

City Hall and City Facilities Re-Opening Plan

Recovery from COVID-19 Emergency Response

May 11, 2020

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Introduction and Applicability

This Re-opening Plan for City Hall and City Facilities is intended to guide the COVID-19 pandemic response re-opening process for applicable employee and customer serving spaces at City Hall and City Facilities such as the Public Works Yard (and buildings), Joslyn Center, and the Police/Fire Facility.

Each City Department provides services to different customers, as well as functions at a widely differing level. This Re-opening Plan will provide phasing and general guidelines for the re-opening process, but Department-specific guidelines will guide the specifics of each Department's workspace configuration, staffing levels, and customer service methods.

DRAFT

Guiding Documents for Re-Opening City Hall and City Facilities

Federal Guidance “Opening Up America Again”

April 15, 2020

- Three-phased program providing guidance for gradual re-opening
- Each phase dependent on 14-day downward trajectory of symptoms and cases, as well as capacity in medical facilities and robust testing program
- Implementable by State or regional basis

State of California Guiding Principles

April 14, 2020

- Ability to monitor and protect communities through testing, contact tracing, isolating, and supporting those who are positive or exposed;
- Ability to prevent infection in people who are at risk for more severe COVID-19;
- Ability of the hospital and health systems to handle surges;
- Ability to develop therapeutics to meet the demand;
- Ability for businesses, schools, and child care facilities to support physical distancing; and;
- Ability to determine when to reinstitute certain measures, such as the stay-at-home orders, if necessary.

California Re-Opening Phases

April 28, 2020

- Stage 1 – Safety and Preparedness (currently ongoing)
- Stage 2 – Re-open Lower-Risk Workplaces (currently ongoing)
- Stage 3 – Re-open High-Risk Workplaces
- Stage 4 – End of Stay-at-Home Orders

Los Angeles County Guiding Principles

April 24, 2020

- Assurance that there is adequate hospital capacity, with surge ability
- Protections in place for the vulnerable (elderly, homeless, institutional, etc)
- Capacity to test, isolate, and quarantine those who are ill, and conduct surveillance to prevent further spread
- Maintain social distancing and infection control measures

- Generally corresponds to California Stages for re-opening
- Stage 2 – first portion - began May 8
 - Selected retail with curbside pick-up
 - Car dealership showrooms
- Stage 2 – later portion – personal care, restaurants, offices with restrictions
- Stages 3 – 4 – gradual re-opening of more uses
- Stage 5 – return to normal operations.

Government Orders Relevant to City Operations

Jurisdiction	Action	Date Passed	Status (May 3, 2020)
Federal			
	Proclamation of National Emergency	March 13, 2020	In Effect
State of California			
	Proclamation of State Emergency	March 4, 2020	In Effect
	Executive Order N-25-20 (Brown Act, etc)	March 12, 2020	In Effect
	California Public Health Guidance (65+/Vulnerable)	March 16, 2020	In Effect
	Executive Order N-33-20 (Stay-at-Home Order)	March 19, 2020	In Effect
Los Angeles County			
	LA County Public Health Quarantine Order	April 1, 2020	In Effect
	LA County Public Health Self-Isolation Order	April 1, 2020	In Effect
	LA County Public Health Safer at Home Order	April 10, 2020	In Effect
City of Manhattan Beach			
	Proclamation of Local Emergency	March 13, 2020	In Effect
	City Emergency Order #2 (Park/Rec Facilities Closed)	April 8, 2020	In Effect
	City Emergency Order #3 (Ties dates to County Order)	April 17, 2020	In Effect

Temporary Internal Work Methods during COVID-19

The City established temporary internal work methods during the course of the COVID-19 Emergency Response to continue its function as an essential business. Due to the need to return cautiously to pre-COVID-19 business operations, many of these work methods may continue during the Re-Opening Plan implementation for City Hall and City Facilities. These include:

- Closure of City Hall, City Facilities, and Senior Center to customers
- Emergency Operations Center activation
- Employees working remotely when possible
- Electronic timesheet and Request-for-Payment process
- ShoreTel conference calls (additional licenses added)
- Zoom (video) meetings (capability added)
- Docusign (capability addition in process)
- COVID-19 expenditure accounting and time tracking procedures
- Employee Leave accrual maximum cap allowance extended temporarily
- Mail and package delivery off-site/held for 24 hours
- Virtual City Council and Planning Commission meetings
- Weekly all-hands employee meetings via Zoom
- Recruitment/On-boarding processes paused, except for critical-to-fill positions
- Employee Support programs available virtually
- Virtual MB Fit Employee Program
- Healthy at Home program with Citywide remote health and wellness offerings

These methods will be evaluated continually over the course of, and after, the re-opening phases to provide alternatives to in-person transactions as well as increase efficiency and service delivery in the future.

