



MINUTES
Committee of the Whole
Monday, December 11, 2023 @ 5:30 p.m.
Tony Benavides Lansing City Council Chambers

CALL TO ORDER

Council President Wood called the meeting to order at 5:30 p.m.

PRESENT

Council Member Carol Wood
Council Member Jeremy Garza
Councilmember Adam Hussain
Councilmember Peter Spadafore
Councilmember Patricia Spitzley - excused
Councilmember Brian T. Jackson
Councilmember Jeffrey Brown
Councilmember Ryan Kost

OTHERS PRESENT

Sherrie Boak, Council Office Manager
Greg Venker, City Attorney
Lisa Hagen-Lawrence, City Attorney
Emily Linden, Internal Auditor
Mark Lawrence, Mayor's office
Nicole McPherson, Public Service
Chris Mumby, Information Technology

Minutes

MOTION BY COUNCIL MEMBER GARZA TO APPROVE THE MINUTES FROM NOVEMBER 27, 2023 AS PRESENTED. MOTION CARRIED 7-0.

Public Comment

No public comment.

Presentations

Internal Auditor Reporting on 311 Divisions Progress and Activity

Council President Wood noted that during the budget process, Council asked the internal auditor to review for efficiency and productivity.

Ms. Linden reviewed their effectiveness and breakdown on call data. The audit was done 10/2023-11/2023 and 311 provided all data. The in-depth analysis was done, as of 11/28/2023, 311 has taken 11,000 calls, 10,950 were resolved by 311 agents. The balance went to departments, with Treasury taking most, then Public Service. The data reflected increases during the storm in August and the election dates. Included in the audit documents, it reflected the number of calls in

comparison to the department's funds, which reflect the funding not aligning with the actual number of calls 311 are taking.

Recommendations were to look at the department budget to revisit to reflect the breakdown of calls by departments for a new funding model.

Council Member Kost referred to the report, and if this FY they are coming in with half of the calls from last year. He then asked about the funding and making it more equitable. Ms. Linden stated she has been in talks with the CSO and address it. The funding model was created without data to back it up, and now with the data they should re-evaluate. Council Member Kost asked if they offer survey's. Ms. Linden stated they can, and they have looked at it, and according to the request, they response on survey they did not think it was worth it.

Council Member Brown asked how many calls were transferred because the department was not online. Ms. Linden stated that was not separated, but part of the number of calls that were escalated to departments.

Council Member Hussain asked if the numbers reflect staffing changes, training and materials they had in front of them. Ms. Linden stated it appears that when it began, they didn't have all the information for them to respond, but now they have more information and knowledge, along with training they have the information to respond.

Council President Wood asked if the calls resolved, is based on their interpretation or the person who called in. Ms. Linden stated her understanding that any call not escalated to another department it is assumed it was resolved. Council President Wood asked if in their training materials they have an opportunity to ask the called if the information satisfies the question.

Council Member Hussain asked what the numbers were in comparison with initiated with 311 or transfers. Ms. Linden stated it was nothing she could track in software, but could look into it. She added that every 311 call is recorded, so any questions after the fact it can be pulled back up. Those recordings are kept since it started for the foreseeable future, but would check if there is a life line on it.

Internal Auditor Reporting on FY 2023/2024 Fee Increases/New Fees Impact on Revenue and Comparison to Previous Years

Ms. Linden noted that Council leadership asked for an audit of this, but given current accounting system, it is hard to track. Working with Finance to make sure it was accurate, and when did attempt to audit it was not happy with information she attempted to pull.

Council President Wood asked Ms. Linden to speak to the Finance Director response to the Treasury Audit. Ms. Linden went through the report dated December 4, 2023 received by Council December 11, 2023. Ms. Linden stated she could take any questions back to Treasury and if Council is interested in a future audit she will do that.

Council Member Hussain, noted the item, additional staff, and Ms. Linden clarified if they need more staff they should hire them.

Council President Wood recommended the Council have the Internal Auditor audit again in February to see where these findings and policies are at.

Council President Wood asked about the HRCS audit, and if Internal Auditor received any information on those findings. Ms. Linden stated she has not received anything.

