COVID-19 Work Session
April 23, 2020 | City Council Chambers
- Situational Briefing
- Opening of America Guidelines
- Governor's Executive Orders
- Council Direction Regarding City Facility Closures
- Chandler's Return to Service Plan
Maricopa County Public Health Briefing

Dr. Marcy Flanagan
Director
Maricopa County Department of Public Health

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.

Source: IMF, World Economic Outlook.
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
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
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.
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

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<th>Item</th>
<th>Fourth quarter to fourth quarter</th>
<th>Annual rate</th>
<th>Monthly rate</th>
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<td>5.4</td>
<td>6.9</td>
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<td>Computers and peripheral equipment</td>
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<td>1.5</td>
<td>-3</td>
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<tr>
<td>Communications equipment</td>
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<tr>
<td>Semiconductors and related electronic components</td>
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<td>5.9</td>
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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.

<table>
<thead>
<tr>
<th></th>
<th>Accom. &amp; Food Services</th>
<th>Healthcare &amp; Social Assistance</th>
<th>Retail Trade</th>
<th>Manufacturing</th>
<th>Finance &amp; Insurance</th>
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</thead>
<tbody>
<tr>
<td>Chandler</td>
<td>9.5%</td>
<td>7.1%</td>
<td>12.6%</td>
<td>20.4%</td>
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<tr>
<td>Phoenix Metro</td>
<td>11.1%</td>
<td>11.2%</td>
<td>12.5%</td>
<td>8.1%</td>
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<tr>
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<td>13.3%</td>
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<tr>
<td>United States</td>
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<td>13.5%</td>
<td>10.8%</td>
<td>8.7%</td>
<td>4.1%</td>
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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
### Proposed Gating Criteria

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

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**National Guidelines**

**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
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.*

Source: Arizona Department of Health Services
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%

Source: Arizona Department of Health Services
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

Sources: Chandler Fire Department, Arizona Department of Health Services and Chandler Regional Hospital
Fire Department Statistics

140 Days with Full PPE Supply

20% Decrease in Daily Service Calls

Sources: Chandler Fire Department
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

- 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

- 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

Closed Through April 30
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
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
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-feet 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