



# RESTORATION OF OPERATIONS PLAN

Reinventing and Reimagining Pacifica Operations



## CONTENTS

|  |    |
|--|----|
| CITY MANAGER’S MESSAGE .....   | 3  |
| PURPOSE OF RESTORATION OF OPERATIONS PLAN .....                              | 4  |
| BACKGROUND OF COVID-19 DEVELOPMENTS.....                                     | 4  |
| REGULATORY STRUCTURE OF HEALTH CRISIS RESPONSE .....                         | 8  |
| Legal Considerations .....   | 8  |
| Stages of Reopening .....  | 9  |
| California Resilience Roadmap Stages .....                                   | 9  |
| REGIONAL, STATE, AND FEDERAL COLLABORATION.....                              | 10 |
| FINANCIAL IMPACTS ASSESSMENT .....   | 11 |
| DEPARTMENTAL OPERATIONAL PLAN AND RISK CONSIDERATIONS .....                  | 12 |
| City Manager’s Office .....  | 13 |
| <b>City Manager’s Office Phased ROOP</b> .....                               | 14 |
| City Clerk’s Office .....  | 16 |
| <b>City Clerk’s Office Phased ROOP</b> .....                                 | 18 |
| Fire Department.....   | 19 |
| <b>Fire Department Phased ROOP</b> .....                                     | 20 |
| Parks, Beaches and Recreation Department.....                                | 22 |
| <b>Parks, Beaches and Recreation Phased ROOP</b> .....                       | 23 |
| Planning Department.....   | 25 |
| <b>Planning Department’s Phased ROOP</b> .....                               | 27 |
| Police Department .....  | 28 |
| <b>Police Department’s Phased ROOP</b> .....                                 | 29 |
| Public Works Department .....  | 30 |
| <b>Public Works Phased ROOP</b> .....  | 31 |
| WORKPLACE CONTROLS .....   | 33 |
| Physical Facility Assessments/Engineering Controls .....                     | 33 |
| Personal Protective Equipment .....  | 34 |
| COVID-19 Related City Policies to be Developed/Administrative Controls ..... | 35 |
| REIMAGINING AND REINVENTING PACIFICA.....                                    | 35 |
| ADDITIONAL SOURCES OF INFORMATION .....                                      | 36 |



Scenic Pacifica  
Incorporated Nov. 22, 1957

---

## CITY OF PACIFICA

170 Santa Maria Avenue • Pacifica, California 94044-2506  
[www.cityofpacifica.org](http://www.cityofpacifica.org)

---

**MAYOR**  
Deirdre Martin

**MAYOR PRO  
TEM**  
Sue Beckmeyer

**COUNCIL**  
Sue Vaterlaus  
Mary Bier  
Mike O'Neill

June 3, 2020

Pacifica Community Members and City Employees,

I am pleased to present the City's Restoration of Operations Plan (ROOP) to you. This plan is Version 1 of an actively evolving draft plan intended to provide guidance for a multi-stage restoration of City operations in compliance with health and safety requirements in response to the Coronavirus pandemic.

It seems like eons ago that City staff rapidly developed the City's Continuity of Operations Plan (COOP) to guide how City essential services were going to continue during this crisis and Shelter-In-Place orders. Although that was only three months ago, it has been a long and challenging three months during which the impact of COVID-19 has touched every person, business, organization and aspect of society, some more than others, and has catapulted the country and world into an economic recession. Uncertainty and fear about the future of COVID-19 impacts endure. To expand on a cliché, the current reopening transition stage we are in is like glimpsing light at the end of the tunnel, but not knowing for sure what the vista or weather will be like as we emerge from the tunnel. We must prudently be prepared for variable conditions.

The ROOP is City staff's best current effort at how to safely reopen facilities, worksites, and programs and what additional safety measures must be adopted in order to ensure the health and safety of employees and members of the public upon reopening and moving forward. The plan contains a great deal of detail based on what we know today. It also contains a great deal of information about what we know has transpired thus far, as it is important to consolidate all this information in one document to provide a ready resource for the organization and community over the years to come should other health crises impact the City in the future.

I don't expect you will read all of this detail. However, it is my hope that knowing the City is approaching restoration of operations cautiously and thoughtfully will bring some level of comfort to you during this difficult time.

Please continue to do your part to following the health guidelines, and I hope you and your family, friends, and loved ones stay healthy and safe.

Sincerely,

Kevin S. Woodhouse  
City Manager

## **PURPOSE OF RESTORATION OF OPERATIONS PLAN**

The purpose of the Restoration of Operations Plan (ROOP) is to serve as guidelines for a multi-stage restoration of City operations in compliance with health and safety requirements in response to the Coronavirus pandemic. This plan is an actively evolving and working operational guide. It has been developed to analyze the essential public facing functions of Pacifica and to communicate to employees and the public the many measures which will need to be taken to gradually increase functionality of City operations, while remaining flexible to address changes during restoration. Implementing the eventual return to full operations in a safe and thoughtful manner will be complex. The City is committed to taking necessary measures to protect the health and safety of the community and employees.

The ROOP is very detailed in its consideration of how to safely reopen facilities and worksites and what additional safety measures must be adopted in order to ensure that such facilities and worksites are healthy and safe for employees and members of the public upon reopening and moving forward. The current threat of COVID-19 remains prevalent in Pacifica and the region. Therefore, the changes contemplated in the ROOP reflect a “new normal” for the City. And due to the evolving nature of this pandemic, this document is subject to change based on legal, regulatory, or other best practices that become better understood as we all grapple with responding to the Coronavirus. An additional purpose of this plan is to summarize key timeline factors and background information related to the COVID-19 pandemic, and specifically City actions. Consolidating this information in one document will provide a ready resource for the organization over the years to come should other health crises impact the City in the future.

## **BACKGROUND OF COVID-19 DEVELOPMENTS**

In January of 2020, the Centers for Disease Control and Prevention announced the first confirmed COVID-19 case in the U.S. As of June 1, 2020, there have been 6,057,853 cases and 371,166 deaths reported worldwide, and 1,734,040 cases and 102,640 deaths reported in the U.S.<sup>1</sup>

This pandemic also has ushered in severe economic impacts in the U.S., with 20.5 million job losses reported nationwide and an unemployment rate of 14.5%<sup>2</sup>, as businesses closed and the public was ordered to shelter-in-place.

Here is a look back on when the outbreak began, and major milestones in the U.S. so far.

---

<sup>1</sup> World Health Organization, COVID-19 Situation Report – 133 ([https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200601-covid-19-sitrep-133.pdf?sfvrsn=9a56f2ac\\_4](https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200601-covid-19-sitrep-133.pdf?sfvrsn=9a56f2ac_4))

<sup>2</sup> Bureau of Labor Statistics, The Employment Situation – April 2020 (<https://www.bls.gov/news.release/pdf/empsit.pdf>)

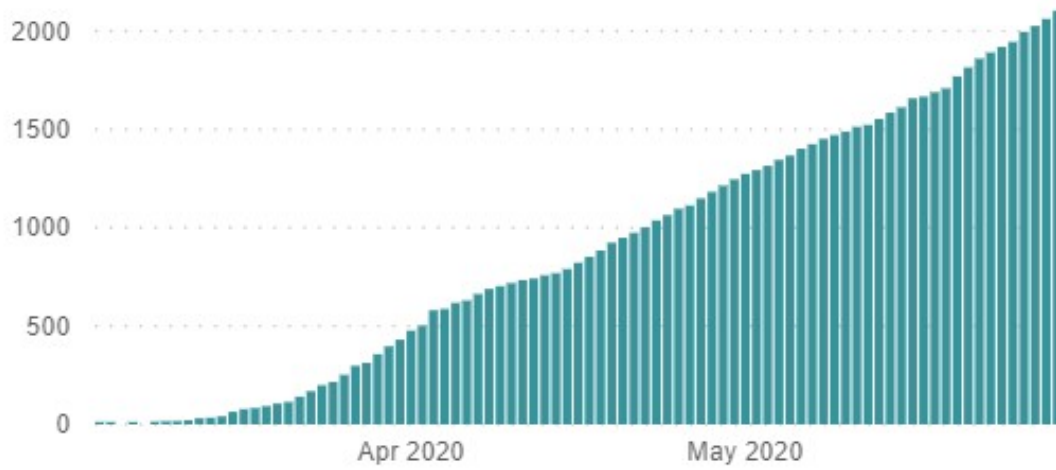
- A novel coronavirus, named “COVID-19” by the World Health Organization (WHO), was first detected in December of 2019. The virus has since spread rapidly throughout the world. The WHO declared COVID-19 a pandemic on March 11, 2020.
- National, state, county, and local governments also declared health emergencies for COVID-19 in early March of 2020 to confer special authority and leverage resources to address the crisis: United States, March 13; California, March 4; San Mateo County, March 10; and City of Pacifica, March 16.
- On March 16, 2020, in response to the public health emergency caused by the COVID-19 pandemic, the Health Officer of the County of San Mateo issued an Order to Shelter in Place. The Order required that non-essential businesses close and that non-essential governmental employees remain at their home or place of residence and not report to work (effective March 17, 2020).
- On March 19, 2020, in response to the public health emergency caused by the COVID-19 pandemic, Governor Gavin Newsom issued Executive Order N-33-20. The Order required that non-essential businesses close and that non-essential governmental employees remain at their home or place of residence and not report to work.
- On May 4, 2020, Governor Newsom announced that, beginning on May 8, the state would begin to enter Stage 2 of the State’s Resilience Roadmap and begin the process of reopening the state. The Governor also announced that counties that attest to meeting certain readiness criteria may advance through Stage 2 more quickly and allow certain businesses, including office-based businesses, to reopen. Counties may also proceed more slowly through the reopening process than the pace set for the state, depending on their local health conditions.

