



CITY OF MANHATTAN BEACH CITY HALL

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TO: Honorable Mayor and Members of the City Council
FROM: Carrie Tai, Community Development Director
MEETING: City Council Regular Meeting, March 6, 2021
SUBJECT: Agenda Item No. 15 – Report on City Hall Reopening Plan
DATE: April 6, 2021

SUPPLEMENTAL ATTACHMENT

- PowerPoint Presentation



CITY HALL & CITY FACILITIES REOPENING PLAN

APRIL 6, 2021



ONGOING MODIFIED OPERATIONS

- Zoom public meetings
- Virtual parks and recreation programs
- Older adult hotline – grocery and meal delivery
- Enforcement of COVID-19 protocols
- Emergency Operations Center
- Remote City services
- Online plan submittal and permitting
- Construction inspections (Virtual and in-person)
- Street and infrastructure maintenance
- Finance and budgeting
- Employee care and outreach program
- IT support



PHASED APPROACH

- Five phases to gradually restore onsite/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 surges.
- Coordinated with the State's Blueprint for a Safer Economy (Tier system for counties)



PHASED APPROACH

- Employee and customer safety is the top priority
- Ability implement health and safety measures and implement best practices including:
 - Social distancing, face coverings, increased cleaning, etc.
 - COVID-19 questionnaires / self-check
- Modify facilities and work methods for customer interface:
 - “Curbside” drop-off and pick-up
 - Plexiglass and other 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	current
2	Limited Employees Onsite / Limited Customers by Appointment	4
3	Additional Employees Onsite / Customers Allowed	4
4	Most Employees On-site / Onsite Operations Restored	Currently Undetermined
5	City Hall and City Facilities Normal Operations	Currently Undetermined



PHASE 1



LIMITED EMPLOYEES ON SITE

- Began once County orders were modified to allow essential businesses on site
- Limited employees on site (socially distanced and number/positions dependent on Department need)
- Provided 100% of City services remotely via internet, phone, email, and pickup/drop-off
- Prepared for Phase 2 COVID-19 prevention protocols (installed physical barriers, applied visual cues, reconfigured waiting spaces, established distanced meeting protocols, increased cleaning, and modified workspaces).



PHASE 2

TRANSITION TO CUSTOMERS BY APPOINTMENT

- COVID-19 prevention protocols in place
- Phase in appointment-only in-person customer service transactions on a limited basis.
- Provide contactless in-person customer service methods (remote queuing and pick-up/drop-off)
- Rotate/stagger onsite employee shifts to ensure distanced workspaces
- Continue to provide customer services remotely.



PHASE 3

ADDITIONAL EMPLOYEES ON SITE/ WALK-IN CUSTOMERS ALLOWED

- Rotate/stagger additional employees on site in a distanced setting.
- Transition to allow customer walk-ins
- Continue to encourage use of online customer services
- Continue contactless in-person customer service methods (remote queuing and pick-up/drop-off)
- Begin conducting certain public meetings using socially-distanced methods.



PHASE 4



MOST EMPLOYEES ON-SITE/ONSITE OPERATIONS RESTORED

- Employees may return on site, with exceptions for most vulnerable population to continue to work remotely
- Allow in-person meetings and customers, in accordance to COVID-19 prevention protocols
- Continue to encourage use of online customer services
- Conduct in-person public meetings in accordance with COVID-19 prevention protocols



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
- Conduct in-person public meetings
- Traditional gatherings and outreach events may be held.



PLAN SUMMARY

City Hall and City Facilities Reopening Plan - Combined Phasing Plan

External Factors	WE ARE HERE							
		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	X	
In-Person Public meetings - Spaced						X	X	
In-Person Public meetings - Regular								X



ALREADY IN PROGRESS / NEXT STEPS

- Phase 2 begins Monday, April 12
- Modified operations are ongoing and continuing
- Established staff schedules and rotation based on reconfigured workspaces and distancing needs
- Posting of preventative health measures to be implemented in the workplace
- Implement preparations for Phase 3 (allowing for limited walk-in customers).



THANK YOU!

