



# COVID-19 Work Session

April 23, 2020 | City Council Chambers





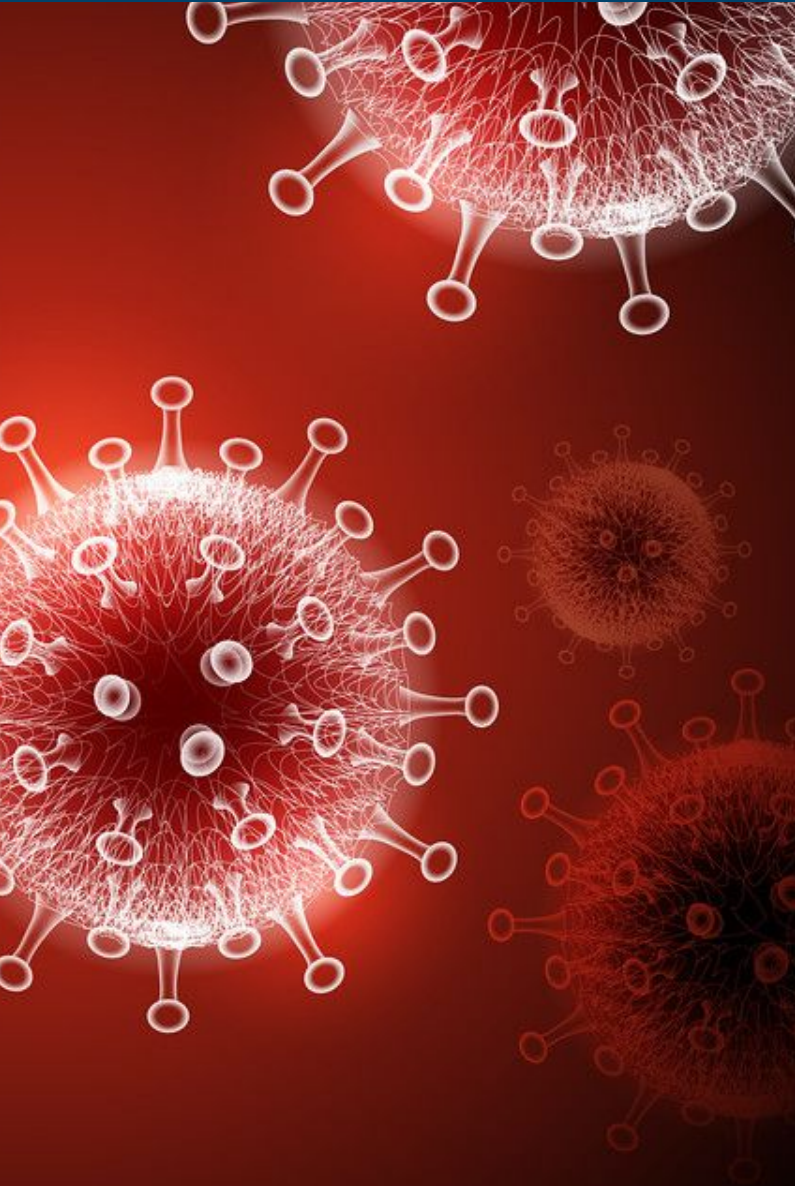
# Agenda

- Situational Briefing
- Opening of America Guidelines
- Governor's Executive Orders
- Council Direction Regarding City Facility Closures
- Chandler's Return to Service Plan



# **COVID-19**

## Situational Briefing



# Maricopa County Public Health Briefing

Dr. Marcy Flanagan  
Director

Maricopa County Department of Public Health

[maricopa.gov/5460/Coronavirus-Disease-2019](https://maricopa.gov/5460/Coronavirus-Disease-2019)



# Economic Impact and Tourism

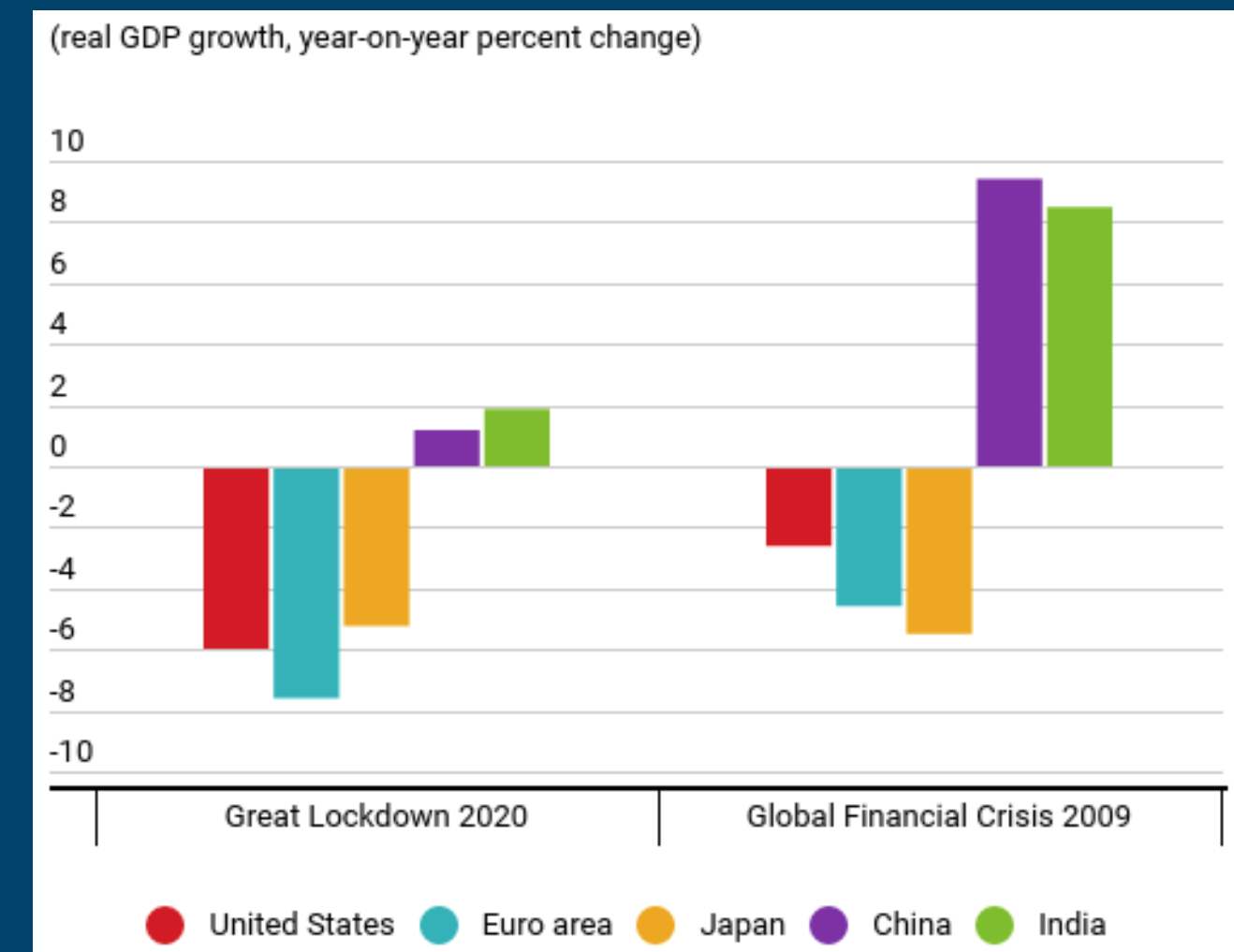
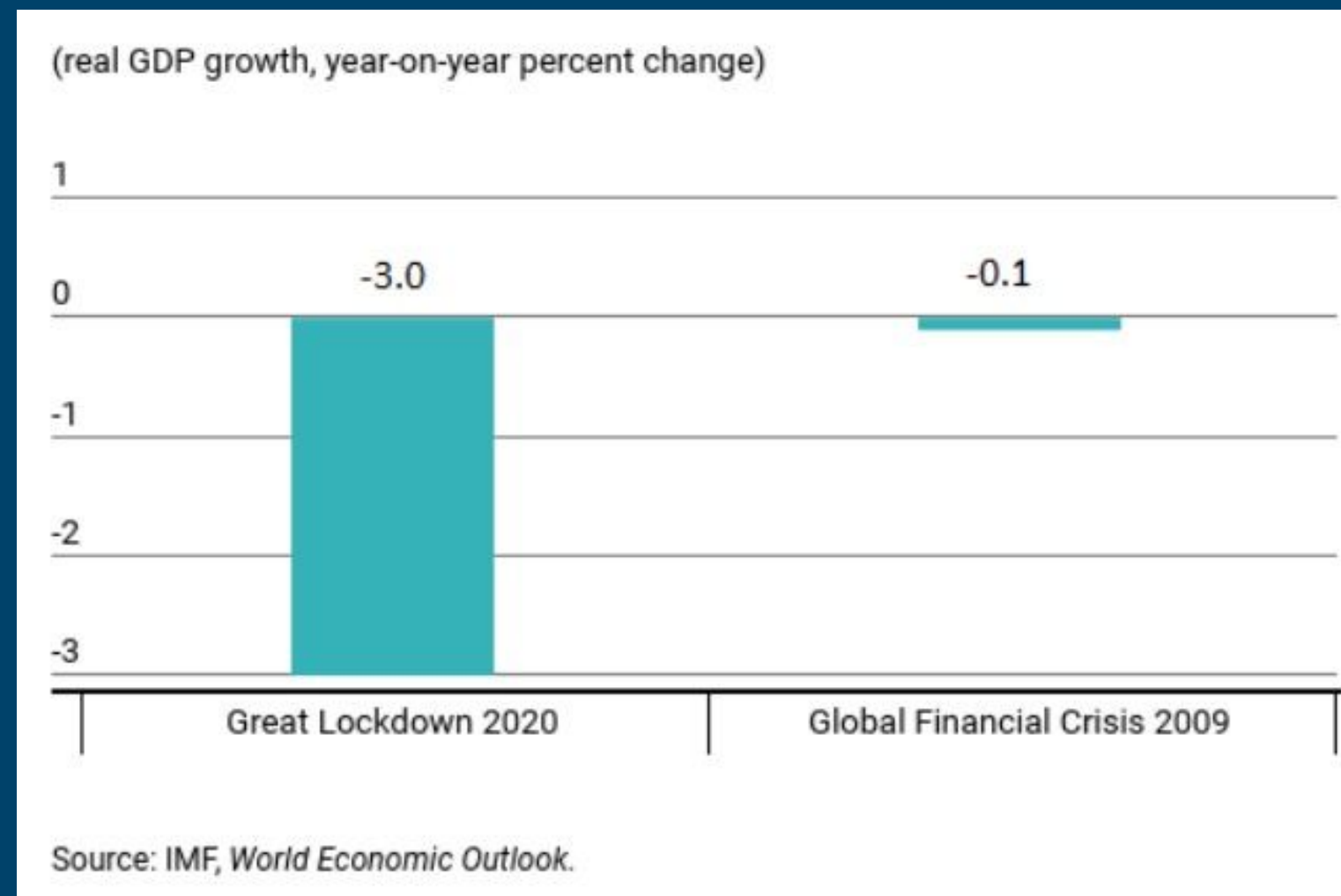
Micah Miranda  
Economic Development Director