As of June 1, 2020, San Mateo County remains one of the most impacted counties in California. Here’s a graphic from San Mateo County Health showing current county data. There have been 2188 cases confirmed, and 84 deaths<sup>3</sup>. Important to note is that daily cases and hospitalizations continue to occur at a concerning level according to the County Health Officer, a perspective which provides important context for the caution necessary for cities in the county to take in their restoration of operations efforts.

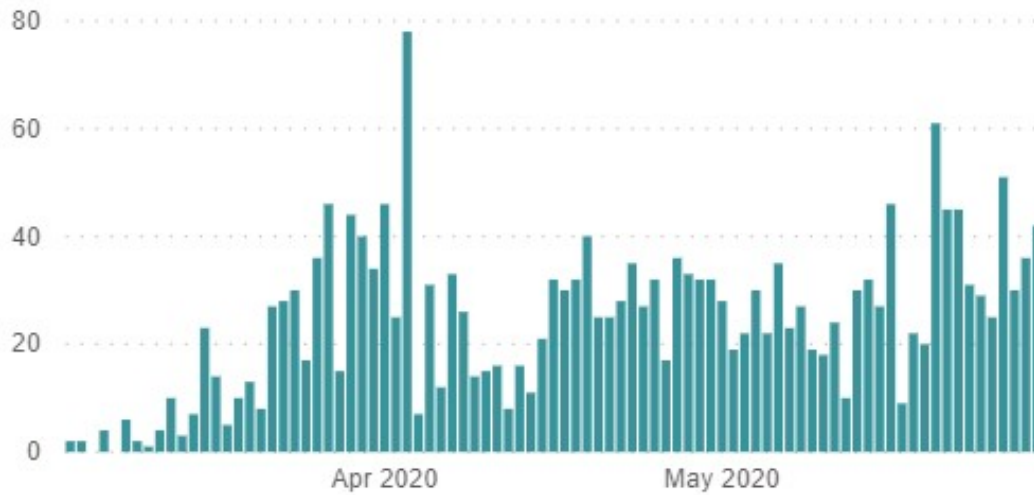
---

<sup>3</sup> San Mateo County Health, COVID-19 Data – Updated Regularly (<https://www.smchealth.org/san-mateo-county-covid-19-and-other-health-data>)

## Total Cases by Day



## New Cases by Day



Specific to Pacifica and its 39,000 residents (approximate), here's a timeline of significant milestones in responding to this pandemic:

|   |   |   |
|---|---|---|
| MARCH   | 3   | San Mateo County Health Officer declares Local Health Emergency<br>City begins COVID-19 specific COOP development |
|   | 5   | County begins 3x/week City Manager COVID-19 update calls  |
|   | 6   | City begins preventative health practices public information campaign   |
|   |   | City Manager's Office issues message to employees re: Coronavirus   |
|   | 12  | City Manager issues message to employees re: Coronavirus  |
|   |   | First Mayor Letter to the Community   |
|   | 16  | Pacifica declares local emergency   |
|   |   | County Health Officer directs residents to Shelter in Place (SIP) through April 7                                 |
|   |   | City communicates to employees re: HR during COVID-19 response  |
|   |   | Schools and City Child Care closure takes effect<br>Congregate Senior Lunch modified to Grab and Go program       |
|   | 18  | Closure of city facilities, parks, and programs   |
|   |   | City begins 3x/week Public Communications internal briefings  |
|   |   | Last in-person City Council meeting, socially-distanced   |
|   | 19  | New update from the Mayor   |
| 20  | PSAs on PCTV from City Manager Woodhouse, Mayor Martin, and Police Captain Clements |   |
| 23  | Pacifica's Virtual Community Center launches  |   |
| 24  | San Mateo County issues temporary moratorium on evictions                           |   |
| 25  | City closes beach parking lots  |   |
| 26  | New update from the Mayor   |   |
| 30  | City releases a fact sheet with local business resources                            |   |
| 31  | County Health Officer extends SIP through May 3                                     |   |
| APRIL   | 1   | City closes park facilities and structures  |
|   |   | City communicates to employees re: HR during COVID-19 response  |
|   |   | PSA on PCTV from Councilmember Bier   |
|   | 2   | New update from the Mayor   |
|   | 3   | SAMCEDA provides Business Continuity Action Plan for businesses   |
|   | 10  | City Manager updates community on impacts to City business  |
|   | 13  | First 100% virtual Council meeting  |
|   |   | Council establishes temporary moratorium on commercial evictions  |
|   |   | County Health Officer orders members of the public and workers to wear face coverings                             |
|   | 17  | New update from the Mayor   |
| Active police engagement re: health order rules at beaches begins |   |   |
| Closure of parking adjacent to beach parking lots                 |   |   |
| 21  | Part-time employee furlough decision/letter   |   |
|   | Mayor Martin releases "Mayor Martin Answers Your Questions" channel on YouTube      |   |
| 23  | County Health Officer extends SIP through May 31                                    |   |
| MAY   | 4   | New update from the Mayor   |
|   | 11  | City Council approves \$50,000 donation to San Mateo County Strong Fund   |
|   | 13  | ROOP staff team convenes  |
|   | 15  | County Health Officer issues modified SIP with some restrictions lifted   |
|   | 24  | City communicates to employees re: HR during COVID-19 response  |
|   | 26  | Presentation of ROOP to City Council  |
|   | 29  | County Health Officer revises modified SIP  |
|   |   | New update from the Mayor   |
| Opening of parking on streets adjacent to beach parking lots      |   |   |
| 30  | Beach parking lots open   |   |
| JUNE  | 3   | Version 1 of ROOP published publicly  |

## **REGULATORY STRUCTURE OF HEALTH CRISIS RESPONSE**

As the pandemic has unfolded, questions about which levels of government and which agencies have authority and jurisdiction over which aspects of Coronavirus response have been common and complex, and sometimes confusing. Generally, local governments, like cities and counties, have the authority to impose more restrictive orders to protect public health and safety beyond the state and federal orders if local conditions warrant and such local orders are not otherwise prohibited. In the regional structure, County Health Departments have authority over developing and issuing health orders applicable to those cities without an authorized health officer, and those cities are authorized to implement and enforce those orders. The following information focuses on the regulatory structure that provides the context for this ROOP.

### **Legal Considerations**

The profound measures being taken to contain COVID-19 will have lasting legal implications for society, employers, and employees. Various orders and regulations have been released from different levels of government during this pandemic to address the health and welfare of communities. Generally, an employer must strive to ensure that it complies with applicable federal, state and local requirements and guidance relating to the workplace. Employers should develop strategies to address these requirements and guidance. In addition, requirements and guidance are rapidly changing, so employers must check for updates regularly.

Employers must balance the return to on-site work and opening up to customers while still preserving a safe work environment. Compliance with applicable employment regulations remains critical, including with, among others: wage and hour laws, including the Fair Labor Standards Act (FLSA); the Americans With Disabilities Act (ADA); the Occupational Safety and Health Act (OSHA); the Family and Medical Leave Act (FMLA) and local paid sick laws; the new federal Families First Coronavirus Relief Act (FFCRA); local COVID-19-related emergency paid sick leave provisions; and workers' compensation obligations. An employer's policies, rules, practices and contracts, including any memorandum of understandings (MOUs), must be considered alongside the essential practicalities of resuming its business.

