




MEMORANDUM
CITY OF PALM BEACH GARDENS

TO:	Mayor and Council
FROM:	Ron Ferris, City Manager 
SUBJECT:	City Manager Report
DATE:	April 2, 2020

Please find attached the internal "Operations Status Report" dated April 2, 2020.

I plan on giving a brief synopsis of the report at tonight's meeting.

This report will also be placed on the City's Webpage tomorrow.

CITY OF PALM BEACH GARDENS
OPERATIONS STATUS REPORT
4/2/2020

CITY CLERK

- Staffing level: 100%
- No assistance needed at this time.
- Operations: 4 of 6 staff members working remotely on a rotating basis since March 24, 2020
- The following functions were timely completed both in the office and remotely with no interruption in the levels of service:
 - City Council Agenda – met all timelines for processing staff reports, advertisement requirements, published the link 1 week prior to the meeting
 - Legal Advertisements all requirements met
 - Public records requests received and completed in a timely manner
 - Code Enforcement special Magistrate hearing was held, and final orders processed
 - Contracts and agreements processed
- Elections:
 - Worked with the Palm Beach County Supervisor of Elections to acquire the certified results to accompany Resolution 15, 2020
 - Campaign Treasurer Reports were allowed to be submitted electronically until which time originals can be brought to City Hall, so they were all deemed timely filed.
- HOA/POA Database is being worked on so the most current information is available to the public.
- Lobbyist Registration Forms continue to be received electronically prior to any conference calls and/or virtual meetings
- Mail – all mail functions both incoming and outgoing continue to meet current levels of service
- Resident responses – continue to accept telephone calls and emails with resident concerns and/or questions ensuring the appropriate departments are responding.

COMMUNITY SERVICES

Community Services - Administration:

Staffing level:

- In the office as needed, available by cell phone any time: Community Services Administrator/Director of Emergency Management, Deputy Community Services Administrator-Operations, Deputy Community Services Administrator-Administration, and Operations Manager
- Two Office Assistants split shifts: 8:00am–Noon, and 1:00pm-5:00pm, or as needed

Operations:

- All meetings with vendors conducted via teleconference only.
- Staff meetings held via teleconference and email communication.
- City construction projects continue normal operations. Construction status meetings conducted via teleconference and/or onsite.
- May experience delays on projects due to manufacturing shortage as a result of lack of staff.
- Garbage collection services on schedule.
- A notice to all vendors sent requesting notification if any of their staff is confirmed as having COVID-19. An action plan will be implemented on a case-by-case basis.
- Ops Center lobby is closed to the public and vendors. Sign posted to call Parks phone at 561- 248-7341 for deliveries.
- Indoor work at both City Hall and PD has been cancelled until further notice. Exterior work is continuing; however, it is experiencing delays due to lack of subcontractor response.
- Additional hand-sanitizers dispersed to requesting departments. Only providing as supplies arrive.
- Email will go out to all Department Heads requesting updates to draft 2020 hurricane documents. Each department will need to take into consideration how the current pandemic may affect hurricane response preparation efforts.

Building:

- Due to the recent Covid-19 plan review and application submittal will take longer to process, please be patient.
- Building Division hours are from 9am- 1pm Monday-Friday please contact us at 799-4210, be prepared for longer than normal wait times on the phones.
- Schedule or check inspections online through our website www.pbgfl.com

Public Services:

Parks and Grounds

- Staffing level – 50% (modified work schedule)
- Operations:
 - All parks are closed and blocked with barricades to limit access and allow for increased Police enforcement.
 - Parks staff continues to perform maintenance activities and cleaning of all parks facilities based on a modified schedule.

Facilities

- Staffing level – 50% (modified work schedule)
- Operations:
 - Scope of work limited to sanitation of all City facilities and janitorial services
 - All temporary labor cancelled until further notice
 - Outside vendors conducting repairs are cancelled until further notice, excluding emergencies.

