



TO: Honorable Mayor and members of the Yakima City Council

FROM: Bob Harrison, City Manager

DATE: November 2, 2020

RE: Update - COVID-19's Effect on City Services and Finances

The COVID-19 emergency has and will continue to present many challenges. The City of Yakima is committed to protecting the health and safety of its employees and customers, the continuity of government services, and the responsible management of the City's finances.

The City's current financial situation is stable, meaning the City is able at this time to continue to provide critical public services to the community. However, the City, along with local governments throughout Washington State and across the country, is preparing for an expected decrease in normal revenue streams, which will likely negatively affect the City's ability to operate as it did before the COVID-19 emergency.

The City's senior management team is working with the City Council to address the impact of the COVID-19 emergency. Senior staff is conducting ongoing, comprehensive analysis to determine the level and severity of the financial impacts resulting from the pandemic.

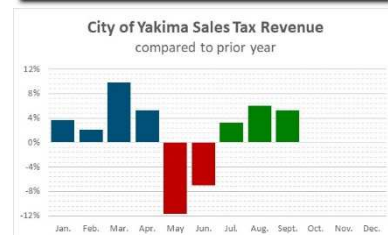
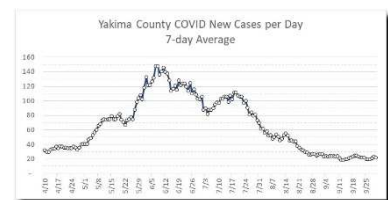
This is to provide an update to the City's COVID response that was reviewed at the October 20, 2020 City Council meeting.

**Fiscal Issues:** The City's current financial situation is stable, meaning the City is able at this time to continue to provide critical public services to the community. However, the City, along with local governments throughout Washington State and across the country, is preparing for an expected decrease in normal revenue streams, which will likely negatively affect the City's ability to operate as it did before the COVID-19 emergency.

The following assessments will be updated monthly as new information becomes available.

#### Revenues:

- The depth and length of the health emergency in Yakima County is known much more than it was six months ago. The number of new cases daily peaked on June 22<sup>nd</sup> and has declined and plateaued, as shown on graph at right.
- **Sales Tax** remittances through the September, for July actuals, shows two "down" months followed by a return to levels that exceed prior year.
- **Property tax revenue** is not expected to decline; cumulative receipts are at 102% of prior year's for the 9 months through September.



- **Utility revenues** were all even or ahead of the prior year's cumulative 9 months through September, higher than prior year: Water (105%), Wastewater (100%), Irrigation (105%) and Refuse (102%).
- **Lodging Tax** continues to come in lower than prior year, expected to continue through 2021. Lodging Tax figures in March were 42% of 2019 revenue, subsequent months have been 20%, 36%, 34% and 43% showing a slow recovery. The 2020 lodging variance to budget is currently projected at (\$740,000) deficit through December.
- **Gambling Tax**, a General Fund source designated for public safety purposes, through September is down (\$319,000), at 59% of prior year cumulative 9 months.
- **REET 1 and REET 2** are both down (\$170,000) or 20% each compared to prior year; it is unclear yet whether this is a delay or will remain suppressed.

**FEMA:**

- Purchasing and Finance staff have paused FEMA processes regarding possible reimbursement of qualified expenses because CARES may reimburse more fully, but will continue to determine the optimal process for accessing both funding sources.

**CARES Act:**

- Purchasing and Finance staff are working with all departments to seek reimbursement for all eligible expenses.

The following table shows the current estimate of actuals requested and forecasted additional, less what is going to YCDA

	Actual current	Estimate Add'l	Ultimate
Salaries	692,613	323,400	1,016,013
Sanitation tipping fees	69,852	34,926	104,778
supplies	207,037	315,698	522,735
Needed internally	969,502	674,024	1,643,526
1st Dept of Commerce contract			2,833,200
2nd Dept of Commerce contract			1,416,600
Total CARES Act budget			4,249,800
less, needed internally			(1,643,526)
Available to contract w YCDA			2,606,274
1st YCDA contract			(1,000,000)
2nd YCDA contract			(1,400,000)
wiggle room			206,274

Staff is monitoring and managing five areas: Revenues, Operating Expenses, Capital Expenditures, Treasury and Debt, and 2021 Budget Planning. The following assessments are preliminary and we will update as new information becomes available.

**Revenues:** Looking at 2020 and beyond.

- Sales Tax received on the August remittance (for June transactions) gave us the second month in a row that Sales Tax exceeded the same month prior year. July came in 3% over prior year and August came in 6% over August 2019. Cumulatively for the year, our forecast for year-end suggests our Sales

Tax revenue may fall short of budget by \$142,000, assuming the next four months come in even with prior year.

