

# What Now? Reopening City Operations

COVID-19 Webinar Series

May 14, 2020

## Speakers & Agenda

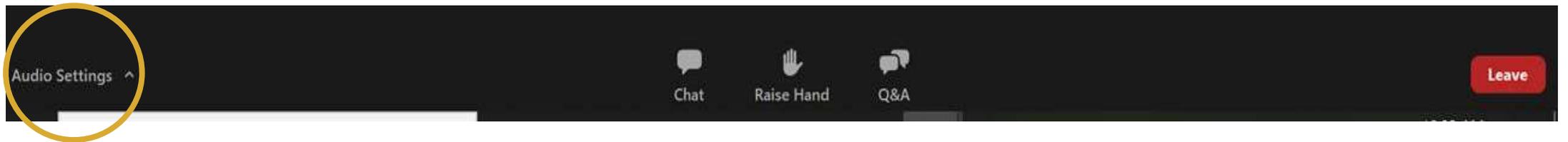
Reva Feldman  
City Manager  
Malibu

Steve Schwabauer  
City Manager  
Lodi

Beverly Jensen  
Risk Manager

# Housekeeping Notes

1. If you plan on speaking today, please make sure your audio is connected. You should have been prompted to connect your audio when joining the webinar, but you can confirm by clicking the audio settings on your tool bar.

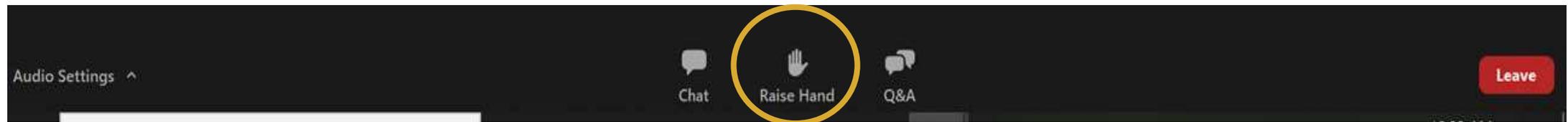


2. All attendees have been muted upon entry.

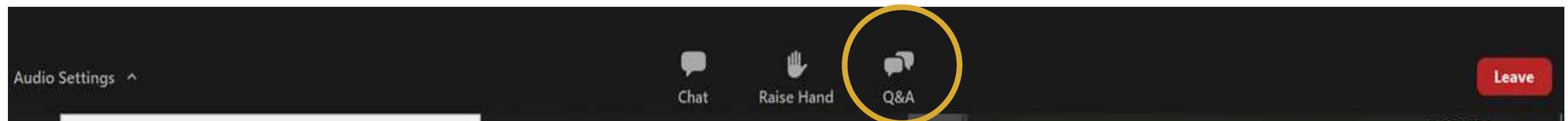
3. This webinar is being recorded.

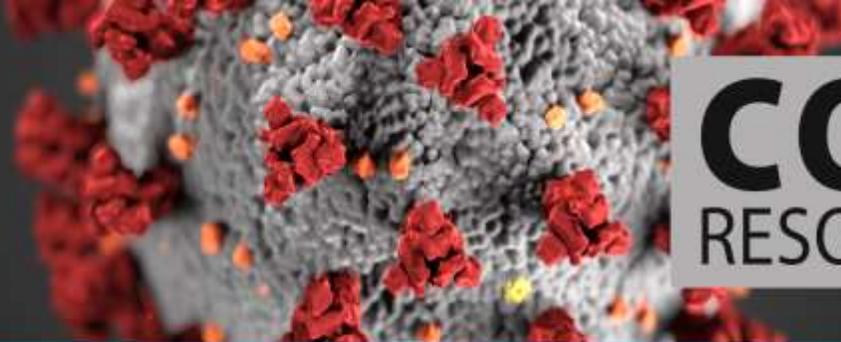
# How to Ask a Question

1. To verbally ask a question or make a comment, use the 'raise hand' feature on the tool bar at the bottom of the screen once the Q&A portion begins. You will be called on and unmuted.



2. To write in a question, select the 'Q+A' button on your tool bar. You can also “up vote” other attendee’s questions if you are interested in hearing the answer.