# Global Recession

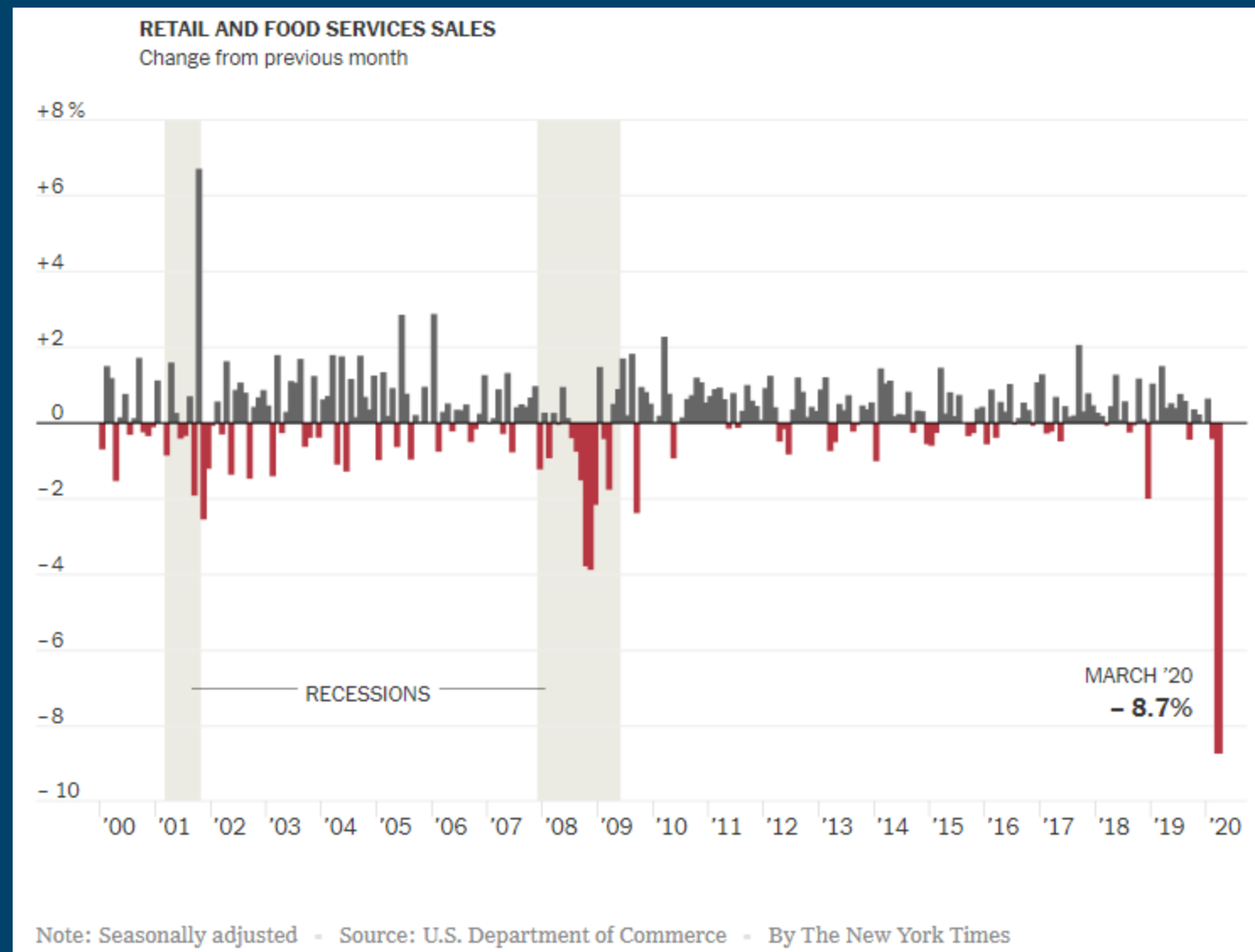
- Measures implemented to limit the spread of COVID-19 have affected consumption and disrupted business operations throughout the global economy
- International Monetary Fund predicts a slowdown in economic activity into 2021





# Retail Sector

- Retail and food sales across the U.S. were down 8.7% in March compared to February
- Impact on sales varies by store type

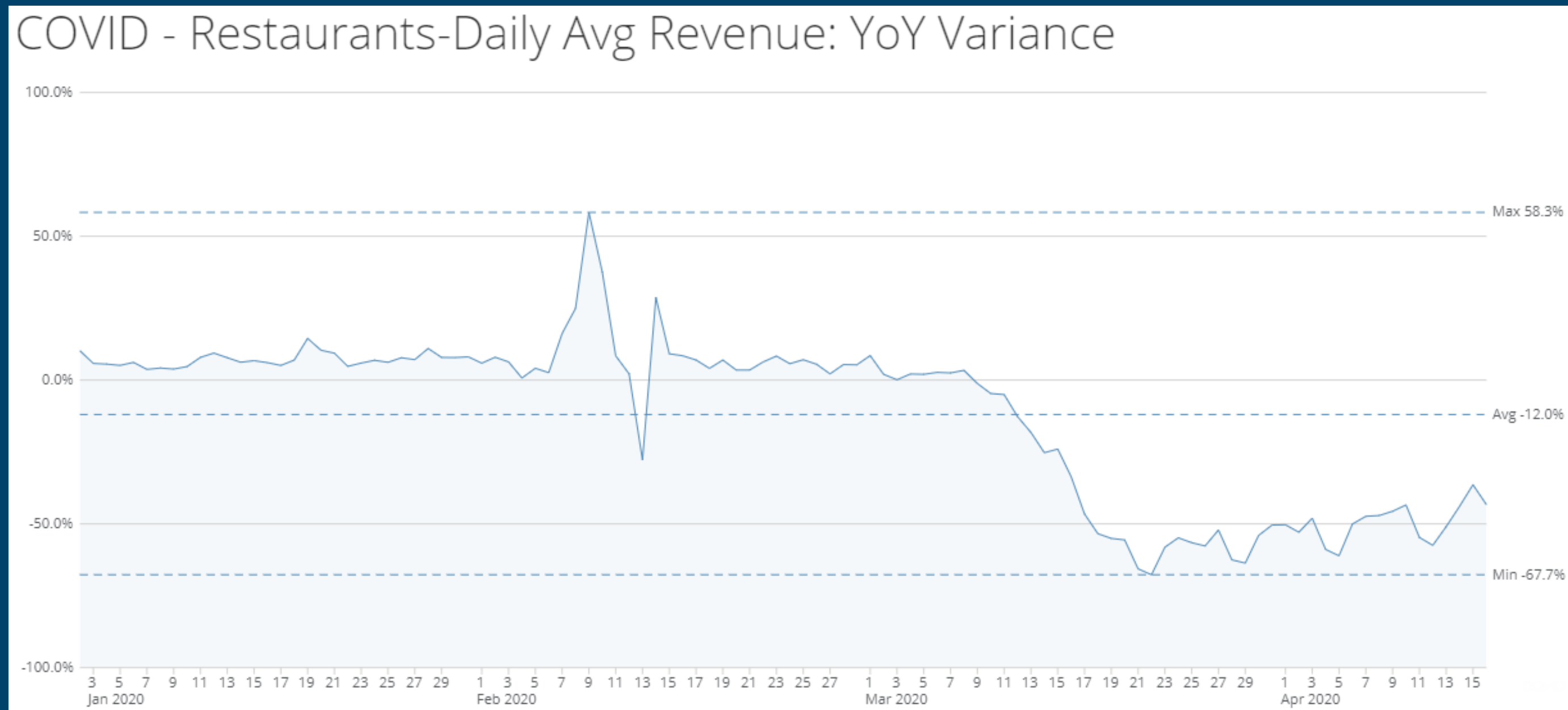


| MARCH RETAIL SALES, BY SECTOR |   |  |
|-------------------------------|---|--|
| Change from previous month    |   |  |
| -50.5%                        | Clothing and clothing accessories stores      |  |
| -26.8                         | Furniture and home furnishings stores         |  |
| -26.5                         | Food services and drinking places             |  |
| -25.6                         | Motor vehicles and parts dealers              |  |
| -23.3                         | Sports, hobbies, musical inst. and bookstores |  |
| -17.2                         | Gasoline stations                             |  |
| -15.1                         | Electronics and appliance stores              |  |
| -14.3                         | Miscellaneous store retailers                 |  |
| -8.7                          | Total retail and food services                |  |
| +1.3                          | Building materials and garden equip. dealers  |  |
| +3.1                          | Nonstore retailers                            |  |
| +4.3                          | Health and personal care stores               |  |
| +6.4                          | General merchandise stores                    |  |
| +25.6                         | Food and beverage stores                      |  |



