th>
<th>TOTAL BUDGET: $4.3 M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractual Services: $735,100</td>
<td></td>
</tr>
<tr>
<td>Scheduled Maintenance: $170,000</td>
<td></td>
</tr>
<tr>
<td>Unscheduled Maintenance: $636,000</td>
<td></td>
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<tr>
<td>Labor: $2.2 M</td>
<td></td>
</tr>
<tr>
<td>258 parcels owned by the City</td>
<td></td>
</tr>
<tr>
<td>173 buildings owned by the City</td>
<td></td>
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<tr>
<td>60-70 yrs. average age of City buildings</td>
<td></td>
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<tr>
<td>(Ex: Turner Dodge house (1858) to the renovated Fleet Services Garage building (2013))</td>
<td></td>
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</tbody>
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<thead>
<tr>
<th>FLEET</th>
<th>TOTAL BUDGET: $10.3 M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance: $ 7.2 M</td>
<td></td>
</tr>
<tr>
<td>Replacement: $1,700,000</td>
<td></td>
</tr>
<tr>
<td>Total Budget: $10.3 M</td>
<td></td>
</tr>
<tr>
<td>Maintenance: $ 7.2 M</td>
<td></td>
</tr>
<tr>
<td>Replacement: $1,700,000</td>
<td></td>
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<tr>
<td>Responsible for vehicle and equipment preventative maintenance and repair.</td>
<td></td>
</tr>
<tr>
<td>558 rolling stock units (vehicles): Average age 10+ years</td>
<td></td>
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<tr>
<td>542 other equipment</td>
<td></td>
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</tbody>
</table>

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<thead>
<tr>
<th>INFORMATION TECHNOLOGY</th>
<th>TOTAL BUDGET: $6.3 M</th>
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<tbody>
<tr>
<td>Hardware: $453,000.00</td>
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<tr>
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<tr>
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<tr>
<td>Responsible for internal software, hardware, internet/network servers, security and support.</td>
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</tr>
<tr>
<td>Ex: Lansing Connect App, City of Lansing website, Lansing Neighborhoods website, etc.</td>
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</tr>
</tbody>
</table>
## Infrastructure and Built Environment

### City Property Management
- **Total Budget:** $4.3 M
- **Contractual Services:** $735,100
- **Scheduled Maintenance:** $170,000
- **Unscheduled Maintenance:** $636,000
- **Labor:** $2.2 M

### Fleet
- **Total Budget:** $10.3 M
- **Maintenance:** $7.2 M
- **Replacement:** $1,700,000

### Information Technology
- **Total Budget:** $6.3 M
  - **Hardware:** $453,000.00
  - **Software:** $1,865,817.00
  - **Personnel:** $3,167,964.00
  - **Telecommunications:** $422,036.00

### City Property Management Details:
- 258 parcels owned by the City
- 173 buildings owned by the City
- 60-70 yrs. average age of City buildings
- (Ex: Turner Dodge house (1858) to the renovated Fleet Services Garage building (2013))

### Fleet Details:
- Responsible for vehicle and equipment preventative maintenance and repair.
- 558 rolling stock units (vehicles) - Average age 10+ years
- 542 other equipment

### Information Technology Details:
- Responsible for internal software, hardware, internet/network servers, security and support. Ex: Lansing Connect App, City of Lansing website, Lansing Neighborhoods website, etc.
## Infrastructure and Built Environment

It is critical to invest in infrastructure and design as well as find the most effective ways to utilize our scarce resources through creative partnerships smarter spending.

### Streets
- Total Maintenance Budget: **$6.8 M**
  - Major Maintenance: **$2.4 M**
  - Major Street Surface Maintenance: **$2.8 M**
  - General Maintenance: **$7.4 M**
  - Winter Maintenance: **$2.4 M**
    - Major Streets: **$1.6 M**
    - Local Streets: **$800k**

### Sidewalks
- Repair: Will be building sidewalk ramps at intersections as part of road projects.
- New (gap): **$250,000**

### Sewers
- Total Budget: **$30 M**
  - Separation: **$979,000 (034D & Central Interceptor Design)**
  - Sanitary Maintenance: **$3.1 M (O&M)**
  - Storm Maintenance Total Budget: **$1.1 M**
  - Storm Capital Projects: **$270,000**

