

Wixom City Services During Coronavirus 2019 Disease (COVID-19) Pandemic

The difficult decision to implement a partial closure of City Hall to the public and non-essential employees was made by City Manager and Emergency Management Coordinator Steve Brown on Friday, March 13, 2020, effective as of Monday, March 16, 2020.

This will certainly impact the ability to conduct normal business but was deemed necessary and appropriate to promote and protect the public health, the health of our residents and customers, the health of our employees AND the City's ability to provide essential services. The overriding goal of this is to slow the spread of COVID-19 (i.e. "flatten the curve of COVID-19") while maintaining the ability to provide essential services.

First, we reluctantly use the unfortunate distinction of essential/non-essential employees during this crisis. All of our employees are essential to our ability to provide services to residents, businesses and visitors to Wixom and ALL of those services are important. Having said that and given the nature of the unique concerns about flattening the curve on COVID-19, essential services drive the distinction and the partial closure steps here at Wixom.

Essential services are defined by Wixom as:

- 911/public safety services, i.e. fire protection, emergency medical response, police response and protection
- safe water and sewer services

Essential employees are then defined as follows (contract/non-City staff noted in italics):

- All Police Department staff
- All Fire Department staff, except clerical support
- DPW staff to support public safety while maintaining ability to support water and sewer services
- All Department Heads to assist with continuity of operations and emergency planning
 - Partial administrative support
- City Manager
 - Partial administrative support
- *All Wastewater Treatment Plant (WWTP) Staff – contracted services*

STATUS OF SERVICES DURING COVID-19 CRISIS BY DEPARTMENT

The following pages detail the impacts of the COVID-19 crisis by providing a departmental listing of:

- Essential Staffing
- Services MAINTAINED currently
- Services DISCONTINUED until further notice
- Contact Information

Departmental Links:

[Mayor and City Council](#)

[City Clerk](#)

[Construction and Development Services](#)

[Finance](#)

[Police Department](#)

[City Manager's Office](#)

[Community Services](#)

[Department of Public Works](#)

[Fire Department](#)

Mayor and City Council (regular website page click [HERE](#) or return to Departmental [Links](#))

- Public Meetings will be impacted
 - the 03/24/2020 was originally going to be held as a more typical meeting strictly to handle emergency action authorization
 - that was cancelled
 - Zoom Meeting was held Thursday, March 26 instead and until further notice this will be how public meetings are held
 - Agendas will have the information for how to participate, as will the City website, email blasts and Facebook
- Contact Information
 - Contact City Manager's Office to leave messages by telephone (248-624-0894) – limited staff available M-Th during normal working hours
 - Email contacts for individual Council Members, click [HERE](#)

City Manager's Office (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - City Manager Steve Brown
 - Administrative Assistant Sheryl Lucas
- Services MAINTAINED currently
 - Coordinating emergency response (City, other agencies, etc.)
 - Friday email notifications, website updates, Facebook posts and other communications
 - Maintaining continuity of administrative functions to extent possible
- Services DISCONTINUED until further notice
 - Senior Function closed
 - Other in-person interactions
- Contact Information
 - Telephone (248-624-0894) – limited staff available M-Th during normal working hours
 - Email CityManager@wixomgov.org

City Clerk (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - City Clerk Cathy Buck remotely
- Services MAINTAINED currently
 - Participation with emergency response
 - Voter registration activity – maintenance of Qualified Voter File and mail activity
 - Answering telephones and providing associated assistance
 - Freedom of Information Act requests/responses
- Services DISCONTINUED until further notice
 - Passports – contact the United States Department of State at Yyyyy
 - Dog licenses – utilize Oakland County Animal Control website at www.OCAC.com where you can purchase licenses online
 - Notary services – consider The UPS store at Beck and Pontiac Trail as an alternative - (248) 926-3810 or for more info, click [HERE](#)
 - Other in-person interactions
- Contact Information
 - Telephone (248-624-0865) – other limited staff available M-Th during normal working hours
 - Email ClerkAdmin@wixomgov.org

Community Services (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - Deanna Magee remotely
- Services MAINTAINED currently
 - Participation with emergency response
 - Responding to emails
 - updating website with cancellations and information
 - Processing submitted bills through accounts payable
 - Proceeding with future project planning for summer events
- Services DISCONTINUED until further notice
 - Community Center closed to public
 - All classes cancelled until further notice
 - All rentals cancelled through end of March and April rentals contacted for alternative dates
 - Playground structures have been closed to public until further notice
 - Other in-person interactions

- Contact Information
 - Telephone (248-624-2850) - other limited staff available M-Th during normal working hours
 - Email CS@wixomgov.org

Construction and Development Services (regular website page click [HERE](#) or return to [Departmental Links](#))

- Essential Staffing:
 - *Building Official Ken Pike (SAFEbuilt Contractor)*
 - Secretary Vilma Mazi working remotely
- Services MAINTAINED currently
 - Participation with emergency response
 - Inspections
 - Applications for inspections can be
 - dropped off in Police Department Drop Box
 - emailed to the Department
 - mailed to the Department
 - Inspections are being done on a normal basis M-Th
 - inspectors remoting into the City's system to get their list of inspections
 - entering results of the inspections into the City's system
 - sending e-mails to the contractor with the inspection results
 - Plan Review
 - Plans provided to the Department
 - via Police Department Drop Box
 - by email
 - by U.S. Mail
 - After plan review and approval, plans are sent bac to the contractor via
 - U.S. mail
 - contractor pick-up outside city hall
 - Payment for permits or plan review by
 - cash or check in the drop box
 - by check in the US mail
 - working with the Finance department to start accepting credit card payments
- Services DISCONTINUED until further notice
 - Inspections in apartment complexes
 - Other in-person interactions
- Contact Information
 - Telephone (248-624-0880) – limited staff available M-Th during normal working hours