# Restaurants

- Restaurant sales in the U.S. are down more than 43% year-over-year



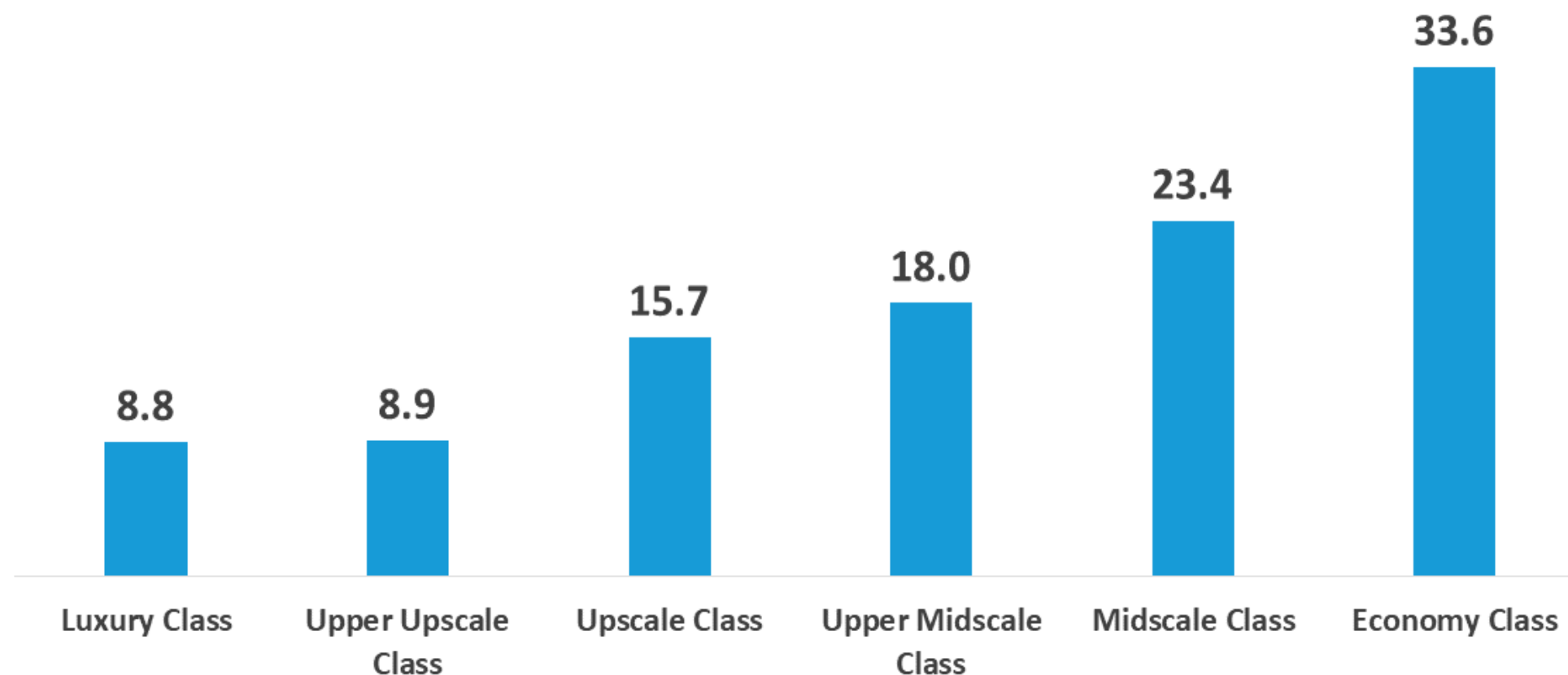
Source: Credit card transaction data from customer management software company Womply



# Hotels

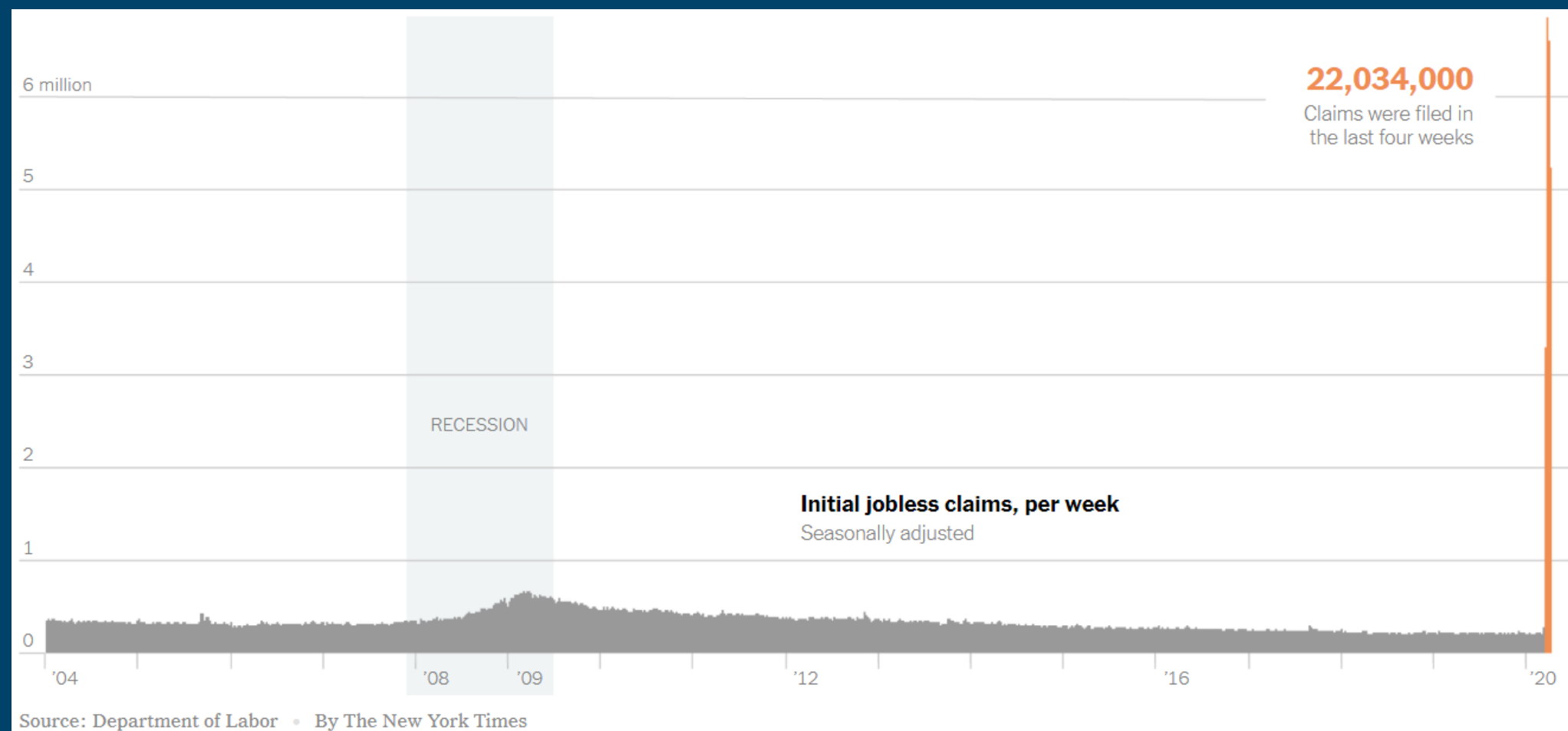
- U.S. hotels reported an average occupancy rate of 21.6% in the first week of April
- Chandler hotels have been affected, 35,500 fewer rooms sold in March 2020 than March 2019

**Class Performance: Economy Holds On**  
Total U.S., Occupancy %, week ending April 11

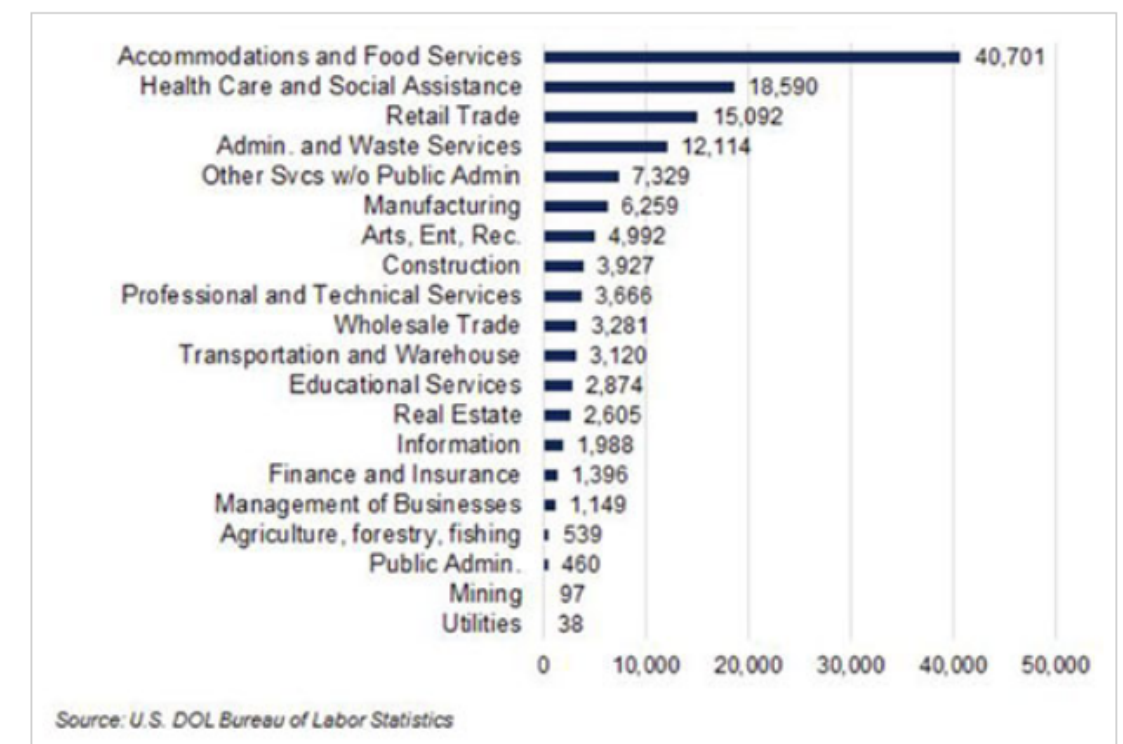


# Unemployment

- More than 22 million people in the U.S. filed for unemployment benefits over a four-week period, with 5.2 million people filing during the most recent week
- In Arizona, the hardest hit industries have been accommodations and food services, healthcare and social assistance, and retail trade



