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Learn about City Government

Mayor’s Office

The Mayor is the biggest player in Lansing City government, and his agenda can set the course for Lansing’s future.

- To contact the Mayor’s Office: 124 W. Michigan Avenue, 517-483-4141, Lansing.Mayor@lansingmi.gov
- To see the latest news on the Mayor, visit http://mi-lansing.civicplus.com/civicalerts.aspx
- To request a visit from the Mayor at your organization’s next meeting or event, visit http://lansingmi.gov/DocumentCenter/Home/View/1171 (please make sure you submit the request 30 days before your event)

City Council

Lansing’s City Council plays a vital role in decision-making, and can be important people to reach out to if you feel strongly about an issue.

- To contact your council member: http://www.lansingmi.gov/267/City-Council.
- To find City Council meeting times: http://lansingmi.gov/Archive.aspx?AMID=38.
- To read meeting minutes from City Council and committee meetings: http://lansingmi.gov/AgendaCenter.

City Boards and Commissions

More than 2 dozen City boards and commissions help advise City leaders on key policy decisions that impact the quality of life in our community. Boards such as the Development and Planning Board, Board of Police Commissioners, and the Mayor’s Neighborhood Advisory Board can all have a great impact on life in Lansing. If something is concerning or interesting you, consider attending one of these meetings: http://lansingmi.gov/153/Boards-Commissions.

City Clerk’s Office

The City Clerk's Office helps the city runs smoothly. The Office is responsible for running elections in the City, manage city records, accept passport applications, facilitate council meetings and manage over 20 business license

- To contact the City Clerk's Office: 124 W. Michigan, 517-483-4131, city.clerk@lansingmi.gov
LPD Citizens’ Police Academy

The Lansing Police Department offers a thirty-three hour course of instruction for all citizens of Lansing over the age of eighteen. The Academy consists of a series of classes held once a week for three hours, which covers the basic knowledge, skills, and abilities required of police officers. This is an opportunity to learn more about criminal investigation here in Lansing, and to gain a better understanding of the Police Department’s inner-workings. For more information, visit http://lansingmi.gov/678/Citizens-Police-Academy.

City Budget Documents

The fourth Monday of March, the Mayor presents a proposed budget ("Executive Recommendation") to the City Council for the fiscal year that begins that July. The City Council deliberates on the budget recommendation and adopts a budget for the ensuing year no later than the third Monday in May. More information about the 2017-2018 Lansing City Budget can be found at: http://lansingmi.gov/307/Budget-Information.

Other Governments

Clinton County: https://www.clinton-county.org/

Ingham County: http://ingham.org/Contact.aspx

Eaton County: http://www.eatoncounty.org/contact-us

Get Involved

Volunteer
Here are just a few ways residents can get involved. Go to www.lansingmi.gov and search by department to find information on programs, internships, and other opportunities. A few departments with volunteer opportunities include:

- Parks and Recreation: 517-498-4277 or https://www.lansingmi.gov/1053/Sponsorship-Volunteer-Opportunities
- Police Department: 517-483-4000 or http://lansingmi.gov/747/Volunteer-Opportunities
- Lansing Neighborhood Resource Team: 517-614-9695

Employment
If you would like to work for the City, go to http://www.lansingmi.gov/556/Employment-Information for more information.

If you are looking for employment around the Greater Lansing Area, go to https://www.camw.org/ for more information.

Boards and Commissions
More than 2 dozen City boards and commissions help advise City leaders on key policy decisions that impact the quality of life in our community. You can apply to be appointed on a board, or you can attend one of the public meetings and give input as a citizen. Some of these boards include:

- Board of Zoning Appeals: http://www.lansingmi.gov/337/Board-of-Zoning-Appeals
- Lansing Park Board: http://mi-lansing.civicplus.com/1083/Lansing-Park-Board
- TCOA’s Advisory Council: http://www.tcoa.org/about/advisory-council/

To see a full list of boards and board members, or to apply for appointment to a board, go to http://lansingmi.gov/153/Boards-Commissions.

Run For Office
To run for local office, or to find out information on offices and elections, go http://lansingmi.gov/1464/Information-for-Candidates, or call the City Clerk’s office at 517-483-4131.

Neighborhood Associations
If you live in Lansing, odds are that you live in the bounds of a Neighborhood Association. These groups work to improve the lives of their neighbors through various service projects. To find your local
Getting Registered

Registering is a key part of voting if you aren’t registered, you can’t vote! To find out if you’re registered, visit the Michigan Secretary of State “Are You Registered?” page at https://webapps.sos.state.mi.us/MVIC/. If you find out you are not registered to vote, you must register to vote with the Michigan Secretary of State, including at any branch offices, the office of your local city or township clerk, and other state agencies.

- Lansing City Clerk’s Office: 124 W. Michigan Ave., 9th Floor City Hall
- For Eaton County, please visit: 1045 Independence Blvd, Charlotte, MI 48813
- For Ingham County, please visit: 313 W. Kalamazoo St. OR 341 S. Jefferson Ave.
- To register at the Michigan Secretary of State Office, please visit any of the Lansing branch office:
  - Capital Area Super Center Branch Office: 3315 E. Michigan Ave.
  - PLUS Branch Office: 8158 Executive Ct.