- Some cities are looking to the 2008 downturn for an example; Yakima's Sales Tax dropped \$1 million 2008 to 2009 and didn't recover until 2012. It's unclear, however, whether the depth and length of the 2020 disaster is similar to that of 2008.
- Sales tax data now includes the June remittance for April actuals. The June receipt was down \$105,000 from prior year actuals or \$128,000 from budget so the General Fund is behind budget \$144,000 year-to-date.
- Water, wastewater and refuse revenues were all up in June, higher than prior year, all three roughly at 103% of budget year-to-date.
- Lodging Tax is continuing to experience a large reduction and it's anticipated to continue through 2021. {Hotel occupancy, as of early June, was 27%, down 60% from May 2019.} Two hotels that had closed are now open (Hilton Garden Inn and Hotel Maison). Lodging Tax revenue from March was 42% of the March 2019 revenue. The 2020 Lodging variance to budget is projected at an \$800,000 deficit through December. Priorities for this revenue is to pay the Convention Center and Capitol Theatre debt first, then operations second, then capital project funding.
- Gambling Tax, a General Fund source designated for public safety purposes, through June is down \$69,000, at 87% of prior year.
- Both REET 1 and REET 2 are down \$100,000 or 20% each.
- Property taxes are not expected to decline.
- Utilities taxes and Franchise fees are being monitored similarly.
- Sales Tax data is presently available through March 2020. Staff is awaiting the June remittance for April actuals. Staff is monitoring new data to forecast the next few months. March's \$361,000 reduction for that month impacted the General Fund by \$204,000. Because the number of months that will be affected is still unclear, a downturn from \$1 million to \$3 million is possible.
- Property taxes are not expected to decline.
- Utilities taxes and Franchise fees are being monitored similarly.
- All departments are engaging in Federal and State COVID-related programs as they are made known. Transit, Airport, and Police have gained CARES Act approvals and are working on clarifying requirements and restrictions. The City has received COVID-19 Emergency Funding including \$6.2 million in FTA (airport) funding and \$1.2 million in FAA (transit) funding through the CARES Act which will be allocated to transit and the airport respectively. The Governor's office also announced a \$2.8 million state grant with yet-to-be disclosed requirements and restrictions.
- Finance staff is spending considerable time communicating with FEMA program management and other city finance staff in efforts to identify expenses that qualify for reimbursement. Current FEMA and CARES Act guidelines exclude reimbursement for revenue shortfall and reimbursement for budgeted expenses which seems to exclude the exact squeeze the city faces.

**Operating Expenses:** Managing within 2020 Budget.

- All city departments are evaluating COVID requirements to deliver existing services. In addition to new expenses like cleaning supplies, gloves and masks, social distancing requires expanded vehicle use and office configurations. CARES Act funding is being pursued to reimburse for COVID-related expenses.
- Maintaining staff safety and health has been managed within budget. Employee illness requiring their quarantine may still require additional overtime shifts to backfill

for service delivery. While public safety come immediately to mind, this could also affect staff working in streets, transit, water treatment, refuse, wastewater treatment and administrative functions like IT, payroll, and management across all departments.

**Capital Expenditures:** Long-term planning is in our current-year problem-solving.

- The vehicle fleet city-wide is aging. Further deferrals really aren't an option as the City COVID course-corrects.
- Infrastructure operations and maintenance is a regular and recurring expense.
- Both of the above issues were discussed during the 2020 Budget process and become increasingly a priority for the 2021 Budget.

**Treasury and Debt:**

- Evidenced by quarterly treasury reports, the City continues to have excellent liquidity already in place.
- Refinancing debt to lower rates and payments in conjunction with the convention center expansion debt issue had already been initiated prior to COVID.
- Improved perpetual vehicle replacement planning and long-term capital planning is still needed to improve prudent debt planning and is a high priority for 2021 Budget.

**2021 Budget:**

- Staff is aware that a decision-package methodology will be required to incorporate comprehensive prioritizing. Reacting one problem at a time would result in priorities being skipped.
- Reliable reporting of 2020 is key to 2021 Budget planning, and the operational demands of the COVID crisis has now eclipsed routine financial management in all departments. The City will adapt as information is learned about the depth and length of this crisis.

**Administration:**

- Several City departments are slowly increasing the number of people returning to work in the office. Departments are still adhering to the social distancing requirements and face masks are required throughout the building. Individuals working in private offices are not required to wear masks while in their office; however, they are required to wear masks when they leave their office space.
- On June 2, 2020, the Yakima City Council voted to recommend the use of masks in public to address the spread of COVID-19 in Yakima. Staff subsequently embarked on the "Mask Up to Open Up!" public information campaign in coordination with Yakima County, the Yakima Health District, the Chamber of Commerce, local grocery stores and retailers. The campaign included multi-lingual English and Spanish language messaging to the local media, utilizing the city's multiple social media platforms and throughout the city using both stationery electronic message reader boards and Yakima Transit's bus fleet which also contain electronic reader boards. Through this partnership, the City was able to distribute over 100,000 masks to community members to further reduce the spread of infection.
- On July 2, 2020, Governor Inslee approved moving Yakima County to Modified Stage 1. This was largely in response to public health concerns that, should the county remain at Stage 1, residents would travel outside the county to access goods and services, and potentially spread COVID throughout the state. Because of

concerns about continued spread of COVID-19 infection elsewhere in Washington, on July 13, 2020, Governor Inslee instituted a statewide pause on any further reopening though July 28.

- Yakima County has been recognized for its leadership in reducing COVID-19 transmission in Washington through the “Mask Up to Open Up!” campaign. As of July 11, 2020, community surveys have indicated that 95% of the public are wearing masks in Yakima County, which is up from 65% one month ago and 35% two months back.