In response, the City has created various protocols and guidance to adapt to COVID-19 risks. In doing so, the City has provided reasonable notice and an opportunity to meet and confer with affected labor representatives. Generally, cities are required by law to "give reasonable written notice to each recognized employee organization affected by regulation directly relating to matters within the scope of representation..." and an opportunity to meet and confer with the agency before the action is taken. (California Government Code ("Gov't Code") section 3504.5(a)). The exception to this general rule is where, in cases of emergency, the public agency determines that the proposed action must be taken immediately, without prior notice or meeting with a recognized employee organization. (Gov't



Code section 3504.5(b)). The emergency exception statutory provision allows public agencies to suspend the duty to meet and confer until “the earliest practicable time following the adoption of the regulations”. (Gov’t Code section 3504.5(b)). This provision has allowed the City to react quickly to the pandemic and create various guidance and protocols for employees while still meeting the City’s legal obligations.

### **Stages of Reopening**

The State has identified the following six indicators for modifying the Stay-at-Home Order:

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

### **California Resilience Roadmap Stages**

Cities, states, and countries around the world are responding to the COVID-19 pandemic using a phased approach. A phased approach separates a region’s reopening and recovery into different stages, each with a specific goal. The City of Pacifica also anticipates reopening in four phases/stages consistent with State of California and San Mateo County Public Health Orders. The very first stage – what the City has been responding to over the last several months – is one of crisis management, with the goal of saving as many lives as possible. The second and next stage aims to transition Pacifica residents and businesses toward a ‘new normal’ through a gradual reopening, while ensuring there are adequate safety measures in place. In the third stage, the City will transition to a state of monitoring, and aim to reopen additional features of the City with some restrictions still in place. In the fourth and final stage, remedies will be in place and the City will be fully reopened in a new normal. Stages ultimately become increasingly less restrictive as they progress. Key milestones – or “triggers” – must be reached before communities can transition to the next stage of recovery. Stages are listed below, known as California’s Resilience Roadmap.



As Pacifica moves into stage 2 of the Resilience Roadmap, every business should take steps to, consistent with State of California and San Mateo County Public Health Orders, to reduce the risk of COVID-19 and create a safer environment for employees and customers. Businesses should review the guidance that is relevant to their workplace, prepare a plan based on the guidance for their industry, and put it into action.

Before reopening City facilities and public facing services, the City will have:

1. Performed a detailed risk assessment and implemented a site-specific protection plan.
2. Trained employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them.
3. Implemented individual control measures and screenings.
4. Implemented disinfecting protocols.
5. Implemented physical distancing guidelines.
6. Abided by industry specific guidelines and regulations.

These steps will be reevaluated at each stage and as new developments arise.

### **REGIONAL, STATE, AND FEDERAL COLLABORATION**

As the world has become more closely interconnected, the risks posed by infectious disease epidemics have grown. Pandemics such as COVID-19 know no borders, and are hard to address through individual and isolated country responses. Coordinating government policies can make crisis response more effective, as solutions often require input from multiple government and private entities, including the flow of goods and expertise, and because control (of borders, spread etc.) is – at best – extremely difficult. However, immediate

reactions to COVID-19 have often been unilateral, relying on national approaches to protect from a threat perceived as largely coming from outside. Overwhelmingly, in the extremely short time it took the virus to spread, countries have struggled in their responses and rarely managed to effectively learn from each other's experience. Similarly, in the U.S. at this point, there are varying levels of response and vastly different re-opening strategies being implemented state by state.

In early March, County Health Officials across the Bay Area began close collaboration in drafting the initial Shelter-In-Place Orders. Within San Mateo County, the twenty cities and the County also began close collaboration about Coronavirus response actions. Regular briefing and information sharing meetings were held three times a week, with offshoot committees working together on specific issues. City and County attorneys and City Managers began regular and collaborative work to interpret and implement federal, state, and county health orders.

Because of the sweeping impacts to the economy and businesses, the San Mateo County Economic Development Association took the lead on business assistance efforts and coordination with local, state, and federal grant and loan programs and working closely with cities.

Coordination with school districts is another central component of this process, especially in Pacifica where numerous City childcare programs are located on school sites.

Some variation between cities' responses to the crisis is inevitable, given differences in density, downtown development, commercial development, ease of access, facilities and other factors. For example, Pacifica has had to manage beach crowds, whereas other cities don't have this same universally beloved natural asset. Differences such as these play a key factor in the speed or level of reopening, keeping in mind the need for overall caution because moving too quickly could trigger a second wave of Coronavirus cases and force another shutdown. Complying with the State's established stages of reopening and County Health Orders may minimize this tension, and still leave open some local or regional variance.

## **FINANCIAL IMPACTS ASSESSMENT**

### **Financial Impact of the Coronavirus Pandemic (City Operations)**

The City has incurred COVID-19 related expenses totaling approximately \$376,000 as of May 29, 2020. These expenses consist of PPE related cleaning supplies, hand sanitizer, masks, and additional contractual and staffing costs. A summary of the COVID-19 related costs is presented below:

| <b>TOTAL COVID-19 RELATED EXPENSES AS OF 5/29/2020</b> |                     |
|--|---------------------|
| <b>Department/Fund</b>                                 | <b>Expenses</b>     |
| <b>City Manager's Office</b>                           | \$1,476.48          |
| <b>Fire Department</b>                                 | \$7,605.63          |
| <b>Parks, Beaches and Recreation</b>                   | \$184,199.06        |
| <b>Planning &amp; Building</b>                         | \$26.19             |
| <b>Police Department</b>                               | \$49,378.00         |
| <b>Public Works</b>                                    | \$86,632.33         |
| <b>Fund 01: General Fund</b>                           | <b>\$329,317.69</b> |
| <b>Fund 10: Gas Tax Maintenance Fund</b>               | \$6,547.63          |
| <b>Fund 18: Sewer Charge Fund</b>                      | \$40,476.13         |
| <b>Total COVID-19 Related Expenses as of 5/29/2020</b> | <b>\$376,341.45</b> |

### **Financial Impact of the Coronavirus Pandemic (City Budget)**

Due to Coronavirus health crisis impacts and the triggering of a recession, forecasting economic trends at this time is unusually challenging.

- As a result, FY 2019-20 and FY2020-21 revenues are down approximately \$1.7 million and 1.6M respectively. The suggested strategies for closing the gap current year budget gap consist of a combination of expenditure reductions, delay projects not yet implemented, and utilization of General Fund reserves.
- For FY2020-21 budget gap has been addressed utilizing the City Reserves, Annual Excess ERAF Allocation, Anticipating a Comprehensive Mid-year Budget Assessment, Modifications of the Status of Cannabis Revenues, Economic Stimulus for Pacifica Businesses, Defer Vehicle Replacement Funding, Hiring Freeze & Reclassifications, Reductions in operational budgets, and Pursue Federal and State Relief from Coronavirus Impacts.

### **Future Vigilance**

The City will remain vigilant in monitoring the financial impacts of the current pandemic and take the appropriate actions necessary to maintain a balanced budget.

### **DEPARTMENTAL OPERATIONAL PLAN AND RISK CONSIDERATIONS**

Departments have developed tentative plans for how to restore services utilizing a four phased model, in parallel with the State and County models. Although each department has a unique mission, some uniform policies apply to similar functions

across departments.

The ROOP is organized in a phased model:

- Phase 1 - Essential services provided. Closed to the Public.
- Phase 2 - Essential services provided. Transition to reopening lower risk altered services.
- Phase 3 - Transition to reopening higher risk altered services.
- Phase 4 - Reimagining and Reinventing Pacifica - adjusting to new normal and fully operational.

Departments have provided an overview of their department, high profile current services and a phased plan approach, which can be found below:

### **City Manager's Office**

The City Manager's Office is comprised of the Administrative Services Department (which includes three divisions: (1) Finance (2) Information Technology, and (3) Human Resources), the City Clerk's Office (overview provided in separate section) and the Economic Development Division. The City Manager's Office will not conduct in-person services at this time. Most services, such as paying fees and meetings, will be conducted remotely. The timing and transition from Phase 1 to Phase 2 will be guided by direction of the Health Order to relax shelter in place restrictions. Therefore, Phase 1 and 2 are similar and do not change. All essential programs of the City Manager's Office will continue and major operations are currently maintained as detailed below:

### **City Manager's Office**

- General Services: Continue with slight modifications as needed.
- General Questions: Staff is available to answer questions via email or phone. Questions can be sent to [cmoffice@ci.pacifica.ca.us](mailto:cmoffice@ci.pacifica.ca.us). Calls can be directed to (650) 738-7300.