Finding Your Polling Place

There are several ways to find your polling location. If you are already registered, check the “Are You Registered?” page on the Michigan Secretary of State website. This will automatically find your polling location. If you are on the City Clerk’s website, please visit https://www.lansingmi.gov/DocumentCenter/View/188 for a list of polling locations, as well as ward and precinct maps.

Lansing Election Guide

More information about local candidates for public office, applications for absentee ballots, and more can be found at https://www.lansingmi.gov/186/Elections.

Additional Information

The Lansing City Clerk’s office can help you with questions you may have about elections and registration. To contact them:

- **Address**: 124 West Michigan Ave., 9th floor of City Hall
- **Email**: city.clerk@lansingmi.gov
- **Phone Number**: 517-483-4131
- **Voter Service Unit**: 517-483-4133
Lansing is home to 114 parks throughout the city that are available to all Lansing residents. To find a park near you, go to http://www.lansingmi.gov/Facilities?clear=False.

Park Events

Lansing parks host a number of events, including festivals, film showings, and “Concerts in the Park”. Learn more about events near you by going to http://www.lansingmi.gov/parks for a full list of events.

Recreational Programs and Opportunities

There are numerous ways to get involved in Parks programs and opportunities.

- Lifetime Sports: Recreational sports and activities for residents of all ages. See http://www.lansingmi.gov/1030/Lifetime-Sports-Adult-Youth for more information.
- Equipment rental: Inflatable equipment, climbing walls, toys, tools and accessories are all available to residents through the parks department http://www.lansingmi.gov/1069/Equipment-Rental-Inflatables-Games.
- Scholarships: youth scholarships are available for Lansing children to participate in park Events and Programs. See http://www.lansingmi.gov/1053/Sponsorship-Volunteer-Opportunities for more information.

Lansing River Trail

The Lansing River Trail is a popular hiking trail beside the Grand River. This 20-mile trail stretches all the way from Waverly Road to Old town and from Potter Park to MSU. More information about parking and attractions along the River Trail can be found at: http://lansingrivertrail.org/.

Facilities

For information on Parks facilities such as community centers, pavilions, cemeteries, the Groesbeck Golf Course, Turner Dodge House, or Fenner Nature Center, go to http://www.lansingmi.gov/886/Parks-Facilities.

Rules

Make sure you know the rules of the parks before using facilities. Go to http://lansingmi.gov/884/General-Park-Rules for a list of general park rules and guidelines.

Contact

Main Office: For general inquiries, call 517-483-4277 or go to the Parks Office at 200 N. Foster Ave.

Report a Problem: Call the main office for general issues. Issues regarding trash or fallen trees, please call the Public Service Department at 517-483-4161.
Lansing Police Department is committed to keeping citizens of Lansing safe, and providing them with programs and resources to be proactive in their own safety. There are several programs available to assist in personal and neighborhood safety:

**Safety Programs**

- **Neighborhood Watch:** A Neighborhood Watch is an organized effort by concerned citizens to improve the quality of life in their neighborhood. For information on starting a neighborhood watch or learning more, visit [http://lansingmi.gov/465/Neighborhood-Watch](http://lansingmi.gov/465/Neighborhood-Watch)
- **School Watch:** The Lansing School Watch will send volunteers into the neighborhoods surrounding Lansing schools to act as "eyes and ears" for the LPD to add another buffer of security for the school that reports to the LPD. More information can be found by visiting the link above.
- **Business Watch:** Business Watch is a free program that creates a partnership between the business community and the Lansing Police Department to reduce and prevent crime through shared communication and training. To learn more, visit the link above.

**GREAT:** This is a 47-state program designed to help the youth of Lansing resist criminality and make safe choices. This program brings LPD officers to schools for safety training with students, to help them better understand the impact of gang involvement and crime in their own lives and communities.

**Lansing Public Safety Youth Leadership Academy:** This a FREE five-day program during the summer that connects teens (age 13-16) with experiences that give them an understanding and appreciation for service careers connected to police and fire department jobs.

**CARE:** This is a Domestic Violence Post-Arrest Response Team, designed to provide follow-up care and resource education to victims of domestic abuse, by phone or in person. CARE services are free and confidential, and work to minimize the confusion and isolation felt in situations of abuse.

**Ingham County Triad:** This program aims at improving the safety and lives of our county’s senior citizens. This is achieved through collaborative efforts to increase senior citizen safety, reduce victimization of senior citizens, and provide education and training.

For more information, go to [http://lansingmi.gov/676/Programs](http://lansingmi.gov/676/Programs), or contact the Lansing Police Department at 517-483-4680
Address an Emergency or Illegal Activity

Emergency:
Call 9-1-1 for any emergency, or if you believe you or someone is in immediate danger.

Non-Emergency:
Call 517-483-4600 to anonymously report any non-emergency criminal activity to the Lansing Police Department.

Crime Stoppers:
Call 517-483-4867 to leave Crime Stoppers a tip on a crime you’ve witnessed. More information can be found at https://www.lansingmi.gov/578/Crime-Stoppers.

Public Service:
Call 517-483-4161 for Lansing Public Service’s 24 hour line, to report maintenance issues related streets, sewers, and sidewalks, as well as fallen branches and trees, illegal dumping, or any other public service issue.

Fire Code Violation:
Call 517-483-4087 to talk to the Fire Marshall’s office about fire code violations or questions.