### Recycling/Yard Waste
- Total Budget: **$4.8 M**

### Trash
- Total Budget: **$2.3 M**

### Additional Information
- 305 miles of local (neighborhood) streets in Lansing
- 108 miles of major streets in Lansing
- 33 miles of state trunk line (maintenance only)
- $1.2 M to completely reconstruct one mile of street, lasts 15 yrs.
- $15,000 to seal the cracks on a street, lasts 2 yrs.
- 202 miles of long line pavement markings are repainted annually
- For more information: [https://lansingmi.gov/1489/Streets](https://lansingmi.gov/1489/Streets)

- 600 miles of sidewalks in Lansing
- $250 to replace one square of sidewalk
- $39-78 to cut/even out/wedge sidewalk bumps

- 807 mile of sewers in Lansing (storm and sanitary)
- 50+ yrs-average age of sewers in Lansing
- Sewer repair cost: Approx. $1,000 +100/ft.

- Recycling & yard waste programs are self-supporting through service fees

- The trash program is self-supporting through service fees

Our goal for potholes is to address 95% within 24 hours of being reported. During the spring thaw (generally mid-February through April) it can take several times longer than that to get to the complaints.
# Neighborhoods & Quality of Life

Our diverse and active neighborhoods are one of our greatest strengths, and we will continue to focus on engaging our neighborhoods in myriad ways: by providing resources, hosting events, adequate code enforcement and more.

## Neighborhoods & Citizen Supports

<table>
<thead>
<tr>
<th>Programs</th>
<th>Department of Neighborhoods + Citizen Engagement (DNCE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Citizen Advocate, Office of the Mayor, Office of Financial Empowerment</td>
</tr>
<tr>
<td></td>
<td>Community Police Officers (CPO): $1.8 M (10 CPOs, 3 School Resource Officers, 1 Community Service Officer, 1 Sergeant)</td>
</tr>
<tr>
<td></td>
<td>Reentry Citizens Program: ~ $450,000 (contract from MDOC)</td>
</tr>
<tr>
<td></td>
<td>Code Enforcement: $1.3 M (housed in EDP)</td>
</tr>
<tr>
<td></td>
<td>SERVELansing support for neighborhood cleanups</td>
</tr>
<tr>
<td></td>
<td>Neighborhoods of Focus</td>
</tr>
<tr>
<td></td>
<td>Mobile Food Pantry, Connect 4 Kids and Community Connect</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grants</th>
<th>Neighborhood Grants: $60,000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Neighborhoods in Bloom: $20,000</td>
</tr>
</tbody>
</table>

Any registered civic organization can apply for a neighborhood grant. Projects must impact a City of Lansing neighborhood. Grant proposals are reviewed by the Mayor's Neighborhood Advisory Board, who makes funding recommendations to the Mayor.

## Citizen Engagement Programs

<table>
<thead>
<tr>
<th>Programs</th>
<th>Citizens Academy: A 10 week civic engagement course. Group tours include City Hall, BWL’s grid control room and other City facilities.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Participatory Budget Nights: An opportunity for residents to understand the City budget process and provide their input/ideas to the Mayor.</td>
</tr>
<tr>
<td></td>
<td>Walking Wednesdays: Walks through city neighborhoods with neighbors, City officials, and others who may be interested in the assets of a neighborhood and the areas of improvement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grants</th>
<th>Grants range from $100- $5,000 to civic organizations for neighborhood projects.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Citizens Academy: 10 week program, 24 participants</td>
</tr>
<tr>
<td></td>
<td>Participatory Budget Nights: 8 events</td>
</tr>
<tr>
<td></td>
<td>Walking Wednesdays (2019): 14 tours</td>
</tr>
</tbody>
</table>

NEIGHBORHOODS & QUALITY OF LIFE

Our diverse and active neighborhoods are one of our greatest strengths, and we will continue to focus on engaging our neighborhoods in myriad ways: by providing resources, hosting events, adequate code enforcement and more.

