

City Hall and City Facilities Reopening Plan

Recovery from COVID-19 Emergency Response

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Introduction and Applicability

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

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

Key Guidance for Reopening City Hall and City Facilities

Federal Guidance

- Centers for Disease Control guidance

State of California Guidance

- Blueprint for a Safer Economy (Reopening Guidance)
 - Widespread Tier (Purple)
 - Substantial Tier (Red)
 - Moderate Tier (Orange)
 - Minimal Tier (Yellow)

Los Angeles County Health Officer Orders (follows/aligns with State)

- Health Officer Order
- Protocols for Reopening
 - Appendix A - Social Distancing
 - Appendix D - Office-Based Worksites
- Maintain social distancing and infection control measures

City Emergency Orders Applicable to City Workplaces

- Emergency Order #1 - Construction Site COVID-19 Requirements
- Emergency Order #3 - Extending Closure of City Hall and City Facilities

Government Orders Relevant to City Operations

Jurisdiction Action	Date Passed	Status (March 11, 2021)
Federal		
Proclamation of National Emergency	March 13, 2020	In Effect
State of California		
Proclamation of State Emergency	March 4, 2020	In Effect
Executive Order N-25-20 (Brown Act, etc)	March 12, 2020	In Effect
California Public Health Guidance (65+/Vulnerable)	March 16, 2020	In Effect
Executive Order N-33-20 (Stay-at-Home Order)	March 19, 2020	In Effect
Health Officer Order - Blueprint for a Safer Economy	August 28, 2020	In Effect
Los Angeles County		
LA County Public Health Quarantine Order	December 17, 2020	In Effect
LA County Public Health Self-Isolation Order	December 17, 2020	In Effect
LA County Public Health Officer Order	March 19, 2021	In Effect
City of Manhattan Beach		
Proclamation of Local Emergency	March 13, 2020	In Effect
City Emergency Orders	Various	In Effect

Temporary Internal Work Methods during COVID-19

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

- Closure of City Hall, City Facilities, and Senior Center to customers
- Social distancing protocols
- Staggered or rotating on-site work schedules
- Emergency Operations Center activation
- Employees working remotely when possible
- Electronic timesheet and Request-for-Payment process
- ShoreTel conference calls (additional licenses added)
- Zoom (video) meetings (capability added)
- DocuSign (capability added)
- COVID-19 expenditure accounting and time tracking procedures
- Employee leave accrual maximum cap allowance extended temporarily
- Mail and package delivery off-site/held for 24 hours
- Virtual City Council and Boards and Commission meetings
- Bi-weekly all-hands employee meetings via Zoom
- Employee support programs available virtually
- Virtual MB Fit employee program
- Healthy at Home program with Citywide remote health and wellness offerings
- In-office protocols, including meeting attendance options
- Distributed and supported equipment to support a remote work, including remote access, laptops, monitors, etc.; cybersecurity upgrades to safeguard remote work.
- These methods will be evaluated continually over the course of, and after, the reopening phases to provide alternatives to in-person transactions as well as increase efficiency and service delivery in the future.

Summary of City Services During State of Emergency

During the initial stay-at-home orders, the City adopted the capability to allow employees to work remotely to continue to serve City customer service functions. As the City remained in an extended State of Emergency, the following external services continued to be provided in a remote, virtual (online), or modified fashion.

All Departments / Citywide:

- General inquiries – Available
- Emergency Operations Center – Activated

Community Development:

- Plan check – Available
- Permitting – Available
- Inspections – Available
- Residential Building Reports – Available
- Right-of-Way Permits – Available
- Tree permits – Available
- Code enforcement – Available
- Planning services: Available
- Outreach / education events – Available

Finance Department:

- Utility billing – Available
- Parking permits – Available
- Cashier function – Available
- Purchasing / warehousing – Available

Human Resources:

- All functions conducted remotely

Management Services:

- City Council meetings – Available
- Public Records Act requests – Available
- Receipt of subpoenas – Available
- Contracts processing – Available
- Opening of bids – Available

Parks and Recreation:

- Administrative functions – Available
- Registration, reservations & marketing – Available
- Recreation programs – Limited availability virtually
- Older Adult programs – Limited Availability Virtually
- Dial-A-Ride programs – Available