Streets and Stormwater

- Staffing level - 50% (modified work schedule)
- Operations:
 - All temporary labor cancelled until further notice
 - Staff working only on essential safety related maintenance activities based a modified schedule such as street sign maintenance, stormwater system inspection and repairs, etc.
 - Landscape, Irrigation, and Stormwater Contractor continues to service the City until further notice.

Fleet

- Staffing level – 90% (modified work schedule)
 - New Fleet Ops Manager will work random, split shifts

- Operations
 - All shop functions are working 80% capacity
 - Split schedule still in progress
 - All vendor meetings continue to be conducted via teleconference
 - GovDeals sales have been suspended to eliminate interaction between staff and outside buyers.
 - Mechanics are wiping down interiors of fleet vehicles with disinfecting wipes prior to working in the vehicles as a precaution for the health of our staff.

Construction Services:

- Staffing level
 - Minimal staff in the lobby to answer phones and process submissions as received.
- Operations
 - No in-home inspections until further notice. All other inspections occurring.
 - Lobby closed to public, phones answered as usual.
 - As of March 31, 2020:
 - Inspectors to utilize laptops to alleviate the need to come in the office for inspections and inspection results.
 - New office hours: 9:00am-1:00pm.
 - Drop box in front of lobby door is installed and utilized for drop off and pickup of plans and permits. No public is permitted inside the building.
 - Business Tax Receipt licenses will be completed remotely via laptop.
 - Continue to operate on minimal office staff.

Neighborhood Services:

- Staffing level
 - 100% Monday - Friday with staff working staggered shifts, 50% personnel each shift.
 - Weekends - Only one (1) staff member on duty.
- Operations
 - Only two (2) staff members working inside the building at any given time.
Morning shift: Code Specialist and Director 7:45 a.m. – 11:45 a.m.
Afternoon shift: Senior Compliance Officer and Operations Manager 12:00pm – 4:00pm.

- Compliance Officers continue to address citizen concerns while covering their zones.
- Compliance Officers continue to be mindful of social distance (6 feet or more) when engaging citizens.
- Staff continues to address health and safety concerns with the utmost priority.
- Compliance Officers are required to conduct their assignments in the field utilizing their mobile office (vehicles), to maintain social distance and provide high visibility.
- Compliance Officers are providing extensions on non-priority cases.
- Updates and operational information transmitted to Code Compliance officers via email and cell phones.
- Communication is conducted via emails, telephone, fax, USPS and occasionally via courtesy door hanger, circumventing face-to-face contact.

Golf:

Operations:

- Golf course closed to the public
- Management Team
 - Monday – Friday: Director of Golf, Head Golf Professional, and Golf Operations Manager
 - Tuesday-Saturday: First Assistant Golf Professional
 - Sunday – Thursday: Golf Shop Manager
- Maintenance
 - Maintenance will move to Monday-Thursday, 10-hour days and will begin and/or complete some summertime projects
 - Aerification of fairways completed
 - Aerification of greens took place Monday, March 30, 2020
- Golf Shop schedule will change beginning Wednesday, April 1, 2020, to one attendant from 9:00am-3:00 pm
- Golf will continue to utilize part-time staff to complete projects (up to their average hours and only at their request)
 - Projects include detailing the cart fleet, sweeping/organizing the entire cart barn, pressure washing the cart staging area, assisting with light office work and organization
 - Management Team is working on the Division's SOP's (updating and creating), a Passholder Rules and Regulations book for next season, a

“How To” binder for both staff and management to reference, physical inventory count, a tournament/event/program schedule for next season, summer passholder applications, a list of current passholders and payments for possible prorating, budget, and general organization of documents and offices.

ENGINEERING

The Engineering Department continues to offer full time services for Infrastructure Plan Review and inspection for development, utilities and miscellaneous engineering reviews. Staff also continues to operate in-house capital projects.