### **Finance Division**

- City Business: Core financial services have continued without interruption with the exception of the finance counter being closed to the public.
- All Other Services: Continue with slight modifications as needed. Most services, including business licensing are conducted electronically at <https://www.cityofpacifica.org/depts/asd/finance/default.asp>.
- General Questions: Staff is available to answer questions via email or phone. Customers can send questions via email to [tioyaos@ci.pacifica.ca.us](mailto:tioyaos@ci.pacifica.ca.us). Customers may also call (650) 738-7392.

### **Information Technology Division**

- General Services: Continue with slight modifications as needed.
- General Questions: Staff is available to answer questions via email or phone. Customers can send questions via email to [helpdesk@ci.pacifica.ca.us](mailto:helpdesk@ci.pacifica.ca.us). Customers may also call (650) 738-7300.

### **Human Resources**

- Recruitments: Critical recruitments continue, conducted via virtual format. Soft hiring freeze of non-critical positions.
- Policy Review, Development and Administration: Continue with minor modifications (e-mail, phone, virtual format). Various policies, protocols and guidance have been developed to comply with pandemic related regulations.
- Labor Relations: Regularly scheduled meetings are being conducted via virtual format.
- All Other General Services: Continue with slight modifications as needed.
- General Questions: Staff is available to answer questions via email or phone. Customers can send questions via email to [hr@ci.pacifica.ca.us](mailto:hr@ci.pacifica.ca.us). Customers may also call (650) 738-7300.

### **Economic Development Division**

- General Services: Continue with slight modifications as needed.
- General Questions: Staff is available to answer questions via phone. Calls can be directed to (650) 738-7301.

### **City Manager's Office Phased ROOP**

As mentioned above, staff are currently maintaining operations with most staff working remotely or onsite as needed. The phased return to standard operations will be closely coordinated with other City departments/divisions. Each phase is intended to provide a general operational guide for re-opening to the public.

#### **Phase 1 – Safety & preparedness**

In compliance with local, state and federal orders, staff are performing essential services offsite and onsite as needed. Under this phase:

- City Hall will continue modified operations (as noted above) with only City staff allowed within the offices. No “walk-ins” or in-person meetings allowed.
- Customer service is handled by phone, email, virtual, or referral to the City’s website.
- Internal services are moving towards or have moved towards online formats and accessibility.
- Staff are performing services necessary to support general City services, payroll, benefits, health and safety, worker’s compensation, employee and labor relations, HCM administration, essential financial services, essential

technical services 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 and critical positions continue with modifications (via phone, e-mail, virtually).
- New processes, software, and protocols were implemented during this phase to support business continuity plans (remote access, virtual meeting software, equipment, safety protocols, etc.).
- 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 (virtual trainings opportunities available), employee recognition events (moved to non-event recognition methods).
- Based upon preference, need and workflow, staff work on site or offsite.

## **Phase 2 – Lower-risk return to the workplace**

The timing and transition to Phase 2 will be guided by direction at the State and County level to relax Shelter in Place (SIP) restrictions. Under this phase:

- Staffing will remain as described above in Phase 1. However, due to spacing and building constraints, assessments and modifications of work spaces will begin.
- New signage will be posted in public areas, indicating the City's policies for maintaining physical distancing, masks, and other health protocols.
- Staff meetings remain virtual.
- Review processes, software, and protocols and adjust as needed.
- Limited in-person critical services.

## **Phase 3 – Higher-risk return to the workplace**

Dependent on when the transition from Phase 2 to 3 is initiated, services will function similarly to Phase 2 but with increased in-person contact. By this phase, safety preparedness and protocol will be well in place to allow limited interface with the public. Under this phase:

- Increase in staff returning to the office on staggered schedules as practicable.
- Opportunity for in-person staff meetings.
- Limited in-person meetings, by appointment only, with the public over the counter.

## **Phase 4 – End of stay at home order**

With the onset of Phase 4, all staff would resume standard work hours in the office and in-person customer service (including walk-ins) will be allowed.

## City Clerk's Office

The City Clerk's Office provides the following services and support: (1) City Council Agenda Preparation & Distribution and City Council Support, (2) Commission/Committee Support, (3) Custodian of Contract Files, (4) Election Officer, (5) Fair Political Practices Commission Filing Officer, (6) Foreign Pension Certification, (7) Notary Services for City documents, (8) Public Records Requests, and (9) Bids for Public Projects. City Hall will not conduct in-person services during Phase 1 and 2, and the City Clerk's Office will adhere to the general level of service as guided by City Hall. Services by the City Clerk's Office may be conducted remotely. General City Hall support staff, which include support to the City Clerk, are primarily working remotely. The timing and transition from Phase 1 to Phase 2 will be guided by direction of the Health Order to relax shelter in place restrictions. Therefore, Phase 1 and 2 are similar and does not change. All essential programs of the City Clerk's Office continue and major programs and services are currently maintained as detailed below:

- City Council Agenda Preparation & Distribution: Printed copies of agenda outlines are mailed to individuals on hard copy distribution list. Printed copies of agenda are posted at City Hall and Council Chambers. Additional information on agenda and City website is added with respect to adjusted meeting format and public comment process for virtual meetings held via video conference (Zoom). Print copies of full agenda to Councilmembers that typically receive hard copies have been suspended until in-person public services and support staff have resumed at City Hall. Agendas include only business deemed "essential".
- City Council Meetings: City Council meetings are being held 100% virtually via Zoom. Participation in Zoom is limited to City Council, City Staff, presenters/consultants pertinent to the agenda topics, and PCTV staff. Meetings are broadcast live on local cable channel 26 and live streamed; public comments are accepted by email before and during meeting and read into the record if requested and subject to the time limitations / process described in the agenda.
- Committee/Commission Support: Regular meetings have been suspended/cancelled, unless required to conduct "essential business". Opportunity to resume in and video conferencing (e.g. Zoom)/online format may be considered starting in Phase 2.
  - Recruitment Delay: Recruitment for current committee / commission vacancies and terms that are to expire May 2020 are on hold until further notice. Members with expiring terms have been contacted by staff liaisons and are willing to serve until the recruitment process can resume and appointments for new terms are made by Council.
- Custodian of Contract Files: Allow for electronic signatures for contracts and a workflow for the agreement signature process that accommodates staff working remotely.
- Election Officer: City Clerk works closely with County Elections Office to prepare for November 2020 Election and COVID-19 impact on operations.



Monitor changes in law due to COVID-19 impact. Consider changes to City Council candidate packet issuance to minimize in-person contacts and emphasize electronic interactions to the extent allowed by law.

Communicate requirements and procedures clearly to potential candidates. There is some uncertainty regarding which phase will be in effect during the candidate nomination and filing period which begins on July 13, 2020; prepare for the potential to meet telephonically or by video-conference with potential candidates and issue candidate packets electronically. Prepare for receipt of candidate filing papers electronically, where allowed by law, and to minimize in-person contact for filing papers that require original signatures. Recommend installation of exterior Ballot Drop Box at City Hall in lieu of an interior Drop Box. Outreach to public in conjunction with County Elections Office for hiring of elections workers, communicate what to expect at Vote Centers, and to encourage vote by mail.

- Fair Political Practices Commission (FPPC) Filing Officer: Original documents with wet signature are required. Form 700 Annual Statement of Economic Interest deadline was extended from April 1, 2020 to June 1, 2020 due to COVID-19 (some positions as defined by Government Code Section 87200 may file electronically). Open Campaign Committees must file the next Semi-Annual FPPC Form 460 or 470 Statement by July 31, 2020 with an additional pre-election deadline on 9/24/2020. FPPC Form 497's will be due during the period 8/5/2020 and 11/3/2020 within 48 hours of contributions of \$1,000 or more. Forms may be submitted by U.S. mail, drop off (mail slot) at City Hall, or arranged by appointment for in-person drop of to the City Clerk at City Hall. Observe health and safety protocols per State, County, and City Hall requirements for in-person transactions for the phase in effect at time of submission. Appointments encouraged for in-person transactions.
- Foreign Pension Certification: Considered an essential service. Arranged by appointment only, adhering to the health and safety measures in effect at the time of transaction. This service generally serves members of the public in high-risk category. If any individual is exhibiting or has recently exhibited COVID-19 symptoms, follow City Hall general procedure regarding symptomatic individuals. This may delay service until determined it is safe to conduct an in-person transaction.
- Notary Services for City documents: Arranged by appointment for City documents only. No public service.
- Public Records Requests: Response to Public Records Requests may continue to be delayed due to City office facility closures to the public (including City Hall) and reduced on-site staffing, as well as reduced staffing in the City Attorney's office (for requests that require City Attorney review). Responses to Public Records Requests will continue to be handled within statutory deadlines and will keep the requestors apprised of the status of the City's progress with the search for and production of responsive records while under modified operations. Records that can be gathered, reviewed and provided electronically may be produced with less delay than physical records. Additional language has been added, where appropriate, in Public Records Request responses to notify the requestor of anticipated delays in

production of records due to COVID-19 Emergency.