Recreational Programming
Community centers, after school programs, summer camps, sports leagues, lifelong learning programs, summer concerts, fireworks, swimming pools, arts & culture, nature centers, cemeteries and senior programs

Parks Capital Improvement Projects
Millage dollars $2.145 M
Ingham County parks: $1.0 M funding for trail extension and repairs to the Lansing River Trail.
Rotary Park: $1.8 M (privately funded)
General Fund: $8.632 M
Cemeteries: $600,000

Program & Facility Usage Trends
• The golf subsidy continued to decrease from $179,400 to $166,000.
• Steady decrease in traditional sports, which aligns with national trends.
• Camps continue to fill and we are having trouble staffing. One camp site closed this year due to insufficient staffing.
• Concerts in the Park series has seen a steady decrease in attendance. Staff are looking to change the summer event lineup.
• Senior Programs continue to expand, as we have more older adults in the city, we need to expand services accordingly.
• Enrichment programs like dance, fitness, wellness and aquatics are strong throughout the city.
• Facility rentals are strong, providing a low cost venue for celebrations and meetings.
• Cemetery budgets comprise 1/4 of our parks millage.

Citizen Engagement Events
LOVE Lansing - An annual event to recognize neighborhood leaders and watch captains/coordinators for their efforts in creating excellence in communities across Lansing.

Housing & Neighborhood Resource Summits - Quarterly resource summits are held at different Lansing School District facilities and hosted by the Mayor’s Office and the Department of Neighborhoods and Citizen Engagement to provide community resources.

LOVE Lansing 250+ attendees with awards in recognition of volunteer neighborhood service.
800+ residents attended the four 2019 Neighborhood Summits held at Sexton, Pattengill, North, and Wexford.

Neighborhood Roundtables - Monthly gatherings hosted by the Director of the Department of Neighborhoods and Citizen Engagement are held to provide a platform for neighborhood activists, leaders, and all neighbors to connect to one another, City leadership, and agency partnerships.
Neighborhoods and Quality of Life

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Community Centers, After School programs, Summer Camps, Sports Leagues, Lifelong Learning Programs, Summer Concerts, Fireworks, swimming pools, arts & culture, nature centers, and senior programs

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PUBLIC SAFETY AND PREPAREDNESS

A vibrant city is a safe and prepared city, and our public safety teams will continue to protect our city daily and work to ensure we are prepared for other events should they occur.

*FY 2020 Budget Amounts

**POLICE**

Total: $45 M

$3.1 M of LPD is funded by a voter-approved 1.5 mill property tax millage.

$36.5 M Personnel

$8.5 M Operating

244 Total personnel (41 civilian and 203 Sworn in Police Officers)

**Patrol Division**

Provides the 1st response to most incidents and includes Uniform Patrol, Community Policing and Engagement, Neighborhood Watch, Police Social Worker, School Resource, and Traffic, Bicycle, Honor Guard and Canine units.

**Investigations Division**

Investigates criminal complaints consistent with best methods that preserve evidence and respect constitutional rights. Includes CSI, Violent Crime Initiative, Special Tactical and Rescue and Dive units. Maintains collaborative partnerships with local, State, and federal law enforcement agencies.

**Administrative Services Division**

Responsible for providing support for the department, including the Detention, Training, Procedures, Budget and Payroll, Grant Management, Internal Affairs, and Emergency Preparedness units.

**Staff Services Division**

Manages and facilitates public record requests in compliance with the Freedom of Information Act and consists of the Electronic Maintenance, Recruiting and Property and Supply units.

**Fire**

Total: $36.0 M

$3.1 Million of LFD is funded by a voter-approved 1.5 mill property tax millage.

$30.7 M Personnel

$5.3 M Operating

186 Total personnel (7 civilian and 179 sworn in Fire Fighters)

**Fire Prevention Division**


**Fire Training**

Responsible for all recruit training and all continuing education training and all training compliancy for the entire fire department. Also, partners with LPD for CPR and other basic first aid training for their officers.

**Special Operations**

Responds to confined space, high angle, trench and structural collapses, hazardous materials response Team, Water Rescue and TEMS.

**Fire Operations**

Responded to 23,000 requests for service in 2018 (includes Fire, EMS, Rescue and Special Operations) (159 Sworn personnel)

**Maintenance Alarm/Logistics Division**

Oversees all equipment and supplies within the Fire Department including compliance testing of hoses, ladders, SCBA’s and turnout gear.

**Administration Services Division**

Responsible for the overall operations of the Fire Department.