Building Code Violation:
Call 517-483-4361 to talk to the Building Safety Office regarding suspected code violations or non-emergency building safety issues.

In addition, you can use the Lansing Connect app to report non-emergency issues and request service from city Departments on this issue. You can upload a photo or video of the concern and mark the geographic location on a map.

Parks:
Call 517-483-4277 to report vandalism, unsafe equipment, or any non-emergency issue in a park.

To help combat graffiti in Lansing-area parks, visit https://www.lansingmi.gov/885/Graffiti-Free-Parks. For additional questions, call 517-483-4161

Housing/Rental
For suspected illegal activity surrounding a landlord/renter relationship, or a violation of renter’s rights, call the Lansing Civil Department at 517-483-4426.
Landlord/Tenant Issues

- Work proactively with residents and landlords. Offer to help landlords learn more about landlord responsibilities, improve their properties, and screen potential tenants. Find out if landlords in your neighborhood are a part of the Landlord Association.

- Reward/acknowledge good landlords.

- Support tenants to make sure their needs are being met while issues with their landlords are being resolved.

- Remind tenants and landlords of codes, parking rules, and other policies before there is an issue. Go to http://lansingmi.gov/612/Code-Enforcement for information about codes and code violations.

Addressing Specific Disputes

- Document/log specific activities to ensure you have a record of the problem.

- Use the computer available on the 6th floor of the District Court (124 W Michigan Ave #54A) to see if potential tenants have criminal records.

- The Allen Neighborhood Center is experienced in resolving neighborhood disputes by drafting letters to landlords/tenants, and working with the City Attorney’s office. You can contact them at 517-367-2468.

- Contact the MSU Law Clinic at 517-336-8088 for legal assistance.

- Work with the Lansing Police Department’s Special Operations Unit (517-483-4812), the City Attorney’s office (517-483-4320), and the City Council’s public safety committee (517-483-4177).

- Call 2-1-1 for 24/7 help with rent and utility assistance.
Report an Issue

To report (non-emergency) issues pertaining to streets, sewers, and sidewalks, please contact the Public Services Department through these resources.

Public Service General Office
517-483-4455
publicservice@lansingmi.gov
http://lansingmi.gov/397/Public-Service
120 E. Shiawasee St.
24/7 Maintenance Line: 517-483-4161.

Lansing Connect
http://lansingmi.gov/1371/Lansing-Connect

Lansing Connect is an online and smart phone application that enables to identify quality of life and environmental issues and report them to the appropriate department for quick resolution. Once you have submitted an issue, you track resolution efforts within Lansing Connect or via the web. Lansing Connect is free to download and use.

1. Launch the app on your mobile phone
2. Click “report an issue” on the home screen
3. Snap a picture, video or sound clip
4. Click the “use / attach / escape” button depending on your phone
5. Select an issue category
6. Fill out the details regarding the issue
7. Click “submit”

Receive Updates

Traffic Advisories and Press Releases
http://us8.campaign-archive1.com/home/?u=93ec135f7d1fe41d5748ede27&id=cd87615318

Sign up for Traffic Advisories:
http://lansingmi.us8.list-manage1.com/subscribe?u=93ec135f7d1fe41d5748ede27&id=cd87615318

Sign up for Nixle Alerts:
http://lansingmi.gov/719/Nixle
(Nixle provides information on city alerts, community meeting times, and traffic problems)
The Lansing Board of Water & Light is a municipally owned public utility that provides four different utilities within its service territory: water, electricity, steam and chilled water. BWL’s roots go back to 1885, when Lansing citizens approved building a water system. Electricity was later added to the service list in 1892. Steam heat was added in 1919 and chilled water in 2001.

**Report an Outage**

There are four ways to report a service outage to the BWL.

- **Call:** Power, downed line or streetlight: 877-295-5001
  Water or Steam Emergency: 517-702-6490
- **App:** Download the FREE Outage Center Mobile app available for Apple & Android
- **Text:** Text “OUT/OUTAGE” to 898295/txtbwl to report the outage, "STAT/STATUS" to request a status update, "HELP" to receive help information and "STOP" to stop texts
- **Web:** Launch BWL Outage Map to report your outage or check on property status

**Tree Trimming**

BWL strives to complete a vegetation maintenance cycle for all communities in their service area every five years in order to provide clearance for power lines.

For more information about the planned vegetation maintenance cycle and other helpful links, visit [https://www.lbwl.com/vegetation.aspx](https://www.lbwl.com/vegetation.aspx).

**Report a Downed Wire**

If you see a downed wire, be sure to stay a safe distance of at least 25 feet away from it. Then call 877-295-5001 to report the wire.

**Customer Service Information**

- **Customer Service Number:** (517)-702-6006
- **Payment methods:** visit lbwl.com/residential/paymentmatrix
- **Power, downed line or streetlight outage:** (877)-295-5001
- **Outage Center:** lbwl.com/outagecenter
- **BWL Mobile App:** lbwl.com/app
- **Water Main Break:** (517)-702-6490
- **Smart Meter Information:** lbwl.com/bsmart or email bsmart@lbwl.com

For more information, visit lansingmi.gov and follow us on Social Media.
Report a Stray or Dangerous Animal

If a stray domestic animal (including cats, dogs, livestock, and poultry) is in your neighborhood that you would like picked up or reported, please contact the Ingham County Animal Control & Shelter.

