

## **Attachment 1**

### **Departmental Restoration of Operations Plans (ROOP)**

#### ***Fire Department***

##### Phase 1:

Currently, Fire Administration employees have transitioned to remote work and modified remote work schedules to minimize the number of personnel in the office. Fire Administration operations are modified with the Fire Chief working remotely on Tuesdays and Deputy Fire Chief on Mondays. The Fire Marshal remotely works two days a week. The Training BC, EMS Chief and Management analyst remote work most of the week, coming into the office at least one day a week and as necessary. Safety Inspectors and Administrative Assistants work in alternating days, two at a time. Fire has a strong presence in the EOC with the Emergency Services Manager working in the EOC five days a week, two Administrative Assistants, and two Safety Inspectors filling assigned positions one additional day when they are off their office schedule. Fire suppression is sustaining normal staffing pattern and all apparatus are in service for emergency response.

The office is closed to walk-in traffic, but open by appointment and on-line services. Additionally, there are other COVID-modified reductions in public outreach, training, and day to day operations. Administrative and Command Staff personnel will return to the office environment in a modified capacity as a transitional step toward returning to a regular work cycle. Fire Prevention personnel will also transition back into a regular work cycle based on the need for field inspections as construction activities resume.

The Fire Department will continue adhering to the PPE guidelines in place, social distancing requirements and its daily routine of decontaminating the Administration Office and each station while the Shelter-in-Place Order is still in effect.

##### Phase 2:

The Fire Department anticipates entering this phase once the SIP orders are relaxed and additional non-essential workers can return to their regular employment. This phase will include returning all personnel to a regular work schedule and transitioning out of a remote work environment. This change will allow the department to plan for a return of services postponed during the SIP order. Fire Prevention activities are expected to return to a more normal frequency as construction levels return to normal and the demand for inspections does as well.

All Fire Administration staff will return to normal work schedules and as the EOC winds down all dual-role employees will see a reduction in their modified assignments. The workplace modifications put in place to increase the frequency of decontamination and PPE use, specifically face masks in public and the work place, remain in place. Social distancing and virtual meetings will continue to be utilized. Fire Prevention personnel will continue to follow the policy established for construction safety when performing field inspections. Fire Crews will continue to operate under modified COVID-19 procedures. These procedures include operational response, day to day operations, and mask use in the apparatus and fire stations.

The Fire Department will continue adhering to the PPE guidelines in place, social distancing requirements and its daily routine of decontaminating the Administration Office and all stations while the Shelter-in-Place Order is still in effect. All Administrative visits will continue to remain by-appointment only. Daily de-contamination, social distancing and adhering to PPE guidelines will continue.

Phase 3:

The Fire Department anticipates this phase to align with having most of the SIP orders lifted and businesses return with restrictions in place. Fire Department activities will return to normal including the reinstatement of all activities postponed during the SIP order (smoke detector installation, car seat installations, CPR classes, etc.). All of these activities will be governed by the Health Officer's order and adhere to mask use, social distancing, and gathering capacities.

All staff will have returned to their normal work schedules. Fire operations will return to normal and facilitate training, internships, and public education. Fire Prevention personnel are anticipated to return to normal frequency of inspections and work load.

The third phase in restoring fire operations will be to remove the "by-appointment only" requirement and re-open the administrative office to the public during normal business hours. In addition, the training tower will re-open for interdepartmental multi-company training sessions. Daily decontamination, social distancing and adhering to PPE guidelines will continue.

Phase 4:

The Fire Department anticipates this phase to align with the removal of most SIP restrictions ordered by the County Health Officer. All Fire Department activities will return to pre-COVID-19 modified work directives with a few exceptions. These exceptions are expected to include large gatherings without the ability to social distance and possible mask use.

All modified duties and work from home employees will return to normal work schedule. All facility use will return to normal, but include a more frequent decontamination schedule.

## ***Police Department***

### Phase 1:

The initial step in restoring Police Department services will be to begin the transition of having employees who were working from home return to regularly scheduled duty assignments. Employees working from home (on either a full-time or part-time basis) will return to their normal work schedules. This will allow the Police Department to rebuild the foundation of personnel necessary to handle the workload when full services resume. Employees moved from specialized positions to accommodate reduced staffing levels in Patrol will return to their original assignments. This will apply to Detectives, NRT, School Liaison Officers, and Bicycle Patrol Officers.

The front office of the Police Department will remain closed to the general public. Access will be granted to members of the public on a “need only” basis for the following reasons:

- Filing a police report that cannot be taken over the telephone or online;
- Follow-up interviews with suspects, victims, or witnesses that cannot be conducted over the telephone;
- Other issues that require face-to-face communication with a police officer.

Any internal areas of the Police Department building that were previously restricted to reduce potential exposure to COVID-19 will be re-opened for department personnel. This primarily pertains to the Communications Center, but any other areas that were restricted for minimal access will be unrestricted for all department personnel. However, access will continue to be limited to activities that are deemed necessary for normal operations (not for socializing or unnecessary communication). Calls for service will continue to be handled in same manner as during the shelter-in-place:

- Emergency calls will generate an officer response;
- Disturbances and reports of in-progress suspicious activity will generate an officer response;
- Traffic collisions involving injuries will generate an officer response;
- Non-emergency calls will be handled over the telephone or as an online report (whenever practical);
- Parking and traffic enforcement will be limited to complaints of hazardous conditions only.

### Phase 2:

The second phase in restoring operations will include expanding public access to the lobby of the Police Department. The second phase will also involve modifying the manner in which calls for service are handled. During the shelter-in-place, non-emergency calls were handled either over the telephone or as online reports. Although these methods will remain as options available to the public, officers will begin to respond to such calls in person when there is no reason to believe the reporting party (or anyone at the location) is positive for COVID-19.