- Bids for Public Projects: While City Hall is closed to the general public, continue to schedule bid openings for essential projects to request electronic submission of bid packages by email to [bids@ci.pacifica.ca.us](mailto:bids@ci.pacifica.ca.us) and hold public bid opening via Zoom meeting when feasible.

### **City Clerk's Office Phased ROOP**

As mentioned above, the City Clerk's Office is currently maintaining operations with City Hall support staff working remotely. The City Clerk's Office phased return to standard operations will be closely coordinated with other City departments. Each phase is intended to provide a general operational guide for re-opening to the public.

#### **Phase 1 – Safety & preparedness**

In response to the most recent Shelter in Place Order, City Hall (and City Clerk's Office) remain closed to walk-in public services. Essential services may be provided by appointment. Limited staff are present on-site at City Hall, with the emphasis on staff working remotely. Under this phase:

- City Hall, including City Clerk's Office, will continue modified operations with only City staff allowed within. No "walk-ins" or in-person meetings allowed.

#### **Phase 2 – Lower-risk return to the workplace**

The timing and transition to Phase 2 will be guided by direction at the State and County level to relax SIP restrictions, including as they relate to suspension of certain requirements of the Brown Act for public meetings and as they relate to the definition of "essential business." Under this phase:

- Staff will consult with City Manager, City Councilmembers, and Public Works regarding decisions to modify practices during/beyond Phase 2.
- City Council meetings remain via video-conference (online format) only, with no physical public meeting location.
- May consider modifications at Council Chambers to prepare to accommodate in-person meetings at a later phase to implement precautionary health and safety measures (e.g. physical distancing, disinfecting/cleaning schedule, availability of hand sanitizer, etc.)
- Opportunity for other Commission/Committee meetings to resume, but via video-conference (online format) only with no physical public meeting location.
- May consider beginning the recruitment process for Committee/Commission vacancies/expiring terms during the Phase 2 period. Scheduling of interviews with City Council may be postponed to Phase 3.
- Bid Openings for public projects continue with electronic submissions/openings by video-conference (e.g. Zoom) as described above.

- Limited in-person services, by appointment only.

### **Phase 3 – Higher-risk return to the workplace**

Dependent on when the transition from Phase 2 to 3 is initiated, City Hall/City Clerk's Office will function similarly to Phase 2 but with increased in-person contact. By this phase, safety preparedness and protocol will be well in place to allow limited interface with the public. Under this phase:

- Increase in staff returning to City Hall may provide increased support staffing.
- Opportunity for in-person staff meetings.
- Limited in-person meetings, by appointment only, with the public over the counter.
- Telephonic, online and electronic interface with the public will continue to be encouraged.
- Commission/Committee meetings may resume in-person, albeit with physical distancing, unless online format is recommended or preferred to continue.
- Public Records Request responses to provide documents for which gathering and review was impacted by limited staffing and remote work may involve less delay.
- Bids for Public projects may resume in-person, if appropriate physical distancing can be accommodated. An alternate location (e.g. Public Works) for in-person bid opening may be considered if City Hall does not provide sufficient space for physical distancing. May require department staff to support City Clerk role for receiving and stamping physical bid packages if the bid opening is scheduled to be held at an alternate location to City Hall.

### **Phase 4 – End of stay at home order**

With the onset of Phase 4, all City Hall staff would resume standard work hours in the office and in-person customer service (including walk-ins) will be allowed. All City Council and Commission/Committee meetings would resume normal operations. Public Bid Openings will resume in-person.

### **Fire Department**

Fire protection and medical emergency services are provided by The North County Fire Authority (NCFA) which includes three bureaus: (1) Administration Services, (2) Operations, and (3) Support Services. The North County Fire Authority has maintained normal operational response to all emergency and non-emergency incidents during Phase 1 and 2. No community in-person administrative counter services are conducted during Phase 1 and 2. Services such as Fire Protection Planning, New Construction, Tenant Improvement, Permit Requests, etc. has and will be conducted remotely during Phase 1 and 2. The timing and transition from

Phase 1 to Phase 2 will be guided by direction of the Health Order to relax shelter in place restrictions. All essential programs of the North county Fire Authority continue, and major operations are currently maintained as detailed below:

### **Administrative Services Bureau**

- General Services: Most services continue, with slight modifications – Staff using PPE, physical distancing, remote work and staggering shifts when practicable.
- General Questions: Response via email. Customers can contact Fire Headquarters at 650-991-8138.
- All Meetings: Occurring primarily through teleconferencing and any other means while maintaining social distancing and utilization of face coverings.

### **Operations Bureau**

- Incident Responses: All emergency and non-emergency requests for service has not changed. Medical assessments and treatments by Fire Paramedics & EMT's have been modified to allow for safety of the patient and fire personnel under San Mateo County Emergency Medical Services Policies and Protocols.
- Fire Stations, Apparatus, Vehicle and Equipment Safety: All fire personnel practice increased cleaning and disinfectant practices twice daily, practice social distancing and wear face coverings under operational and health and safety guidance.
- Personnel Health: Personnel continue to monitor themselves and each other for illness, twice a day temperature and pulse oximeter screenings. Any illness is reported to the NCFCA infection control officer and human resources for evaluation, testing and treatment under the guidance of the San Mateo County Health Officer and Centers for Disease Control and Prevention.

### **Support Services Bureau**

- Fire Prevention Division Safety Inspectors: Fire Prevention Division Safety Inspectors will continue to evaluate and serve priority needs for inspections, and respond to complaints that pose an immediate threat to public health/safety are prioritized. All other complaints are documented and will be addressed at a later phase.
- Fire Cause and Origin Investigations: Continue as normal.
- Suspended Services: Community Outreach and Public Education.
- General Questions: Questions or inquiries can be made by calling Fire Headquarters at 650-991-8138.

### **Fire Department Phased ROOP**

As mentioned above, the North County Fire Authority is currently maintaining

operations with administrative staff modified in person schedules and working remotely. NCFCA phased return to standard full operations will be coordinated and based upon San Mateo County Health Department recommendations and State of California's direction and guidance.

### **Phase 1 – Safety & preparedness**

In response to the most recent Shelter in Place Order, which authorizes all construction to proceed, the Fire Prevention Division will provide Fire Prevention Safety Inspectors to conduct fire code compliance inspections. There has been no change to the 911 response request for service. Under this phase:

- Fire Administration will continue modified operations with only fire administrative staff allowed within in the office. No “walk-ins” or in-person meetings allowed.
- Customer service is handled by phone, email, or referral to the city’s website or North County Fire Authority website.
- All in-person meetings with the public are suspended.
- Access to Fire Headquarters and Fire Stations restricted.
- All community outreach and public education have been suspended.

### **Phase 2 – Lower-risk return to the workplace**

The timing and transition to Phase 2 will be guided by direction at the State and County level to relax SIP restrictions. Under this phase:

- No change to emergency response.
- Administrative staff will continue to work on modified schedules or remotely
- New signage will be posted in public areas, indicating the City’s policies for maintaining social distancing, masks, and other health protocols.
- Staff meetings remain virtual or in person with social distancing.
- Access to Fire Headquarters and Fire Stations restricted.
- All community outreach and public education have been suspended.
- No in-person services.

### **Phase 3 – Higher-risk return to the workplace**

Dependent on when the transition from Phase 2 to 3 is initiated, the North County Fire Authority will function similarly to Phase 2 but with increased in-person contact. By this phase, safety preparedness and protocols will be in place to allow limited interface with the public at Fire Headquarters. Under this phase:

- Increase in staff returning to the office on a staggered schedule, with approximately 50% working in the office at any one time.
- Opportunity for in-person staff meetings.
- Limited in-person meetings, by appointment only, with the public over the counter services maintaining social distancing and face covering

requirements.

- Access to Fire Headquarters and Fire Stations restricted.
- All community outreach and public education have been suspended.

#### **Phase 4 – End of stay at home order**

With the onset of Phase 4, all staff would resume standard work hours at fire headquarters; however, fire station access will be restricted, community outreach and public education will be limited or suspended and in-person customer service (including walk-ins) will be controlled under the direction of the Fire Chief.