#### Recent Trends:

- While the resurgence in cases was originally limited to a few hot spots, upwards trends are now prominent in most counties in Washington State. One encouraging exception is Yakima County, where we have growing confidence that mitigation efforts are working.
- In the Puget Sound area and in Spokane County, the increase in testing has been outpaced by the increase in cases, as evidenced by rising test positivity from mid-June onward. Meanwhile, in Yakima County, falling test positivity is encouraging given the relatively stable testing volume.
- Model-based estimates of COVID-19 prevalence are rising in the Puget Sound area and are comparable to peak levels from late March. Meanwhile, in Spokane County, it is estimated that prevalence is likely higher than it's ever been. Finally, the declining trend in Yakima suggests that mitigation efforts have had success but need to continue since prevalence is still comparable to late April levels.
- The Yakima Metropolitan Statistical Area (MSA) Labor Area Summary (LSA) non-farm employment May 2020 county-level unemployment figures were released on June 23. The negative effects of COVID-19 related layoffs become apparent with the release of the April and May reports. For the last two months unemployment rates in Yakima County remained below the statewide average, most recently in May at 11.5% and 11.7% respectively.
- Staff is preparing a reopening plan for city facilities.
- Freezing all general government positions, excluding uniformed police officers, correction officers, and firefighter positions. All staffing requests will be reviewed and approved by the Interim City Manager before proceeding with any hiring process.
- Canceling all non-essential travel
- Canceling all non-essential training
- Deferring all non-essential purchases
- Evaluating budgeted discretionary spending and opportunities to delay or cancel purchases
- Discontinuing new subscriptions and memberships unless they are required to maintain a license or certification
- Evaluating existing contracts for cost and fee reductions
- Evaluating City services for overlap and redundancy
- Evaluating opportunities for consolidation and collaboration of services
- Reviewing current surplus property inventory for joint development opportunities
- Maximizing administrative expenses of all grant resources
- Pursuing grant opportunities consistent with existing programs
- Evaluating transit service for possible reductions in service

- Evaluating recreation services and possible reduction in services
- Meeting with labor unions to discuss opportunities for cost savings
- Deferring fleet and equipment replacement

**Police:**

- Due to the dramatic reduction of COVID cases in Yakima, Yakima Police Department moved down to level 3 Orange (modified) on Monday, September 21<sup>st</sup>.
- Staff continues its vigilant use of masks and other PPE to avoid any setbacks. Employees have returned to the office (no one telecommuting since September 30<sup>th</sup>).
- YPD began processing new Concealed Weapons Permits again on October 1<sup>st</sup>.
- YPD has witnessed a decrease in calls to 911 (almost 35%). Theft and auto theft are generally up, burglary is steady and both robbery and sex assault are generally down. There has been an increase in domestic violence calls.
- With the addition of School Resource Officers to patrol (there wasn't a need for them at the schools), YPD has been able to manage well and focus on emerging problems.
- YPD has created an online process for Concealed Pistol License renewals. This will enable folks to keep their licenses up to date despite the current COVID situation. It will also increase efficiency moving forward.
- As of this writing, YPD has planned for two separate protests about the Governor's orders around COVID and the censure of Council member White. These responses are staff intensive to protect Constitutional Rights and preserve public safety.
- YPD is working with the Yakima School District to assist with a modified high school graduation ceremony.
- All services are available and online reporting is being utilized to lower interpersonal exposure during crime reporting (for low level incidents).
- All employees are now required to wear masks when they are out of their workspace within YPD or out of their vehicle.
- Most clerical staff and detectives are working on their cases remotely. They still respond to crime scenes as required.

**Fire:**

- The Yakima County Facilities Division completed the installation of tempered glass partitions between the open space work stations at SunComm.
- SunComm has not had any new reported cases in three weeks. Glass partitions for workstations have been ordered.
- The department is currently status quo with maintaining social distancing, wearing face masks and using preventive hygiene measures. Overall EMS incidents remain 40% above normal as a result of the COVID-19 emergency.
- YFD committed 1,726 hours of staff time in emergency response for COVID-19 for March. Staff is obtaining the data for staff time committed to the emergency response for COVID-19 for April and May.
- Only employees and janitors are allowed on the dispatch floor at SunComm.
- Call numbers remain steady – no significant increase or decrease.
- Fire inspectors will be transitioning back to conducting limited fire inspections in occupancies where it is safe to do so.

- Fire inspectors may consider virtual inspections if occupants have the capability (example: small in-home daycares).
- Staff ordered two AeroClaves for the decontamination of fire department apparatus' and facilities. During the initial outbreak none were available.
- MOU on vacation cancellation has expired. No additional MOUs are expected at this time as some recreational activities are now allowed.
- SunComm call numbers from February 29 to April 30 are below:
  - Total EMS Calls for YKFD: 1,426
  - 2019 total EMS Calls for same time period: 1,226
  - COVID confirmed/presumed related EMS calls: 30 (\*based on reporting party advising of a positive test or awaiting test results with significant symptoms or others in the residence/facility tested positive with significant symptoms)
  - Calls for service that included symptoms of COVID, to include difficulty breathing, shortness of breath, fever or cough. A single symptom call was not counted, only multi-symptom:
    - 2020: 620 Calls (43% of all calls)
    - 2019: 333 Calls (27% of all calls)
- The Deputy Chief that had been working in the EOC is back to his normal duties but remains available if he is needed.
- Developed COVID Infection Prevention Recommendations and posted on City ICE for employees.
- Sending out Daily Situation Reports to all members.
- Allowed for a change in vacation schedules to accommodate the fact that people are not traveling/vacationing and signed Memorandum of Understanding with the Union.
- Arranged for quarantine quarters to house staff who may potentially test positive from exposure.
- Fire Code Division is working an alternate work schedule.
- All members are wearing face masks in the stations (except when eating and sleeping).
- All stations are closed to the public for any non-essential business.
- All stations have been disinfected by a donation from Baxter Construction.
- Ramped up cleaning of the stations and apparatus.
- ~~Have a Deputy Chief representing the fire and police departments as a liaison in the County's EOC.~~
- Modified dispatch/response protocols to calls to minimize exposures (e.g.: one person goes in a residence or the patient comes out of the residence when able and extra PPE).