The front office of the Police Department will remain closed to the general public, but the restrictions to public access will be reduced in an effort to move toward normal operations.

Reasons for public access will be expanded to include, but are not limited to obtaining copies of police reports; vehicle releases; retrieving property from evidence; serving subpoenas; and citation sign-offs.

Any internal areas of the Police Department building that were previously restricted to reduce potential exposure to COVID-19 will be re-opened for department personnel, but only for activities that are deemed necessary for normal operations (not for socializing or unnecessary communication). Calls to which officers will now respond include, but are not limited to: civil cases; disturbances or suspicious activity in which the suspect is no longer on scene; property crimes with no suspect information; and non-injury traffic collisions.

Officers will be expected to adhere to the following PPE guidelines:

- Officers will be strongly encouraged to use minimal personal protective equipment (gloves and face masks) when dealing with the public (unless required to wear masks at all times by order of the San Mateo County Health Officer);
- Gloves, N95 masks, and eye protection will continue to be mandatory when dealing with individuals known or suspected to be positive for COVID-19.

#### Phase 3:

The third phase in restoring operations will include expanding the types of calls for service to which uniformed personnel respond, as well as re-opening the PD lobby of the to the general public for limited hours.

In addition to the activities allowed in Phase 2, the following activities will resume in an unrestricted manner: sex and narcotic offender registrations; child custody exchanges; drug disposal; and general information and advice. When appropriate, members of the public will be encouraged to file reports over the telephone or online, but if an officer is requested, officers will respond without any unnecessary restrictions or limitations. The following activities to resume include, but are not limited to: general traffic and parking enforcement related issues (complaints and officer observations); abandoned vehicle enforcement; truck route enforcement; subpoena services; attempts to contact (in-person).

#### Phase 4:

The final phase will be the restoration of full operations. This will include re-opening the Police Department facility for all normal functions and purposes. All Police Department services will resume in an unrestricted manner:

- The Police department lobby will be open for full public access during normal business hours;
- Training classes, citizen academy classes, fingerprinting, and other normal activities will resume in a manner consistent with normal facility security measures;
- All internal areas of the Police Department facility will be open to department members for normal access and operations.

Calls for service will return to normal operating procedures – telephone and online reporting will remain an option available to the public.

***City Hall: City Manager's Office, Communications, Finance, Human Resources, City Clerk***

City Hall is not open for public walk-ins, but all offices have phone and email reception. The City Manager serves as Director of Emergency Services, in addition to his role as city administrator. Most staff are working remotely, with the ACM and Executive Assistant maintaining regular daily office hours to schedule and attend on-line meetings, provide departmental and EOC support, and coordinate with remote staff and rotational employees. In addition to regular duties, the Communications Director has a key role in crisis communications. Assistant to the City Manager is a lead in EOC operations. The Community Programs Manager is leading the SSF Community Volunteer Corps and other COVID-related initiatives. Staff come into City Hall as needed to handle essential matters that cannot be done remotely, sign documents, etc. It is anticipated that City Hall will remain closed to the public until Phase 3 is reached. Remote work will continue until the SIP is relaxed, and administrative staff return to regular office hours.

***Human Resources Department***

**Phase 1:**

All staff members are working remotely, with one or two staff members at a time working in the office in order to receive or send mail, retrieve and scan paper documents or files, answer phones, or respond to employee emergencies. Staff are performing minimum services necessary to support payroll, benefits, health and safety, worker's compensation, employee and labor relations, HCM administration, and administrative duties. Recruitment and hiring activities are mostly on hold due to the current hiring freeze, however, onboarding of employees with prior offer letters continues and is being done remotely via teleconference. Recruitment for positions that are not frozen will continue with modified testing processes in some cases, such as teleconference interviews. No walk-in services or in-person meetings are available to employees or members of the public, except in cases of emergency. Programs placed on hold include in-person training (including LEAP activities), employee recognition events, summer internship program, youth summer work program, community job fair, and wellness programs.

**Phase 2:**

This plan assumes that all social distancing requirements issued by County Health Order remain in effect, but some additional City services are allowed to resume. Staff would continue to work on partial remote work schedules. In order to maintain social distancing, up to four staff may be in the HR office at one time, and face coverings would be required while working in the common area/cubicle areas. Due to space constraints, only one HR Technician will work in the office at a time, and the other would work remotely. Meetings with employees and members of the public would be by appointment only, and held via telephone or teleconference in cases where social distancing is not possible or practical. Hiring interviews may be done in-person for one-on-one meetings, with appropriate distancing, but panel interviews would be conducted via teleconference. Any visitor entering the office should wear a face covering and use hand sanitizer. All other programs placed on hold will remain on hold. This plan assumes City Hall is still closed to the public except by appointment.

### Phase 3:

This plan assumes that some social distancing requirements issued by County Health Order remain in effect, such as prohibitions on large gatherings, but most City services are allowed to resume. Staff would be returned to the office, however, some may continue to work remotely due to child care needs (if schools are closed) or if employee is a member of a high-risk population that must maintain self-isolation. Others may have a partial remote work schedule on a case-by-case basis. In-person meetings and interview panels would resume within certain protocols (maintaining appropriate distance, no hand-shaking). In-person training and events would resume to the extent they can be maintained within existing Health Orders. Intern hiring would resume if permitted under budget constraints. Large events, such as the job fair or youth summer jobs program, may remain on hold. City Hall would be open to the public, but restrooms may need to be closed or cleaned more frequently.