# COVID-19

RESOURCES FOR CITIES

**Webinar Series**



**JOIN US NEXT MONDAY!**

## **White House Briefing**

**Monday, 18• 11:00 – 12:00 p.m.**

To register, please visit

[www.cacities.org/events](http://www.cacities.org/events)

# City of Lodi-overview

- Population: 67000
- Location: 20 miles south of Sacramento
- All Funds Budget: \$200 million including police, fire, parks and cultural services, library, water wastewater and electric.
- General Fund \$59 million
- Major Economic Industry
  - Consider ourselves the wine capital of ca!
  - Medical Device Manufacturing
  - Agricultural Support Manufacturing
  - Food Production

# COVID 19 Impact on Lodi

- Actual infection and death rate is fairly low. 1 Death, about 80 positive tests
- Economically and operationally significant
  - Significant ops changes: Thinned office to about 20 percent. Sent many admin and management employees home with laptops or their whole desktop,
  - Revenue: projected 12 percent loss of sales tax (we are sales tax heavy 18 million in sales/11 million property tax, loss of 1 million TOT
  - Employers: Small businesses restaurants, hotels, public accommodations wine tasting rooms and small retail struggling
  - Fortunate to have strong reserves including 12 million in GF reserves and 17 million PSF. In absence of meaningful economic data we decided to assume the same revenue as last year for upcoming budget. But will plan an early mid year budget (sept) so we do not get too deep into our reserves if things look bleak.

# Reopening Plan

- Never really totally closed...still taking applications online and doing building permits and field inspections and design review out of a pop up tent on city hall
  - Except parks programs, parks rentals, library all operations
- Set up a back to work task force led by our Risk Manager, Beverly Jensen. Primary task is how to establish social distancing in all our operations. But what that looks like will differ between a public counter and a field inspection

# Council and Director Role in Reopening

- Council has largely provided the aspirational drive: They want us to be providing direct services, but they want it done safely
- Directors are either on the committee or have assigned frontline staff to the committee
- Larger role for this committee is staff that delivers the service and our risk manager

# Lodi's Plan

- We are taking our cue from the industry guidance provided by the CDPH & Cal/OSHA first and foremost. Our main focus continues to be providing as many essential services as we can electronically or remotely.
- First step for the team was to brainstorm operational readiness considerations ranging from telework capabilities and PPE needs to workstation reconfigurations.
- Departments then created an organizational readiness strategy to determine what resources are needed for each department to safely bring employees and the public back to our facilities.
- Next step will be utilizing these documents to write worksite specific COVID-19 prevention plans as required by the state guidance.