**Exhibit 1: Arizona Initial Claims for Unemployment Insurance by Industry, Week Ending March 21 Through April 4, PROMIS program**





# Manufacturing

- U.S. manufacturers have begun to feel the impacts of COVID-19 with total industrial production down 5.4% in March and manufacturing output down 6.3%
- Impacts on industrial production vary. For example, semiconductor production was down 0.1% in March compared to 28% for motor vehicles and parts

| Item   | Fourth quarter to fourth quarter |      |      | Annual rate |       |               | Monthly rate |         |         |         |         |         |
|--|----------------------------------|------|------|-------------|-------|---------------|--------------|---------|---------|---------|---------|---------|
|  | 2017                             | 2018 | 2019 | 2019        |       | 2020<br>Q1[p] | 2019         |         |         | 2020    |         |         |
|  |                                  |      |      | Q3          | Q4[r] |               | Oct.[r]      | Nov.[r] | Dec.[r] | Jan.[r] | Feb.[r] | Mar.[p] |
| Selected high-technology industries              | 1.9                              | 5.4  | 6.9  | 11.3        | 10.0  | 7.0           | .4           | 1.9     | .5      | 1.5     | -1.0    | -.1     |
| Computers and peripheral equipment               | 12.2                             | 1.5  | -.3  | 3.0         | 1.0   | 11.6          | -1.4         | 4.7     | -.6     | .8      | 1.5     | -.5     |
| Communications equipment                         | -5.1                             | 7.0  | 8.6  | 9.3         | 3.3   | 2.2           | .2           | .2      | .3      | .1      | .1      | .2      |
| Semiconductors and related electronic components | 2.4                              | 5.9  | 8.4  | 14.6        | 15.7  | 7.8           | 1.0          | 1.8     | .9      | 2.2     | -2.2    | -.1     |

Source: Federal Reserve

# Chandler: Diversified Economy

- Chandler's economy is well-diversified with a larger share of employment in industries that have been less impacted, such as high-tech manufacturing, finance and insurance
- Below is a comparison of percent of workforce in key industries

|               | <b>Accom.<br/>&amp; Food<br/>Services</b> | <b>Healthcare<br/>&amp; Social<br/>Assistance</b> | <b>Retail<br/>Trade</b> | <b>Manufacturing</b> | <b>Finance &amp;<br/>Insurance</b> |
|---------------|---|---|-------------------------|----------------------|------------------------------------|
| Chandler      | 9.5%                                      | 7.1%  | 12.6%                   | 20.4%                | 12.9%                              |
| Phoenix Metro | 11.1%                                     | 11.2%   | 12.5%                   | 8.1%                 | 8.1%                               |
| Arizona       | 10.0%                                     | 13.3%   | 11.6%                   | 6.0%                 | 5.7%                               |
| United States | 9.5%                                      | 13.5%   | 10.8%                   | 8.7%                 | 4.1%                               |

Sources: Maricopa Association of Governments, Bureau of Labor Statistics





# Chandler: Strong Fundamentals

Chandler is better positioned to recover from the COVID-19 pandemic than most other communities because our fundamentals remain strong:

- Diversified economy
- Educated workforce
- Political stability
- City commitment to fiscal discipline



# **Guidelines Under the Opening of America Announcement**



# National Guidelines

## Proposed Gating Criteria

### Symptoms

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period

AND

Downward trajectory of covid-like syndromic cases reported within a 14-day period

### Cases

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

### Hospitals

Treat all patients without crisis care

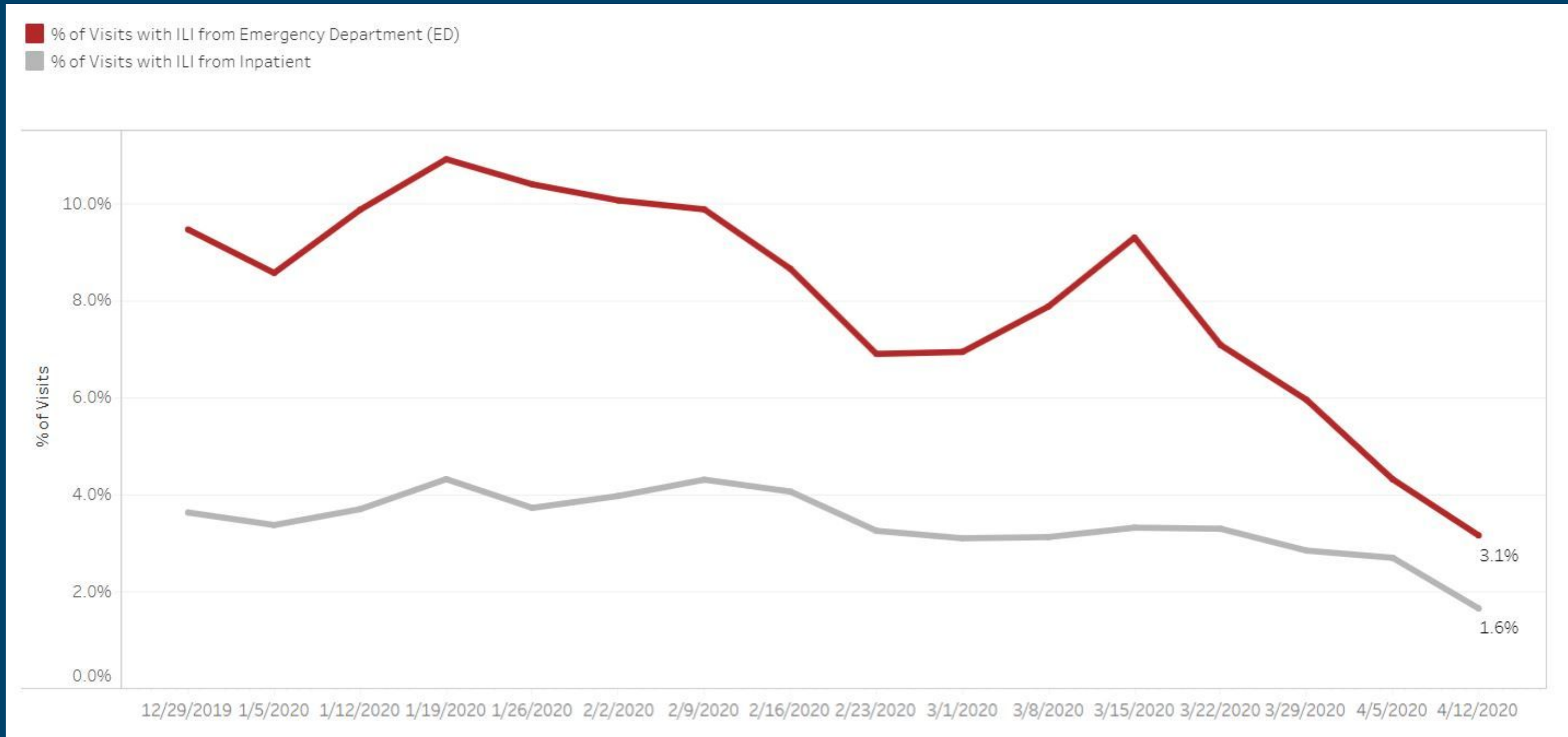
AND

Robust testing program in place for at-risk healthcare workers, including emerging antibody testing