### Phase 4:

This plan assumes all City services are online, and social distancing requirements are lifted. All employees would resume work in the office. All events and in-person meetings would resume, to the extent permitted due to budget constraints, with best practices for hygiene and safety being followed.

## ***Office of the City Clerk***

### Phase 1:

Under full restrictions, the Clerk's Office remains closed to the public with Passport and Notary services suspended. Standby staff will begin to transition back to remote/office work schedules. At minimum, there is one staff member in the office and two members working remotely. Staff will continue to adhere to the County of San Mateo Health Officer Orders social distancing requirements.

### Phase 2:

Under moderate restrictions, staff will begin to transition out of remote work schedules and return to regular work schedules, with an option to work out of their offices or continue to telecommute. Staff will be required to follow the County of San Mateo Health Officer Orders of practicing social distancing, wearing face coverings and daily sanitation of workstations. In addition, an inventory of sanitizing wipes, hand sanitizers and gloves will be made available to staff.

In preparation for Phase 3, the Clerk's Office will explore the cost of installing Plexiglas sneeze guards to provide an additional layer of protection for staff and members of the public. Counter services will be dependent on the reopening of City Hall and will be available by appointment only. Passport and Notary services will remain suspended.

### Phase 3:

Under light restrictions and dependent on City Hall operations, the Clerk's Office will resume modified counter services. Staff will be required to follow the County of San Mateo Health Officer

Orders and counter services including Passport and Notary services will be available by appointment only.

Phase 4:

During the unrestricted period, the Clerk's Office will return to normal operations.

***Finance Department***

Phase 1:

Despite full restrictions, the core Finance services have continued without interruption. The only business interruption has been the closure of the front counter to the public along with limiting check runs to once a week (versus the twice a week schedule under normal Pre-COVID conditions).

All exempt staff members (7.0 FTEs) plus one non-exempt staff member (1.0 FTE) are fully equipped to work remotely and are working regular full-time hours. Based upon preference and workflow, these staff members physically come into the office at their own discretion. The remaining full-time staff members (4.0 FTEs), all non-exempt, are on staggered standby schedules in order to maintain appropriate social distancing measures within the office. Each full time employee is on paid standby for 12 hours (1.5 days) per week, meaning that only 3 out of the 4 employees are in the office at any given time. However, two of the department's four non-exempt employees are supporting the City during their standby time by providing supplemental work in the EOC related to the City's recovery efforts.

Phase 2:

This plan assumes that all social distancing requirements issued by County Health Order remain in effect, but some additional City services are allowed to resume. As such, Finance does not contemplate any changes in workflow during Phase 2.

Phase 3:

This plan assumes that some social distancing requirements issued by County Health Order remain in effect, such as prohibitions on large gatherings, but most City services are allowed to resume. Under this scenario, all non-exempt staff on standby would return to the office full-time with no standby hours. However, all Finance staff currently equipped to work remotely may continue to work remotely due to child care needs (if schools are closed) or if employee is a member of a high-risk population that must maintain self-isolation. Because City Hall would be open to the public under this scenario, front counter service with the public would resume. However, advance appointments would be required for any in-person transactions.

Phase 4:

This plan assumes all City services are online, and social distancing requirements are lifted. All employees would resume work in the office. All events and in-person meetings would resume, to the extent permitted due to budget constraints, with best practices for hygiene and safety being followed. Check runs would resume its twice weekly schedule.

## ***Capital Projects Department***

### Phase 1:

1. Maintain communication
  - As a department of two staff, we keep in constant communication regarding:
    - work assignments
    - critical path schedules for short-term tasks and delivery of work products
    - project schedule impacts due to disruption of internal and external services.
2. Postpone community meetings and planning workshops until further notice.
3. Coordinate with professional services consultants and construction contractors to determine their organizations' policies for attending in-person meetings and working from home.
  - Maintain schedules for regular progress meetings via web conference wherever feasible.
  - Continue holding on-site construction meeting and inspections in alignment with the Building and Engineering Departments.
  - Document COVID-19-related impacts to project delivery schedules.
4. Utilize tools necessary to work from home
  - laptops
  - cell phones
5. Deputy Director of Capital Projects has taken a leadership role in the operation of the Emergency Operations Center (EOC) while some construction projects are delayed.

### Phase 2:

1. Similar to Phase 1, continue working from home for the vast majority of work hours.
2. Attend construction site visits in person as needed to assure quality control and alignment with project goals. Insure the use of PPEs and social distancing when on project sites.
3. Explore use of online tools for participatory design and planning meetings with residents.
4. Deputy Director to resume capital project oversight for construction projects authorized to resume, and continues to serve an important role in the EOC.

### Phases 3/4:

Assuming major Capital Projects remain on schedule, staff continue project management, including in-person public outreach as permitted under the SIP Order. These timing phases are difficult to predict at this time given the uncertainty of the construction industry, but the ROOP will be updated during Phase 2 when more information is available.



## ***Information Technology Department***

### Phase 1:

IT will continue to follow a rotation schedule with two people in the office at a time. Staff will continue to support end users remotely. Off-site staff will come on-site to provide support on an as needed basis, but can work with on-site staff to resolve issues. The on-site staff will continue to sanitize all door handles before leaving the office.

IT Staff will review new processes implemented during the stand at home order. IT will also review business continuity plans and modify remote access performance and improve remote capabilities; review virtual meeting software; and review license and equipment replacements.

Any remote users with a loaner laptop will be allow retain the equipment during this phase.

### Phase 2:

The second phase in restoring IT will continue to follow a rotation schedule with three people in the office at a time. Staff will continue to support end users remotely. Offsite staff will come into the office to provide support on an as needed basis, but can work with onsite staff to resolve issues. When IT staff is required to have one on one interaction with another City staff member, IT will continue wear protective gear per the San Mateo County order.