As of April 1, 2020, the following was implemented:

- All meetings will be conducted on an appointment basis only and will be limited to phone or video conferencing.
- All engineering staff members will be on duty or on call, on a rotating basis.
- All engineering permits will be submitted through the Building Department. The building department lobby is closed to the general public. A drop box has been established to receive permit applications and plans from 9:00am to 1:00 pm. If customer service is required, it will be conducted via telephone only.
- All traffic concerns, road maintenance and closures, and railroad construction issues will be handled as normal. The public should call 561-804-7012 to record any issues.
- All engineering inspections will be conducted by appointment only. The public should call the Building Department at 561-799-4210, or by calling the Engineer Inspector at 561-799-4277. The public should be sure to leave their contact information when leaving a voicemail message.
- All office phone voicemail will be forwarded to staff email and messages will be returned as priority allows. See below for department directory.

City Engineer	561-719-1318
Deputy City Engineer	561-799-4292
Operations Director	561-804-7013
Engineer Inspector	561-799-4277
Project Manager	561-799-4288

FINANCE

- The Finance Department is staffed Monday-Friday from 8:00am-5:00pm, by four employees (Finance Administrator, Payroll Coordinator, Accountant II, and Accountant I)
- Two employees are splitting time between the office and home (Deputy Finance Administrator is working in the office three days a week, and the Risk Management Coordinator is working half-days in the office)
- Three employees are working full-time at home (Finance Manager, Fiscal Coordinator, and Senior Accountant)
- Employees working remotely are submitting daily activity reports
- Payroll is being processed onsite
- Accounts payable is being processed remotely
- All paper accounts payable checks have been suspended; only electronic funds transfers will be processed (vendors have been contacted to provide their banking information)
- Finance is currently able to fulfill 100% of required functions; therefore, no assistance is required at this time to perform necessary duties

FIRE RESCUE

Administrative modifications

- Non-essential personnel are working from home
- Command staff personnel work from home whenever possible
- Fire administration offices and the stations are closed to the general public including family members of staff

Operational modifications

- Stations are disinfected twice a day with common touch areas cleaned more frequently as needed
- Rescue trucks are decontaminated in between each transport
- Dispatch has developed a series of screening questions to determine if patients are confirmed or possibly infected with COVID-19. Those who are thought to be infected are dispatched as “Med Alert” patients notifying the crew of a possible COVID-19 patient.
- The Department has implemented a special response vehicle to respond to all “Med Alert” patients to limit crew contact with infected patients.

- Patients who are stable are not transported to the emergency departments. Fire rescue follows up with a phone call to them within 24 hours to make sure they are doing well.

Currently, we have **12 personnel out on quarantine**. We are fully operational. To date we have had **28 either confirmed or suspected COVID-19 responses**.

HUMAN RESOURCES

- Staffing level - all 5 HR staff are working remotely, providing core basic HR services via telecommunications. The HR Administrator is working in the office (checking mail and faxes that require attention) and remotely.
- All HR representatives' office phones have been forwarded to each HR representative's cell phone numbers. The HR Main Phone Line, 799-4223, is being handled by the Human Resources Generalist (mostly employment verifications).
- There are no onsite meetings; all conducted via telecommunications including meetings with HR staff and employees, unless otherwise pre-approved by the HR Administrator.
- Remotely assisted processing 3 new hires as needed by and coordinated with their departments.
- All benefits, medical related, and FMLA related matters are being handled by the Senior Human Resources Generalist, for all departments.
- 2 HR staff members continue to serve on the RFP selection committee for the dental insurance and employee assistance program providers for 10/1/2020.
- Senior HR Generalist and HR Administrator are reviewing information to distribute to employees regarding the addition of telemedicine (virtual medical visits) as a benefit through Florida Blue, at no cost to members during the COVID-19 crisis; which would return to normal City health insurance plan copays after the crisis is over.
- Several policies in response to the pandemic have been created and implemented, as staff continues to monitor and adapt to new and/or amended federal, state, and local legislation and regulations. All staff are attending multiple webinars weekly to stay current on these matters.
- HR Administrator and Generalists continue to work together with various departments to address employee/labor relations issues as they occur.