**Public Works Admin:**

- NO UPDATES
- Continue to operate as normal.
- Monitoring the revenue for Clean City. Due to businesses being closed or partially open, reduced amount of waste collected by Yakima Waste negatively impacts the revenue to fund Clean City.

**Streets:**

- NO UPDATES
- Continue to operate as normal.

**Refuse:**

- NO UPDATES
- Experiencing heavier volume of trash due to individuals staying home – increase in landfill tipping fees. Tonnage has increased by approximately 9% and tipping fees have increased about 7%.
- Increase in trash is also due to Yakima County not accepting yard waste from private haulers due to COVID concerns.
- Working with residents to bag all garbage and request extra carts if needed to allow staff to safely and efficiently remove trash by carts only (no direct handling of trash by staff).
- Continue to operate as normal as possible.

**Water / Wastewater:**

- NO UPDATES
- Continue to operate as normal.

**Transit:**

- NO UPDATES
- Plexi-glass doors have been ordered and ~~will be installed on all buses (26) were installed on all buses.~~
- Bus routes continue to operate as normal; however, ridership is approximately 82% lower than normal.
- Dial-A-Ride service continues to operate as normal.
- ~~The Yakima/Ellensburg commuter service continues to operate as normal run for now. However, it is the only charter service A&A Motor Coach is conducting on the east side of the cascades. They have completely shut down on the west side. Approximately 20 riders are serviced for the entire day; will begin utilizing cut-away buses instead of the standard sized buses to save money due to significant drop in ridership. This commuter service may go away soon.~~

**Engineering:**

- NO UPDATES
- Continue to operate as normal

**Parks:**

- Outdoor card playing at the Harman Center will end soon due to colder weather.
- Exercise, fitness and wellness programs at the Harman Center began on October 19<sup>th</sup>.
- Additional virtual recreation programs have been created and placed on the Yakima Parks and Recreation website.
- Hands Free Halloween event was held in the Harman Center parking lot on October 30<sup>th</sup> from 6 pm to 8 pm.
- Social Distanced Pumpkin Carving was held on October 17<sup>th</sup> from 10 am to 3 pm in the Public Works staff parking lot.
- Lions Pool can now allow 2 lap swimmers per lane.
- The Yakima Health District allowed the opening of park playgrounds.
- Park restrooms were closed on October 15<sup>th</sup> for the winter. Portable toilets were placed in the parks.



- Kissel Park and Kiwanis Park free recreation equipment sign out will end on Friday, October 16<sup>th</sup>.
- Franklin Park and Kissel Park tennis courts and pickleball courts are open.
- Randall Park dog park is open to the public.
- Harman Center staff members have been busy working on the following since the last update.
  - Maintenance:
    - Cleaned, purged, and organized kitchen pantry.
    - Helped Parks Maintenance with Tennis Court maintenance at Emil Kissel.
  - Filmed, Edited, and Premiered new Videos for the Harman Center:
    - Spreading Positivity – Ep. 1 Franklin Park
    - Walk-In Fridge Makeover
    - How to Knit & Crochet with Sharon
    - Crafting with the Girls – Ep. 3 – Fall Wreaths
    - “BOOMERSTOCK” promo video
    - Travel Schatz – Ep.5 – So. Africa
  - Classes & Events beginning in September:
    - Outdoor Card & Table Games, started Sept 21<sup>st</sup> @ 12:00-2:00pm
      - Located at the back patio of the Harman Center
      - Mondays: Pinochle, Mah Jong
      - Tuesdays: Skip Bo, Cribbage, Bridge
      - Wednesdays: Dominoes
      - Thursdays: Hand & Foot
    - Drive-In Concert: Music w/ Gary was Sept 23<sup>rd</sup> @ 10:00am
  - Developing, Planning, and Promoting all October Events:
    - BOOMERSTOCK – October 10<sup>th</sup> 5:00pm-8:00pm
    - Pumpkin Carving Photo Contest – Deadline for all entries is October 25<sup>th</sup>
    - Hands-Off Halloween Express– October 30<sup>th</sup> 6:00-8:00pm
    - Halloween Costume Contest – Deadline for all entries is November 1<sup>st</sup>.
  - Travel:
    - 2021 World Travel Catalogs are printed and being mailed to travelers interested daily. 2021 World Trips are already be booked at an alarming rate!
- Conducted voting poll for public to pick their Favorite Lego Creation from the Lego Tournament. Announced winners from Lego Tournament.
- Created and edited form and webpage for Wellness Committee Enjoy Nature & Share the Experience Photo Contest for all City Employees.
  - Sent out over 700 cards to our participants, volunteers, and travelers.
  - Delivered 539 cards to senior communities.
  - Continued the Senior Hotline at the Center.
  - Conducted maintenance activities:

- Painted the MLK Spray Park
  - Power washed the entire Harman Center Building
  - Deep cleaned the refrigerator, freezer, and pantry
  - Cleaned out flower beds
  - Painted the refrigerator
  - Continue to regularly clean and sanitize the building
  - Trimmed Wisteria
- Filmed, edited, and premiered 19 videos for the Harman Center so far and will be continuing to make them:
  - 8 cooking shows
  - 2 craft shows
  - 4 Music Men videos
  - 4 travel videos
  - 1 humor video
- August events held:
  - Honk If you Love a Senior – every Tuesday at 9:00am
  - Senior Parade – August 13<sup>th</sup>
  - Chalk Art Festival – August 20<sup>th</sup> – 23<sup>rd</sup>
  - Lego Tournament – August 28<sup>th</sup>
- Premiered our 2021 World Travel Catalog
- September events:
  - Walking Group – started Sept 14<sup>th</sup>, every Monday at 9:30am at Emi Kissel Park
  - 1<sup>st</sup> Day of School Photo Contest – Sept 11<sup>th</sup>
  - Drive-In Concerts at the Center – Sept 16<sup>th</sup> & Sept 23<sup>rd</sup> at 10:00am
- Revamped Harman Center logo, future newsletters and catalogs, and streamlined office protocols and procedures.
- Rescheduled, refunded, and transferred over 33 trips for 2020 Harman Center Trips & Tours, in constant contact with travelers, travel companies, and transportation.
- Continual presence on social media platforms of YouTube, Instagram, IGTV, Twitter, Facebook, and Yakima Parks website to keep the public engaged and entertained.
- Continued weekly Zoom meetings with some Center participants.
- Hosted space for the utilities department to register residents' utilities accounts online.
- Hosted Yakima Police Department and Yakima Fire Department trainings.
- The first drive-in movie at Kiwanis Park was held last Saturday night. 75 cars were able to park and enjoy the movie “Sonic the Hedgehog”. Two more movies are planned. Many cars were turned away due to the 75 car maximum. The maximum was set due to the spacing requirements established by the Governor’s Office.
- “Step Up & Park It” steps challenge is in its sixth week. More than 50 participants completed the second phase challenge of 7,000 steps per day.
- The “A Bearable Adventure” continues throughout the community. Kids and families are searching for stuffed bears in their neighborhoods and at local restaurants.

- The Lego tournament planned at the Harman Center has gone virtual. **2020 PIRATE ISLAND VIRTUAL LEGO TOURNAMENT** For entry form and rules go to: <https://yakimaparks.com/2020-pirate-island-virtual-lego-tournament/>
- A lifeguard class will be starting at Lions Pool. Four students have registered for the class – five is the max.
- The Harman Center staff has mailed over 400 “thinking of you” cards to the regular program participants at the Harman Center.
- The Harman Center staff has also made over 100 “check in” phone calls and trip and tour updates to our regular volunteers and travelers.
- The Harman Center staff along with Park & Recreation Commissioner, Jo Miles, have also been completing some light maintenance work around the center and in Gailleon Park.
- The city offers several virtual recreation programs online through the parks website. Additional programs will be added soon.
- Our “Step Up & Park It” program is starting its second week
- The Yakima Health District gave the city permission to open Lions Pool on Tuesday, July 7, but called Wednesday morning and reversed their approval. We were following all of the modified Stage 1.5 requirements that were created for King County, but we were told that King County’s modified Stage 1.5 did not apply to Yakima County.
- Parks continue to be very busy with walkers, joggers and people riding bikes. Disc golf has been popular too. Most people utilizing the parks are following social distancing requirements.
- Virtual Recreation Programs were created and are located on the [Yakimaparks.com](http://Yakimaparks.com) webpage. There is no cost to the public to participate in these programs. Additional virtual programs will be added in the next few days and weeks, including activities for kids, sports training tips, senior citizen trips picture log and water safety. The Recreation Department is working with Y-PAC. The Recreation staff continues to be very creative in their ideas for programs.
- Franklin Pool is closed for 2020.
- Summer Sunset Concert Series at all locations, Miller, Franklin and MLK Jr. Parks, have been cancelled.
- Public restrooms have been opened.
- Recreation staff have been assisting parks maintenance with irrigation repairs and irrigation renovation of field #3 at Chesterley Park.
- Harman Center staff have been assisting with facilities maintenance at the Harman Center by pressure washing the outside of the building and doing lawn and landscaping bed maintenance. Staff have also been producing videos and putting them out to the seniors. The completed a video on how to make “Whipped Coffee”, (which apparently is a new thing). Leslie provided online training for seniors to learn how to Zoom with their families. They have also been calling some of our seniors and checking on them.
- People for People continues providing frozen meals for pick up out of the Harman Center. They are providing approximately 190 meals per week through the Harman center drive-thru pick up.
- The recreation leader has scanned all of the Parks & Recreation Commission meeting minutes and agendas making them searchable.

- Recreation staff members have also helped with field maintenance, over seeding and aerating and fertilizing of park areas throughout the city. The areas on Naches Parkway that had bare spots were also aerated, seeded and fertilized with the support of recreation staff.
- Staff finalized the restroom and swimming pool opening protocols and is actively working with Health District representatives so the facilities are ready to open when allowed under the Governor's phased opening guidelines (Phase 3).
- Golf activities are scheduled to resume on May 5<sup>th</sup>.
- Staff is evaluating the feasibility of summer recreation programs.
- People for People is still offering meals to seniors from the Harman Center and Henry Beauchamp Community Center.
- HBCC is having frozen meal pickups on Friday from 10-12. United First is not a location pickup at this time. The only other pickup location in Yakima is the Salvation Army on Thursdays from 10-12.
- All parks recreational facilities for active recreation have been closed including the dog park, tennis and pickle ball courts, however, parks are open for passive recreation.