Any remote users with a loaner laptop will be allow retain the equipment.

### Phase 3:

The third phase in restoring IT will eliminate the rotation schedule, however staff may continue to support end users remotely where feasible. Offsite staff will come into the office to provide support on an as needed basis. When IT staff is required to have one on one interaction with another City staff member, IT will continue wear protective gear per the San Mateo County order.

Any remote users with a loaner laptop will be allow retain the equipment.

### Phase 4:

The forth phase in restoring IT operations will eliminate rotation schedule and will return to normal operations.

All remote users with a loaner laptop will return their laptop. IT will sanitize or dispose equipment as needed, require password change, and reduce remote privileges as needed.

## ***Economic & Community Development***

ECD is currently maintaining operations with approximately 10% of staff working in the office and 90% of staff working remotely. ECD's phased return to standard operations will be closely coordinated with Public Works/Engineering and the City Manager's Office, both of which have direct physical and functional relationships with ECD units.

### **Phase 1:**

In response to the most recent SIP Order, which authorizes all construction to proceed, ECD has begun the process of transitioning Building staff back to the office. Under this phase:

- The Permit Center will continue modified operations, with only City staff allowed within ECD offices, and no "walk-ins" or in-person meetings.
- The City's best-in-class online permitting service will allow all new and existing plan reviews to be reviewed on schedule. Plans can be submitted electronically or dropped off in a special area outside the City Hall Annex. Payment of fees will continue to be accepted online or by mail (but not in person).
- Customer service will continue to be handled by phone, email, or referral to the City's website.
- Building inspectors will begin to come back to the office, but only from 6:30 to 8:00 AM, in order to allow them to receive their inspection schedules and coordinate activities. As requests for inspections increase (which has been the trend since late April), the building Division will increase its weekly inspection schedule gradually from Wednesday-Thursday to Monday-Friday.
- The Chief Building Official and Assistant Building Official will continue to rotate schedules, with one of them in the office while the other works remotely.
- The permit technicians will return to the office, but on staggered schedules, with one technician in the office while the other works remotely.
- ECD Administration, Planning, Economic Development, and Housing staff will continue to operate with 2-4 staff in the office at one time and all other staff working remotely, with no in-person customer service.
- Most programs and services will continue to be offered with only minor delays; however, some larger projects and initiatives have experienced 60-90 day delays (e.g., General Plan, Genentech Master Plan, L37/KASA development, etc.).
- In-person community meetings – which typically form a central part of the City's efforts to solicit feedback from residents on new planning projects – remain suspended.
- All commission meetings – including the Planning Commission, Bicycle & Pedestrian Advisory Commission (BPAC), and the Transportation & Parking Commission – remain on a reduced schedule with virtual meeting format.

### **Phase 2**

The timing and transition to Phase 2 will be guided by: (a) direction at the State and County level to relax SIP restrictions; and (b) resolution of school and child care issues. Under this phase:

- Staffing of the Building Division will remain as described above in Phase 1. In addition, staff in all other divisions will begin to rotate into the office on a staggered schedule, with approximately 25% of Planning, Housing, and Economic Development staff in the office at any one time. Among other things, this will allow at least one Planning professional to be physically stationed at the Permit Center at all times.
- All administrative functions will be fully restored.
- New signage will be posted in public areas, indicating the City's policies for maintaining social distancing, masks, and other health protocols. Changes in furniture and layout will be made to all public areas, in order to promote social distancing and health protocols.
- Commission meetings are restored to their normal calendar schedules but meetings remain virtual.

### Phase 3

Within 6-8 weeks after Phase 2 is initiated, ECD will begin the transition to Phase 3. However, based on the assumption that some public health restrictions will remain in place for several months, and that a new SIP Order may be issued in the Fall, staff anticipates that Phase 3 may last for several months. Under this phase:

- There will be a significant increase in staff returning to the office on a staggered schedule, with approximately 50% of staff working in the office at any one time. In addition, however, there would now be opportunities for in-person staff meetings to take place either weekly or bi-monthly at the Division level and quarterly at the Department level.
- The Permit Center will begin to accept in-person meetings, by appointment only, on a trial basis.
- Commission meetings would resume their normal schedule with in-person meetings, albeit with social distancing.

### Phase 4

With the onset of Phase 4, all staff would resume standard work hours in the office. In-person customer service and walk-ins would be allowed. All Commissions would resume normal operations.

## ***Parks and Recreation Department***

### **RECREATION DIVISION**

The Recreation Division consists of seven program areas, including Aquatics, Classes, Cultural Arts, Childcare, Senior Services, Sports and Facility and Picnic Rentals. Other programs managed by the Recreation Division include departmental Special Events and Administration. Recreation staff are also tasked with operating recreation centers, picnic sites and rental facilities, preschools and select SSFUSD after school sites that serve residents of all age groups. These programs generally involve a great deal of public interaction, which must be limited during COVID-19 modified operations.

#### **Phase 1:**

Under full restrictions, recreation facilities and programs are closed to the public and front counter operations take place only by phone or e-mail. The only program that would be open to the public is if the City provides modified childcare services to workers authorized to work outside the home, as defined by San Mateo County. Recreation administrative staff (Manager, Supervisors, Coordinators, Administrative Assistants, and Cultural Arts Specialist) would be expected to work from home and are only allowed to work from the office on an as-needed basis with supervisor approval. Part-time employees may be engaged in work that can be completed from home as assigned by their supervisor. Staff may be reassigned to other program areas as needed, including the Emergency Operations Center or other critical services, such as food distribution. Parks and Recreation Commission and Cultural Arts Commission meetings may not be held in person, but may be conducted as virtual meetings.