## Phased Approach

Implementable on statewide or county-by-county basis at Governor's discretion

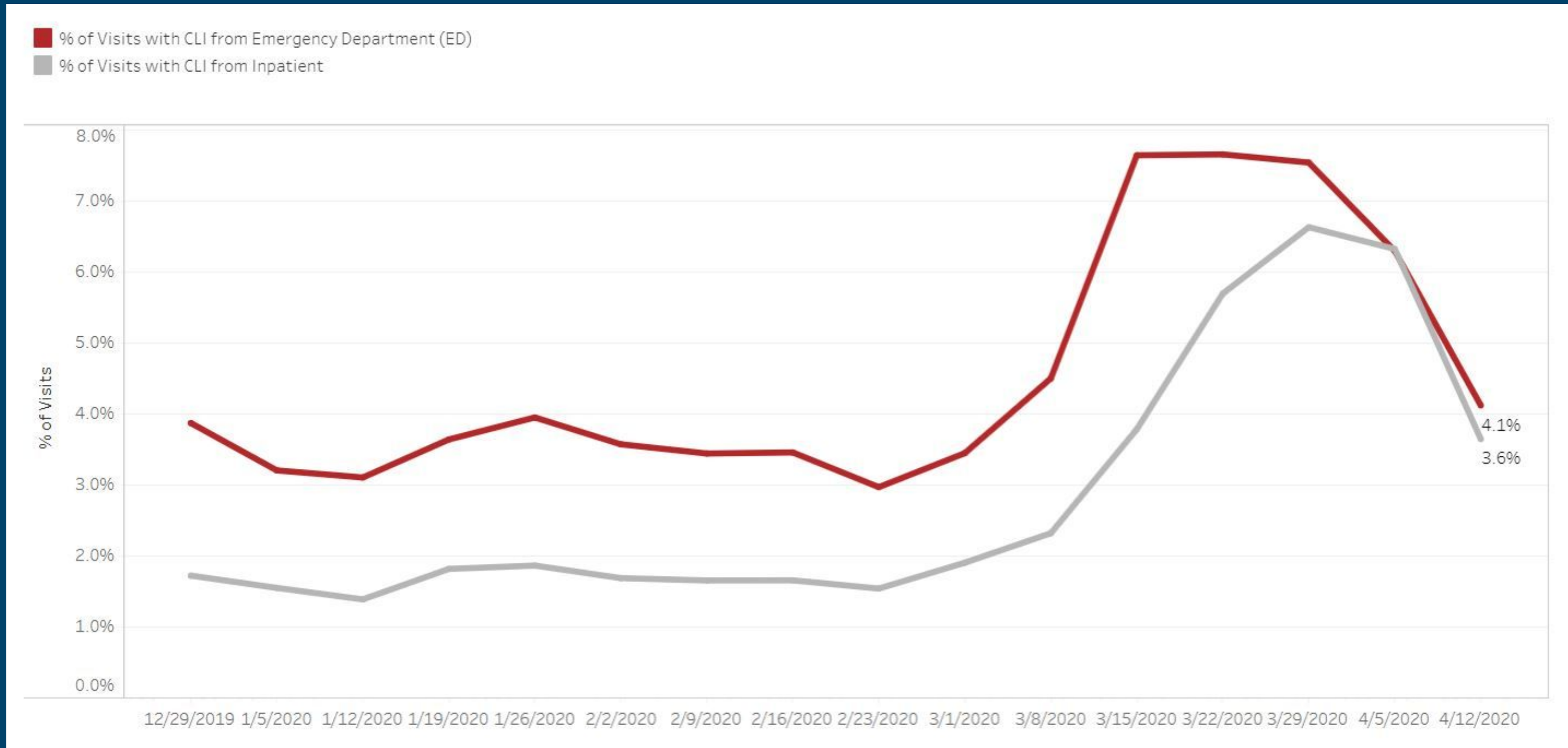
# Influenza-Like Illness



Source: Arizona Department of Health Services

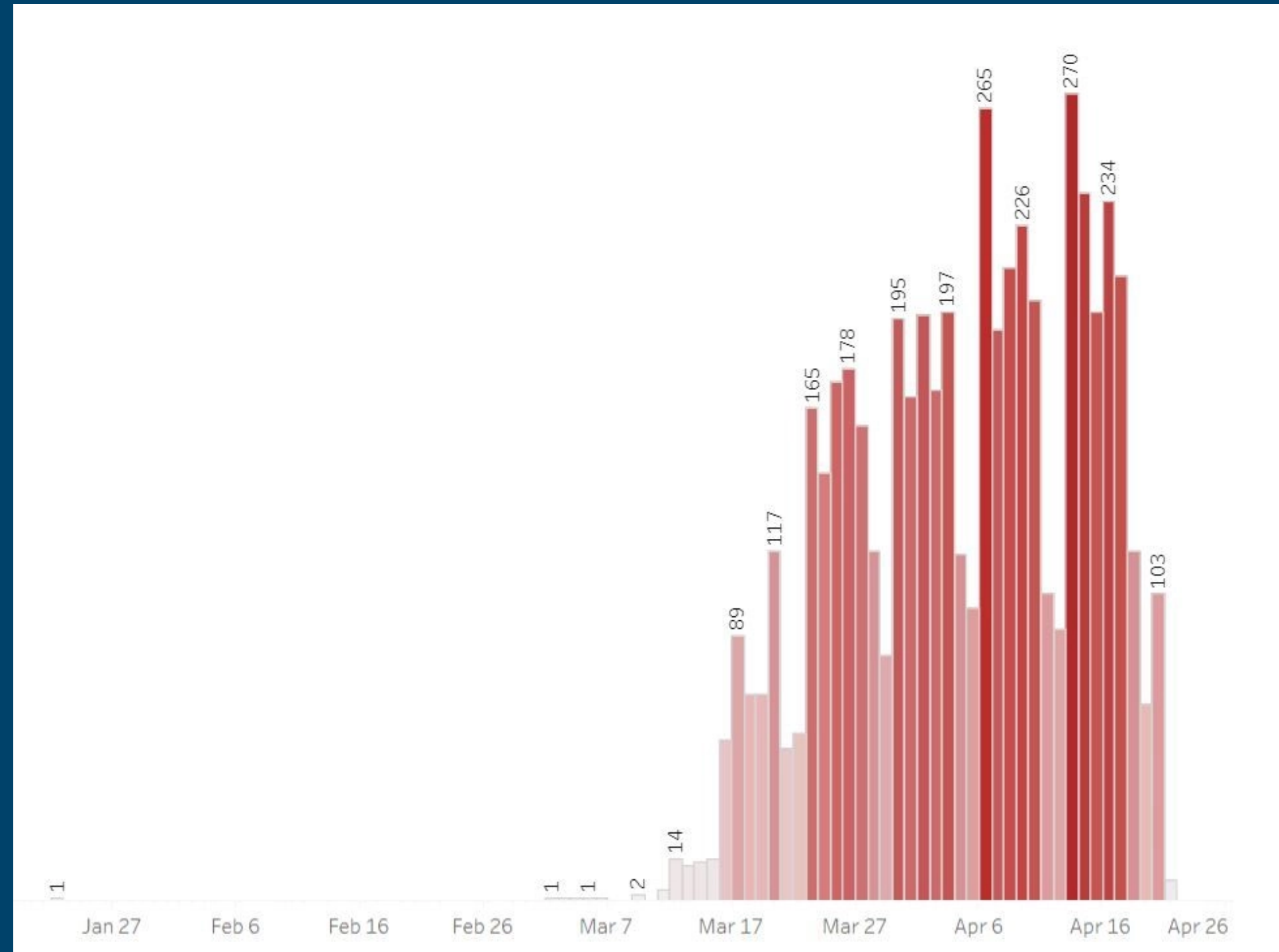


# COVID-Like Illness



Source: Arizona Department of Health Services

# Arizona Daily Positive Cases

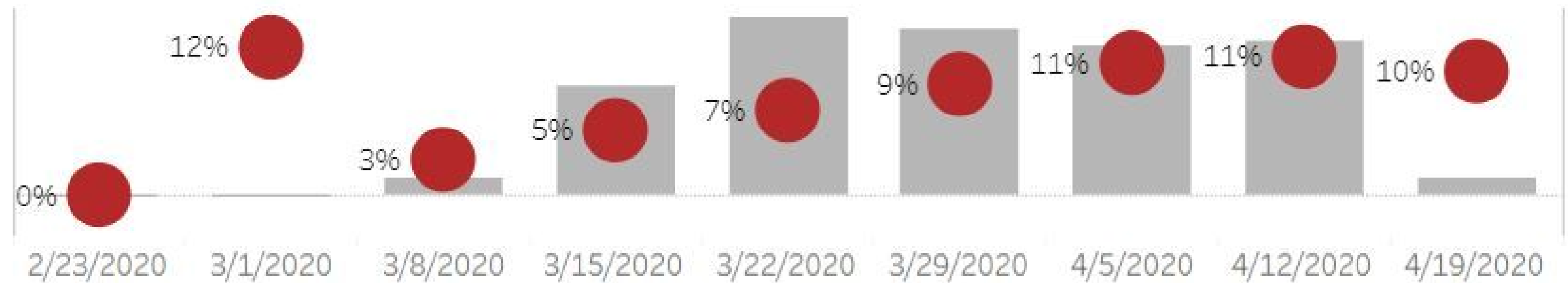


Source: Arizona Department of Health Services

# Positive Test % of Total Tests

COVID-19 tests completed and **percent positive** by week

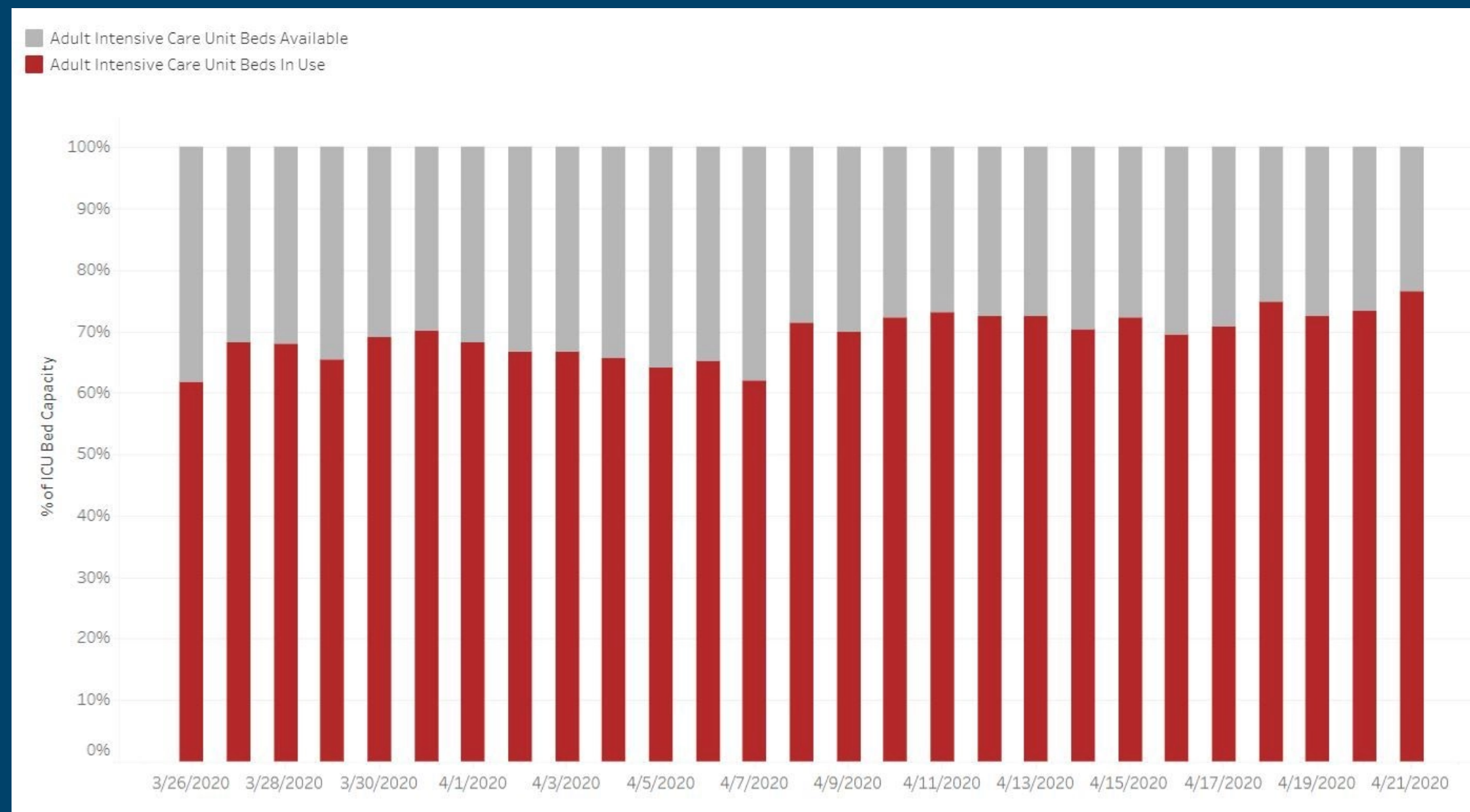
Percent positive is defined as number of people with a positive test result, out of all people with COVID-19 testing completed in AZ.