Public Safety:

- All services available

Public Works:

- Water meter reading – Continuing as scheduled
- Sewer lift station – Continuous monitoring and intermittent maintenance
- Graffiti removal, pothole repairs, curb painting – Available
- Public Works inspections – Available
- Engineering capital projects – Continuing
- Meter coin collection – Continuing
- Vehicle maintenance – Available
- Building maintenance – Available
- Parks and open space maintenance – Continuing
- Street sweeping – Available
- Waste Management recycling events – Tentatively resuming April 2021

Information Technology:

- Help desk services (desktop/laptop/tablet/mobile phone support) – Available
- Application support – Available
- ERP Project implementation support – Available
- Network/data center operations – Available
- On-site Support – Limited

Criteria for the Reopening Plan

COVID-19 vaccines became available for people ages 16+ starting December 2020 and is currently ongoing with limited supply. The State and County set and is implementing a prioritization system. Testing capacity for COVID-19 and antibodies remains widely available through healthcare providers.

While vaccinations are recommended, there is no Federal or State law that mandates vaccinations in order to return to the workplace. As such, society will need to manage exposure to COVID-19 into the foreseeable future. The following criteria should guide the implementation of a phased Reopening strategy that is consistent with greater public health goals and ensures operational flexibility for changing situations:

- Continue to limit the spread of COVID-19 for employees and customers, and throughout the community
- Reopening plans must be versatile to adjust to changing external factors
- Established thresholds for progressing to the next phase

Best Practices to Limit the Spread of COVID-19

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

1. Social distancing of employees and customers
 - Sneeze guards / barriers in customer-facing spaces and employee cubicle areas
 - Physical and visual delineators for customer spacing
 - Prohibit gatherings
 - Encourage phone and video meetings
 - Establish a maximum density (space/persons) for interior spaces, including conference rooms; limit number of people
2. Mandatory face covering – all City facilities
3. Continued remote work for certain employees, or implement a remote work and in-office rotation for certain times per day or week

4. Stagger shifts, breaks, and lunch times to limit number of people gathering in lockers and breakrooms.
5. Limiting access to congregating in employee breakrooms and/or increasing disinfecting.
6. Post signage requiring face coverings to be worn
7. Personal Protective Equipment (PPE) for field personnel and responders
8. Post signage requesting that persons who are sick, even with mild symptoms, not to enter
9. Hygiene regimen (hand-washing, frequent and thorough cleaning of surfaces)
10. Provide hand sanitizer at doorways.
11. Supply disinfectant for use in common areas.
12. Temperature checks (self-administered by employees)
13. On-site attendance log (employees and visitors)
14. Employee contact logging at all times (recommended when not at work)
15. Increase cleaning of all frequently touched surfaces and common areas.

External Factors affecting the Reopening Plan

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

External Factors include:

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

Versatility of Reopening Plan

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

- All City departments to have Continuity of Operations Plans to respond to changes

- A minimum time interval to adjust to any changes in external factors
- Ability to adjust the ratio of on-site/remote work employees with minimal impacts to services
- Active tracking and look-ahead of ongoing internal policy changes
- Advanced communication to employees and customers to inform of the phase, ongoing and upcoming operational changes, or changes to External Factors.

Thresholds for Progression of Phases

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

Phases for Reopening / Time Intervals

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

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

Phase	Brief Description	Minimum Duration (weeks)
1	Transition City Hall and City Facilities to Limited Employees	2
2	Limited Employees On-site / Limited Customers by Appointment	4
3	Additional Employees On-site / Customers Allowed	4
4	Most Employees On-site / On-site Operations Restored (Continued Preventative Measures)	Currently Undetermined
5	City Hall and City Facilities Normal Operations	Currently Undetermined

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

Description of Operations:

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

Before the Phase Starts

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

Start Threshold(s):

- 1) State Tier allows essential office-based uses
- 2) Permitted by LA County Health Officer Order

Start Date:

Currently Ongoing

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

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

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

Description of Operations:

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

Before the Phase Starts

- Completed installation of physical and visual delineators for customer spacing
- Completed reconfiguration of employee work areas for social distancing
- Continued availability of face coverings, disinfectants and cleaning supplies
- Messaging to employees and customers; encourage online/phone business
- IT equipment inventory, verification, and cleaning instructions for incoming workers to wipe down equipment.