Phone Number: 517-676-8370  
Address: 600 Curtis Street, Mason, MI 48854

Reporting Wildlife Issues

If a wild animal is causing issues in your community and creating a pest situation (including digging or living around your deck, or getting into your attic or chimney) this is a wildlife/pest control issue, and can be resolved by contacting a pest control company.

What to do About Bats

If a bat is present in your home and you or your pet had contact with it (or a person was sleeping in a room with a bat), you should take precautions to capture the bat safely and have it sent in for testing. In addition, anyone exposed to the bat that may have been bitten must receive a rabies shot within 24 hours of exposure.

To capture the bat, you will need:

- Leather work gloves
- Small box or coffee can
- Piece of cardboard
- Tape

When the bat lands, approach it slowly, while wearing the gloves, and place the box or coffee can over it. Slide the cardboard under the container to trap the bat inside. Tape the cardboard to the container securely, and punch small holes in the cardboard, allowing the bat to breathe. If the bat is dead, put it carefully in a ziplock bag and put it on ice until it can be sent in for testing.

Ingham County Animal Control has more information about how to send caught bats in for testing at 517-676-8370.
Lansing Snow Ordinance

Lansing’s Snow Ordinance states that, **whether you rent or own your property:**

- The City requires that snow and ice be removed from sidewalks within 24 hours after a snowfall has ended.
- A violation notice may be left at property if the sidewalk is not clear. A notice is a reminder that will allow for an additional 24 hours to clear snow and ice.
- If you do not clear your public sidewalk it may result in the City clearing it at the owner’s expense (minimum $149).

Best Snow Practices

In addition to what the Lansing Snow Ordinance requires, there are several things you can do to pitch-in around your community, and make sure that your neighborhood is safe during the winter months. This includes:

- Keep your sidewalk clear
- Distributing salt around the neighborhood, and making sure you are well-stocked yourself
- Lend your shovel to a neighbor who doesn’t have one
- Clear a space on the curb for your garbage cans
- Make sure fire hydrants are not buried, in case of emergency
- Organize a group of volunteers to shovel or salt the sidewalks on your block
- Keep your car off the sidewalk in order to let the plows through
- If you need help shoveling your sidewalk, be sure to reach out to your neighbors

Reporting Snow Issues

If snow causes an issue in your neighborhood, or if a neighbor isn’t shoveling their sidewalk, you can contact the Public Service Department’s 24/7 Maintenance Line at 517-483-4161. You can also visit the office at 124 West Michigan Ave.
Common Nuisance Violations

- Grass height is higher than 8 inches
- Shrubs or other plants block sidewalks or roadways
- Junk, trash, debris, or indoor furniture is left on a porch or yard
- An inoperative motor vehicle is sitting out in open
- A vehicle is parked in a yard

To file a nuisance complaint, or to get more information on nuisance violations, call the Code Enforcement Department at 517-483-4361, or go to http://www.lansingmi.gov/641/File-a-Nuisance-Complaint

Code Enforcement Letters

A letter from the Code Enforcement Division indicates violations of City ordinances have been observed on property you own or is under your control.

Be sure you understand what the violations are and what must be done to correct them. Consider a quick phone call to the inspector to review the letter if further explanations are needed. Be sure you know the compliance date, which is the date you must have the violations corrected by.
Contact the inspector to see if you are eligible for an extension if additional time is required.
Do not wait until the last day to begin repairs. Failure to correct the violations could result in further steps being taken by the City

Contact the Code Enforcement Division at 517-483-4361 if you receive a letter for a property you do not own, or if you have any unanswered questions.

In addition, contact the Code Enforcement Division at 517-483-4361, or go to http://www.lansingmi.gov/622/Placard-Types if you have questions about placards placed on doors.
Additional Information

- **Premise Violations:** For a comprehensive list of premise violations, go to [http://www.lansingmi.gov/620/Premise-Violations](http://www.lansingmi.gov/620/Premise-Violations).

- **Rental Registration:** The City of Lansing has a strong interest in the maintenance and conservation of the existing and future rental housing stock. Early prevention with proactive inspections assures protection of the health, safety, and welfare of Lansing residents.


- **Code Enforcement Inspection District Map (PDF):** See who your code compliance officer is by going to [http://www.lansingmi.gov/DocumentCenter/View/1014](http://www.lansingmi.gov/DocumentCenter/View/1014).

- **Community Outreach & Education:** If you would like a code enforcement official to come to your organization, call 517-483-4361.

- **Forms & Fees:** Find Code Enforcement forms and fee schedules at [http://www.lansingmi.gov/647/Forms-Fees](http://www.lansingmi.gov/647/Forms-Fees).

- **Housing Code:** View the Building and Housing Codes for the City of Lansing at [https://www.municode.com/library/mi/lansing/codes/code_of_ordinances?nodeId=COOR_PT14BUHOCO](https://www.municode.com/library/mi/lansing/codes/code_of_ordinances?nodeId=COOR_PT14BUHOCO).

- **Property Maintenance:** The best solution to maintaining good neighborhoods is for everyone to voluntarily comply with a standard of maintenance agreed upon by the community. Go to [http://www.lansingmi.gov/630/Property-Maintenance](http://www.lansingmi.gov/630/Property-Maintenance).