**Equipment Rental/Building Maintenance:**

- NO UPDATES
- Continue to operate as normal.
- ER to work overtime to install plexi-glass doors on the transit buses as soon as possible.
- Building Maintenance spending extra time and effort in cleaning and sanitizing work areas.

**Community Development/Codes/Planning/ONDS:**

- NO UPDATES
- The Community Development staff worked closely with the Downtown Association of Yakima to identify a number of locations that should be reserved for "15-minute Parking – Curbside Pickup Zone". The signs were produced and installed by the Streets Division of Public Works at the request of the adjacent restaurant or retail business owner.
- Building maintenance is measuring and requesting quotes to have plexi-glass installed at the community development and engineering service counters. A local vendor has been called to provide an estimate and installation date; however, that information is not available at this time.
- Staff is working with City Clerk, YPAC and IT to determine the feasibility of "virtual public meetings", (such as "Zoom") especially for the Hearing Examiner, as multiple items have been tabled since March.
- Staff is discussing phasing the move back into the building
  - Employees first
  - Public by appointment only
  - Public, no restrictions (if necessary)
- Some staff could continue to work from home, if practical.
- Staff members are reviewing plans electronically using plan review software.
- Working with finance to accept credit cards over the phone (Municipal Court is now allowed to, due to the shutdown).

- Staff is earning from all these experiences in how we can do our jobs with less paper handling (electronic application processes, internal processes, etc.).
- The inability to hold public meetings/hearings for both Planning Commission and City Council is creating a backlog of planning projects that are effectively “on-hold” until these meetings can resume. The public hearing components of these projects are required under local ordinance and/or state law.
- The Governor’s plan to re-open construction activities went into effect May 1<sup>st</sup>. The April 29<sup>th</sup> construction guidelines clarify that the plan to re-open construction is limited to projects that had already been started. City staff have been working with all development interests by actively reviewing plans and applications. Construction sites are working to develop their site safety plans which is required now by Labor and Industries. Staff has not experienced a surge in new permit applications or requests for inspections yet, however, they will continue to monitor activity.
- Employees are working alternate shifts or are working remotely. Staff members remain available to answer phone calls, emails, or meet with individuals by appointment.
- Staff processing land use and permit applications within the guidelines of Washington State rules.
- Graffiti paint out still occurring.

#### **Human Resources:**

- NO UPDATES
- In response to the COVID-19 emergency, the Civil Service team has made significant modifications to recruitment and testing processes:
  - Implementation of a new electronic testing option allowing the team to develop customized and unique electronic written tests which applicants can take remotely
  - A candidate confidentiality agreement was developed and scores are electronically processed following the exam
  - Civil Service oral board exams are being facilitated and proctored utilizing a developed matrix and a Zoom meeting with the Chief Examiner, the HR Proctor/Facilitator, the candidates, and multiple board members/assessors all participating from separate locations
- The on-boarding process for newly hired permanent and temporary employees are now all done electronically.
- Personnel Action Forms (PA’s) are being processed electronically utilizing electronic signatures, etc. rather than paper copies being routed throughout the various divisions.
- The electronic evaluation program is continuing to be rolled out.
- City of Yakima University (CYU) trainer is developing a CPR program that will provide appropriate training while still adhering to the emergency declarations. Initially, this training will be for the Parks & Recreation Division to ensure lifeguards, etc. have the required training prior to facilities reopening.
- The City’s Wellness Committee has canceled the annual picnic originally scheduled for June but is continuing to look for ways to keep employees engaged in healthy activities.
- Staff is continually monitoring federal programs related to personnel impacts and is adjusting city policies as needed.
- Staff schedules have been adjusted to limit the number of people in the office – employees are working remotely.

- A Temporary Telecommunication Policy & Agreement has been developed and implemented. Approximately 130 employees have been authorized to work from home in some capacity.
- Administrative Policy #1-910 Families First Coronavirus Relief Act was drafted and enacted to ensure compliance with the law. Application forms were created and a process was put in place to assist employees needing to utilize the time defined in the policy to care for themselves or families.
- Human Resources has shifted to an enormous workload as situational problem-solving for COVID has eclipsed an already-busy department. It's too early to gauge the impact to employee benefit programs the city will be required to bear.

**Finance:**

- Purchasing has been working with departments to help identify contract cost reductions as a result of decreased need for services in closed facilities (e.g. Yakima Convention Center has frozen their landscape maintenance contract and other departments have reduced laundry services).
- The City's website has a notice requiring all contractors providing on-site services to adhere to CDC & OSHA strategies/guidelines related to COVID-19 and provided links.
- Purchasing and Finance staff have paused FEMA processes regarding possible reimbursement of qualified expenses because CARES may reimburse more fully, but will continue to determine the optimal process for accessing both funding sources.
- Purchasing, engineering, Yakima Air Terminal and others have been able to work with YCTV/YPAC to live stream bid openings. Pre-bid on-site meetings are being held with social distancing, are being done "virtually", or have been delayed.
- Surplus auctions were put on hold due to facility closures; however, staff will begin listing some items for Public Works via online auction while practicing social distancing and wearing PPE for item pick up.
- The City has not noticed an increase in late or delinquent utility accounts.
- Finance staff members continue to focus on revenue forecasting, monitoring health district stats daily, and collaborating with other cities finance staff.
- Utility Billing has continued to bill all 26 cycles across the city, no cut-offs due to nonpayment, staff is alternating days in office and working remotely as possible.
- Parking Enforcement has continued the crucial support involving safety, blocked disable access, dangerous situations, and supporting public safety and city work crews.
- Purchasing has shifted in a big way to disaster-related procurement supporting public safety first and all other city needs and has exercised tremendous creativity, resourcefulness and perseverance in the face of shortages.
- Finance has continued paying bills, paying payroll (important that all city staff feel supported during crisis), with some staff working remotely and alternate schedules to maintain the flow of vital financial information.
- Citywide financial management in the emergency/disaster environment has taken priority over "normal" necessary financial planning and reporting which may result in some delay but overall reliability is still a priority.