- All HR staff have access to HR information systems remotely, including EDEN, Neogov, and Laserfiche. Electronic Personnel Action Forms are being processed through each HR Generalist as assigned to their departments as usual.
- On temporary basis, all HR department related vendor invoices are being processed through the Senior HR Generalist, for HR Administrator approval for payment.
- The City's onsite health center, **CareHere**, is continuing regular operations at same staffing levels (1 medical assistant, 1 nurse, 1 doctor or physician's assistant) and hours, providing both on-site and TeleVisit appointments, following CDC guidelines, and assisting high risk and symptomatic patients to locate COVID-19 testing sites. While HR Administrator is closely monitoring, due to the global supply issues testing and treatment for COVID-19 is not being provided at our health center at this time. Utilization rate for March – an average of 70% of available appointments were utilized.
- City's self-funded health insurance plan benefits, HR reviewed and will be notifying employees about the following:
 - **Florida Blue is waiving member cost-sharing for all COVID-19 treatment services – including inpatient hospital admissions**
 - To help hospitals accelerate appropriate discharges and support bed capacity, Florida Blue is also:
 - Waiving prior authorization requirements for patients being transferred from inpatient acute hospital settings to post-acute care facilities (Long Term Acute Care Facilities, Skilled Nursing Facilities and Inpatient Rehabilitation)
 - Florida Blue also will work closely with hospitals and physicians to ensure members are not balanced billed (surprise billed) for any services related to COVID-19 treatment.

INFORMATION TECHNOLOGY

- IT is working a rotating schedule
 - 2 employees in the office to support Police, Fire, and Dispatch
 - Remaining IT staff working from home
- Entire City workforce has been given the ability to access required City computer systems from home
- IT staff spending significant time granting employees remote access and showing them how they can maximize their efficiency while working at home.

- Preparing technical capabilities for the City’s first City Council meeting with members of City Council and staff participating in the meeting from their homes.

MEDIA RELATIONS

Staff Levels: 100%

- No assistance needed at this time
- Operating remotely at standard levels
- Minimum capacity to maintain level of service: 50%
- Keeping residents informed about COVID-19

PLANNING AND ZONING

Administration:

The Department’s Administrative Assistant remains the sole person in the office each day during regular hours from 8:00am-5:00pm, Monday-Friday. Her tasks performed in the office include:

- Phones Calls
- Transfer calls to Planners and Planner on-call
- Assist and communicate with P&Z staff
- Emails
- Mail
- Update Planning & Zoning Department Pending Schedule
- Enter applications in Eden
- Process Surety releases (significant increase in surety releases)
- Public records requests

GIS:

- GIS is at full staff and currently working from home
- LogMeIn software allows full access to all processes needed to effectively perform the job
- Current projects include:
 - Providing on-going support to other departments
 - Creating new and updating existing map services
 - Update of GIS database files
 - Provided GIS shapefiles to Police Dispatch for Tequesta – assisting with testing of said files
 - DRC project reviews
 - Reducing file name length for P&Z share files

Planning:

- Entire Planning Team continues to work remotely from home.
- Team is working an average of 75% of the total regular hours each day
- Informational meetings and Pre-Application meetings continue via teleconference (e.g several Avenir site plans, Downtown at the Gardens, the Learning Experience, 5B, etc.)
- Development Project submittals and resubmittals are coming in electronically only, with Development Review Committee Coordination electronically only.
- Development Project coordination and issue resolution continues and conducted via teleconference
- Development Approvals continue to be issued and zoning confirmation letters
- Planner phones forwarded to Planning and Zoning main line with messages being sent to individual planners
- Planner on Call Service continues at a reduced schedule from 8:00am-1:00pm
- Permit reviews continue
- April PZAB Board Meeting is cancelled
- Staff is preparing several items for the May 12, 2020, PZAB Meeting
- Staff is anticipating 4 to 5 projects being scheduled for a recommendation to the June City Council Meeting. These projects include: Avenir Crystal Lagoon, Avenir Site Plan #3, Roan Lane Self-Storage Facility, True Foods Signage, and Avenir Pod 5 Residential Home Models and Architecture

Summary: Overall the Department is continuing operations working remotely and is providing a high level of coordination and responsiveness to City Residents and the Development Community. As challenges arise, the team informs Department Managers who then coordinate with the Department Director on proposed solutions. Staff has received positive feedback from the Development Community on the ability to continue operations.