**Contact**
Code Enforcement Division
316 N Capitol Avenue
Suite C-1
517-483-4361
Understand the Zoning Code

What is Zoning?

Zoning exists to ensure that the community is developing in a safe, efficient manner. For that reason, zoning codes exist to regulate land use, density, building height and size, lot sizes, yards and open spaces, setbacks, signs, and accessory uses.

Zoning Inquiries

If you are starting any kind of construction project on your home and are unsure if you are meeting all zoning requirements, be sure to double check with the zoning administrator, Sue Stachowiak at 517-483-4085.

If you want to propose a change to the zoning ordinance, or petition a proposed amendment, you can fill out a form with the planning office (316 S Capitol Ave, Suite D-1).

Board of Zoning Appeals

The Board of Zoning Appeals meets on the second Thursday of every month, unless otherwise notified, at 7:30 p.m. in the City Council Chambers on the 10th Floor of City Hall. You must seek approval with the Board of Zoning Appeals for any special use permits, variances, or lot splits/combinations.

Questions regarding the Zoning Board of A should be directed to the Zoning Information Desk by calling 517-483-4069 on Monday through Friday, 8 a.m. - noon.

Resources

Zoning Administrator: Sue Stachowiak
517-483-4085
316 S Capitol Ave, Suite D-1


Forms and Petitions: http://lansingmi.gov/273/Forms-Petitions

Existing Land Use Map: http://lansingmi.gov/DocumentCenter/Home/View/374

Building/Trade Permits

Electrical, Mechanical, and Plumbing Contractors are required to be registered with the Building Safety Office.

Electrical Permit: http://lansingmi.gov/DocumentCenter/View/357
Mechanical Permit: http://lansingmi.gov/DocumentCenter/View/450
Plumbing Permit: http://lansingmi.gov/DocumentCenter/View/453
Fire/Life Safety Permit: http://lansingmi.gov/753/FireLife-Safety-Construction-Permit

Appeals

If you would like to appeal the decision of an Inspector or Plan Review Analyst, obtain a variance from a code requirement, or use an alternative method or material, you must file an appeal with the appropriate Board of Appeals.

Electrical Board of Appeals Form: http://lansingmi.gov/DocumentCenter/View/448
Mechanical Board of Appeals Form: http://lansingmi.gov/DocumentCenter/View/449
Plumbing Board of Appeals Form: http://lansingmi.gov/DocumentCenter/View/452
Fire/Life Safety Permit: http://lansingmi.gov/753/FireLife-Safety-Construction-Permit

Apply

Online

You can apply for a permit at https://www.accessmygov.com/?uid=384, and choosing “apply for a permit” in the left column. There is also a brochure that can be found at http://lansingmi.gov/DocumentCenter/View/431. This link will walk you through the application process.

In Person

Go to the Building Safety Office at 316 N. Capitol Avenue, Suite C-1 to hand in an application.

Resources

Building Safety Office:
buildingssafety@lansingmi.gov
517-483-4355
http://lansingmi.gov/268/Building-Safety
Housing Assistance

Down Payment Assistance: The City of Lansing can help you purchase a home through its Down Payment Assistance Program (DPA). Go to http://lansingmi.gov/236/Down-Payment-Assistance for more information.

Historic Preservation Program: The City of Lansing offers financial incentives for the protection, retention, preservation and improvement of historically significant residential structures owned and occupied by income eligible households. Go to http://lansingmi.gov/241/Hardest-Hit-Blight-Elimination-Program for more information.

Homeowner Rehabilitation Program: The City of Lansing's Development Office uses funding made available by the Department of Housing and Urban Development to provide a combination of grants and 0% interest loans for City residents to improve their homes through housing rehabilitation and/or repair of life threatening emergencies. Go to http://lansingmi.gov/242/Homeowner-Rehabilitation-Program for more information.

Housing Repair Emergencies: Home repair emergency is a condition that requires immediate repair such as a furnace that has been red tagged unsafe by the City or by Consumer's Energy. Go to http://lansingmi.gov/243/Housing-Repair-Emergencies for more information.

Lead Safe Lansing: If you are interested in lead-based paint remediation, The Michigan Department of Community Health offers assistance in finding and removing lead-based paint hazards for low-income families in certain target areas. Go to http://lansingmi.gov/247/Lead-Safe-Lansing for more information.

Program Income Limits: View the table of income limits that determine eligibility for housing assistance programs at http://lansingmi.gov/244/Program-Income-Limits

For more information, call the Development Office at 517-483-4040.
No Place to Go?

*Overnight Shelters*

- Loaves and Fishes: 831N. Sycamore, 517-482-2099
- Haven House: 121 Whitehills Dr, East Lansing, 517-337-2731
- City Rescue Mission (Men): 613 E. Michigan Avenue, 517-485-0145
- City Rescue Mission (Women and Children): 2216 S. Cedar St, 517-485-0145
- Volunteers of America Shelter: 430 N. Larch St, 517-484-4414

*Day Shelters*

- Volunteers of America (M-F): 430 N. Larch Street, 517-489-5296
- Advent House Ministries (Sa-Su): 743 N. MLK Jr. Blvd, 517-485-4722
- City Rescue Mission (Men): 613 E. Michigan Avenue, 517-485-0145
- City Rescue Mission (Women and Children): 2216 S. Cedar St, 517-485-0145

*Domestic violence Shelters*

- EVE: 517-372-5572
- MSU Safe Place: 517-485-0145

*Utility Assistance*

*Low Income Sewer Utility Credit*: This program is designed to help low income homeowners pay their sewage fees. Eligible homeowners can claim a credit and receive up to a $60 credit if their sewer bill exceeds 2% of their household income. Call the Treasury office at 517-483-4121 or go to [http://lansingmi.gov/546/Low-Income-Sewer-Utility-Credit-Program](http://lansingmi.gov/546/Low-Income-Sewer-Utility-Credit-Program).