Summary of City Hall Services During Stay-at-Home Orders

During the initial stay-at-home orders, the City adopted the capability to allow employees to work remotely to continue to serve City customer service functions. The following is a brief description of external services provided.

All Departments / Citywide:

- General Inquiries – Available remotely

Community Development:

- Plan Check – Limited availability and timing impacted
- Permitting – Available; timing impacted
- Inspections – Available
- Residential Building Reports – Available
- Right-of-Way Permits – Available
- Tree Permits – Available
- Code Enforcement – Available
- Planning Services: Available
- Outreach / Education Events – Generally suspended

Finance Department:

- Utility Billing – Available
- Parking Permits – Available
- Cashier Function – Available

Human Resources:

- All functions conducted remotely. Staff available to be onsite as needed.

Management Services:

- City Council Meetings – Available virtually
- Public Records Act Requests – Available
- Receipt of Subpoenas – Available
- Contracts Processing – Available
- Opening of Bidding – Postponed temporarily

Parks and Recreation:

- Administrative functions – Available
- Registration, Reservations & Marketing – Available
- Recreation Programs – Limited Availability Virtually
- Older Adult Programs – Limited Availability Virtually
- Dial-A-Ride Programs – Available

Public Works:

- Water Meter Reading – Continuing as scheduled
- Sewer Lift Station – Continuous monitoring and intermittent maintenance
- Graffiti Removal, Pot Hole Repairs, Curb Painting – Available
- PW Inspections – Available
- Engineering Capital Projects – Continuing
- Coin Collection – Suspended
- Vehicle Maintenance – Available
- Building Maintenance – Available
- Parks and Open Space Maintenance – Continuing

Criteria for the Re-Opening Plan

As of May 2020, there is no defined timeline for the development of a vaccine for COVID-19. Early speculation identifies that a vaccine will be available fall 2021, an 18-month time period.

Testing capacity for COVID-19 continues to be limited, but is expanding significantly. As of May 6, 2020, testing is available for all Los Angeles County residents regardless of symptoms, but prioritized for anyone with symptoms, first responders, and front line workers. Antibody testing is also becoming available, but with varying reliability of results and much debate about the efficacy of such testing. Furthermore, antibodies may not be indicative of resistance to COVID-19 is also uncertain.

These factors indicate that society will need to manage exposure to COVID-19 into the foreseeable future. The following criteria should guide the implementation of a phased re-opening strategy that is consistent with greater public health goals and ensures operational flexibility for changing situations:

- Continue to limit the spread of COVID-19 for employees and customers, and throughout the community
- Reopening plans must be versatile to adjust to changing external factors
- Established thresholds for progressing to the next phase
- Continued expansion of efficient remote operations as in-person customer service is gradually restored

Best Practices to Continue to Limit the Spread of COVID-19

Returning City facilities to pre-COVID-19 operational status requires a measured approach to ensure that safeguards continue to be in place to limit the spread of COVID-19. The following practices have been identified by the United States Center for Disease Control, California Department of Public Health, and Los Angeles County Public Health Officer, the City should have the ability to implement the following measures during various re-opening phases.

1. Social distancing of employees and customers
 - Sneeze guards / barriers in customer-facing spaces and employee cubicle areas
 - Physical and visual delineators for customer spacing
 - Prohibit gatherings.
 - Encourage phone and video meetings
 - Establish a maximum density (space/persons) for interior spaces, including conference rooms; limit number of people
2. Continued remote work for certain employees, or implement a remote work and in-office rotation for certain times per day or week
3. Stagger shifts, breaks, and lunch times to limit number of people gathering in lockers and breakrooms.
4. Consider limiting access to congregating in employee breakrooms and/or increasing disinfecting.
5. Post signage requiring face coverings to be worn
6. Personal Protective Equipment (PPE) for field personnel and responders
7. Post signage requesting that persons who are sick, even with mild symptoms, not to enter
8. Hygiene regimen (hand-washing, frequent and thorough cleaning of surfaces)
9. Provide hand sanitizer at doorways.
10. Supply disinfectant for use in common areas.
11. Temperature checks (temperature checking stations available for employees)
12. On-site attendance log (employees and visitors)
13. Employee contact logging at all times (recommended when not at work)
14. Testing protocols (COVID-19 and Antibodies) for on-site employees and first responders
15. Increase cleaning of all frequently touched surfaces and common areas.