In-person recreation activities are closed under full restrictions. Instead, staff will develop alternative virtual recreation programs, as well as plan programs for future modification of programs as public health guidelines are relaxed over time. If the City opts to provide childcare services to authorized on-site workers, childcare operations would be modified to protect participants and employees, consistent with guidance from San Mateo County Health, and the State of California's Community Care Licensing Division. All community centers and childcare sites would be open to employees on a limited basis, but will remain closed to the general public unless enrolled in childcare.

#### **Phase 2:**

Under moderate restrictions, most face to face recreation programs would continue to remain closed to the public and front counter operations would continue to take place only by phone or e-mail. The primary difference between full and moderate restrictions is that Recreation administrative staff would have the option to work out of their offices or continue to telecommute. Likewise, part-time employees may be engaged in in-office work assigned by their supervisor.

Recreation administrative staff would have the option to return to the office. Continued telecommuting would be encouraged. In-office visits may be scheduled with modified, limited contact, depending on the number of staff who wish to be in the same location at the same time. Supervisors will have the option to engage part-time employees in work activities as needed, keeping in mind any regulations set forth by the County's public health orders, and guidance by the Human Resources and City Manager Departments. Work activities could include wellness

checks to seniors, senior food distribution, information and referral, social media and newsletter production, office organization and clean up, day to day administration, and program planning. Staff may be reassigned to other program areas as needed, including the Emergency Operations Center or other essential services, such as business recovery.

In-person recreation activities will largely remain closed under moderate restrictions. Staff will continue working on virtual recreation programs and connecting community members to needed resources. The only program that could be open to the public is if the City opts to provide childcare services to essential workers and/or City employees as described above. All community centers and childcare sites would be open to employees, but will remain closed to the public. Parks and Recreation Commission and Cultural Arts Commission meetings may not be held in person, but may be conducted as virtual meetings.

### Phase 3:

Under light restrictions, front counters at the Municipal Services Building and the Joseph A. Fernekes Building would be open to the public. Modified in-person business hours may be implemented. In-person recreation programs would be offered on a limited basis and would favor activities that align with the requirements outlined in the public health orders. Most recreation staff would continue to have the option to work a combination of in-office and telecommute hours, considering the supervisory needs of the in-person programs being offered. Part-time staff would also be engaged in enhanced cleaning efforts to maintain clean facilities between program offerings. Beyond staffing in-person program offerings, supervisors may continue engaging part-time employees in other work activities as needed, keeping in mind any regulations set forth by the County's public health orders and other guidance from the City. Work activities could include office organization and clean up, day to day administration, and program planning.

In-person recreation programs would be offered on a limited basis and would favor activities that align with the requirements outlined in the public health orders. While the specific orders are unknown at this time, such activities could include fitness classes that take place outdoors and indoor, small group classes that can accommodate social distancing. In addition, participation in recreation activities would be limited to small groups with ample physical distancing, and participants and instructors would be required to take any precautions outlined in the public health orders. Parks and Recreation Commission and Cultural Arts Commission meetings may be held in person, if permitted under County Health orders.

All community centers and childcare sites would be open to employees. When determining in-person recreation activities, staff will be mindful about making the most efficient use of facilities in determining which ones will be open to the public.

### Phase 4:

In the unrestricted phase, Recreation Division activities will return to normal and will likely include modifications made during the restricted phases that will likely be adopted as new standards of practice. Practices expected to carry over include enhanced cleaning efforts between program offerings and increased use of electronic forms that can be processed via e-mail or online.

Recreation administrative staff will return to working in the office. Telecommuting could still take place on a limited basis with supervisor approval, if permitted by City policies. Part-time staff will return to supporting in-person programs and supporting work as assigned by their supervisor.

Recreation programs would be expanded to include larger groups and social distancing in programs would no longer be mandatory. All community centers and childcare sites would be open to employees and the public. Parks and Recreation Commission and Cultural Arts Commission meetings to resume as in-person public meetings.

## PARKS DIVISION

The Parks and Recreation Department manages 300 acres of parks and open space areas, including all public trees and the Common Greens for the benefit of its residents.

### Phase 1:

Under full restrictions, Park facilities such as restrooms, playgrounds, the dog park, picnic sites, and any other areas that encourage gathering are closed to the public. Only passive recreation areas such as walking paths and open space areas remain open. Front counter operations take place only by phone or e-mail as much as possible. Parks administrative staff (Manager, Supervisors, and Administrative Assistants) are expected to work from home and would only be allowed to work from the office on an as-needed basis with supervisor approval in order to continue to meet resident needs for functions that can only be performed from the Maintenance Services Building.

Parks administrative staff are expected to work from home and would only be allowed to work from the office on an as-needed basis with supervisor approval or to serve in a staffing coverage capacity so as not to interrupt operations for the public. Part-time employees may be engaged in work that can be completed from home as assigned by their supervisor or are scheduled alternatively to full-time staff so as to reduce number of staff at the Maintenance Services Building. Improving Public Places Committee and Beautification Committee meetings are cancelled as well as any events scheduled within the full restriction period.

Full-time staffing of maintenance workers is reduced to 20% of normal operations having four to five employees on staff at any given day. Their focus is maintaining safe paths of travel in the parks, hazard abatement, emergency response, and sanitation of commonly used assets such as trash cans and hand rails. As time allows, duties like mowing and weed abatement may occur. All remaining staff are placed on standby to be called in if needed. Tree crew members are additionally on standby, and will be called periodically as needed for emergency tree work.