*Additional Resources:*

- If you cannot pay your Board of Water and Light Bill, call them at 517-702-6006 to work out a payment plan.
- Contact Capital Area Community Services for information on utility assistance programs, at 517-393-7077 or [https://cacs-inc.org/](https://cacs-inc.org/).
- The Tri-County Office on Aging (TCOA) Crisis Services for the Elderly provides limited assistance for non-medical emergencies, such as utility shut off notices and prescription drug issues, for adults 60 and older in Ingham, Eaton, and Clinton Counties 24 hours a day, seven days a week. Contact 517-887-1440.
Receive Food Assistance

Free Meals

- **Volunteers of America**: 430 N. Larch St, 517-484-4414
  7am, 11:30am, and 4:30pm, M-F and at 8:00am and 4:30pm, SAT and SUN
- **Advent House Ministries**: 743 N MLK Jr. Blvd, 517-485-4722
  Saturday: 8 am, 11:30am, 3:30pm, Sunday: 9 am-11 am, 3pm, 4:30 pm (brown bag)
- **City Rescue Mission**: 613 E. Michigan Ave, 517-485-0145
  Meals are served at noon, and 7 pm, every day. Lunch is not served on weekends
- **Salvation Army**: 525 N. Pennsylvania Ave, 517-482-9715
  Monday and Friday 12 pm-1 pm, Fridays 12 pm-1 pm
- **Mt. Hope Church in the City**: 319 W. Genesee, 517-485-0145
  Lunch Mon, Tue, Thu, Fri 12:30-1, Wed dinner at 6pm

Food Pantries

- **Holmes Road Church of Christ**: 321 East Holmes Road, 517-882-8105 Mondays through Thursdays 9am-3pm, Photo identification and Proof of residence required.
- **Eastside Community Action Agency**: 1001 Dankin Street, 517-853-0414
  Monday-Friday: 1pm -3pm. Documents required: Photo identification.
- **LMTS Community Outreach Services**: 2645 W. Holmes Road, 517-882-6866,
  Mon- Fri from 9:00am to 1:00 pm by appointment
- **Our Savior Lutheran Food Bank**: 1515 W Holmes Rd, 517-882-7750

Food Assistance Programs

- **WIC**: The Woman, Infants, and Children Program provides supplemental foods, healthcare referrals, nutrition education, breastfeeding promotion, and support to low-income pregnant, breastfeeding, and postpartum women, and to infants and children up to age five who are found to be at nutritional risk. To apply, call the Ingham County WIC office at 517-335-8951, or go to http://www.michigan.gov/mdhhs/0,5885,7-339-71547_4910--.00.html
- **SNAP**: The Supplemental Nutrition Assistance Program (SNAP) provides benefits to low-income individuals and families and provides economic benefits to communities. To apply, call the Michigan Health & Human Services Department at 855-275-6424 or go to http://www.michigan.gov/mdhhs/0,5885,7-339-71547_5527-21832--.00.html
- **Greater Lansing Food Bank**: For information on using SNAP benefits at farmers markets, as well as starting your own personal garden, call the GLFB at 517-853-7800
- **Mobile Food Pantry**: Learn about the distribution of fresh, non-perishable food items at https://www.lansingmi.gov/530/Mobile-Food-Pantry, or by calling 517-483-4347.
- **TCOA Meals on Wheels Home Delivered Meals**: Meals on Wheels offers hot, cold, or frozen meal options delivered Monday-Friday to adults age 60 and over and others who may be nutritionally at risk. Each of these options offers healthy, well balanced, flavorful meals that provide 1/3 of the daily nutritional needs of older adults. Although payment is not required, donations for meals are welcome. Contact the Greater Lansing Meals on Wheels Office at 517-887-1460 or http://www.tcoa.org/nutrition/meals-on-wheels/.
- **Tri-County Office on Aging Senior Dining Sites**: Adults who are 60 and over are invited to attend one of many Senior Dining Site locations throughout Clinton, Eaton and Ingham Counties. Participants enjoy good company and wholesome food, as well as educational and entertaining activities. Although payment is not required for eligible adults, donations for meals are welcome. Persons not eligible may purchase a meal for $6.00. Please register in advance by contacting site coordinators: http://www.tcoa.org/nutrition/senior-dining-sites/.