Special Operations

Responds to confined space, high angle, trench and structural collapses, hazardous materials response Team, Water Rescue and TEMS.

6 Fire Stations, 1 Maintenance Alarm/Logistics Building, 1 Training Facility with Training Tower, 6 Front Line Engines, 3 Reserve Engines, 2 Front line Ladder Trucks, 2 Reserve Ladder Trucks, 5 Front Line Ambulances/Medic Units, 3 Reserve Ambulances/Medic Units, 2 Brush Fire Trucks and 2 Command Vehicles
## PUBLIC SAFETY AND PREPAREDNESS

A vibrant city is a safe and prepared city, and our public safety teams will continue to protect our city daily and work to ensure we are prepared for other events should they occur.

*FY 2020 Budget Amounts

### Emergency Medical Services (EMS)

- **$25.3 M** (Included in Fire Department budget)
- EMS Operations Division (Part of the Lansing Fire Department)
  - Oversees all quality of care issues in addition to State and TCEMCA compliancy issues related to personnel and LFD EMS operations.
  - 20,000 EMS/Ambulance requests in 2018, 5 Advanced Life Support Ambulances supported by the 6 Engine Companies

### Emergency Management Division (EMGNT)

- **$.5 M** (Included in Fire Department budget)
- Emergency Management Division (Part of the Lansing Fire Department)
  - Responsible for Emergency Preparedness, Hazard Mitigation, Disaster Response and Disaster Recovery for the entire City of Lansing.

### Building Safety

- **Budget: $2.4 M** (Included in EDP Budget)
- Operated as a Special Revenue Fund, per State Law. Building safety interacts with commercial structures in the city and ensures the safety of such structures in our city, whether they be new, existing, or at the end of their useful life.

### Climate Action

- **Budget: $15,000** (Initial Phase of Climate Action Plan)
- Climate action plan to establish energy use and carbon footprint baselines for City buildings/vehicles and set reduction goals for upcoming years.
  - Energy audit to increase energy efficiency and identify related projects to be funded by energy savings from improvements. These projects are projected to begin in 2020.
  - LFD flood mitigation plan to reduce flood impact, preserve and restore natural resources, encourage recreation around rivers, etc.
  - Evaluation of the tree canopy, active transit strategies, green stormwater infrastructure and other sustainable strategies across the City.
Public Safety and Preparedness

A vibrant city is a safe and prepared city, and our public safety teams will continue to protect our city daily and work to ensure we are prepared for other events should they occur.

Police

Total: $45 M (FY 2019 Budget)
$5.1 M of LPD is funded by a voter-approved 1.5 mill property tax millage.
$36.5 M Personnel (FY 2019 Budget)
$8.5 M Operating (FY 2019 Budget)

247 Total personnel (45 civilian and 202 sworn in Police Officers)

Patrol Division:
Consists of Uniform Patrol, Canine Unit, Community Policing, School Resource, Neighborhood Watch, Special Units and Traffic Unit.

Investigations Division:
25 Detectives, 2 Crime Analysts
Consists of Homicide, Cold Case, Crime against persons, child abuse, property and auto theft, fraud, special operations (undercover unit-violent crime initiative) criminal intelligence and analysis, crime scene investigations.

Staff Services Division:
Consists of criminal records, FOIA, identification unit, electronic maintenance unit (EEMU), recruiting and the property and supply unit.

Administrative Services Division:
Consists of the Detention Unit, Training Unit (Firearms, Defensive Tactics, and other employee training), Police Policy and Procedures, Budget and Payroll, and Emergency Management/Homeland Security.

Specialized Units: Honor Guard, START, Dive Team, K-9 Unit, etc.