- Email BuildingAdmin@wixomgov.org

Department of Public Works (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - Director Tim Sikma
 - Foreman and Frontline Staff
 - Foreman working remotely
- Services MAINTAINED currently
 - Participation with emergency response
 - Traffic safety signage
 - Winter maintenance plowing and salting of roads
 - Trash pick-up in parks
 - Assist other departments as necessary for support
 - Utility information
 - Request for proposal work
 - Trash and recycling pickup through Waste Management
- Services DISCONTINUED until further notice
 - Office permit operations
 - Front counter service
 - Other in-person interactions
- Contact Information
 - Telephone (248-624-0141) – limited staff available M-Th during normal working hours
 - Email DpwAdmin@wixomgov.org

Finance (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - Director Marilyn Stamper
 - Deputy Treasurer, Account Clerk working remotely
- Service MAINTAINED currently
 - Participation with emergency response
 - Access to tax information via the City's website or emailing Finance@wixomgov.org which is monitored by Finance Department staff
 - Receipt of water & sewer payments through the green payment drop box located inside the Police Department entrance, access online payment options on the City's website, U.S. Mail
 - Payroll and vendor payment processing through coordination of the Director and finance personnel working remotely

- Maintaining weekly deposits of incoming payments from all City departments
- Service DISCONTINUED until further notice
 - Face to face counter assistance at City Hall
 - Budget processes for FY 2020/2021
 - Other in-person interactions
- Contact Information
 - Telephone (248-624-0885) – limited staff available M-Th during normal working hours
 - Email Finance@wixomgov.org

Public Safety (Public Safety Director Ron Moore see Police Department below)

Fire Department (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - Fire Chief Jeff Roberts
 - Full Frontline Staff (Fire Marshal, Fire Inspector, EMS Coordinator, Fire Fighter)
 - Paid On Call Staff as needed
 -
- Services MAINTAINED currently
 - Currently responding to all calls for emergency services
 - Providing coordinated updates to the public via phone and Facebook
 - Monitoring vital information from Health and Human Services as it relates to EMS service personnel, as well as the public
 - Diligently maintaining a clean & safe environment within the department
- Services DISCONTINUED until further notice
 - Front counter service and business license coordination
 - Annual Life Safety Inspections
 - Other in-person interactions
- Contact Information
 - 9-1-1 for emergencies
 - Telephone (248-624-1055)
 - Email FireAdmin@wixomgov.org

Police Department (regular website page click [HERE](#) or return to Departmental [Links](#))

- Essential Staffing:
 - Director of Public Safety & Chief of Police Ron Moore
 - All sworn police command officers; i.e., supervisors
 - All sworn police officers
 - All front desk and front lobby staff

- Services MAINTAINED currently
 - In-person responses to all immediate threats to life and property
 - In-person responses to all motor vehicle collisions
 - In-person responses to all serious crimes where a non-response would harm or hamper a successful investigation
 - Investigative and detective services
 - Front desk and front lobby service requests that can be handled from behind the protective glass
 - Calls for service that can be handled via telephone (248) 624-6114
 - Calls for service that can be handled via the online reporting portal
 - <https://www.wixomgov.org/government/police-department>
 - Go to “e-Reporting” on the left side of the page
 - Click the green link called “here” under the heading “e-Reporting”

- Services DISCONTINUED until further notice
 - In-person responses to calls for service that do not involve an immediate threat to life or property
 - For example, a vehicle lockout where a small child or animal is not inside the motor vehicle
 - For example, a loud music complaint

 - In-person responses to calls for service that do not involve a serious in-progress crime that requires an immediate investigation
 - For example, a theft from a motor vehicle that is not in progress and it is unknown when it occurred
 - Front desk and front lobby service requests that cannot be handled from behind the protective glass
 - For example, a preliminary breath test and employment fingerprinting services
 - Other in-person interactions

- Contact Information
 - 9-1-1 for emergencies
 - (248) 624-1111 – to request a police officer come to your location
 - (248) 624-6114 – Wixom Police Department administrative offices
 - Email PoliceAdmin@wixomgov.org
 - COVID-19 related social media updates
 - www.facebook.com/PublicSafetyRon
 - www.instagram.com/PublicSafetyRon

Water and Sewer (regular website page click [HERE](#))

- Essential Staffing:
 - *Full Contractual Staff as provided by FVOP*

- Services MAINTAINED currently:
 - Participation with emergency response
 - Full water and wastewater operations and maintenance
 - Water monitoring and sampling
 - Water installations in new homes
 - Water meter reading
 - Billing response to questions

- Services DISCONTINUED until further notice:
 - In house meter maintenance and repairs
 - At home service calls

- Contact Information
 - Telephone (248-960-0870) - staff available M-F during normal working hours
 - Email Water@wixomgov.org; UtilityBilling@wixomgov.org