\*NOTE: Results from the last 4-7 days may not be reported yet.



# Treat All Patients Without Crisis Care



Source: Arizona Department of Health Services

# Robust Testing for Healthcare Workers

Total COVID-19 tests completed

56,601

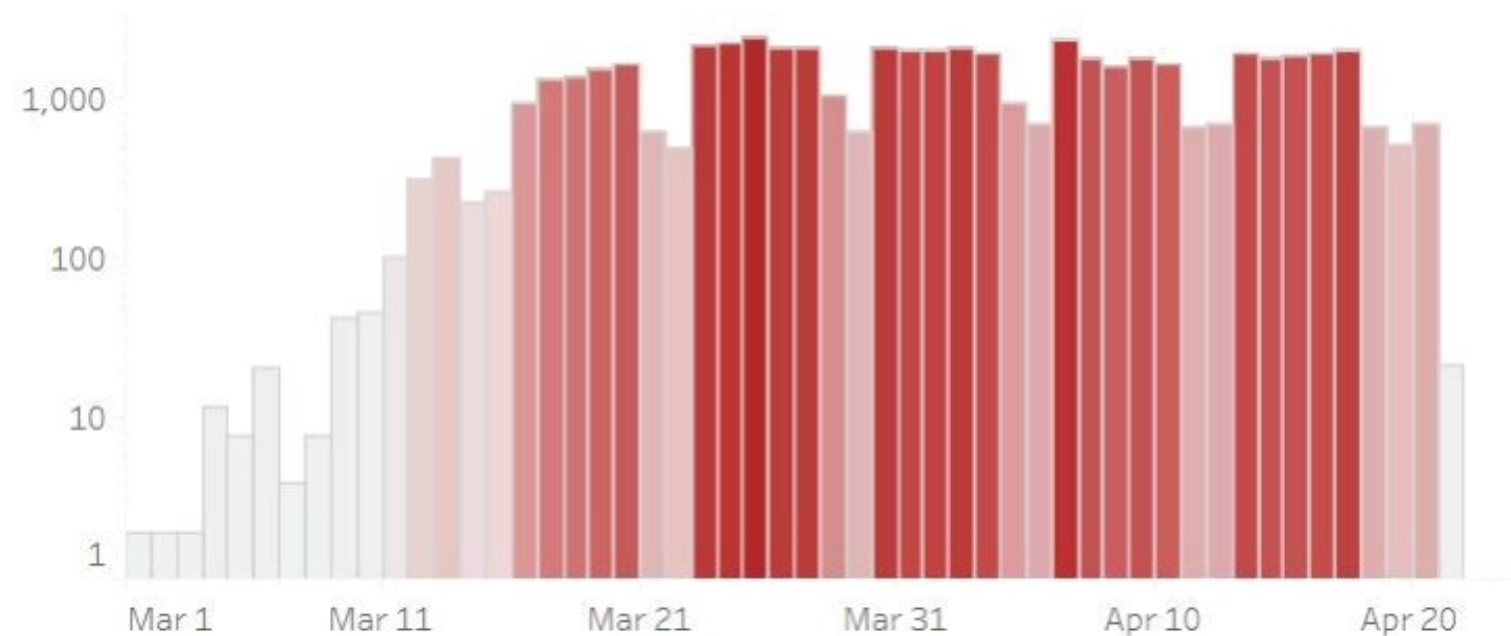
Tests completed yesterday in Arizona

1,449

Total % Positive COVID-19 Tests

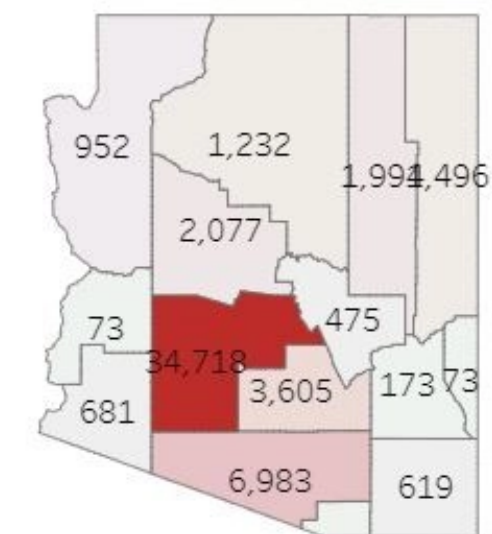
8.5%

COVID-19 tests by day



Total COVID-19 tests by county

Select a county to filter the data.