Fire

Total: $34.1 M (FY 2019 Budget)
$3.1 Million of LFD is funded by a voter-approved 1.5 mill property tax millage.
$29.2 M Personnel (FY 2019 Budget)
$4.9 M Operating (FY 2019 Budget)

185 Total personnel (7 civilian and 178 sworn in Fire Fighters)

6 Fire Stations, 1 Maintenance Alarm/Logistics Building, 1 Training Facility with Training Tower (tower is currently closed due to structural issues)
6 Front Line Engines (average age 9 yrs.), 3 Reserve Engines (average age 19.5 yrs.) 2 Front line Ladder Trucks (average age 18 yrs.), 2 Reserves Ladder Trucks (average age 21 yrs.) 5 Ambulances/Medic Units (average age 4.5 yrs.), 3 Reserve Units (average age 13 Yrs.) 2 Brush Fire Trucks (average age 27.5 yrs.) and 2 Command Vehicles

Administration Division:
Responsible for the overall operations of the Fire Department
1 Chief, 1 Assistant Chief, 1 Administrative Assistant, 1 Department Staff Officer, 1 Department Financial Officer

Fire Marshal Division:
Responsible for Fire Investigations, Fire Code Enforcement, Plan Review for Fire Codes, Community Fire Safety Programs
1 Fire Marshal, 4 Fire Investigators/Inspectors, 1 Division Secretary

Fire Operations:
Responded to 23,000 requests for service in 2018 (includes Fire, EMS, Rescue and Special Operations) (159 sworn personnel)

Fire Training Operations:
Responsible for all recruit training and all continuing education training and all training compliancy for the entire fire department. Also, partners with LPD for CPR and other basic first aid training for their officers. 1 Training Chief, 2 Training Captains, 1 Secretary
Public Safety and Preparedness

**Fire (cont.)**

*Emergency Medical Services (EMS)*

$25.3 M (FY 2019 Budget)
(Included in Fire Department budget)
1 EMS Operations Chief, 1 EMS Secretary.

Emergency Management

$.5 M (FY 2019 Budget)
(Included in Fire Department budget)
1 Emergency Management Chief, 1 Emergency Management Captain, 1 Community Hazard Mitigation Specialist, 1 Emergency Preparedness Coordinator (Grant Funded), 1 Regional Planner (Grant Funded)

Building Safety

Budget: $2.4 M (FY 2019 Budget)
14 staff members
1 Building Safety Manager, 3 Building Inspectors, 2 electrical inspectors, 2 mechanical inspectors, 2 plumbing inspectors, 2 plan reviewers, and 2 clerical.

Maintenance Alarm/Logistics Division:
Oversees all equipment and supplies within the Fire Department including compliancy testing of hoses, ladders, SCBA’s and Turnout Gear. 1 Division Chief, 3 Captains, 1 Secretary.

Special Operations:
- Respond to Confined Space, High angle, trench collapse, and structural collapses. Comprised of:
  - Technical Rescue Team with 1 Technical Rescue Truck.
  - Hazardous Materials Response Team: Respond to releases of any Hazardous Materials within the City (1 Hazmat Truck) Is the lead team for the Region 1 Hazmat Type 1 Response Team
  - Water Rescue: Responsible for all surface and ice rescue operations in the City. 3 Zodiac Type Boats
  - TEMS: 9 Paramedics that support the Lansing Police Department START Team.

EMS Operations Division (Part of the Lansing Fire Department)
20,000 EMS/Ambulance requests in 2018
5 Advanced Life Support Ambulances supported by the 6 Engine Companies
Oversees all Quality of care issues and state and Tri-County EMS compliancy issues related to the Lansing Fire Department and its personnel.

Emergency Management Division (Part of the Lansing Fire Department)
Responsible for Emergency Preparedness, Hazard Mitigation, Disaster Response and Disaster Recovery for the entire City of Lansing.

The is operated as a Special Revenue Fund, per State Law. Building safety interacts with commercial structures in the city and ensures the safety of such structures in our city, whether they be new, existing, or at the end of their useful life.
Neighborhood News
Every Friday the Neighborhood News provides neighborhood updates to 1706 Email Subscribers and 34 SMS Subscribers. Important information from City of Lansing departments and community partners is compiled into formats that are easily shared on Neighborhood Facebook, Nextdoor, and email lists. (examples below)

When COVID 19 hit, this became the Mayor’s daily briefing from March 18th – March 31st Daily Newsletter and was sent to 13,817 email address with critical information and resources for residents.

On April 10, the bulletin transitioned back to Weekly Updates merged with Neighborhood News
Offender Success

**VISION:**
The vision of the Michigan Offender Success Model is that every offender released from prison will have the tools needed to succeed in the community and the opportunity to utilize those tools to be productive, self-sufficient citizens.