# Lodi's Plan

| <b>OPERATIONAL READINESS: RETURN-TO-WORK PLAN CONSIDERATIONS WORKING DOCUMENT (5/12/2020)</b>  |   |  |
|--|---|--|
| <b>Management of Pandemic Exposure &amp; Response</b>  | <b>Employee + Employee Exposure</b>   | <b>Employee + Customer Exposure</b>  |
| <p><b>COVID-19 RTW Team:</b></p> <ul style="list-style-type: none"> <li>-Establish team to lead ongoing longer term efforts to manage the City's COVID-19 response and Re-opening plans</li> </ul>   | <p><b>Workstations:</b></p> <ul style="list-style-type: none"> <li>-Reassess workstation layout for social distancing; reconfigure cubicle/office layout if necessary</li> <li>-Replace half wall with full wall or add Plexiglas where half wall separates two coworker cubicles</li> <li>-Avoid shared workstations if possible</li> <li>-Provide disinfecting wipe stations in office areas for staff to retrieve wipes for cleaning touch points in offices</li> </ul>  | <p><b>Continue Wellness Screening Station</b></p> <ul style="list-style-type: none"> <li>-Social distancing line que; add language and markings on floor</li> <li>-Continue with PPE</li> <li>-Physical barriers where social distancing can't be maintained for transactional purposes</li> </ul>   |
| <p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>-Continue ongoing workforce communication efforts and public facing communication</li> <li>-Continue updating COVID-19 internal &amp; external INFO Pages</li> <li>-Continue updating FAQs</li> </ul>  | <p><b>Telecommuting/Shift Changes:</b></p> <ul style="list-style-type: none"> <li>-Consider extending telecommuting arrangements when needed to support necessary social distancing strategy; update MOUs for staff</li> <li>-Consider staggering in-office/work-from-home staff to contain exposure to limited # staff</li> <li>-Establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week</li> </ul>   | <p><b>Customer Service Counter:</b></p> <ul style="list-style-type: none"> <li>-Install barrier at customer service counters that don't already have them.-Work with facilities to order temporary Plexiglas for front counters</li> <li>-Establish line que protocols for all customer service counters (signage, stanchions barriers, floor markings)that don't already have them</li> <li>-Provide disposable pens for customer use that they can take with them or dispose of</li> <li>-Provide hand sanitizer (wall mount/pedestal preferred v. bottles) for customer use</li> </ul>  |
| <p><b>Policies:</b></p> <ul style="list-style-type: none"> <li>-Ongoing HR policy updates</li> <li>-Update COVID-19 FAQ/exposure protocol</li> <li>-City to reaffirm mandatory use of face mask for employees if in public area; City provides cloth face masks to employees that request them</li> <li>-Include City-Wide employee education regarding PPE glove removal protocols, PPE face mask donning/removal</li> <li>- Temperature taking of all employees upon entering workplace</li> <li>-explore digital health screening</li> <li>-Prepare for potential requirement to test employees for antibodies</li> </ul> | <p><b>Meetings/Training:</b></p> <ul style="list-style-type: none"> <li>-Continue use of distance meetings/training when appropriate</li> <li>-Remove conference room chairs so that only the amount that allows for social distancing are in the room</li> <li>-When conducting in-person interdepartmental meeting, use meeting rooms outside of office suite area when available to limit amount of non-department staff entering your office suite area</li> <li>-Set up training rooms to maintain social distancing. Placement of audience chair seating or table/chair seating 6 feet apart will reduce max occupancy size for rooms (determine max).</li> </ul> | <p><b>Contractors/Vendors:</b></p> <ul style="list-style-type: none"> <li>-Use distance meetings to conduct business when possible</li> <li>-For those that come on-site, obtain commitment in writing from contractors/vendors that they have provided employees with COVID-19 training and education and have policies and procedures in place to keep sick employees out of workforce</li> <li>-Employees to maintain 6 foot social distancing from contractor/vendor when possible; OR establish protocol with contractor/vendor that they wear face mask, PPE on site</li> <li>-Limit contractor/vendor access to work areas as much as possible (i.e. deliver at front door of office suite versus entering into back area of office suite)</li> </ul> |

# Lodi's Plan

## RTW Strategy Plan- HUMAN RESOURCES

|  |   |  |
|--|---|--|
| <b>FUNCTIONS/ DIVISION</b>                           | Human Resources   |  |
| <b>ASSETS/ PROPERTY/ EQUIPMENT</b>                   | The layout of the HR office provides for social distancing between staff. Prior to COVID-19 there was discussion about locking the outer HR door for safety issue or to put a badge scanner on the outside, reducing the "walk-in" traffic. |  |
| <b>NUMBER OF STAFF</b>                               | 4   |  |
| <b>CURRENTLY # STAFF WORKING REMOTELY</b>            | 4   | 1 HR Technician comes in 2x a weeks to pick up the mail, check on items in the office and performs minimal work in the office. HR Manager is coming in to work 1 day a week and will move that to 2 days a week as we start working more in the office |
| <b>INTERACT WITH PUBLIC</b>                          | Minimal interaction with the public. Most interaction is with City staff.   | Mostly for recruitment activities. Now that we have gone to on-line only employment applications that interaction has been greatly reduced. We will conduct many interviews via zoom or video chat for those that we can.                              |
| <b>OFFICE NEEDS/REQUIREMENTS</b>                     | Germ Guard at front counter, 3 lap tops , upgraded PDF to allow editing of PDF documents or for receiving and electronically signing documents.   | Remove chairs from HR Lobby area to avoid congregating. Mostly applicants used the chairs to complete a paper application or to complete new hire paperwork.   |
| <b>REMOTE/TELEWORK OPTION (and, which positions)</b> | All can work remotely but I would like to rotate staff into the office  | We do not have to have all 4 staff working at the same time, rotating staff would work nicely to allow everyone the opportunity to work from home.   |
| <b>SUPPLIES NEEDED (checklist)</b>                   | Germ Guard at front Counter, 3 lap tops,upgraded pdf software for staff   |  |