# Chandler Fire Department Emergency Medical Services

Tom Dwiggins  
Fire Chief





# COVID-19 Chandler Statistics



3.5

CLI Daily  
Average



42

CLI Nursing  
Home Incidents



215

Positive  
COVID-19 Cases

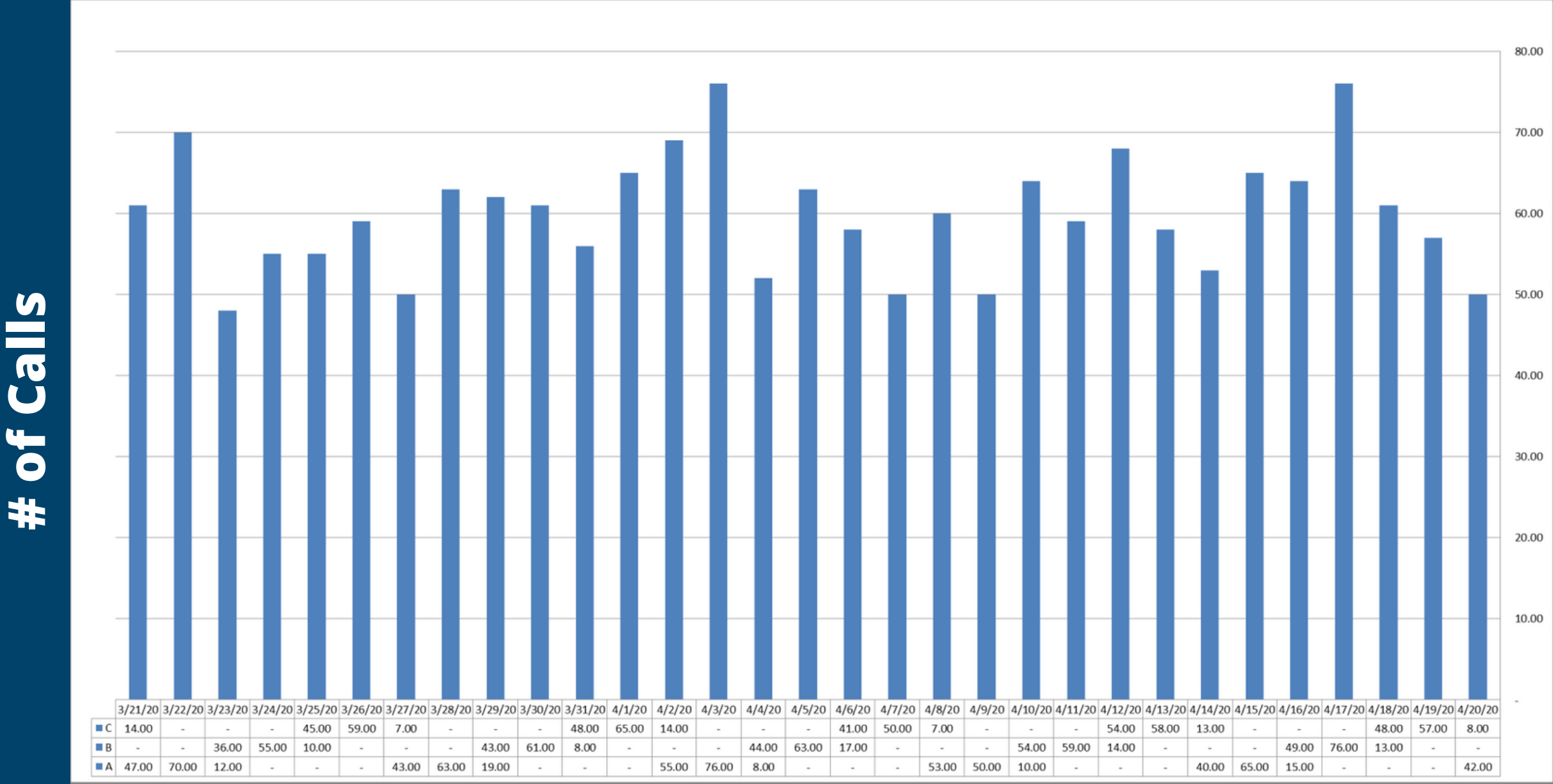


72%

Hospital  
Capacity

# Fire Department Statistics

Daily Service Calls



Sources: Chandler Fire Department



**140**  
Days with Full  
PPE Supply



**20%**  
Decrease in Daily  
Service Calls





# Chandler Police Department Crime and Service Calls

Sean Duggan  
Police Chief



# Police Department Statistics

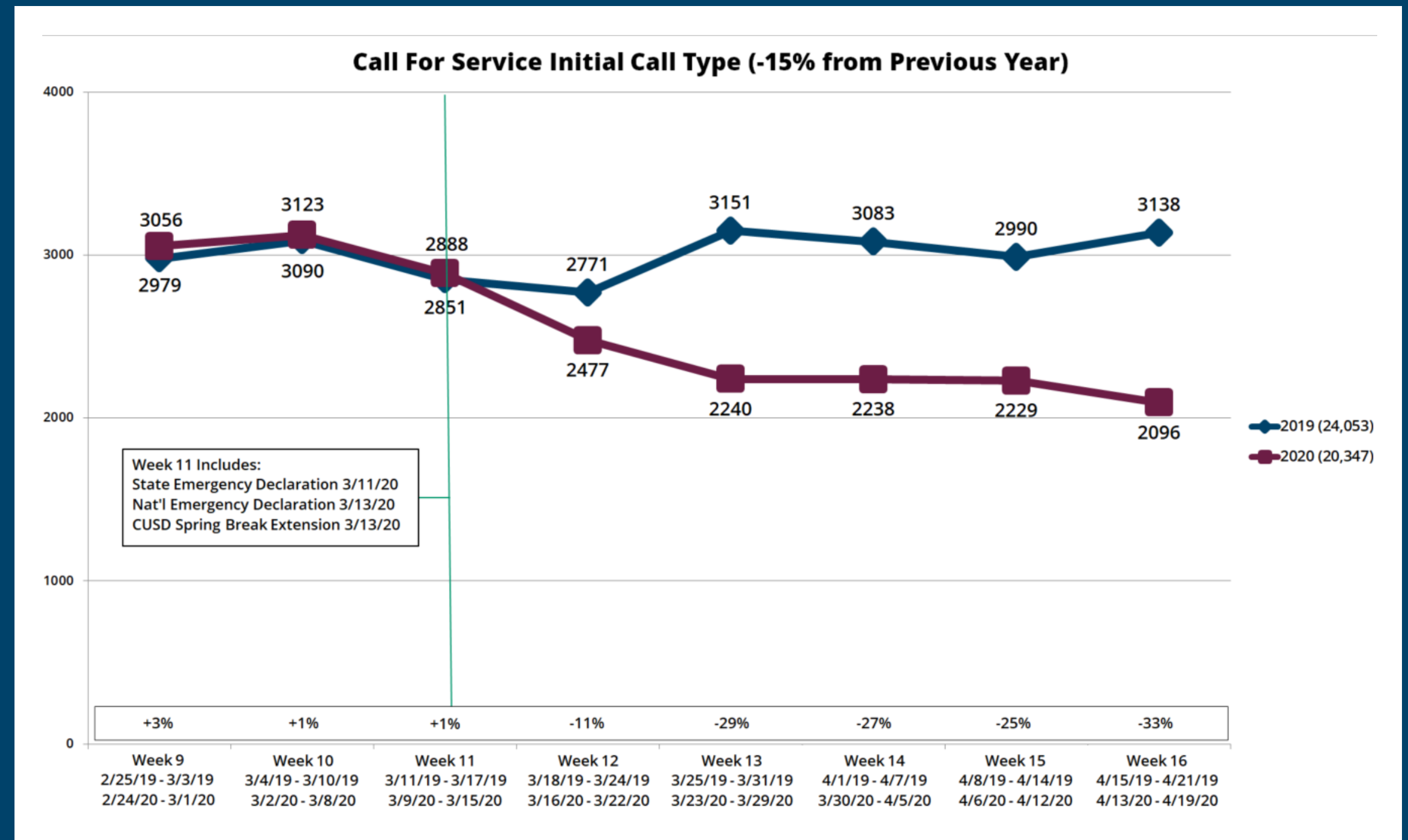
## Increase

- Domestic violence: **+22%**
- Motor vehicle theft: **+75%**
- Vehicle burglary: **+20%**

## Decrease

- Traffic collision: **-58%**
- Residential burglary: **-29%**
- Aggravated assault: **-40%**

Sources: Chandler Police Department





# **Governor's Executive Orders**

Status of City Facilities,  
Services and Events

# Governor's Executive Orders

**March**  
**20**

Gyms &  
Indoor Fitness  
Clubs Closed

**March**  
**23**

Essential  
Government  
Functions  
Defined

**March**  
**31**

'Stay Home  
Stay Healthy  
Stay Connected'  
Order Issued

**April**  
**04**

Additional  
Guidance on  
Essential  
Services

# Stay Home, Stay Healthy, Stay Connected



**March**  
**31**

## **Essential Government Functions Remain Open**

May adjust operations to promote physical distancing, such as:

- offering online services
- limiting number of persons in a physical space
- limiting access to specific facilities or areas

Residents shall limit time away from home except to:

- participate in essential activities and functions
- engage in outdoor exercise activities if physical distancing practices are used
- use services or products provided by essential businesses



# Additional Guidance on Essential Services



**April**  
**04**

- Close amenities at public parks that do not allow for recommended physical distancing or proper hygiene such as: basketball courts, splash pads, playgrounds and public restrooms
- Public parks shall remain open to the greatest extent possible
- Close communal pools at parks; however, these should still be maintained under environmental and public health rules and guidelines

# Status of City Facilities



**Closed  
Through  
April 30**

- Chandler Museum and Vision Gallery
- Center for the Arts and CCA Gallery
- Chandler Public Libraries
- Chandler Recreation Centers: Community Center, Environmental Education Center, Snedigar Recreation Center, Tennis Center and Tumbleweed Recreation Center
- Park restrooms
- Chandler Senior Center: Continues to provide carryout or delivery of hot meals to senior residents who depend on this service
- Buildings on Ryan Road, Armstrong Way and IT
- Public Works and Development Services: By appointment only

# Status of City Facilities



**Closed**

**Until Further  
Notice**

- All park amenities, which include but are not limited to:
  - Playgrounds
  - Basketball, volleyball, tennis and pickleball courts
  - Dog parks
  - Skate/Bike parks
  - Archery range
  - Ramadas and standard places of gathering
  - Chandler pools and aquatic centers

# Status of City Facilities



**Unavailable  
Until  
Further Notice**

- Development Services Customer Service Counter
  - Consultations are by appointment only
- Chandler Police
  - Fingerprinting
- Housing & Neighborhood Resources Lobby
- Passports
- Tax & License Service Counter
- Utility Bill Payment Counter



# Status of City Services



**Promoting  
Use of Online,  
Phone & Email  
Options**

- Chandler Police Department Non-Emergency
- Code Enforcement: Non-contact concerns
- Construction Inspections & Building Permits
- Contact Chandler Form
- Court Cases & Information: Request an extension, continuance or payment plan
- File a Police Report
- Housing Resources and Updates
- Public Records Request
- Request a Police Record
- Tax and Licensing Applications and Forms
- Utility Payments

# Status of City Events



**Canceled  
Through  
April 30**

Performances at  
Chandler Center for the Arts



**Canceled, Postponed,  
Rescheduled  
Through May 31**

Special Events  
Conducted by the City or  
Planned on City Property



**Canceled  
Until  
Further Notice**

In-person Programming by  
Recreation, Library and  
Arts & Culture



# **Council Direction Regarding City Facility Closures**



# Facilities and Services Not Covered Under Governor's Executive Orders



## Facilities

- Chandler Museum
- Vision Gallery
- Tennis Center



## Park Amenities

- Dog parks
- Skate and bike parks
- Archery range
- Disc golf
- Tennis and pickleball courts



# City Council Boards & Commissions

## Council Chamber & Meetings

### Option One

- The Council Chambers would remain closed to in-person public attendance
  - An online comment form and printed forms submitted to the City Clerk prior to meetings would be used to collect public comment on agenda items







# City Council Boards & Commissions

## Council Chamber & Meetings

### Option Two

- Reopen Chambers for public attendance at public meetings
  - Limited to 50 people in the audience
- Install appropriate social distancing signage and markers
- Install temporary markers on seats or the floor to designate appropriate social distancing in the audience seating area
- Provide disinfectant to wipe down podium after each speaker use
- Use overflow measures
  - Audio and video of meetings would be broadcast in the Council Chambers lobby, while the audio of the meetings would be broadcast in the City Hall Courtyard





# City Council Boards & Commissions

## Boards and Commissions

### Option One

- Allow virtual meetings for the month of May for those that have business needs
  - An online comment form submitted to the Board Liaison prior to the meeting and read into the record

### Option Two

- Resume meetings with limited attendance per guidelines and continue online comment card collection
- Meetings held where social distancing can be achieved



# **Guidelines Under the Opening of America Announcement**

# National Guidelines

- Maximize physical distance from others when in public
- Social settings of more than 10 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain closed
- Visits to senior living facilities prohibited
- Large venues can operate under strict physical distancing protocols
- Gyms can open if they adhere to strict physical distancing and sanitation protocols

## Phase One

for states and regions that satisfy the gating criteria

# National Guidelines

- Maximize physical distance from others when in public
- Social settings of more than 50 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities can reopen
- Visits to senior living facilities prohibited
- Large venues can operate under moderate physical distancing protocols
- Gyms can remain open if they adhere to strict physical distancing and sanitation protocols