**Information Technology:**

- NO UPDATES
- The City has seen a significant increase to network, email, and phone traffic during this pandemic:

- averaging 100,000 more emails per month
  - 10,000 to 12,000 more phone calls per month
- The City has also noticed an increase in phishing and other cyber-security challenges.
- Technicians are working alternate schedules and are working remotely.
- Staff members spent several hours purchasing and setting up devices for employees city-wide to be able to work remotely.

**Legal Department:**

- **Municipal Court is conducting dry runs for the jury selection process at the Convention Center this week, and plans to resume jury trials for the first time since the courts closed last spring due to the pandemic. This will be an important step for the court, the attorneys, and all parties concerned to resume the judicial process.**
- The City's prosecutor has been named to the Court Recovery Task Force. The Task force, formed by the Washington Supreme Court, is examining all aspects of court operations to make recommendations to resume out-of-custody court hearings in the safest manner.
- The Legal Department will have a volunteer intern that just completed her first year of law school working primarily from home on several projects to assist the Prosecution Division over the next couple of months. Otherwise attorneys continue to work in the manner we have previously initiated.
- Two civil attorneys and 4 prosecutors are working remotely; prosecutors are shifting the days in/out of the office to cover court calendars without any issues.
- Prosecutors are still available to telephonically meet with victims and witnesses.
- Several legal assistants are working four ten hour days per week, alternating days so that there are always staff in the office. This is only permitted during the period of emergency.

**Airport:**

- On Thursday, September 24<sup>th</sup>, 2020, Governor Inslee updated the public regarding additional requirements that apply to commercial service airports in order to further mitigate the spread of the Coronavirus. These requirements are a statewide approach to the COVID pandemic to ensure the health and safety of employees, passengers, and crewmembers working and traveling to and from the state's commercial service airports. This approach establishes baseline requirements at each commercial passenger service airport and encourages airlines to adopt certain health screening questionnaires. Requirements for airport sponsors include:
  - Requiring face coverings in all public areas of the airport
  - Posting signage for reminders and spacing to honor physical distancing
  - Erecting protective barriers where appropriate to buffer travelers and airport workers
  - Disinfecting high-touch surfaces in public areas with medical-grade cleaning products at frequently touched spots in the terminal building
  - Providing hand sanitizer stations throughout public areas of the terminal
  - Airport vendors and businesses operating at the airport must follow state and county health agency requirements, including those for employee screening, physical distancing requirements, sanitation and personal hygiene protocols, personal protective equipment, and methods to provide services while limiting

- close interactions and encourage card purchases to lessen the handing of cash
  - Cooperate with state and local health agencies as part of the enforcement of these requirements
- The Yakima Air Terminal-McAllister Field, in close partnership with airlines, rental car agencies, concessions, and Transportation Security Administration, have already implemented safety measures that meet or exceed Governor Inslee's requirements. Airport administration will continue to work closely with the Center for Disease Control and Yakima Health District to ensure we improve the safe and wellbeing of the traveling public.
- TSA news release reassures airline passengers ahead of Labor Day holiday travel

*The Transportation Security Administration (TSA) wants to reassure passengers that it has taken aggressive steps to ensure aviation security while protecting them from COVID-19 in anticipation of Labor Day air travel. TSA's ongoing "Stay Healthy. Stay Secure." campaign is designed to help travelers understand the many protective measures the agency has implemented at security checkpoints to make the screening process safer for passengers as well as the TSA workforce.*

*"For travelers who have not flown since the beginning of the pandemic, the TSA checkpoint experience will be noticeably different as compared to Labor Day last year," said TSA Administrator David Pekoske. "Passengers also play an important role in helping us ensure they safely and efficiently get through security screening at our airports while wearing masks and respecting social distancing."*

*As passenger volumes continue to steadily rise, the agency wants to ensure that the traveling public is mindful of what they can expect to see at checkpoints to help reduce the spread of COVID-19, including TSA officers always wearing face masks and gloves at all airports, as well as face shields in certain locations in the screening process. In addition, they can expect to see acrylic barriers, social distancing signage throughout the checkpoint, regular cleaning of checkpoint surfaces and equipment, and various touchless technologies, including automated ID verification scanners at some airport checkpoints.*

- Following Governor Inslee's statewide mask mandate initiated June 26<sup>th</sup>, the Yakima Airport has received a total of 12,500 cloth masks provided from Seattle-Tacoma International Airport and FEMA. Masks will be made available to airport tenants and both arriving and departing passengers at the main terminal building. Additional signage has been placed in the terminal building alerting arriving passengers of Inslee's statewide mask mandate in order to minimize the spread of the Coronavirus.
- The Transportation Security Administration reports daily passenger traffic has increased by 13% since March 22, 2020. Total number of passengers that traversed security checkpoints on June 4, 2020, climbed to 391,882 compared to 2019 figures at 2.43 million.
- Alaska Airlines has reinstated a direct flight from Yakima to Seattle as opposed to a tagged flight to Wenatchee due to the increasing passenger ridership out of Yakima. The flight departs daily from Yakima at 7:30am and returns from Seattle at 6:51pm.
- The Federal Aviation Administration notified commercial service airports throughout the United States that FEMA will provide facemasks for passengers and employees



who traverse passenger terminal buildings. The Yakima Airport is slated to receive approximately 6,500 masks, of which should arrive within the next three to four weeks.