**MISSION:**
The mission of the Michigan Offender Success Model is to reduce crime by implementing a seamless plan of services, supervision, and opportunities developed with each returning citizen and delivered through state and regional collaboration with the goal of obtaining employment and self-sufficiency. The mission is accomplished by targeting service provision to meet the identified needs of returning citizens, thereby reducing their risk of recidivism and enhancing their employment opportunities.

The Michigan Department of Corrections contracts with the City of Lansing's Office of Financial Empowerment within the Department of Neighborhoods + Citizen Engagement to run the Region 7 Offender Success Program.

This year:
404 unique individuals served

Housing: provided through a contract with Housing Services Mid-Michigan
- Returning citizens often have no support network left when they exit prison, and have difficulty finding affordable housing upon release.
- 112 returning citizens were paroled to our Commercial Housing Units. We hold contracts with landlords for up to 30 individuals in 9 houses in and near Lansing.
- (92%) reentry citizens who exited parole commercial housing were in a stable housing situation 6 months later.

Social Supports: provided through a contract with Peckham Industries through their Rising Out Of The System (ROOTS) program.
- 260 returning citizens received help with transportation (generally, a 31 day CATA pass)
- 51 received help getting their birth certificate, driver’s license, social security card, or other identification and vital documents.
- 83 people received clothing assistance through the form of St. Vincent DePaul and Cristo Rey Community Center vouchers, as well as purchases.

Behavioral Health: Provided through contracts with Prevention & Training Services (PATS) and Mid-Michigan Recovery Services (MMRS).
- 25 people participated in Batterer Intervention Services (BIS) groups based on the Duluth model, which operates on a philosophy that violence is intentional, that battering is used to maintain the male dominance and control that many societies and cultures traditionally supported, and that those who abuse can change their behavior. Participants can attend up to 26 sessions.
- 24 people received participated in Moral Reconation Therapy (MRT) groups. MRT is a type of behavioral therapy aimed at decreasing the likelihood of someone returning to abusing substances or alcohol. It utilizes a combination of psychological practices to assist with egocentric behaviors and improve moral reasoning and positive identity.
- 41 people received individual counseling.
Employment: provided through a contract with Peckham Industries through their Rising Out Of The System (ROOTS) program.

- 168 returning citizens received soft skills training, resume and application help, and assistance in setting up interviews.
- Upon placement in a job, 63 of these individuals were provided with work supplies or tools that were required for employment, such as uniforms, boots, or work tools.
- Job Retention: Once they are employed, our program staff contacts the employer monthly for a period of one year. These contacts are meant to check in on the placement, identifying soft skills that may be lacking or coaching that may be needed, and ensuring the individual has the best chance for long-term success.

**Lansing SAVE**

Lansing SAVE is a Children’s Savings Account, or CSA. CSAs are long-term savings or investment accounts that help children (ages 0-18) and their families, especially those from low-income families, build savings for the future. CSAs:

- Provide incentives to grow savings, such as initial deposits, savings matches or prize-linked savings
- Are usually used for postsecondary education (e.g. college, vocational/technical schools)

The City of Lansing, MSUFCU and the Lansing School District launched the Lansing SAVE program in January 2015. To date 6,855 accounts have been opened for students who are currently entering 1st through 6th grades. Of these, 5,160 students have remained in-district.

When we launched this program, it was the first CSA in Michigan and one of the first in the country. After five years of successful rollout and continuous improvement, the program is now ready to scale to meet the saving needs of every incoming Lansing School District student. In order to do so, the City of Lansing has developed a sustainability plan to ensure the program’s ongoing ability to meet this need through partnership:

- Posted Request for Proposals for the Administration and Management of Lansing SAVE. Received proposals from MSUFCU and Capital Area United Way. Engaged an evaluation team of Antonia Kraus (former City Treasurer), Jake Brower (Finance), Brian Rakovitis (CEDAM), plus DNCE Director and OFE Director with assistance from Elena Hoffnagel and Kate Mertz of Harvard Government Performance Lab. Made offer to split the contract between the two at $90,000 to MSUFCU for program management and $25,000 to CAUW for fund development and community engagement. Both offers were accepted. Contracts begin July 1.
- With assistance from Johns Hopkins GovEx, created the Lansing SAVE Performance Management Collaborative and held first two meetings.
  - Highlighted in a WKAR piece