## Phase Two

for states and regions with no evidence of a rebound and continue to satisfy gating criteria



# National Guidelines

- Low-risk populations should consider minimizing time spent in crowded environments
- Vulnerable individuals can resume public interactions but should practice social distancing and minimize exposure to social settings where distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain open
- Visits to senior living facilities can resume
- Large venues can operate under limited physical distancing protocols
- Gyms can remain open if they adhere to standard sanitation protocols

## Phase Three

for states and regions with no evidence of a rebound and continue to satisfy gating criteria



# **Chandler's Proposed Return to Service Plan**



# Chandler Fire

## Community Outreach and Inspections

### Phase One

- No Change

### Phase Two

- Prevention Bureau
  - Resume business inspections and follow-up inspections

### Phase Three

- Prevention Bureau
  - Review resuming inspections for healthcare facilities



# Chandler Police

## Community Programs

### Phase One

- No Change

### Phase Two

- No Change

### Phase Three

- Resume community outreach programs but practice social distancing
- Resume outside training partnerships





# Management Services

## Utility Services and Tax/License Walk-in Service

### Phase One

- Continue to keep counter closed to walk-in services
- Implement safety measures: ie. plexiglass partitions, floor markings, proper PPE and cleaning products
- Identify and develop appointment scheduling software

### Phase Two

- Provide ability to make appointments for customer consultations
- Continue to promote conducting business online, by email & phone

### Phase Three

- Open counters for walk-in services with safety measures
- Continue to offer by appointment consultations
- Continue to promote conducting business online, by email & phone



# Public Works

## Household Hazardous Waste Collection

### Phase One

- No change

### Phase Two

- Open Household Hazardous Waste Collection, pending adequate supplies of PPE and equipment

### Phase Three

- Resume street maintenance, paving, concrete and ADA work in residential areas
- Resume residential water conservation audits



# Development Services

## Customer Service: Plan Reviews Walk-in Consultations

### Phase One

- Continue to keep counter closed to walk-in services
- Implement safety measures: ie. plexiglass partitions, floor markings, proper PPE and cleaning products
- Identify and develop appointment scheduling software
- Re-establish pick-up and drop-off service in the lobby area





# Development Services

## Customer Service: Plan Reviews Walk-in Consultations

### Phase Two

- Make appointments for customer consultations
- Continue to promote conducting business on-line and by email and phone

### Phase Three

- Open counters for walk-in services with safety measures implemented
- Continue to offer by-appointment consultations
- Encourage conducting business on-line and by email and phone





# City Clerk

## Passport Services

### Phase One

- Identify and develop appointment scheduling software
- Explore and install permanent sneeze guard shield/security glass for passport services windows

### Phase Two

- Roll out communication plan and social media advertising regarding services reopening
- Re-open Passport Application Acceptance Services for a limited number of daily appointments in order to enforce strict social distancing guidelines

### Phase Three

- Open Passport Application Acceptance Services full time by appointment

# Neighborhood Resources

## Code Enforcement

### Phase One

- Enforcement will begin with health & safety cases from complaints that were received from the point staff ceased issuing notices
- Informational letters will be mailed

### Phase Two

- Code enforcement will return to all normal activities for residential areas with the exception of issuing notices through door hangers
  - All notices will be mailed

### Phase Three

- Commercial code inspections will resume code compliance for all items with the exception of temporary signage as determined by Council action





# Neighborhood Resources

## Diversity Office

### Phase One

- The Diversity Office will move forward with plans for Veterans event to be a virtual event

### Phase Two

- For Our City will hold a virtual kick-off of Operation Back to School to plan for a new process for distribution that meets social distancing guidelines

### Phase Three

- Planning for formulation of the For Our City Day Committee will begin and staff will tour the target areas



# Neighborhood Resources

## Homeless Navigation

### Phase One

- No Change

### Phase Two

- No Change

### Phase Three

- The Community Navigator may resume transporting clients in compliance with CDC recommendations and a regular disinfection process





# Neighborhood Resources

## Public Housing Services and Facilities

### Phase One

- Install drop box in garage for resident paperwork drop off
- Develop process to move to online appointment scheduling in place of Walk-in Wednesdays
- Recreation rooms at each family housing site will have a deep cleaning and playgrounds will be power washed
- The Housing Youth Recreation Program will finalize plans for the Summer Program to begin in Phase Two



# Neighborhood Resources

## Public Housing Services and Facilities

### Phase Two

- Limited in-person appointments with housing specialist
- Fair Housing training scheduled and advertised
- Move to online appointment scheduling
- Six-foot markers to be placed in the Housing lobby and hall area
- The Housing Youth Recreation summer program will begin with limited attendance
- Playgrounds and basketball courts will open in conjunction with similar park amenities



# Neighborhood Resources

## Public Housing Services and Facilities

### Phase Three

- Lobbies and in-take room open to the public with social distancing protocols in place
- Housing Rehab Program to meet with applicants and schedule in-home inspections
- Housing community and tenants meetings resume
- Housing staff increase in-person appointments
- Non-emergency maintenance work orders resume



# Cultural Development

## Chandler Museum and Vision Gallery

### Phase One

- Develop marketing strategy for facility opening date
- Identify programming goals for next 30-60 days
- Identify PPE for staff for installations/load in/load out
- Develop social distancing guidelines for public areas
- Develop Museum procedures for rentals
- Timed entry to limit number of people in the facility





# Cultural Development

## Chandler Museum and Vision Gallery

### Phase Two

- Museum and Vision Gallery to open facility only
  - Programming and special events will continue to be virtual
- Provide scheduling of all events, programs, shows and classes online

### Phase Three

- Resume all normal operating practices



# Cultural Development

## Center for the Arts

### Phase One

- Develop marketing strategy for facility opening date
- Identify programming goals for next 30-60 days
- Identify PPE for staff installations load in and load out

### Phase Two

- Provide scheduling of all events, programs, shows and classes
- Establish venue-specific cleaning/safety protocols
- Reach out to vendors to confirm event-specific needs can be fulfilled or if substitutes need to be found (example: equipment rental companies, hotel providers, security staffing)
- Identify alternative locations for dressing room space/outdoor performances
- Resume small events using CDC guidelines
- Train staff and volunteers on how to answer questions and concerns related to COVID-19



# Cultural Development

## Center for the Arts

### Phase Three

- Install protective barrier at areas of transaction
- Increase standalone hand sanitizer stations
- Encourage all patrons to bring credit/debit cards instead of cash
- Maintain a supply of disinfectant spray/wipes, masks and gloves
- When Box Office returns to serving customers at the windows, implement the use of gloves for handling tickets, receipt and money exchange
- CCA to initiate events using CDC recommendations and social distancing protocols





# Cultural Development

## Special Events

### Phase One

- Begin reaching out to producers when special events will resume on City-owned property
- Identify any extra precautions special events should consider with events until the end of 2020 (social distancing, disinfectant, additional cleaning stations, etc.)

### Phase Two

- Communication to all event producers of additional precautions that the City is requesting to assure a safe environment

### Phase Three

- Resume normal operations





# Community Services

## Park Amenities

### Phase One

- Restart contractor nightly cleaning, may need time to rehire

### Phase Two

- All amenities closed through Governor's order re-opened
- Provide limited restroom availability based on City Council direction

### Phase Three

- Return to normal services
- Resume reservations for park amenities and athletic fields
- All restrooms open except those at Apache, Folley and Navarrette parks



# Community Services

## Recreation Centers and Programs

### Phase One

- Tumbleweed Recreation Center: Fitness areas, gym, track, limited programs w/social distancing, limited hours
- Summer Recreation Program sign-ups
  - Chandler residents first priority
- Provide protective gear for staff and disinfectant spray for customer service areas



# Community Services

## Recreation Centers and Programs

### Phase Two

- EEC, Community Center, Snedigar: Limited hours
- Tennis Center: Clubhouse open, ball machine rentals
- TRC: Increase programming and extend facility hours
- Summer Recreation Program begin with small groups & social distancing protocols
- Provide additional protective gear for staff | gloves & masks
  - Additional disinfecting facilities once per week

### Phase Three

- All facilities open with normal hours and social distancing protocols
  - Senior Center: Limited hours
- All normal programming returns
- Provide additional protective gear for staff | gloves & masks
- Additional disinfecting facilities once per week





# Community Services

## Pools, Aquatic Centers and Programs

### Phase One

- Resume lap swimming with restrictions, Aqua Fit classes and hire lifeguards at Nozomi, Desert Oasis and Mesquite Groves only
- Provide protective gear for staff and disinfectant spray for customer service areas

### Phase Two

- Resume limited swimming & diving lessons, club swim times, staff training, public swimming at Arrowhead, Nozomi, Desert Oasis and Mesquite Groves only

### Phase Three

- All pools and aquatic centers open normal hours
- Return to full programming
- Provide protective gear for staff and disinfectant spray for customer service areas





# Community Services

## Chandler Public Library and Programs

### Phase One

- Open all library lobbies only: 8 hours a day
  - Circulation services only | checkout, return & holds
  - Materials in quarantine for 72 hours after return
  - Staff to assist with checkout & place holds
  - Continuation of virtual programming
- Provide protective gear for staff and disinfectant spray for books



# Community Services

## Chandler Public Library and Programs

### Phase Two

- All branches open
  - Every other computer in service
  - Computer sessions limited per day; public hours reduced from normal hours
- Computer Lab closed to public
- Provide additional protective gear for staff | gloves & masks
  - Install plastic protective shields at staff help desks
  - Additional disinfecting facilities once per week
  - Training of volunteers



# Community Services

## Chandler Public Library and Programs

### Phase Three

- All branches open
- All regular library services resume including programming
- Provide additional protective gear for staff | gloves & masks
  - Additional disinfecting facilities once per week





[chandleraz.gov/COVID19](https://chandleraz.gov/COVID19)