All vehicles are not to be shared and each vehicle is to be disinfected after each use. All staff will be provided protective masks and required to wear them while at work. Staff may be reassigned to other areas as needed, including the Emergency Operations Center or other critical services, such as food distribution.

Park facilities such as restrooms, playgrounds, dog parks, picnic sites, and any other areas of congregation are closed to the public. Only passive recreation areas such as walking paths and

open space areas remain open. Sports courts are closed. Drinking fountains are shut off as well. Internally, the Maintenance Services Building lunchroom, conference room, and other gathering areas will be closed.

#### Phase 2:

Under moderate restrictions, larger more frequently used parks may begin to have facilities such as bathrooms re-opened with an increased cleaning frequency throughout the day, if permitted by County health orders. The dog park may re-open with signage enforcing social distancing. Front counter operations would continue to take place only by phone or e-mail if possible, and if any human interaction was necessary, proper distancing will be enforced and physical barriers will be erected at counters. More park staff will be scheduled each week and Supervisors will have the option to return to their offices, but will be encouraged to work from home for at least two days a week. Improving Public Places Committee and Beautification Committee meetings will remain cancelled. Any planned events will be cancelled until restrictions are lifted.

Parks administrative staff would have the option to return to the office, but may be encouraged to telecommute two days a week or more. Maintenance staffing will increase to 100% of normal staffing, as permitted by County Health (effective May 11, 2020). Staff will focus on increased bathroom cleaning frequencies, as well as returning to regular maintenance such as mowing and weed abatement, and will start to attend to deferred repairs on major infrastructure such as irrigation mainlines, valves, and hardscapes. Major renovation work may be paused until restrictions are eased, unless permitted by County Health. Part-time workers will resume their normal shifts and full-time staff will return to weekend schedule. Protective face masks will be provided and required for all staff.

Playgrounds will remain closed and restrooms will be opened and cleaned on a more frequent schedule throughout the day. Picnic sites will remain closed as well as sports courts with the exception of tennis courts as this can be played at safe distances, unless prohibited by County Health. Sites will be opened based on recreational program needs and all facilities that are opened will be sanitized using a chlorine bleach disinfecting unit. The Maintenance Services Building lunchroom and conference room will only be used with proper social distancing and sanitization efforts.

#### Phase 3:

Under light restrictions, all park facilities will reopen. Sites will be opened in a prioritized manner based on recreational program needs, and all facilities/assets that are opened will be sanitized using a chlorine bleach disinfecting unit prior to opening. Restrooms and playgrounds will be cleaned and disinfected regularly. All maintenance staff will return to work, in normal capacities and start performing deferred maintenance work. Improving Public Places Committee and Beautification Committee meetings may remain cancelled, but planned events will be able to be held with proper protocols.

Maintenance staffing will remain at 100% under lighter restrictions, but employees may not share vehicles and will be encouraged to continue social distancing. Parks administrative employees will be working at offices, with the option of occasional telecommuting with supervisor approval. Tree work will resume full operations. Front office operations will still practice social distancing and

use protective barriers at areas of public interactions. Masks will be provided and may be required if recommended by the County's health officer.

All facilities will be open to the public with increased cleaning frequencies. All playgrounds, restrooms, and park assets will be sanitized with chlorine bleach disinfecting unit and will be prioritized based on programming.

Phase 4:

During the unrestricted period, all operations will return to normal and work cycles will resume with an extra effort to catch up on deferred maintenance such as weed abatement in right-of-way areas. Cleansing and proper hygienic protocols will be implemented to keep staff safe. Processes that can be done via computer or online will remain virtual. Improving Public Places Committee and Beautification Committee resume normal meetings and events as scheduled.

All staff return to normal operations with sanitation of work areas as a focus for all employees. Masks may be issued to employees for optional use.

All park facilities and assets will be fully opened and sanitized before opening using a chlorine bleach disinfecting unit. Administrative staff will return to offices and clean their workspaces regularly.

## BUILDING MAINTENANCE DIVISION

Phase 1:

Under full restrictions, non-essential facilities and any other areas that encourage gatherings are closed to the public. Only essential facilities such as Police, Fire, the City Manager's office and the Maintenance Services Building remain open. Front counter operations take place only by phone or e-mail as much as possible. Building Maintenance administrative staff (Manager, Supervisors, and Administrative Assistants) are expected to work from home and only allowed to work from the office on an as-needed basis with supervisor approval in order to continue to meet resident needs for functions that can only be performed from the Maintenance Services Building. Part-time employees may be engaged in work that can be completed from home as assigned by their supervisor or are scheduled to support full-time staff.

Full-time maintenance staffing is reduced to 20% of normal operations having four to five employees on staff at any given time. Their focus would be maintaining essential facilities and supporting front line departments. Staff will concentrate on disinfecting, sanitation and emergency response. As time allows, non-essential facilities will be serviced to address the needs of other City departments, working from the office. All remaining staff are held on standby to be called in if needed.

All vehicles are not to be shared and each vehicle is to be disinfected after each use. All staff will be provided protective masks and required to wear them while at work.

Staff may be reassigned to other program areas as needed, including the Emergency Operations Center or other critical services, such as food distribution.



Non-essential City facilities and any other areas of congregation are closed to the public. Only essential facilities such as Police, Fire, the City Manager's office and the Maintenance Services Building remain open. Front counter operations take place only by phone or e-mail as much as possible.

Phase 2:

Under moderate restrictions, essential and non-essential facilities will occasionally be occupied by City departments. Workspaces, common areas and restrooms would re-open and require an increased cleaning frequency. Front counter operations would continue to take place only by phone or e-mail if possible and if any human interaction was necessary, proper distancing will be enforced and physical barriers will be erected at counters. Additional Building Maintenance staff will be scheduled each week and Supervisors will continue managing staff schedule from the office with the option to return to work from home when appropriate.