For more information, visit lansingmi.gov and follow us on Social Media
Free or Low Income Healthcare Assistance

- **Care Free Medical**: Provides free medical, dental, and ocular services
  517-887-5922
  5135 S Pennsylvania Ave (medical clinic)
  [https://www.carefreemedical.com/](https://www.carefreemedical.com/)
- **Cristo Rey**: Provides affordable healthcare and prescription assistance by appointment
  517-372-4700
  1717 High St
  [https://www.cristoreycommunity.org/](https://www.cristoreycommunity.org/)
- **Sparrow-VOA**: Provides healthcare to homeless individuals with VOA service point card.
  517-267-3925
  430 N Larch St.
  [http://www.sparrow.org/SMG-VOA](http://www.sparrow.org/SMG-VOA)
- **Lansing VA Outpatient Clinic**: Provides medical and mental health services to veterans
  517-267-3925
  2025 S. Washington Ave

Medical Centers

- **Sparrow Hospital**: 1215 E Michigan Ave, 517-364-1000
- **McLaren Hospital**: 401 W Greenlawn Ave, 517-975-6000
- **Urgent Care**: Various Locations, 517-999-2273

Other Resources

- For a comprehensive list of health services, call 211 or see
- **Lansing Financial Empowerment Center**: 124 W Michigan Avenue, (517) 483-4550, Set up a free appointment to help manage your finances and find affordable healthcare

Emergency/Hotline Numbers

- **General Emergency**: 911
- **Poison Control Hotline**: 1-800-222-1222
- **Suicide Hotline**: 1-800-273-8255
- **Sexual Assault Hotline**: 1-800-799-4673
- **Domestic Violence Hotline**: 800-799-7233
- **Crisis Text Line**: Text HOME to 741741
Financial Empowerment Center

The Office of Financial Empowerment and Cristo Rey Community Center have come together to create a public and non-profit partnership known as the Financial Empowerment Center. The FEC offers free one-on-one financial counseling and is available to anyone, there are no restrictions based on income or life circumstance.

Types of Financial Counseling

The FEC can help clients with many different issues, including, but not limited to:

- Creating a Budget
- Improve Credit
- Pay Down Your Debt
- Access Affordable Bank Accounts
- Save Money for the Future

Contact the FEC:

Phone: 517-483-4550
Email: Amber.Paxton@lansingmi.gov
Website: https://www.lansingmi.gov/595/Financial-Empowerment-Center
Schedule an Appointment: https://www.schedulicity.com/scheduling/LFECLP

Additional Resources

Lansing Development Office: For information lowering housing costs, getting repairs, and receiving lead remediation, call 517-483-4040 or go to http://lansingmi.gov/232/Programs.

Human Relations and Community Services: For information on food assistance and other services call 517-483-4477 or go to http://www.lansingmi.gov/516/Human-Relations-Community-Services.

Lansing Treasury Office: For information on free tax preparation, home ownership counseling, and tax credits, call 517-483-4114 or go to http://www.lansingmi.gov/418/Low-Income-Assistance.
Obtain Vital Records from the County

If you need to apply for a vital record, such as a birth certificate, death certificate, or marriage license, you must contact your County Clerk’s Office, which will either be Ingham County or Eaton County, depending on where the event occurred in Lansing.

**Birth Certificates**

Birth records are not public records and can only be obtained by the individual or the parents of the individual. You may order the record in person and receive the copy while you wait; or you can order via fax, email, or through the mail, and the birth record(s) will be mailed to you in 5 to 7 business days.

**Death Certificates**

Death certificates may be obtained through the County Clerk’s Office, in whichever county the death occurred.

**Marriage Licenses**

Marriage licenses are recorded in the county of application (usually county of residence of bride or groom at the time). Marriage licenses are public records.

**Contact Information**

If you have additional information about obtaining vital records from the County, please contact the Ingham County Clerk’s Office, or the Eaton County Clerk’s Office:

**Ingham County**

[https://cl.ingham.org/Home/ContactInformation.aspx](https://cl.ingham.org/Home/ContactInformation.aspx)
313 W. Kalamazoo St, 1st Fl. Lansing, MI 48933
517-483-6424

**Eaton County**

[https://www.eatoncounty.org/departments/county-clerks-office](https://www.eatoncounty.org/departments/county-clerks-office)
1045 Independence Blvd, Charlotte, MI 48813
517-543-2426

**Veterans Memorial Courthouse**

313 W. Kalamazoo St.
1st Fl. Lansing, MI 48933
Phone: 517-483-6424

**Eaton County Clerk’s Office**

1045 Independence Blvd.
Charlotte, MI 48813
Phone: 517-543-4335

For more information, visit lansingmi.gov and follow us on Social Media
City Trash/Pickup Pickup Services

- **Trash Bags**: If you choose to use city trash bags, there is no need to sign up. Simply purchase blue bags at a partner retail store, and leave them at the curb. A list of partner stores can be found here: [http://www.lansingmi.gov/DocumentCenter/View/889](http://www.lansingmi.gov/DocumentCenter/View/889). Low Income stickers are available for those who qualify. Call 517-483-4400 for more information.

- **Blue Cart**: To sign up to receive a blue trash cart, call the CART hotline 517-483-4400. A staff person will assist you in setting up an account.

- **Recycling**: To sign up to receive a recycling bin, call 517-483-4400 or email recycle@lansingmi.gov.

- **Clothing/Textiles**: The City has partnered with Simple Recycling to pick up usable clothing, shoes, textiles and household goods for reuse and recycling. To request bags, call 866-835-5068, or email info@simplerecycling.com.