#### **Parks, Beaches and Recreation Department**

The Parks, Beaches & Recreation (PB&R) Department includes three divisions: (1) Child Care, (2) Recreation, and (3) Senior Services. Under the current Health Order, all in-person services at the PB&R Department are unavailable. All Recreational programming has been canceled during Phase 1 of SIP and modifications were made in the Senior and Child Care divisions to allow for limited operations. All essential programs of PB&R continue and major operations are currently maintained as detailed below:

#### **Child Care Division**

- In Person Child Care: Suspended as of now. Currently preparing for reopening in July with modifications in accordance to regulations and guidelines.
- State Preschool Program: Virtual learning for our State Preschool Program is currently being provided through June 30, 2020.
- School Age Child Care: Virtual Camps are being offered for our school-age children until June 30, 2020.
- Suspended Services: Community Toddler and Preschool Enrichment Program, Summer School Age Drop In, and Summer Scholarship Program.
- Community Engagement, Partnerships and Support: Continue via telecommunication and online through Zoom.
- Staffing: Non-critical staff were furloughed as of April 25, 2020.
- General Questions: Staff is available to answer questions via phone at 650-302-9219.

#### **Recreation Division**

- Youth and Teens: All recreation programming has been suspended. Summer Adventure Camp will reopen this summer with modifications in accordance to regulations and guidelines.
- Aquatics: All aquatics programming has been suspended. Will reopen Jean E. Brink Aquatics facility with modifications in accordance to regulations and guidelines, dates and specific programs to be determined.

- Suspended Services: Leaders in Training Education (LITE), Swimming Aides, and Wet and Wild Water Camp.
- Lease Management: Business as usual.
- Community Engagement, Partnerships and Support: Continue via telecommunication and online through Zoom.
- Staffing: Non-critical staff were furloughed as of April 25, 2020.
- General Questions: Staff is available to answer questions via phone at 650-738-7381.

### **Senior Services Division**

- Meals on Wheels Program: Ongoing with modifications. Number of routes has increased from five to seven due to the high demand. Quarterly health assessments will be made by phone only for the time being.
- Congregate Lunch: Converted to a drive through “grab-and-go” program serving approximately 70 seniors per day.
- Information and Referral: Operating via phone.
- Shopping Assistance Seniors Homebound (SASH): Ongoing.
- Community Engagement, Partnerships and Support: Continue via telecommunication and online through Zoom.
- Volunteer Opportunities: Ongoing to meet the needs of essential services.
- General Questions: Staff is available to answer questions via phone at 650-738-7381 or emailing [lanzej@ci.pacifica.ca.us](mailto:lanzej@ci.pacifica.ca.us).

### **Parks, Beaches and Recreation Phased ROOP**

PB&R is currently maintaining operations with staff working in the office and remotely as needed. PB&R’s phased return to standard operations will be closely coordinated with other City departments. Each phase is intended to provide a general operational guide for reopening to the public.

#### **Phase 1 – Safety & preparedness**

In compliance with local, state and federal orders, staff are performing essential services offsite and onsite as needed. Under this phase:

- Recreation facilities are closed to the public and front counter operations take place only by phone or e-mail.
- Customer service is handled by phone, email, or referral to the City’s website.
- All essential services continue with limited public access at the Senior Services center.
- Staff has developed alternate virtual support to programs such as Child Care Services and Senior Services.
- Staff are developing modifications for non-essential programs.
- Surveys have been/are being distributed to the public, past patrons and furloughed staff to better understand the level of programming we can offer.

- Non-essential staff with closed work sites were furloughed accordingly.
- All other staff continue to work as “normal” and some staff are reassigned as needed to critical assignments (senior food delivery, face covering making, etc.)
- Aquatics – programming remains suspended. The City is planning for the reopening of Jean E. Brink Aquatics facility under the current San Mateo County Health (SMCH) Order guidelines. Staff is examining each program to see which would enable the City to meet the SMCH orders. Protocols and systems for preventing the spread of the virus are being developed and will be implemented in accordance with SMCH and will need to be put in place before opening to the public.
- Child Care - Virtual Learning has been provided for both State Preschool and School Age Child Care clients. A plan to re-open both State Preschool and School Age Child care on July 1, 2020 or July 6, 2020 following the guidelines/orders holding stable groups of 12 or fewer children per classroom is being developed and will be implemented in accordance with San Mateo County Health Orders.
- Teen & Youth - Recreation programming was cancelled. Planning for the return of summer Adventure Camp under the current SMCH guidelines, including requiring a 12-2 ratio and maintaining same camp enrollment for four weeks.
- Senior Services – Majority of services continue with slight modifications as mentioned above.
- Various protocols and systems for preventing the spread of the virus are being developed for each program and participants. Protocols and systems may include: social distancing policy, hand washing procedure, illness policy, cleaning/disinfecting procedure, drop-off/pick-up and health screening procedures.

## **Phase 2 – Lower-risk workplace**

The timing and transition to Phase 2 will be guided by direction at the State and County level to relax SIP restrictions. Under this phase:

- Staffing of PB&R will remain as described above in Phase 1. However, due to spacing and building constraints, assessments and modifications of work sites will begin.
- New signage will be posted in public areas, indicating the City’s policies for maintaining social distancing, masks, and other health protocols.
- PB&R Commission - May resume meetings via zoom or in person if SIP for essential business allows.
- Beach parking passes will resume depending on parking lot openings.
- Limited lower risk programs will resume under new guidelines.
- Lap Swim - Reinstated and will resume July 6, 2020, under strict guidelines including registering for scheduled lap times in order to assure the maintenance of social distancing.
- Water Aerobics - Reinstated and will resume July 6, 2020, under strict



guidelines including registering for scheduled times in order to assure the maintenance of social distancing.

- State Preschool Program and School Age Child Care: Reopening July 6, 2020 following the guidelines/orders, including holding stable groups of 12 or fewer children per classroom is being developed. Protocols and systems for preventing the spread of the virus including: social distancing policy, hand washing procedure, illness policy for children/staff, cleaning/disinfecting procedure, drop-off/pick-up and health screening procedures will be implemented in accordance with San Mateo County Health Orders.
- Reinstating furloughed employees accordingly in time to train and prepare for reopening on July 6, 2020.
- Program protocols and systems will be implemented and publicized.

### **Phase 3 – Higher-risk workplace**

PB&R will function similarly to Phase 2, but with the return of higher risk programming as allowed by loosened restrictions. By this phase, safety preparedness and protocol will be well in place to allow limited interface with the public. Under this phase:

- Higher risk programs will resume under new guidelines.
- Instructional Class Services: May be reinstated based on SIP.
- Pacifica Sea Lions Swim team: Reinstated if distancing and health code procedures can be met.
- J-Teen Afterschool Program: Reinstated under current SIP and school guidelines.
- Senior Services Activities/Classes: May be phased in as SIP allows.
- Limited in-person meetings, by appointment only, with the public over the counter.

### **Phase 4 – End of stay at home order**

With the onset of Phase 4, all staff would resume standard work hours in the office and in-person customer service (including walk-ins) will be allowed. All Commission/Committee meetings would resume normal operations. All programming including special events offered by the Parks, Beaches, and Recreation Department would resume.

### **Planning Department**

The Planning Department includes three divisions: (1) Planning, (2) Building, and (3) Code Enforcement. The Planning Department counter will not conduct in-person services during Phase 1 and 2. Most services, such as pulling a building permit, will be conducted remotely. The timing and transition from Phase 1 to

Phase 2 will be guided by direction of the Health Order to relax shelter in place restrictions. All essential programs of the Planning Department continue and major operations are currently maintained as detailed below:

### **Planning Division**

- Development Projects: Processing continues. Staff is working remotely and is assisting with all projects and applications via email or phone.
- General Questions/Zoning Inquiries: Response via email. Customers can send questions via email to [permittech@ci.pacifica.ca.us](mailto:permittech@ci.pacifica.ca.us). Customers may also call 650-734-7344, but must leave an email address. The Planner on duty will respond once the inquiry is received.
- In-person community meetings: Outreach activities and meetings that require in-person gathering are suspended until further notice.
- General Plan, Local Coastal Plan, and Sharp Park Specific Plan: Progress continues; however, community outreach activities are delayed until in-person activities can be resumed.
- Planning Commission: Regularly scheduled meetings are being conducted via virtual format.
- All other Commission/Committees - Suspended. Opportunity to resume in an online format may be considered starting in Phase 2.

