



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. Executive Order 2020-42 and subsequent Orders 2020-59, 2020-70, 2020-77, 2020-92 prohibits businesses or operations to operate a business or conduct operations that requires workers to leave their homes except to the extent those workers are necessary to sustain or protect life (i.e., critical infrastructure workers) or to conduct minimum basic operations.

CITY CLERK, CUSTOMER SERVICE, AND FINANCE

Customer Service Specialists will be available Mon thru Thurs 8 a.m. – 5 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. Administrative offices will be closed on FRIDAY.

Freedom of Information Act (FOIA) requests will still be accepted. Request 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 through Thursday, October 1, 2020. The City will take no rental requests during this time.

Trash, Recycling, and Yard Waste Collection is provided to City residents by Granger. They have no plans to limit trash or recycling collection at this point. No loose items will be picked up; all items must be in appropriate containers. Bulk item pick-up has been suspended effective April 1, 2020. Yard waste collection began April 1, 2020. More information can be found [here](#).

Compost Center for leaves and grass clippings is available by calling ahead to make an appointment with Customer Service at 517.676.9155. Appointment times are available, Monday – 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 **Buildings** have been closed to the public from Monday, March 16, 2020 until further notice.