DISCUSSION/ACTION

RESOLUTION - Issuance of sewage disposal system revenue bonds for CSO Program

Ms. McPherson noted this is for the 2024 improvements, of the 2016-2017 project. The City has been working on the projects based on the 2019 recommendations and is also in the 2024 project that was submitted to EGLE in April. The estimate is higher than projected, the loan is back over 30 years, and less than 2%. This has not gone out for bidding yet. EGLE has indicated that the City will get a 50% principal loan forgiveness, but will still go for the full amount up to \$13 million. The BWL partners with them on this project, MDOT is part of this project, and balance is paid for the local streets, major streets, and sanitary funds. The bids are due in January and they will have more specifics after that.

Council President Wood asked Ms. Linden if she reviewed and Ms. Linden stated she was good with this.

Council President Wood asked for the boundaries. Ms. McPherson noted north of Grand River, area west of Turner, west of Larch and south of Douglass.

MOTION BY COUNCIL MEMBER GARZA TO APPROVE THE RESOLUTION FOR THE BONDS FOR THE CSO PROGRAM. MOTION CARRIED 7-0.

DISCUSSION – Human Relations and Community Services (HRCS) Human Services Grant Q1 Reporting Summary- Kim Coleman

Council President Wood asked who was going to be here, and it was communicated to Ms. Frayer that someone should be here, and it was stated Ms. Young would be here. Mr. Lawrence stated Ms. Kirkland stated she could not come, and he was not aware Ms. Young was going to be here.

DISCUSSION-Sole Source; Information Technology Department request for Dewpoint as the vendor for Information Technology Managed Services

Mr. Mumby first apologized the November 27, 2023 meeting, then went out through the reasoning why Dewpoint is a sole source. He then went through the questions from Council President Wood. One question being why not go out to bid, Mr. Mumby stated they have offices downtown, they have specific unique knowledge to the City because they have worked with the City over the last 10 years. The second question was how the City would proceed in the future, and Mr. Mumby stated it is a 5 year agreement, and the plans as of this point is to work with them, and they will continue to evaluate. The next question, had to do with outsourcing and the department once mentioned it would be brought back in house.

Council President Wood asked when the last time it was bid, and Mr. Mumby stated it was 10 years ago and a joint agreement. Prior to that it was an agreement, and in 10 years has not been out to bid.

MOTION BY COUNCIL MEMBER GARZA TO PLACE ON FILE. MOTION CARRIED 7-0.

Council Member Spadafore stated they are on the State contracts, and the State pre-qualifies. The original bid from 10 years ago, has been vetted with the State.

CLOSED SESSION

MOTION BY COUNCIL MEMBER GARZA Pursuant to MCL 15.268(e), I hereby move that we recess into closed session at 6:06 p.m. to consult with the City Attorney in connection with the following specific pending litigation. An open meeting will have a detrimental financial effect on the litigating or settlement position of the City of Lansing concerning these cases.

Atkinson, et al. v. City of Lansing, et al.
Cao v. City of Lansing

City of Lansing v. Merica Media Group, et al.
People of the City of Lansing v. Miggins
City of Lansing, et al. v. Purdue Pharma, et al. (Opioid Litigation)
Fisher v. City of Lansing
Fitzpatrick v. City of Lansing, et al.
Fowler v. City of Lansing
Hulon v. City of Lansing, et al.
Khorrami v. Bradbury, Moore, Mapley, and City of Lansing
Lynn v. City of Lansing
Lynn v. Schor, et al.
Phillips v. City of Lansing, et al.
Stewart, G. v. City of Lansing, et al.
Stewart, S. v. City of Lansing, et al.

ROLL CALL VOTE, MOTION CARRIED 7-0.

RECONVENE

Council President Wood reconvened the Committee meeting at 6:25 p.m.

OTHER

No other topics of discussion.

Adjourn

The meeting adjourned at 6:25 p.m.

Respectfully Submitted by,

Sherrie Boak, Recording Secretary, Lansing City Council

Approved by the Committee January 3, 2024