Building Maintenance administrative staff would have the option to return to the office, but will be encouraged to telecommute for at least two days a week or more. Maintenance staffing will increase to 100% of normal staffing. Staff will focus on increased disinfecting and cleaning frequencies, as well as returning to routine maintenance including HVAC and fire/life safety issues. Staff will start to prepare facilities for the return to normal operations. Building systems will be inspected and tested to ensure an easy return of programs and services. Day and night shifts may resume their normal shifts including the weekend schedule. Protective face masks will be provided and required for all staff.

Under moderate restrictions, all essential facilities will remain open to essential workers and closed to the public. Each department will be encouraged to wipe down their areas prior to starting work and occasional throughout the day to support Building Maintenance efforts. Front counter operations take place only by phone or e-mail as much as possible.

Phase 3:

Under light restrictions, additional facilities will re-open based on departmental and program needs. All facilities that are opened will be sanitized prior to opening. Workspaces, common areas and restrooms will be cleaned and disinfected regularly. All maintenance staff will return to work, in normal capacities and start performing deferred maintenance work.

Staffing will return to 100% under light restrictions, but staff will not share vehicles whenever possible and will be encouraged to continue social distancing. Building Maintenance administrative employees will be working at offices, with the option of occasional telecommuting occasionally with supervisor approval. Front office operations will still practice social distancing and use protective barriers at areas of public interactions. Masks will be provided and required to wear protective masks.

In this scenario, employees are prepared for all facilities to be opened to the public with increased cleaning frequencies. All workspaces, common areas and restrooms will be sanitized and will be prioritized based on programming. The Maintenance Services Building lunchroom and conference room will be open to employees, but social distancing will be recommended. Each department

will be encouraged to wipe down their areas prior to starting work and occasional throughout the day.

Phase 4:

During the unrestricted phase, all operations will return to normal and work cycles will resume with an extra effort to catch up on deferred maintenance such as filter replacements, inspections, testing and repairs. Cleansing and proper hygiene protocols will be implemented to keep staff safe. Processes that can be done via computer or online will be pushed to remain virtual.

All staff return to normal operations with sanitation of work areas as a focus for all employees. Masks will still be issued to employees for optional use.

All facilities will be fully opened and sanitized before opening. Administrative staff will return to offices and clean their workspaces regularly. Each department will be encouraged to wipe down their areas prior to starting work and occasionally throughout the day.

***Public Works Department  
Operations – Engineering – Water Quality Control Plant***

**OPERATIONS AND MAINTENANCE**

**Phase 1: - Current Staffing**

- Management, supervisors, and administrative staff working remotely – in office as necessary
- Fleet Maintenance Services (4): two Equipment Mechanics on site and two on call
- Electric Maintenance Services (4): two Electricians on site and two on call
- Public Works Maintenance Staff (18): nine staffers on site and nine on call
- Code Enforcement (2): Code Enforcement Officers will continue to respond to “Life / Safety” calls. Staff is set up to work remotely.
- **Standby Crew responds to after-hours calls.**

**Phase 2: – Maintenance staff return to work - Staggered shift: start of shift / lunch break / end of shift**

- Management, supervisors, and administrative staff working remotely – in office as necessary
- Fleet Maintenance Services (4): 4 Equipment Mechanics on site (coordinating with Team A or B)
- Electric Maintenance Services (4): 4 Electricians on site (coordinating with Team A or B)
- Public Works Maintenance Staff (18): 14 staffers on site and 4 on call (coordinating with Team A or B)
- Code Enforcement (2): Code Enforcement Officers will continue to respond to “Life / Safety” calls. Staff is set up to work remotely and utilize the office when necessary.
- Standby Crew responds to after-hours calls.

**ENGINEERING**

**Phase 1: – Current Staffing**

- One Engineer/Senior Permit Technician
  - Remainder of staff working remotely
- One Administrative Assistant as required
- Principal Engineer as required
- Public Works Inspector – As necessary to meet current inspection requirements
- All staff who report to the City Hall Annex will wear proper PPE and clean work surfaces at the beginning and end of work day
- Staff will continue to provide all services to the public through online, email and telephone.

**Phase 2: - Additional staff not required until the Annex is open to public for counter service (Phase 3/4)**

- One Engineer/Senior Permit Technician

- Remainder of staff working remotely
- One Administrative Assistant as required
- Principal Engineer as required
- Public Works Inspector – As necessary to meet current inspection requirements
- All staff who report to the City Hall Annex will wear proper PPE and clean work surfaces at the beginning and end of work day
- Staff will continue to provide all services to the public through online, email and telephone.

## WATER QUALITY CONTROL PLANT (WQCP)

### Phase 1: – *Current Staffing*

- Management, supervisors, and administrative staff working remotely – in office as necessary
- Operations
  - Two -Three operator teams assigned to 12-hour shifts 0600 – 1800 / 1800 - 0600
  - Telephone and computerized turnover reports
- Maintenance
  - Mechanic – 0800-1630 – As required to perform inside rounds
  - Mechanic – 1000-1830 – As required to perform Pump Station inspections
  - Plant Electrician – on call
  - Lab Chemist - 0800-1630 - As required to conduct minimum required compliance testing
  - Minimum staffing of certified operators, maintenance, and laboratory personnel is required to prevent violations to the Clean Water Act and the California Water Code.

