

CITY HALL & CITY FACILITIES RE-OPENING PLAN

MAY 12, 2020



ONGOING MODIFIED OPERATIONS

- Video / Teleconference Public Meetings
- Virtual Parks and Recreation Programs
- Older Adult Hotline – grocery and meal delivery
- Enforcement of essential businesses, construction sites, parks, The Strand, reopenings, social distancing, Ocean Drive
- Public Safety
- Emergency Operations Center
- Permitting / Inspections
- Public Information Office
- Street and Infrastructure Maintenance
- Finance and Budgeting
- Employee care and outreach program



PHASE IN APPROACH

- Five Phases
 - Gradual transition to restore on-site/in-person services.
- Phases include thresholds for transitioning
 - Follows guidance from health officers
 - Minimum transition time to allow preparation and advance notification to customers and employees
- Phases are flexible to respond to changing external factors, such as new health orders, accelerated development of vaccines, or a second wave.



PHASE IN APPROACH

- Employee & customer safety is the top priority
- Ability implement health and safety measures and implement best practices including:
 - Social distancing, face coverings, increased cleaning, etc.
- Modify facilities and work methods for customer interface:
 - “Curbside” drop-off and pick-up
 - Sneeze guards and barriers
 - Physical and visual cues for distancing



FIVE PHASES

Phase	Brief Description	Minimum Duration (weeks)
1	Transition City Hall and City Facilities to Limited Employees	2
2	Limited Employees On-site / Limited Customers by Appointment	4
3	Additional Employees On-site / Customers Allowed	Currently Undetermined
4	Most Employees On-site / On-site Operations Restored	Currently Undetermined
5	City Hall and City Facilities Normal Operations	Currently Undetermined



PHASE 1 –

TRANSITION TO LIMITED EMPLOYEES ON-SITE

- Begins once safer at home order is lifted and County reopens offices
- Transition to limited employees on-site (socially distant and number/positions dependent on Department need)
- Prepare for and implement in-person customer service methods like curbside drop-off/pick-up
- Prepare for limited customer service transactions
 - Install physical barriers, signage, and reconfigure waiting spaces



PHASE 2

LIMITED EMPLOYEES ON-SITE / CUSTOMERS BY APPOINTMENT

- Begins once physical barriers and work methods are in place
- Rotate/stagger employees on-site in a socially-distanced setting.
- Continue contactless in-person customer service methods.
- Phase in by-appointment-only limited customer service transactions.
- Transition to socially-distanced meeting methods.



PHASE 3

ADDITIONAL EMPLOYEES ON-SITE / WALK-IN CUSTOMERS ALLOWED

- Rotate/stagger additional employees on-site in a socially-distanced setting.
- Begin allowing limited in-person meetings
- Begin allowing limited in-person visits
- Continue contactless in-person customer service methods
- Begin conducting certain public meetings using socially-distanced methods.



PHASE 4

MOST EMPLOYEES ON-SITE/ON-SITE OPERATIONS RESTORED

- Employees may return on-site, most vulnerable population should continue to work remotely if deemed necessary.
- Allow in-person meetings and in-person visits
- Conduct in-person public meetings using socially-distanced methods.
- No large gatherings or events, unless consistent with health orders



PHASE 5

NORMAL OPERATIONS

- All Employees may return on-site to work
- Voluntary continuation of temporary work methods if beneficial for business operations.
- Allow in-person meetings and in-person visits to City Hall.
- Conduct in-person public meetings
- Traditional gatherings and outreach events may be held.



PLAN SUMMARY

City Hall and City Facilities Re-Opening Plan - Combined Phasing Plan

External Factors	County Order Ends 5/15							
		Phase 1		Phase 2		Phase 3	Phase 4	Phase 5
Timing		Early	Later	Early	Later	TBD	TBD	TBD
Phase Description	Stay-At-Home	Transition to Limited Employees		Limited Employees / Customers by Appt		Additional Employees / Customers	Restored Operations (Modified)	Normal Operations
Re-open City Hall and Facilities (Limited Employees)			X	X				
Re-open City Facilities (Additional Employees)					X	X	X	X
Remote work for Employees if possible	X	X	X	X	X	X	X	
Socially Distance Employees	X	X	X	X	X	X		
Re-open to Customers by Appointment Only				X	X			
Re-open to Customers (App't + Walk-in) / Maximum Number						X	X	X
Socially-distance Customers				X	X	X	X	
Virtual Public meetings	X	X	X	X	X	X		
In-Person Public meetings - Spaced						X	X	
In-Person Public meetings - Regular								X



ALREADY IN PROGRESS / NEXT STEPS

- Modified Operations are ongoing and continuing
- Securing vendors for plexiglass barriers
- Reviewing floor plans for physical modifications
- Identification of preventative health measures to be implemented in the workplace
- Already planning staff schedules and rotation based on reconfigured workspaces



THANK YOU!