Development Compliance Division:

- Reviewing permits in office and electronically
- Performing inspections on-site (outdoor only) and via email photos

- Coordinating daily with Code Compliance Division on existing and new zoning violations
- Working with Planners to complete Business Tax Receipt reviews
- Performing Planner on Call duties
- Communicating with applicants regarding projects via phone and email
- Communicating with contractors regarding permits via phone and email
- Processing and completing Public Records Requests
- Completing and processing Surety and Surety releases
- Completing all Development Review Committee Forestry Comments
- The City Forester is in the office on weekends and off-hours reviewing permits and projects, as well as assisting all Planners with miscellaneous tasks, projects, and permits.

POLICE DEPARTMENT

The Police Department is at full staffing with sworn officers and 911 Center communications operators currently fully capable of handling all City law enforcement and dispatch functions. Depending on job responsibilities, the department's civilian support staff is either working remotely from home, working reduced hours, or a combination of both. The Police Department is supplying personnel with personal protective equipment and employing recommended precautions and best practices.

Over the past three weeks:

- Four employees were exposed to an infected individual while on-duty
 - Two employees with a possible exposure while off-duty
 - All were quarantined and/or tested as prescribed and all have since returned to work
- Officers have responded to various complaints and have been proactive regarding alleged violations of Emergency Orders put in place by the Governor of Florida and the Mayor of Palm Beach County.

- Between March 15 and March 31, 2020, officers responded to calls for service related to State and County Emergency Orders as detailed below:
 - City Parks - 62
 - Gyms - 15
 - Restaurant/Bars - 11
 - Retail Businesses - 7
 - Golf Courses - 6
 - Residences, Clubhouses and other businesses - 11
- The Police Department continues to issue numerous warnings and has gained full compliance and cooperation from businesses and individuals who were in violation throughout the City.
- The Police Department has limited its response on medical calls and is practicing social distancing on other various calls for service.
- Out of concern for the safety of City Police Staff and the general public, the Police Lobby is temporarily closed. Signage has been posted advising citizens to call the non-emergency number: 799-4445, or 911.

RECREATION

Administration:

- Administrative staff continues to work partially remotely and able to maintain necessary processes and continue to work on projects (capital & operations). Emphasis is on budget development, re-opening, expense reduction, and re-tooling the programs offered to the community after this health event is over.

Burns Road Community Center & Aquatic Center:

- Staff continues to maintain minimum maintenance standards for the pools.
- Deep cleaning and minor projects are being completed.
- Recreation staff continues to work partially remotely. Staff (a limited number) is in the facility weekly from 8 am to noon and responding to phone calls and emails from the community.

- Program staff is working on budget development, re-opening plans, and Fall programming. Additionally, each staff member has a list of projects to complete during this time.

Riverside Youth Enrichment Center:

- Deep cleaning and minor projects are being completed.
- Administrative staff is working on State mandated processes, budget development, oversight of teaching staff projects, and updating all forms, manuals, etc. to prepare for re-opening.
- Teaching staff continues to send out age appropriate materials to their students, some circle time videos, and direct communication with parents as requested.

Tennis Center:

- Staff is working on operational planning projects related to the opening of the new clubhouse.
- Preparations continue to be made for the Fall women's tennis league program. This is a time-consuming, comprehensive process for 14 ladies' teams.
- Staff has completed a re-opening preparation plan.
- Basic clay court maintenance is being completed.