### **Building**

- Building Permits: All permit applications, plan reviews, and permit issuances are conducted electronically at <http://greenvue.csgengr.com/pacifica2/public>
- Building Inspections: Building inspection services continue when social distancing requirements and construction site safety protocols are followed. Real-time video inspection is encouraged at the discretion of the Building Official. To schedule inspections, customers may call 650-738-7344.
- Construction Sites: It is the responsibility of the property owner, contractor, job site manager, and/or foreman to ensure compliance with the Health Order, social distancing requirements, and job site safety protocols.
- General Questions: Staff is available to answer questions via email or phone. Customers can send questions via email to [permittech@ci.pacifica.ca.us](mailto:permittech@ci.pacifica.ca.us). Customers may also call 650-734-7344.

### **Code Enforcement**

- Limited Services on Existing Complaints: The Code Enforcement Officer will continue to process complaints, but with limited service.
- New Complaints: Limited services continue. Response to complaints that pose an immediate threat to public health/safety are prioritized. All other complaints are documented and followed-up but may be delayed.
- General Questions: The Code Enforcement Officer is available to answer questions via email or phone. Customers can send questions via email to [whiteq@ci.pacifica.ca.us](mailto:whiteq@ci.pacifica.ca.us) or call (650) 734-7344.

## **Planning Department's Phased ROOP**

As mentioned above, Planning is currently maintaining operations with most staff working remotely. Planning's phased return to standard operations will be closely coordinated with other City departments. Each phase is intended to provide a general operational guide for re-opening to the public.

### **Phase 1 – Safety & preparedness**

In response to the most recent Shelter in Place Order, which authorizes all construction to proceed, the Planning Department has allowed some Building staff and the Code Enforcement Officer to return to the office on a limited basis. The remainder of Planning staff works remotely. Under this phase:

- The Counter will continue modified operations (as noted above) with only City staff allowed within Planning offices. No "walk-ins" or in-person meetings allowed.
- The City's online permitting service allows for all new and existing plan reviews to be reviewed electronically. Plans are submitted electronically and payment of fees are accepted online or by mail, but not in person.
- Customer service is handled by phone, email, or referral to the City's website.
- Building inspectors, on rare occasions, will return to the office to do brief admin work in order to coordinate activities.
- Permit technicians are returning to the office, but on staggered schedules, with one technician in the office while the other works remotely.
- All Planning Division and administrative functions of the department will continue remotely with no in-person customer service.
- Most programs and services will continue to be offered; however, some larger projects and initiatives are dependent on the ability to conduct in-person community engagement and will experience longer delays (e.g. General Plan and Library Project).
- 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.
- Planning Commission - virtual meeting format.
- All other Commission/Committees - Open Space and Park Land Advisory Committee, Zoning Administrator, and Library Advisory Committee are suspended.

### **Phase 2 – Lower-risk return to the workplace**

The timing and transition to Phase 2 will be guided by direction at the State and County level to relax SIP restrictions. Under this phase:

- Staffing of the Planning Department will remain as described above in

Phase 1. However, Planning Division staff will begin to rotate into the office on staggered schedules, with approximately 25% of the entire department staff in the office at any one time.

- New signage will be posted in public areas, indicating the City's policies for maintaining social distancing, masks, and other health protocols.
- Staff meetings remain virtual.
- Planning Commission meetings remain in online format.
- Opportunity for other Committee meetings to resume, but online only.
- No in-person services.

### **Phase 3 – Higher-risk return to the workplace**

Dependent on when the transition from Phase 2 to 3 is initiated, the Planning Department will function similarly to Phase 2 but with increased in-person contact. By this phase, safety preparedness and protocol will be well in place to allow limited interface with the public. Under this phase:

- Increase in staff returning to the office on a staggered schedule, with approximately 50% working in the office at any one time.
- Opportunity for in-person staff meetings.
- Limited in-person meetings, by appointment only, with the public over the counter.
- Commission/Committee meetings may resume in-person, albeit with social distancing, unless online format is recommended or preferred to continue.

### **Phase 4 – End of stay at home order**

With the onset of Phase 4, all staff would resume standard work hours in the office and in-person customer service (including walk-ins) will be allowed. All Commission/Committee meetings would resume normal operations.

### **Police Department**

The Police Department is divided into two divisions: (1) Field Operations and (2) Investigations & Administrative Services. The Department has been able to continue operations with the majority of staff continuing to work in the field while utilizing personal protective equipment (PPE) and physical distancing. Under the current Health Order, only a small number of in-person services have been suspended. The timing and transition from Phase 1 to Phase 2 will be guided by direction of the Health Order to relax shelter in place restrictions. Therefore, Phase 1 and 2 are similar and do not change. All essential programs of the Police Department continue and major operations are currently maintained as detailed below:

#### **Field Operations**

- General Services: Most services continue, with slight modifications –

- Officers/Staff using PPE and physical distancing when practicable.
- Incident Responses: All emergency requests for services have continued, with slight modifications when appropriate.
- Suspended Services: Live scan fingerprinting, station tours, ride-along program, medical waste disposal, and civilian volunteer program.
- Modified Services: Sex offender registry conducted via telephone.

## **Investigations & Administrative Services**

- General Services: Most services continue, with slight modifications –
- Officers/Staff using PPE and physical distancing when practicable.
- Evidence and Property: Services continue. Staff are working remotely when possible. Service is provided on an appointment basis.
- Records: Services continue. The lobby has been closed to the public. Staff are working remotely when possible. Records staff are available by telephone at 650-738-7314. Requests for reports are submitted via email at [PoliceRecords@pacificapolice.org](mailto:PoliceRecords@pacificapolice.org).

## **Police Department's Phased ROOP**

The Police Department is currently maintaining operations with most staff working while utilizing measures such as use of PPE and physical distancing to prevent the spread of the COVID-19 virus. The phased return to standard operations will mostly impact those working in an administrative and investigations assignment. Most of those staff are currently working remotely.

### **Phase 1 – Safety & preparedness**

- The lobby will continue to be closed to the public.
- Medical waste disposal is suspended as this service is not conducting pickups.
- Requests to speak with an officer will be handled by telephone if possible, other requests will be handled by an officer using PPE and physical distancing measures.
- Crime reporting will be completed online when appropriate.
- Requesting copies of a police report will be conducted via telephone or email.
- Detectives may be in the office when necessary while observing physical distancing measures.
- Property and Evidence staff may be in the office if necessary, with physical distancing measures.
- Live scan and ride-along programs will continue to be suspended.
- Civilian volunteers are not allowed at the facility.
- High touch areas regularly cleaned with disinfectant and frequent hand washing is encouraged.

### **Phase 2 – Lower-risk workplace**

The timing and transition to Phase 2 will be guided by direction at the County Health Officer's Order or Governor's Executive Order. Under Phase 2:

- Officers will continue to follow PPE guidelines: encouraged to use face coverings and gloves (unless face coverings are **required** per SMC Health Order), gloves and N95 masks are required when dealing with individuals known or suspected to be COVID-19 positive.
- Staffing will remain as described above in Phase 1. Staff are encouraged to work remotely.
- Additional signage will be added promoting the City policies on physical distancing, face coverings and other measures.
- Staff meetings remain virtual.
- No in-person services; Live scan and ride-along will continue to be suspended.

### **Phase 3 – Higher-risk workplace**

During Phase 3 the Police Department will function similarly to Phase 2 but with increased in-person contact. By this phase, measures and protocols will allow limited in person contact. Under Phase 3:

- Lobby will re-open for police business.
- Medical waste disposal will resume.
- Increase in staff returning to the office on a staggered schedule, with approximately 50% of Investigations and Property staff working in the office at any one time.
- Opportunity for in-person staff meetings.
- Civilian volunteers return to the facility.
- Limited in-person meetings, by appointment only.
- In-person registration of sex offenders will resume with measures added (symptom free).
- Live scan program resumes with measures added (symptom free).

### **Phase 4 – End of stay at home order**

In Phase 4, all staff return to work and full operations resume.

- Ride-along program and station tours resume with measures added (symptom free).

### **Public Works Department**

The Department of Public Works is divided into three division: (1) Field Services, (2) Engineering, and (3) Wastewater. The Wastewater division is divided into two subdivisions – (1) Wastewater Treatment and (2) Collections. The Department has

been able to continue operations with the majority of staff continuing to work in the field while utilizing personal protective equipment (PPE) and physical distancing. Under the current Health Order, only a small number of in-person services have been suspended. The timing and transition from Phase 1 to Phase 2 will be guided by direction of the Health Order to relax shelter in place restrictions. All essential programs of the department continue and major operations are currently maintained as detailed below:

### **Field Services**

- General Services: Most services continue, with slight modifications – Staff using PPE, physical distancing, remote work and staggering shifts when practicable.
- Suspended Services: Closure of Pier, Dog Park, Playgrounds, and Beach Parking. Various maintenance of these facilities has been carried out. Collaboration of reopening services is in process with Beach Parking to reopen first.