- The rental car industry continues to be impacted due to the COVID-19 emergency and the decreased passenger demands. On Friday, May 22, 2020, Hertz Global Holdings, Inc. filed for Chapter 11 bankruptcy while allowing the company to continue to operate in order to devise a plan to pay creditors as they emerge from record low rental car sales. Management overseeing the west coast region advised the region's sales rank higher compared to other areas of the country and operations at the Yakima Airport will continue to function with little to no impact on customers.
- Alaska Air Group is implementing new products and processes to inspire confidence throughout the travel process for all guests, beginning with the airport experience. As part of this new process they've installed floor decals reminding airport guests and passengers to "mind their wingspan" while following the social distancing protocol in the airport. Additionally, the airline is now providing facemasks for customers who may have misplaced their PPE supplies prior to their flight.
- Passenger traffic nationwide remains 95% below 2019 levels and continues to require airlines to adjust their flight schedules. Given these factors, beginning May 3<sup>rd</sup> through May 31<sup>st</sup> Alaska Airlines has modified Yakima Airport's schedule to a 6:00 a.m. departure to Wenatchee where the aircraft receives additional passengers and then departs to Seattle. Yakima will witness a similar return route from Seattle to Wenatchee and will arrive in Yakima at 7:00 p.m. Staff has adjusted the terminal building hours to accommodate passenger activities and remains open during normal business hours.
- Airport staff is coordinating three capital improvement projects as Governor Inslee reopens the state's economy through a phased approach. These projects include the replacement of the airport's fuel pumps, replacement of a portion of the terminal's roof to prevent future roof leaks, and the airport's \$1.4 million rehabilitation project on its primary runway.
- The Federal Aviation Administration has notified the City of Yakima the CARES Act grant agreement will be administered no later than Friday, May 15<sup>th</sup>, 2020. Airport staff will work closely with the finance department to ensure funds expensed will meet Federal Aviation Administration requirements while ensuring the airport remains financially sustainable.
- Passenger activity appears to be slowly recovering from the lowest count on April 14, 2020 where only 87,534 passengers traversed the nation's security checkpoints. On May 11, 2020, this number had increased to 215,645 passengers as some states started to lift travel restrictions and adopt a phased approach to reopening the economy. As a result, the Yakima Airport has witnessed a minor increase in passenger counts.
- Due to the COVID-19 virus and the various governmental entities recommended "stay at home orders", Yakima Air Terminal-McAllister Field's passenger activities have declined to historic lows. Given this decrease in activities, Alaska Airlines has reduced its flight schedule to one flight daily to SEATAC International Airport.
- Although the airport remains open and staff continues to maintain the facility, the main terminal building hours of operations have been reduced due to the reduction in business activity. The new terminal hours are 6:00 a.m. to 8:00 p.m.
- Staff members have been proactive to minimize the potential of contracting the virus by exercising "social distancing", alternating schedules, and working remotely.

- Construction in/around the airport has been put on hold in accordance with the Governor's order. However, in the event the order is extended the airport is slated to conduct a \$1.4 million dollar rehabilitation project on its primary runway. Unfortunately, the timing of this project must remain on-schedule in order to minimize additional impacts on the aviation industry.
- Airport staff continues to monitor the Coronavirus Aid, Relief, and Economic Security (CARES) Act to determine funding options for both Capital Improvement Projects and the airport's operations budget. The Federal Aviation Administration (FAA) has announced additional funding will be provided during the 2020 Airport Improvement Program grants. Staff has prepared a resolution for Council's approval to accept said funds once they are made available.
- Staff is monitoring industry trends and business activities with tenants to assist with their daily operations.

**City Clerk:**

- NO UPDATES
- Public record requests are being processed in compliance with the Governor's orders.
- Staff members are alternating days in the office to limit the number of people at city hall while the remainder work remotely.
- Phones are forwarded when staff members are not in the office (during break/lunch time) to ensure someone is always available to answer calls.

**Communications:**

- NO UPDATES
- Community Relations staff continue to update a page on the City website specifically devoted to COVID-19 information as well as updating the fire department's COVID-19 page. Staff continue to post on City social media platforms City Council updates, governor news conferences, PPE and precautionary measures for residents, and various other COVID-19-related messaging. Additionally, staff is producing and airing weekly "Y-PAC Check-Ins" interview segments specifically focused on COVID-19 information
- Community Relations staff is partnering with local high schools and other education providers (YVC, for example) to air virtual graduations on the City's public access channel, YCTV.
- Staff is supporting the Council's facemask proclamation/YHD directive through posting the "Mask Up to Open Up" message in website and social media updates, news releases and the Issues Brief newsletter. Staff is also coordinating the distribution of 95,000-plus masks to Yakima community members.
- Staff members are working with the Yakima Health District to record ~~twice~~-weekly updates.
- Staff members are alternating days in the office to limit the number of people and a few are working remotely.
- Created a city webpage dedicated to the coronavirus.
- Continue to provide council updates, Governor news conferences, PPE and precautionary measures for residents, and various other city messages on social media platforms.