### Phase 2: – *Staff that cannot perform job functions from home will return to the workplace with appropriate precautions*

- Management, supervisors, and administrative staff working remotely – in office as necessary
- Environmental Compliance
  - Monday through Friday rotating 10-hour shifts, full staffing
- Operations
  - Rotating two, three operator teams assigned to 12-hour shifts 0600 – 1800 / 1800 – 0600, full staffing
  - Daily computerized and telephone turnover reports between all shifts
- Maintenance
  - Monday through Friday 8-hour shifts, full staffing
- Lab Chemist - Monday through Friday 10-hour shifts, full staffing

Plant remains closed for public access, such as plant tours

## ***Library Department***

In case of a gradual easing of the shelter-in-place orders, this plan presents a phased re-introduction of services. Any of the phases can and will be skipped if restrictions are eased more quickly. Within all levels, Library staff will work with Facilities staff to partner on sharing responsibilities on safe cleaning training, PPEs and protocol for public and staff spaces.

Phase 1: Full restrictions. Limited staff on-site for essential, basic work functions only. Nearly 90% full-time staff working remotely; part-time staff as needed (virtual programming, city projects such as Census or EOC, or other library projects such as CLC Computer Lab) or standby. No public on site, except for appointments in the CLC Computer Lab.

- Computer Lab for Unemployment Benefits and job search at CLC (*essential*) – Limited staff working on-site (3-5 onsite; 18 staff total with staggered shifts); public by appointment only (up to 6 at a time/20 per day)
- Mail Delivery Services (*essential*) – Limited staff working on-site at the Main Library (3 - 4; no more than 4 hour shifts)
- Access to Collections/Circulation Services – online or by phone; no public on-site access; no returns through the Automated Materials Handling system or manual book drop; no Friends donations accepted; digital books and streaming video are promoted
- Access to Library Computers and Equipment - except for the CLC computer lab service, computers and Maker Space equipment are not available for the public; library staff are part of the county-wide project, using our 3D printers to produce safety equipment for essential health and public safety workers
- Library Services (research, readers' advisory, technology assistance– online or by phone
- Library Public Programming (adult, children, teens, family) – online only, including prerecorded and livestreamed story times; Summer Learning programming and activities (including Reader Leader tutoring) takes place virtually, with annual book distribution paused until shelter in home orders are modified
- Literacy Services, Project Read, and Community Learning Center (afterschool programs, adult learner programs; Adult School classes, etc.) – online or by phone; no Learning Wheels literacy outreach van services

Phase 2: Moderate restrictions. Library Services will be re-established during Phase 2, where moderate restrictions are still in place, many types of retail businesses are allowed to re-open protocols and the types of trips residents can make outside of their home expands. In this stage, gatherings are still prohibited and public places must follow strict social distancing guidelines. At the Library, public will only be allowed inside the buildings by appointment, such as to access computers for unemployment application and job seeking. Curbside pick-up of books and other library materials will be established, while delivery by mail to residences will continue for those unable to make the trip. Library returns and delivery between libraries may be phased in, aligning with system-wide activation; materials-quarantining rules will be followed.

Library staff will return to work on site, in reduced capacity, with strict social distancing protocols and PPE requirements in place. Staff able to work remotely will continue to do so.

This phase would be implemented after the shelter in place order has been revised to allow slightly less restricted travel and/or social distancing requirements, per County Health Officer. Limited and essential staff may work on-site in the library and are required to wear masks if around other people. Staff who handles books or other materials will be required to wear gloves. Some staff may continue to work remotely. Virtual or phone meetings only. Shared spaces must be reconfigured to allow for 6 feet social distancing, which will impact staffing downstairs. Staff on-site would work on tasks such as delivery service and curbside pickup, process books and materials, and record virtual programming.

At the Main Library, we anticipate 8-10 staff on site at any given time, with 4-5 per floor, safely distanced. Many Library Pages, Library Clerks, and Library Assistants will return to work on a rotation, to ensure fairness, continuing to perform remote work while not on-site. Supervising Library Specialists will also return to work on-site, overseeing the day-to-day operations. Some will continue to perform some duties remotely. Librarians and Program Managers will continue to do the majority of their work remotely, which includes collection development, programming, reference, grant-writing, and similar duties. Administrative staff will also be able to perform much of their duties remotely. Project Read staff will work a combination of in-library and remote, depending upon program needs.

At the Grand Avenue Branch Library, several staff will work on-site, operating the curbside pick-up service. One Supervising Library Specialist will oversee the operation with a staff of two to three Library Clerks and Library Assistants. The Branch Manager will work on-site as needed.

Community Learning Center will continue to host the Computer Lab for unemployment benefits and job search.

Phase 3: *Light restrictions.* Non-essential trips are allowed, small gatherings allowed, and social distancing and PPE guidelines may still be in place. 100% of staff on site, with staggered shifts to address social distancing needs. Library returns and system-wide delivery will reach near-normal levels.

The public will be allowed in the buildings, with restrictions placed on total number allowed in the facilities, based on social distancing and gatherings restrictions and guidelines in place. In-person assistance, such as technology or reference interactions, and small learning programs may be by appointment and/or phased in. CLC afterschool homework program will align with Recreation afterschool program activation and guidelines. The Learning Wheels van may be used for “touchless” distribution of free children’s books.

Phase 4: *Unrestricted.* Return to normal for programming and building access with some prudent ongoing considerations for spacing of furniture, tables, computer stations. 100% staff on site at all locations to staff public service desks and provide more assistance, with best practices for hygiene and safety being followed. Public allowed into the building to access technology, equipment, browse collections, use tutoring rooms, etc. Full programming schedule resumes, all makerspace equipment available without appointment and with assistance as needed, Summer Learning programming resumes as normal. Community Learning Center resumes afterschool homework program and Adult programming; all makerspace equipment and Computer Lab is available for use. Learning Wheels literacy outreach van returns to a normal schedule.