Yard Waste Pickup Services

The City will pick up yard waste weekly at no cost:

- Materials are placed in paper yard waste bags that do not weigh more than 30 pounds. Bags can be purchased at many grocery or convenience stores.
- Branches less than 4ft in length and 2in in diameter are bundled with string or twine.

For preparation guidelines, visit [https://www.lansingmi.gov/511/Yard-Waste-Services](https://www.lansingmi.gov/511/Yard-Waste-Services)

Hazardous Waste Pickup Services

Ingham County provides free hazardous waste Drop-off. For more information, contact the Ingham County Health Department at 517-887-4312.

Pickup Schedule

- Trash and Yard Waste pickup occurs every week, while recycling pickup is every other week. Go to [http://www.lansingmi.gov/DocumentCenter/View/2909](http://www.lansingmi.gov/DocumentCenter/View/2909) to view the schedule, as well as holidays that affect pickup.
- Set bags out by 7 AM on your collection day. You can find your collection date by clicking the Collection Day Schedule & Reminder page, found here: [http://www.lansingmi.gov/504/Collection-Day-Schedule-Reminder](http://www.lansingmi.gov/504/Collection-Day-Schedule-Reminder).

Resources

Capital Area Recycling & Trash (CART) Phone: 517-483-4400

Burn Permits are necessary when having a recreational fire on private property. A permit is not necessary for properly used barbecues. Be sure to read the guidelines below before you apply, to make sure your fire is allowed.

**Burn Permits**

Recreational Burn Permits are available to purchase for $50. Permit is valid April 1 - March 31 (the whole year). There are three ways to apply and pay: online, mail, and in person.

- **Online**: Apply and pay online by completing the [Burn Permit Online Application](http://www.lansingmi.gov/DocumentCenter/View/1112), at [http://www.lansingmi.gov/DocumentCenter/Home/View/1112](http://www.lansingmi.gov/DocumentCenter/Home/View/1112). Scroll to the bottom of the application click on the button to apply and pay online.
- **Mail**: To renew your permit by mail please complete, sign, and return the [Burn Permit Application Form (PDF)](http://www.lansingmi.gov/DocumentCenter/Home/View/1111), along with the fee of $50. Make check or money order payable to City of Lansing and mail to:
  Fire Marshal Office
  316 N. Capital Avenue
  Suite C-2
  Lansing, MI 48933
- **In Person**: Permits can also be purchased in person on weekdays from 8 a.m. - 4 p.m. at the fire Marshal Office (316 N. Capital Avenue, Suite C-2).

**Permit Requirements**

- Burning is allowed on Friday, Saturday, and Sunday from 5 p.m. - Midnight and the following holidays during the week: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas day, New Year’s Eve, and New Year’s Day.
- Burning of brush, leaves, grass or trash, building material, or non-wood items is strictly prohibited.
- The fire must be continuously attended.
- Fires in approved containers are required to be at least 15 feet from any structure.
- Fires in an in-ground pit are required to be 25 feet from any structure.
- Permits are for recreational purposes only.
- A water source must be readily available.

**Resources**

- [Fire Marshall]: 517-483-4087
- City of Lansing Website: [http://www.lansingmi.gov/751/Burn-Permits](http://www.lansingmi.gov/751/Burn-Permits)
CATA Routes

You can find CATA schedule display racks at the CATA Transportation Center (CTC) in downtown Lansing, the MSU-CTC/Ramp 1 on MSU’s campus, in buses, and at a variety of locations around Greater Lansing.

You can plan out your route online, by going to https://www.cata.org/Routes-Schedules/Find-Bus-by-Schedule/01/03-17-2017/0.

You can also find out when the next bus is coming to a stop by texting the stop number to 76123.

Fares

Depending on how often you ride the bus, there are different pricing choices for you to choose form. For example, a Regular 1-way fare is $1.25, while an Adult 31 Day pass costs $35, which allows for unlimited use for a month. For a full pricing guide, go to https://www.cata.org/Fares/Buy-Online/Products/.

Contact

CATA Transportation Center
420 S. Grand River Ave.
Lansing, MI 48933
517-394-1000
Lansing is a bicycle friendly community. Bicyclists are welcome to share the road with vehicles, as long as they obey traffic laws and travel safely. The following are some of the most important guidelines for traveling on a bicycle in Lansing. For the comprehensive list, go to [http://www.lmb.org/index.php?option=com_content&view=article&id=21&Itemid=38](http://www.lmb.org/index.php?option=com_content&view=article&id=21&Itemid=38).

**Riding**

- Bicyclists must obey the same traffic laws that motorists do.
- Bicyclists must signal when turning.
  - Left turn: Left hand and arm extended horizontally.
  - Right turn: Left hand and arm extended upward, or right arm extended horizontally.
  - Stop or decrease speed: Left hand and arm.
- Bicyclists must ride with traffic.
- Bicyclists must ride with a light at night.
- Bicyclists may not use a handheld device while riding.
- Wearing a helmet is not necessary while riding a bicycle, but is strongly advised.

**Parking**

- Bicyclists may park their bicycle on the side of the street or sidewalk, as long as it does not impede the flow of traffic.
- Bicyclists are strongly advised to use a lock to secure their bicycle to a location. There are public bicycle racks throughout the city.
- Bicyclists may not park their bicycle on private property.

**Resources**

- Lansing Police Department: 517-483-4680