Start Threshold(s):

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

Start Date:

April 12 - Minimum of 2 weeks after Phase 1 implementation

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

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

Phase 3: Additional Employees On-site / Customers Allowed

Description of Operations: <ul style="list-style-type: none">• Continue to encourage remote customer service while rotating/staggering employees on-site in a socially-distanced setting.• Continue contactless in-person customer service methods, such as drop-off/pick-up services, to occur outside of facilities.• Begin allowing limited in-person meetings; use remote meeting methods for others.• Begin allowing limited in-person visits to City Hall for customer service transactions, while allowing for social distancing and queuing remotely and called in for service.• Begin conducting certain public meetings using hybrid (in-person and remote) methods.• Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19.	
Before the Phase Starts <ul style="list-style-type: none">• Continued availability of face coverings, disinfectants and cleaning supplies• Complete reconfigurations necessary for socially-distanced in-person public meetings• Messaging to employees and customers; encourage online/phone business	
Start Threshold(s): <ol style="list-style-type: none">1) Consistency with State (Moderate tier) and County orders and guidance2) Supported by External Factors	Start Date: Minimum of 4 weeks after Phase 2 implementation
Extend or return to previous phase if: External Factors (Page 8) indicate COVID-19 situation is worsened	
Thresholds for progression to next phase: Assess situation every 2 weeks after implementation; if consistent with State and County guidance and orders and if supported by External Factors, consider a timeline for transitioning to following Phase.	

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

Description of Operations:

- Employees may return on-site to work, other than most vulnerable population should continue to work remotely if deemed necessary
- Allow in-person meetings and in-person visits to City Hall for customer service transactions.
- Conduct in-person public meetings using socially-distanced methods.
- No large gatherings or events, unless consistent with health orders
- Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19.

Before the Phase Starts

- Continued availability of face coverings, disinfectants and cleaning supplies
- Messaging to employees and customers;

Start Threshold(s):

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

Start Date:

Minimum of 4 weeks after Phase 3 implementation

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

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

Phase 5: City Hall and City Facilities Normal Operations

Description of Operations: <ul style="list-style-type: none">• All employees return on-site to work• Allow in-person meetings and in-person visits to City Hall for customer service transactions• Conduct in-person public meetings• Traditional meetings and outreach events may be held• Voluntary continuation of temporary work methods if beneficial for business operations• Continue to follow recommendations of Health Officers and implement best practices to prevent the spread of COVID-19	
Before the Phase Starts <ul style="list-style-type: none">• Continued availability of face coverings, disinfectants and cleaning supplies• Messaging to employees and customers	
Start Threshold(s): <ol style="list-style-type: none">1) Consistency with State and County orders and guidance2) Supported by External Factors	Start Date: To be determined
Extend or return to previous phase if: External Factors (Page 8) indicate COVID-19 situation is worsened	

Figure 1 below briefly summarizes the transitions over the course of the Reopening Phases.

City Hall and City Facilities Reopening Plan - Combined Phasing Plan

External Factors	WE ARE HERE							
		Phase 1		Phase 2		Phase 3	Phase 4	Phase 5
Timing		Early	Later	Early	Later	TBD	TBD	TBD
Phase Description	Stay-At-Home	Transition to Limited Employees		Limited Employees / Customers by Appt		Additional Employees / Customers	Restored Operations (Modified)	Normal Operations
Re-open City Hall and Facilities (Limited Employees)			X	X				
Re-open City Facilities (Additional Employees)					X	X	X	X
Remote work for Employees if possible	X	X	X	X	X	X	X	
Socially Distance Employees	X	X	X	X	X	X		
Re-open to Customers by Appointment Only				X	X			
Re-open to Customers (App't + Walk-in) / Maximum Number						X	X	X
Socially-distance Customers				X	X	X	X	
Virtual Public meetings	X	X	X	X	X	X	X	
In-Person Public meetings - Spaced						X	X	
In-Person Public meetings - Regular								X

Restoring Customer Services

All customer service functions have been performed while the staff works remotely.

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

