



COVID-19

CONTINUITY OF OPERATIONS

This document outlines the City of Mason's continuity of operations during the novel coronavirus ("COVID-19") pandemic.

City Hall is open to the public, Monday through Friday, 9:00 a.m. to 4:00 p.m. Customer Service is available Monday through Friday, 8:00 a.m. to 5:00 p.m. via info@mason.mi.us or 517.676.9155.

CITY CLERK, CUSTOMER SERVICE, AND FINANCE

Customer Service Specialists will be available Monday through Friday 8:00 a.m. to 5:00 p.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 in person Monday through Friday 9:00 a.m. to 4:00 p.m.

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), in person at City Hall weekdays between 9:00 a.m.- 4:00 p.m., or can be dropped off in the drop box located outside of City Hall, 201 West Ash Street, Mason, MI 48854. If you wish to receive a receipt upon payment, please bring your payment stub to the Commercial Bank, drive-through during their open times. Commercial bank cannot answer account questions. Commercial Bank, drive through locations are: [661 N. Cedar St., Mason, MI 48854](#) or [322 S. Jefferson St., 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, in person, or at the 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. The City will take no rental requests during this time.

Trash, Recycling, and Yard Waste Collection is provided to City residents by Granger. Trash, recycling, yard waste and bulk item pick-up has all returned as normal service. More information can be found [here](#).

The **Compost Center** for leaves and grass clippings is available by making an appointment with Customer Service at 517.676.9155. Appointment times are available, Monday through Friday, 7:30 a.m. to 3:00 p.m.

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 Hall is currently open.

Other **City Buildings** have been closed to the public until further notice.

In person **Public Meetings, Events and Programs** will take place via Zoom until further notice.

All rentals of City Spaces have been canceled. No future rentals will be considered at this time.

All **Community Special Events** that are utilizing City space, including City streets, have been canceled. No new requests will be considered at this time for events that don't meet the current requirements from the State.

FIRE

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

Burn Permits are being issued for Aurelius Township, Vevay Township, and City of Mason residents by calling Customer Service, 517.676.9155, during current business hours. Recreational fires are permitted as long as existing guidelines are being followed.

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
- Car Seat Safety Inspections
- VIN and Salvaged Vehicle Inspections

If there is a need to interact with Law Enforcement, a new designated parking space is available. This allows a Citizen to remain in his/her vehicle, call the number posted, and an Officer will come out this space. This parking space is located near City Hall on the East side of the building, near S. Park Street.

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

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](#).

Parks are open; however, restrooms are closed due to concerns for public health and the winter season. All rentals have been cancelled for parks until further notice.

Public Works Services will be fully staffed and working normal hours; however, they will have limited face to face contact. Community members can contact Customer Service at 517.676.9155 or request action [here](#).

The following non-essential services have been suspended:

- In-home appointments
- Water testing
- Meter setting

Our **Wastewater and Water Treatment** Plants will be operating 24/7. The plants have been restricted to no public access and limited to essential staff only.

PLANNING, ZONING, BUILDING & 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 accept permit applications. You may obtain a permit application 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.

Information about Mechanical, Electrical, Plumbing permit applications is available through the State of Michigan – [click here](#).

Zoning applications are being accepted. Prospective applicants for zoning reviews are encouraged to contact Customer Service by phone 517.676.9155 or email info@mason.mi.us.

Code Enforcement Services will continue to accept complaints by phone at 517.676.9155 or request action [here](#). Due to limited staff hours, cases will be prioritized by health and safety risk.

UPDATED 2.1.21