


MEMORANDUM

CITY OF GRAND RAPIDS

DATE: May 14, 2020

TO: Top Management 

FROM: Mark A. Washington, City Manager

SUBJECT: **City Manager Administrative Order 2020 – 11: Continuity of Essential City Services during Extension of Stay Home, Stay Safe Period and through May 31, 2020**

We continue to closely monitor the COVID-19 pandemic in collaboration with our partner agencies including the State of Michigan, Kent County Health Department, Kent County and our neighboring cities.

On March 23, Governor Whitmer issued EO 2020 -21 establishing a Stay Home, Stay Safe order for the State of Michigan that was effective through April 13, 2020.

In response, we issued City Manager Administrative Order 2020-03 to establish the services the City of Grand Rapids provides as essential public services in recognition of our critical role and responsibility to do our part in the global fight against the spread of COVID-19 at the local level.

We have a responsibility to our residents and to our staff members. It is important to take steps to both protect our community and ensure continuity of essential city services.

On April 9, 2020, Governor Whitmer issued EO 2020-42 rescinding Executive Order 2020-21 and extending the Stay Home, Stay Safe order through April 30, 2020.

On April 24, 2020, the Governor issued EO 2020-59 rescinding EO 2020-42 and extending the Stay Home, Stay Safe order through May 15, 2020, with certain changes.

On May 7, 2020, the Governor issued EO 2020- 77 extending the previous Stay Home, Stay Safe order through May 28, 2020 with certain conditions.

City Manager Administrative Order 2020-11 extends City Manager Administrative Order 2020-09, includes certain new elements, is effective immediately and extends through 11:59PM on May 31, 2020, unless otherwise noted.

Additional Temporary Service Changes

It is for the reasons stated above that I am ordering temporary service changes that will remain in place until 11:59PM on May 31, 2020. Service changes include:

1. Effective Wednesday, March 18, 2020, Grand Rapids City Hall, the Grand Rapids Development Center at 1120 Monroe NW, the City Parks and Public Works Departments at 201 Market Avenue SW, the Water Resource Recovery Facility at 1300 Market Avenue SW, Water Administration Building at 1900 Oak Industrial Drive NE and Mobile GR at 50 Ottawa NW will be closed to walk-in traffic. City Staff members will be available to provide service using these methods:
 - a. Residents are encouraged to conduct business with City departments via e-mail or telephone by calling 311 or using known contact information.
 - b. The City offers a wide platform of on-line services for everything from service requests to paying a bill to filing buildings plans for permitting.
2. City Commission meetings will transition to electronic means of virtual participation, beginning on April 14, 2020. Electronic means of participation in virtual meetings will be established and announced in advance of this and other public meetings. No in-person attendance will be permitted. City Commission meetings will continue with electronic means of virtual participation through at least the June 2 meeting as provided by Governor EO 2020-75.
3. No on site meetings of Boards and Commissions shall be held until after May 31, 2020. Depending on the business necessity, meetings will be rescheduled as possible in May and June or may proceed using electronic protocols established by the City Clerk and City Attorney's Office through June 30, 2020 as established by the Governor's EO 2020-75.
4. All in-person public engagement meetings shall be postponed and rescheduled after May 31, 2020. This includes meetings for Vital Streets projects, the Office of Oversight and Public Accountability, Parks Facilities and the City/County Consolidated Plan for Community Development Block Grant purposes. Electronic means of conducting these meetings may be deployed if necessary, to maintain project schedules that have not otherwise been adjusted.
5. Water System service shut offs will be suspended until the termination of the state of emergency in Michigan in accordance with the Governor's Executive

Order 2020-28. Currently, the state of emergency declarations under Executive Orders 2020-67 and 2020-68 continue through May 31, 2020. Services currently in shut off status will be restored. Water system capital projects will be continued. Accommodations will be developed for projects involving lead service line replacement and will be announced later.