MSUFCU’s Chief Community Development Officer Whitney Anderson- Harrell, on partnering on Lansing SAVE:

“The City of Lansing DNCE empowers community members to make a difference by facilitating the means for changes they wish to see in their neighborhoods. MSUFCU is pleased to support DNCE in its ongoing efforts to create a more compassionate and inclusive community for everyone.”
Capital Area United Way’s President and CEO Teresa Kmetz, on partnering on Lansing SAVE: “Capital Area United Way has been standing alongside the City of Lansing for 100 years. Then and now, we share the city’s commitment to our people, our neighborhoods and our region. In particular, we are deeply invested in creating a safe and successful reality for this community’s children. Lansing SAVE is a perfect realization of that goal and our team is excited and honored to begin this new partnership with the city.”

US Conference of Mayors Grant for Kroger Rewards Pilot
The OFE has used the $10,000 in grant money for this project to:
- Purchase a full-page ad in the MLK Luncheon booklet
- Purchase ads in Lansing State Journal and City Pulse
- Printing and mailing of outreach materials

The Kroger Rewards program earned $180 in its first two quarters to go directly into student accounts, with 50 families enrolled. The next quarterly rewards payment will be received in August 2020.

Program Overview
- 1,420 new students added this school year (1,008 kindergarteners, 312 4th graders)
- Approximately 220 classrooms visited each month
- 308 hours of financial education
- 5,160 students currently enrolled
- Largest account: $1,247
- School canceled by Governor Whitmer’s order on March 15, 2020

<table>
<thead>
<tr>
<th>MEASURE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of accounts opened*</td>
<td>6,855</td>
</tr>
<tr>
<td>Active Savings Rate **</td>
<td>25.2%</td>
</tr>
<tr>
<td>Average Balance**</td>
<td>$10.22</td>
</tr>
<tr>
<td>Amount of deposits made by participants*</td>
<td>$23,041.20</td>
</tr>
<tr>
<td>Total participant account balances*</td>
<td>$66,189.74</td>
</tr>
<tr>
<td>Total program assets*</td>
<td>$111,948.52</td>
</tr>
</tbody>
</table>

*Program Start to Date
**Only students in the Lansing School District

5th Annual Lansing SAVE Night
Don Johnson Fieldhouse
Tuesday, November 26th, 2019
**Community Champions**

Organizations have begun to invest in the savings accounts of the children residing in their neighborhood. Our pioneering Community Champions are Bethlehem Lutheran Church and Faith Fellowship Baptist Church. These parishes have a second offering on the four 5th Sundays throughout the year and the funds raised are deposited into the accounts of the children in their neighborhood. We welcome other faith organizations, service groups, and neighborhood organizations to join this program and invest in the future of Lansing children.

Through their generosity this year, $8,500 was raised for Lansing SAVE accounts in the Baker and Potter Walsh Neighborhoods.

---

**FISCAL YEAR** | **LSD STUDENT PARTICIPANTS** | **ACTIVE SAVINGS RATE**
--- | --- | ---
2015 | 351 | 2%
2016 | 1351 | 11%
2017 | 1674 | 11%
2018 | 2457 | 29%
2019 | 4266 | 27%
2020 | 5160 | 26%

---

*Year by Year Comparison (data for students in the LSD during listed year)*

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365 students and their parents attended Lansing SAVE night in 2019
Lansing residents receive free, one-on-one professional counseling assistance with money management, budgeting, reducing debt, establishing and improving credit, connecting to safe and affordable banking services, building savings, and referrals to other services and organizations. Professionally trained counselors support their clients in navigating complex financial challenges and choices, helping them identify and meet present challenges and future ambitions. The FEC at Cristo Rey Community Center offers financial counseling as a free stand-alone public service, but also via strategic integration into other social services including housing services, substance abuse treatment, prisoner reentry, high school to post-secondary transition, and more.