### **Engineering**

- City Business: Core engineering services have continued without interruption with the exception of the Public Works counters being closed to the public.
- General Questions: Staff is available to answer questions via email or phone. Customers can send questions via email to [engineering@ci.pacifica.ca.us](mailto:engineering@ci.pacifica.ca.us) or reached at 650-738-3760.

### **Wastewater**

- General Services: Most services continue, with slight modifications – Staff using PPE, physical distancing, remote work and staggering shifts when practicable. Calera Creek Water Recycling Plant is closed to the public.
- Continued Collections Services: Collections System Maintenance Program, Inflow & Infiltration Reduction Program, Maintenance of Sanitary Sewer & storm Lift Stations, Assistance to Homeowner Lateral Replacement, Industrial Pre-Treatment, Video Inspection Program, Sewer Construction Inspection Program, Source Control, etc.
- Continued Wastewater Treatment Services: Wastewater Treatment/Recycled Water Production, Wastewater Plant Maintenance, Laboratory Testing, Biosolids Reuse Program, Odor Control Program, Mechanical Equipment Replacement Program, Instrumentation & Electrical Maintenance etc.
- General Questions: Staff is available to answer questions 650-738-4660.

### **Public Works Phased ROOP**

The Public Works Department is currently maintaining operations with most staff

working while utilizing measures such as use of PPE and physical distancing to prevent the spread of COVID-19. The phased return to standard operations will mostly impact those working in an administrative assignment. Most of those staff are currently working remotely when practicable.

### **Phase 1 – Safety & preparedness**

- The lobby will continue to be closed to the public.
- Customer service is handled by phone, email, virtual, or referral to the City's website.
- Internal services are moving towards or have moved towards online formats and accessibility.
- High touch areas regularly cleaned with disinfectant and frequent hand washing is encouraged.
- Everyone who can carry out their work duties from home has been directed to do so.
- Workers are required to wear appropriate PPE (including face coverings).
- Planning on addressing engineering controls such as sneeze guards for countertops and offices for city buildings.
- Continue closure of pier, dog park, playgrounds and beach parking until further notice.
- Working on securing additional supplies as needed.

### **Phase 2 – Lower-risk workplace**

The timing and transition to Phase 2 will be guided by direction at the State and County level to relax SIP restrictions. Under this phase:

- No change to essential services.
- Administrative staff will continue to work on modified schedules or remotely when practicable.
- New signage will be posted in public areas, indicating the City's policies for maintaining social distancing, masks, and other health protocols.
- Staff meetings remain virtual or in person with social distancing.
- Public access to Public Works facilities will remain restricted.
- All community outreach and public education have been suspended.
- No in-person services.
- Prepare on reopening pier, dog parks, play grounds and beach parking safely and in compliance with regulatory guidelines.
- Support modifications for City facilities as needed.

### **Phase 3 – Higher-risk workplace**

- Open Pier, Dog Park, Playgrounds and Beach Parking.
- Offices will be open with engineering controls (sneeze-guards, adjustments to work sites, etc.).



## **Phase 4 – End of stay at home order**

- In person customer service (including walk-ins) will be allowed.

### **WORKPLACE CONTROLS**

The City of Pacifica is working on reducing the threat of COVID-19 by systematically removing threats when practicable from the workplace and educating employees on how to reduce exposure.

During infectious disease outbreaks such as COVID-19, when it may not be possible to eliminate the hazard, the most effective protection measures are as follows:

- Physical Facility/Engineering controls;
- Personal protective equipment (PPE); and
- Administrative controls and safe work practices

There are advantages and disadvantages to each type of control measure when considering the ease of implementation, effectiveness, and cost. In most cases, a combination of control measures will be necessary to protect workers from exposure.

In addition to the types of workplace controls discussed above, CDC guidance for businesses provides employers and workers with recommended infection prevention strategies (the standard for infectious disease control) to implement in workplaces.

1. Perform a detailed risk assessment and implement a site-specific protection plan.
2. Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them.
3. Implement individual control measures and screenings.
4. Implement disinfecting protocols.
5. Implement physical distancing guidelines.

### **Physical Facility Assessments/Engineering Controls**

Prior to reopening facilities and/or programs to the public, the City will conduct detailed risk assessments which will entail physical facility assessments in relation to regulatory guidelines. The following is a list of general considerations:

Engineering controls involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement. Controls to consider may include:

- Considering maximum occupancy while abiding by social distancing protocols.
- Marking social distancing requirements on flooring.
- One-way pedestrian traffic in hallways and corridors when practicable.
- Plexiglas barriers when practicable.
- Limiting seating in public areas to allow physical distancing.
- Assessing restroom access limitations.
- Considering accessibility for hand sanitizer stations.
- Installing high-efficiency air filters if practicable.
- Restrict access to conference rooms to maintain social distancing.
- Close common areas where personnel and the public are likely to congregate and interact.

### **Personal Protective Equipment**

While engineering and administrative controls are considered more effective in minimizing exposure to infectious diseases, PPE may also be needed to prevent certain exposures. While correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.

Examples of PPE include gloves, goggles, face shields, face masks, and respiratory protection, when appropriate. During an outbreak of an infectious disease, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of the infectious disease.

The City of Pacifica will continue to monitor the State and Federal Occupational Safety and Health Administration (OSHA) and CDC websites regularly for updates about recommended PPE.

All types of PPE will be:

- Selected based upon the hazard to the worker.
- Properly fitted and periodically refitted, as applicable (e.g., respirators).
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.

PPE has been made available to all staff according to job specific industry standards. PPE will continue to be made available to the extent that it is available. The City of Pacifica will continue to provide employees with PPE needed to keep them safe while performing their jobs. The types of PPE required during an infectious disease outbreak will be based on the risk of being infected while working and job tasks that may lead to exposure.

## **COVID-19 Related City Policies to be Developed/Administrative Controls**

Policies and administrative controls require action by both the worker and/or employer. Typically, administrative controls are changes in work policy or procedures to reduce or minimize exposure to a hazard. Examples of administrative controls for COVID-19 include:

- Encouraging sick staff to stay at home.
- Minimizing contact among staff, clients, and customers by replacing face-to-face meetings with virtual communications and implementing telework if feasible.
- Establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week.
- Discontinuing nonessential travel to locations with ongoing COVID-19 outbreaks. Regularly check CDC travel warning levels.
- Developing emergency communications plans, including a forum for answering staff concerns and internet-based communications, if feasible.
- Providing staff with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE).
- Training staff who need to use protective clothing and equipment how to put it on, use/wear it, and take it off correctly, including in the context of their current and potential duties. Training material should be easy to understand and available in the appropriate language and literacy level for all workers.

The City is currently in the process of creating/updating personnel policies and protocols related to COVID-19. A general list of policies and protocols to be created/updated are below:

- Site Specific Guidelines for Public and Employees;
- Cleaning and Disinfecting the Workplace;
- Social Distancing and Individual Responsibility in The Workplace;
- Testing Agency Employees For COVID-19;
- Temperature Testing and Screening for Symptoms Associated With COVID-19;
- Use and Disclosure of Confidential Medical Information Related To COVID-19;
- Accommodation of Employees Who Are at High-Risk of Severe Illness From COVID-19;
- Employee Leave and Compensation Under the Families First Coronavirus Response Act; and
- Telework and Alternate Work Schedules

## **REIMAGINING AND REINVENTING PACIFICA**

The City of Pacifica service recovery from COVID-19 is evolving and will depend on governmental orders and agency guidance.

The City is committed to providing a safe environment for both the public and staff, and will continue to reimagine and reinvent the City to adapt to COVID-19 as needed by continuing to:

- Assess impact of COVID-19 on City services provided.
- Evaluate actions taken by the City in response to COVID-19.
- Evaluate effectiveness of existing plan.
- Revise existing plan as necessary to address any deficiencies.
- Review and revise procedures, as needed.
- Retrain staff, as needed.

### **ADDITIONAL SOURCES OF INFORMATION**

For additional information related to COVID-19, visit:

- California Occupational Safety and Health Administration Agency - <https://www.dir.ca.gov/dosh/>
- Centers for Disease Control and Prevention - <https://www.cdc.gov/>.
- San Mateo County Health - <https://www.smchealth.org/coronavirus>
- World Health Organization - <https://www.who.int/>