6. The Water System is directed to determine in conjunction with the Michigan Department of Environment and Great Lakes and Energy whether residential and commercial cross connection testing should be suspended through May 31, 2020 and rescheduled later.
7. All Special Events have been suspended through May 31, 2020, in accordance with the Governor's Executive Order 2020-69 which provides temporary restrictions on the use of places of public accommodation. Beginning on June 1, 2020, film permits may be issued based on crew size, social distancing plans and potential adjacent impacts to safe passage and distancing.
8. Parks and Recreation facility rentals have been suspended through May 31, 2020, in accordance with the Governor's Executive Order 2020-69. Facility rentals will be resumed in conjunction with the guidance and rules established in the Governor's MI Safe Start Plan. A full refund will be provided.
9. The Indian Trails Golf Course will remain open in a manner that protects customers and employees consistent with Executive Order 2020-77 and any future orders regarding golf course operations in Michigan, including that carts will be permitted to be used by players on a one player per cart basis.
10. Funerals may continue to be conducted, provided that no more than 10 people are in attendance.
11. Interior inspections of occupied residential units for code enforcement, water services, sewer maintenance and lead remediation projects will be resumed consistent with City Manager Administrative Order 2020 -10.
12. Rental Certification inspections of all types will be suspended through May 31, 2020. Existing certifications coming due in April and May will be extended through June 30, 2020. Code Enforcement Staff will issue extensions and reschedule certification inspections as necessary.
13. Accepting new applications for housing rehabilitation and lead remediation programs will be suspended through May 31, 2020.

14. Mobile GR will institute several operational changes affecting downtown and neighborhood parking:

- a. *On-street metered parking* – Temporarily suspend metered parking enforcement in Downtown and in neighborhood business districts until further notice.
- b. *Focus on safety violations* – Reprioritize enforcement on safety violations like “No Parking” and blocking crosswalks will be the focus. Specific attention will be paid to medical facilities, Grand Rapids Police Department and areas that are providing food pick-up services.
- c. *Temporary free parking zone program for area businesses* – For business providing drop-off or take-out service, the Department will provide at least two parking spaces in front of a business at their request. This program is to support local businesses in Downtown and all neighborhood business districts. These spaces will be hooded or marked with the attached signage. This will be available anywhere, including areas without metered parking.
- d. *Neighborhood Parking* – Shift resources away from any neighborhood parking enforcement.
 - i. Residential Parking Permit (RPP) Zones – We will temporarily suspend enforcing in the RPP zones.
 - ii. Odd/Even Parking – ended on April 1, 2020.
- e. *Mobile GR* is directed to develop a phased plan for resuming services identified in (a) through (d) above. The draft plan will be reviewed by the Policy Team prior to implementation.

15. DASH West and DASH North Circulator service will be suspended until further notice. Mobile GR is directed to develop a phased plan for resuming DASH services in conjunction with The Rapid taking into account recovery needs of the area served by DASH and the Governor’s MI Safe Start plan. The draft plan will be reviewed by the Policy Team prior to implementation.

16. Parks amenities including playgrounds, sport courts, splash pads and pools, exercise equipment, soccer fields, softball and baseball fields, pavilions, shelters and lodges will be closed until further notice as provided below:

Closed Until Further Notice	
Picnic shelters and picnic tables	Bike polo courts
Futsal courts	Skateboarding

	features
Tennis courts	Grills
Pickleball courts	Softball fields
Basketball courts	Disc Golf
Playgrounds	Restrooms
Soccer fields	Splash pads and Pools
	Drinking fountains

17. Park lands, trails and dog parks remain open as provided below. Members of the community should continue to observe social distancing practices.

Open with Warnings
All Parks
Dog Parks
Trails

18. Yard Waste Management:

- a. The City will continue curbside yard waste collection of materials contained in City yard waste carts and City yard waste bags or bundled and tied brush with a yard waste tag on it.
- b. Yard waste tags and bags are available for purchase at the outlets listed on the City's web site. Yard waste carts can be ordered by calling 311 and arranging delivery.
- c. Residents that do yard work on their property are encouraged to take advantage of the City's curbside yard waste collection program and dispose of as much material as possible through this service. If more material is generated than can be placed in yard waste containers or bags, residents are encouraged to stack materials neatly in the rear yard or side yard of their property (not in the public right-of-way or front yard) until it can be disposed of at the City's Yard Waste Drop-off Site. Enforcement of code provisions relating to neatly stacked and temporarily stored materials have been temporarily suspended through May 31, 2020.
- d. City Staff is directed to keep the City's Yard Waste Drop-off Site open based on an operation plan that protects residents and staff members in compliance with Executive Order 2020-77.