External Factors affecting the Re-Opening Plan

The COVID-19 pandemic response has been a constant state of flux. Reopening City Hall and City Facilities is contingent upon the ability to provide services, while preparing for the possibility of changes in external factors that may affect the ability to operate.

External Factors include:

- Consistency with Federal and/or State guidelines for re-opening
- Changes in Federal, State, or County orders or policies
- Resurgence of community spread of COVID-19
- COVID-19 outbreaks with City Hall and City Facilities

Versatility of Re-Opening Plan

To remain versatile, the following measures should be implemented for all phases:

- All City Departments to have Continuity of Operations Plans to respond to changes
- A two-week timeline that actively responds to any changes in external factors
- Ability to adjust the ratio of on-site/remote work employees with minimal impacts to services
- Active tracking and look-ahead of ongoing internal policy changes
- Advanced communication to employees and customers to inform of the next two-week timeline, ongoing and upcoming operational changes, or changes to External Factors.

Thresholds for Progression of Phases

To ensure orderly progression of phases, thresholds are included for each phase of the process of returning to pre-COVID-19 business operations. These thresholds can be adjusted if External Factors or Federal/State/County guidance changes.

Phases for Re-Opening / Two-Week Threshold

Based on the CDC, the incubation period for COVID-19 can be up to 14 days. The phases within the Federal Guidelines use this timeline, indicating a two-week test to determine whether to proceed with reopening another phase.

Therefore, the City's Re-Opening Plan phases allow the City to transition at a rate that will correspond to reports from external factors. Phases would typically be implemented for a minimum of two weeks, then be monitored for a two-week monitoring period to ensure the situation is stable. If situations have changed, the phase may need to be repeated or the City might step back to a previous phase.

Based on this, it appears that there may be multiple phases, beginning with the lifting of the Los Angeles County Order, currently anticipated for May 15. Please note: phase structure is predicated upon a fluid situation and subject to change.

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 (Continued Preventative Measures)	Currently Undetermined
5	City Hall and City Facilities Normal Operations	Currently Undetermined

Phase 1: Transition City Hall and City Facilities to Limited Employees

Description of Operations:

- Continue providing customer services remotely while transitioning workplace for limited employees in a socially-distanced setting.
- Prepare facilities for limited customer service transactions by installing physical barriers, signs, and reconfiguring workspaces.
- Phase in contactless in-person customer service methods, such as drop-off/pick-up services, to occur outside of facilities.
- Continue to use phone or video interactions for public meetings, while preparing for socially-distanced meeting methods.
- Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19.

Before the Phase Starts

- Disinfect City Hall and City Facilities
- Identify limited staff that can resume on-site work in existing employee work areas.
- Ensure availability of face coverings, disinfectants and cleaning supplies
- One-two week advance notice to employees and the public on upcoming changes

Start Threshold(s):

- 1) Governor Lifts Stay-at-Home Order
- 2) Los Angeles County Lifts Safer-at-Home Order

Start Date:

Upon Lifting or Amending of Public Health Orders

Extend phase if: External Factors (Page 8) indicate COVID-19 situation is worsened

Thresholds for progression to next phase: Assess situation 2 weeks after implementation; if consistent with State and County guidance and orders and if supported by External Factors, consider transitioning to following Phase.

Phase 2: Limited Employees On-site / Limited Customers by Appointment

Description of Operations:

- Continue providing customer services remotely to the extent possible while rotating/staggering employees on-site in a socially-distanced setting.
- Continue contactless in-person customer service methods if possible, such as drop-off/pick-up services, to occur outside of facilities.
- Continue to encourage online/phone transactions, but phase in by-appointment-only limited customer service transactions
- Continue to use phone or video interactions for public meetings, while transitioning to socially-distanced meeting methods.
- Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19.