# Tips

- Be prepared to scrap all your plans tomorrow. But failing to plan will leave you in neutral indefinitely.
- Don't be afraid plagiarize! None of us have time to work from scratch here. But make sure it works for your agency and fits legal guidance. Your insurance broker, risk pools and legal counsel may all have resources you can tap into.

Reva Feldman  
City Manager  
Malibu



# City of Malibu

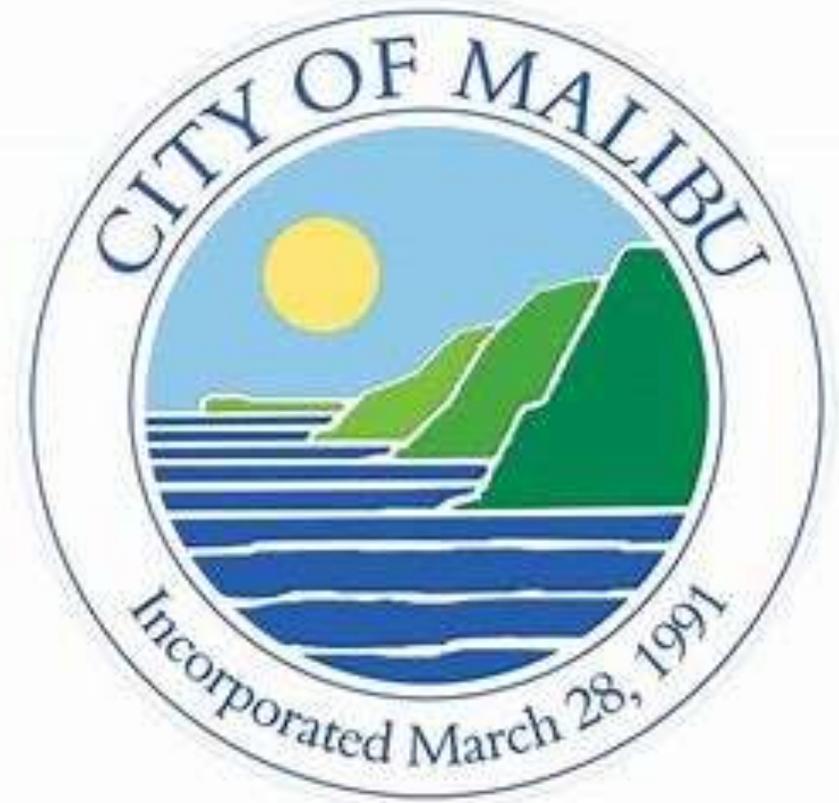
**Population:** 13,000

**Budget:** General Fund operating budget of \$35 million, \$60 million all funds

**Staff:** 90 FTE employees

**Location:** 21-mile of coastline; 30 miles northwest of Los Angeles

**Type of city:** Contract City



# How has COVID-19 impacted the City of Malibu

Malibu is still recovering from the November 2018 Woolsey Fire



**EOC:** 5<sup>th</sup> full activation in 18 months

**Safety:** Residents  
City Employees  
First Responders  
Businesses  
Visitors

**Budget Impacts:** Decline of Sales and Hotel Taxes

# Reopening

**County Public Health:**  
Following the orders of LA  
County

**Messaging:** Regular updates  
needed throughout the  
pandemic and reopening  
period

**City Hall and Facilities:** Goal is  
to reopen slowly with safety  
measures in place



# Malibu moving forward

## LA County Beach reopening Information



**Face coverings required.**  
Please keep 6 ft apart.



Non-medical masks, bandanas, scarves,  
and cloth can be used.



- ❖ Manage visitor population throughout the summer
- ❖ Concerns about upcoming fire season
- ❖ Longer term impacts to budget and reserves



# Questions?

[www.cacities.org/coronavirus](http://www.cacities.org/coronavirus)