In partnership with Cristo Rey Community Center, since 2013, the FEC has helped clients achieve:
$12.2 MILLION IN REDUCED HOUSEHOLD DEBT
$954,230 SAVED BY HOUSEHOLDS

<table>
<thead>
<tr>
<th>OUTCOMES</th>
<th>FY20 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Sessions Completed (Yearly Goal: 1,320)</td>
<td>1,230</td>
</tr>
<tr>
<td>Number of Outcomes Achieved (Yearly Goal: 200)</td>
<td>557</td>
</tr>
<tr>
<td>Safe, Affordable Bank Accounts Opened</td>
<td>77</td>
</tr>
<tr>
<td>Total Clients Served</td>
<td>624</td>
</tr>
<tr>
<td>New Clients</td>
<td>378</td>
</tr>
<tr>
<td>Debt Reduction</td>
<td>$760,347</td>
</tr>
<tr>
<td>Increased Savings</td>
<td>$97,330</td>
</tr>
</tbody>
</table>

**Financial Empowerment Center - Client Story**

When I first met with this client, they felt overwhelmed by student loans, credit card debt, and had worries about their credit score. The client mentioned that their ultimate financial goal was to purchase a home. During our initial financial counseling session, we began by analyzing the client’s spending habits and monthly budget. Through this exercise, I learned that the client had never previously created a budget. As we began establishing a workable budget, I introduced the envelope method to the client, a savings practice in which dollars are put into envelopes earmarked for certain items (rent, car payment, savings, etc.). The envelope method serves to improve the client’s allocation of dollars and decrease overall spending.

After completing their budget, we recognized that the client had a negative monthly cash flow. This was primarily an allocation issue, as their salary was enough to support their needs. To address this issue, as well as the client’s student loan concerns, we looked into establishing a payment plan and enrolling in a loan forgiveness program, resulting in lower monthly payments. For the client’s other debts, I suggested they practice the debt snowball plan, which focuses on paying off debts from smallest to largest. This method tends to decrease the time in which it takes to pay off debt, therefore paying less on interest over time. In regards to their credit score, consistent payments work to increase their overall score.

As COVID-19 upended everyday life, we continued to discuss their finances via email and phone sessions. Fortunately, they were not financially impacted by COVID-19, thus able to continue saving and paying down their debts. Now, months after our first session, the client has achieved several milestones. First, they have successfully saved more than $2,000. Additionally, she was approved for a mortgage and accomplished her ultimate goal of becoming a homeowner.
Cities Lansing has mentored in setting up their FEC for their community:
- OFE Director and FEC Program Manager Provided technical assistance (TA) to City of Richmond, VA and to Washtenaw County, MI for their upcoming Financial Empowerment Center launches. CFE Fund pays the City of Lansing $10,000 per year to provide TA to new FEC cities.
- Other cities previously receiving City of Lansing TA have been Washington DC & Baltimore (2019); Detroit and Akron (2018)

**Department Leadership & Recognition**
- OFE Director selected as Bloomberg Philanthropies 'Innovator of the Week’ in their Spark Newsletter
- Michigan’s recidivism rate hit an all-time low of 26.7%. Michigan Department of Corrections Director touts the Offender Success model as a reason for the success. Michigan is among the 10 states with the lowest recidivism rate in the U.S.
- Recognized in a blog post by the Behavioral Insights Team (BIT) for the creation of BOLD Lansing.
- BOLD Lansing was highlighted in the Lansing State Journal (LSJ) and City Pulse following Mayor Schor’s State of the City.
- The CFE Fund showcased BOLD Lansing in their Supervitamin Quarterly.

**Department of Neighborhoods + Citizen Engagement Staff**
Andi Crawford, Chief Innovation Officer | Director, Department of Neighborhoods + Citizen Engagement
Amber Paxton, Director, Office of Financial Empowerment
DeLisa Fountain, Neighborhood Resource Coordinator | Mayor’s Community Outreach
Velma Kyser, Program Manager, Financial Empowerment Center
Zach Etzin, Operations Coordinator, Office of Financial Empowerment
Julio Montemayor, Community Coordinator, Offender Success Program
Tammy Beckwith, Financial Counselor, Financial Empowerment Center
Sonia Diallo, Financial Counselor, Financial Empowerment Center

**Local Contracted Program Partners:**
Capital Area United Way
Michigan State University Federal Credit Union
Firecracker Foundation
Ingham County Landbank
Cristo Rey Community Center
Peckham Industries
Housing Services Mid-Michigan
Prevention and Training Services
Mid-Michigan Recovery Services
Redhead Design Studio
Public Sector Consultants