19. Rotational schedules, teleworking and temporary staff assignments shall continue through May 31, 2020. Department Directors shall prepare draft operational strategies for returning to work and City facilities and provide them to the Planning Section Chief of the EOC and their Deputy City Manager, Assistant City Manager and Managing Director in order to allow planning for an orderly reopening at the time it is determined safe to do so.
 - a. These plans can and should include strategies to maintain social distancing with the public and among co-workers. This can include rotational staffing strategies, telework and alternative work schedules best designed to meet the needs of our customers and the workforce.
 - b. These plans should conform with the Governor's EO 2020-77.
 - c. The return to work plan shall be accompanied by a PPE plan for each operation of the City consistent with Governor's EO 2020-77, the Governor's MI Safe Start Plan and other relevant guidance.
 - d. On the return to work date, all required PPE shall be available in sufficient quantities to sustain operations and staff shall have been instructed on its use. Any physical modifications shall be in place.
 - e. The return to work plan shall be accompanied by requirements for mandatory employee health screening before entering the workplace, including self-assessment surveys, temperature taking (if required) and data recording.

Essential City Services

The Governor's Executive Order 2020-77 states that all in-person government activities are suspended unless they meet the definition of either a necessary government activity or critical infrastructure worker. Those operations and services are as follows:

- Police
- Fire
- Dispatch
- 311
- Water treatment, pumping and distribution
- Wastewater treatment and collection
- Stormwater
- Street Lighting
- Refuse Collection
- Payroll
- Payables
- Business services to support operations (Fiscal, Purchasing, Comptroller and Human Resources)
- Information Technology
- Facilities and Fleet, including the impound lot
- Executive

- Public Works and Streets
- Mobile GR and Traffic Safety
- Building Inspections
- Parks Maintenance
- Cemeteries
- Forestry
- Services related to health, safety and welfare (certain Code Enforcement Services, TRP)
- Engineering Services related to essential services
- Legal
- District Court
- And, those provided by others (DGRI Ambassador Clean Team, Public Transit – including DASH services)

Other Services are important to our future as a community and success as an organization but do not meet the criteria to allow in-person work. According to the Governor's Executive Order 2020-77, those services should be maintained to the extent possible through teleworking and other means to minimize the need to report to a place of work or interact in-person with others. For us, these services include:

- City Clerk
- Assessor
- CDBG, Housing Rehabilitation and Grants Management
- Treasurer
- Income Tax
- Special Events
- Recreation services of the Parks Department
- Planning
- Economic Development
- Public Library
- Office of Equity and Engagement
- Our Community's Children

All departments have established continuity of operations plans and/or shift rotation plans which should be extended through May 31, 2020, or as otherwise indicated in this CMAO.

The City's 311 Call Center will remain open through phone or virtual contact and is the recommended first place to contact for service.

Necessary City services will continue based on current operating and staff rotation plans, as may be amended to reflect conditions, including Police, Fire, Water, Sewer, Public Works, Streets, Building Inspections, Construction inspections, refuse,

streetlighting, parking and mobility, parks maintenance operations, forestry, cemeteries, code enforcement and 61st District Court will continue their mission of service during this critical time.

Continuity of Operations and Workforce Flexibility

A key part of our continuity of operations response requires workforce flexibility.

Department Directors are empowered to develop plans to maintain service according to their Continuity of Operations Plan. Workforce flexibility does not affect those staff members engaged in directly providing the necessary public services noted above. Elements of these plans could include:

1. Establishing schedules or plans that enable staff members to telecommute and/or use accrued leave as work requirements allow*
2. Establishing rotational schedules should a minimum number of staff be required at your facility/office
3. Establishing virtual/Skype meetings with staff on a regularly scheduled basis

** For employees who are telecommuting, please have them use the payroll code HOMWK for appropriate tracking.*

Labor Relations has established agreements with all bargaining units that allow for expanded flexibility in establishing rotational assignments that minimize chances of large-scale exposures that may directly affect essential operations.

In addition to City leave policies, the Human Resources Department has provided guidance and direction on application of Emergency Paid Sick Leave and Expanded FMLA pursuant to the Families First Coronavirus Response Act (FCCRA). Employees can refer to Administrative Order 2020-05 for detailed guidance on this, and on return-to-work procedures related to COVID-19. We will also continue to allow the use of earned sick time to care for school-aged children affected by local school closures.

Department Directors have already begun collaborating to reassign staff members to work in other portions of the organization. Please continue to evaluate such opportunities together and continue to coordinate them with Labor Relations. Our early experience has been positive, and those reassignments will be continued for the foreseeable future but may be adjusted to reflect changing needs of the organization.

Please refer to the FAQ on this topic prepared by the Human Resources Department. For additional guidance and/or information, please contact Human Resources directly.

You are directed to implement these changes on the May 14, 2020, effective date of this City Manager Executive Order.

Please work with your Deputy City Manager, Assistant City Manager or Managing Director to resolve any questions or concerns.

cc: Eric DeLong
Doug Matthews
Allison Farole