Before the Phase Starts

- Completed installation of physical and visual delineators for customer spacing
- Completed reconfiguration of employee work areas for social distancing
- Continued availability of face coverings, disinfectants and cleaning supplies
- Messaging to employees and customers; encourage online/phone business

Start Threshold(s):

- 1) Consistency with State and County orders and guidance
- 2) Supported by External Factors

Start Date:

Minimum of 2 weeks after Phase 1 implementation

Extend or return to previous phase if: External Factors (Page 8) indicate COVID-19 situation is worsened

Thresholds for progression to next phase: Assess situation 2 weeks after implementation; if consistent with State and County guidance and orders and if supported by External Factors, consider an additional 2 week period or transitioning to following Phase.

Phase 3: Additional Employees On-site / Customers Allowed

<p>Description of Operations:</p> <ul style="list-style-type: none"> • Continue to encourage remote customer service while rotating/staggering employees on-site in a socially-distanced setting. • Continue contactless in-person customer service methods, such as drop-off/pick-up services, to occur outside of facilities. • Begin allowing limited in-person meetings; use remote meeting methods for others. • Begin allowing limited in-person visits to City Hall for customer service transactions, while allowing for social distancing and waiting outside to be called in for service. • Begin conduct certain public meetings using socially-distanced methods. • Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19. 	
<p>Before the Phase Starts</p> <ul style="list-style-type: none"> • Continued availability of face coverings, disinfectants and cleaning supplies • Complete reconfigurations necessary for socially-distanced in-person public meetings • Messaging to employees and customers; encourage online/phone business 	
<p>Start Threshold(s):</p> <ol style="list-style-type: none"> 1) Consistency with State and County orders and guidance 2) Supported by External Factors 	<p>Start Date: To be determined</p>
<p>Extend or return to previous phase if: External Factors (Page 8) indicate COVID-19 situation is worsened</p>	
<p>Thresholds for progression to next phase: Assess situation every 2 weeks after implementation; if consistent with State and County guidance and orders and if supported by External Factors, consider a timeline for transitioning to following Phase.</p>	

Phase 4: Most Employees On-site / On-Site Operations Restored (Continued Preventative Measures)

<p>Description of Operations:</p> <ul style="list-style-type: none"> • Employees may return on-site to work, other than most vulnerable population should continue to work remotely if deemed necessary • Allow in-person meetings and in-person visits to City Hall for customer service transactions. • Conduct in-person public meetings using socially-distanced methods. • No large gatherings or events, unless consistent with health orders • Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19. 	
<p>Before the Phase Starts</p> <ul style="list-style-type: none"> • Continued availability of face coverings, disinfectants and cleaning supplies • Messaging to employees and customers; 	
<p>Start Threshold(s):</p> <ol style="list-style-type: none"> 1) Consistency with State and County orders and guidance 2) Supported by External Factors 	<p>Start Date: To be determined</p>
<p>Extend or return to previous phase if: External Factors (Page 8) indicate COVID-19 situation is worsened</p>	
<p>Thresholds for progression to next phase: Assess situation every 2 weeks after implementation; if consistent with State and County guidance and orders and if supported by External Factors, consider a timeline for transitioning to following Phase.</p>	

Phase 5: City Hall and City Facilities Normal Operations

<p>Description of Operations:</p> <ul style="list-style-type: none"> • Employees may return on-site to work • Allow in-person meetings and in-person visits to City Hall for customer service transactions. • Conduct in-person public meetings • Traditional gatherings and outreach events may be held. • Voluntary continuation of temporary work methods if beneficial for business operations. • Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19. 	
<p>Before the Phase Starts</p> <ul style="list-style-type: none"> • Continued availability of face coverings, disinfectants and cleaning supplies • Messaging to employees and customers; 	
<p>Start Threshold(s):</p> <ol style="list-style-type: none"> 1) Consistency with State and County orders and guidance 2) Supported by External Factors 	<p>Start Date: To be determined</p>
<p>Extend or return to previous phase if: External Factors (Page 8) indicate COVID-19 situation is worsened</p>	
<p>Thresholds for progression to next phase: Assess situation every 2 weeks after implementation; if consistent with State and County guidance and orders and if supported by External Factors, consider a timeline for transitioning to following Phase.</p>	

Figure 1 below briefly summarizes the transitions over the course of the Re-opening Phases.

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

Restoring Customer Services

It is estimated that 80% of the external customer service functions can be performed while the staff works remotely. Only in some instances are there prolonged processing times due to staff and customers unable to transact in person at a City facility.

During the re-opening process, the priority is to ensure that employees and customers of City facilities are protected to the extent possible from exposure to COVID-19. When it is deemed possible and safe to resume in-person transactions, the priority will be directed to restoring customer service functions to their most efficient level.

