



Weekly Report to Council Week ending April 10, 2020

Town Manager

I was able to emerge from my self-isolation this week and began working in the office again on Wednesday. Upon my return it was decided that the continuing spread of COVID-19 and increased traffic through town due to nicer weather, required additional precautions to protect staff in the performance of their duties. We have therefore been developing a schedule of staggered shifts, with some work-at-home options to keep everyone from being all together all the time.

We also continue to be frustrated with those who are not heeding our requests to stay home and abide by the current restrictions. The Mayor and I personally had to stop a couple heading to the beach with lawn chairs and a pizza. So in addition to the previously placed signage, we deployed barricades along entry points to the beach (slowing them down to read the signs). I am also researching with our attorney means to require compliance by short term rentals. Once finalized, this will be brought forward for Council's consideration in a special meeting next week.

I prepared for and attended the special Council meeting on April 9; where two ordinances were adopted. These ordinances (among other things) delayed the due date for the BPOL tax (to September 30) and golf cart licenses (to June 30), removed late fees for utility bills, and removed the fee for credit card transactions.

In other business:

- Walked the proposed new golf cart path with Bay Creek and Canonie reps
- Published another public update on COVID-19
- Began reviewing next year's budget proposals
- Worked on a plan to close a gap in this year's budget created by reduced revenues resulting from the COVID-19 effect
- Signed the harbor lighting contract
- Worked with ANPDC on application for SMART SCALE funding for Southern Tip Bike & Trail Phase IV (no local match required)
- Five Report a Concern contacts were addressed

Town Clerk

- Upcoming Meetings/Activities:
 - All Council, Commission & Board regular meetings are canceled for the immediate future.
 - Another electronic special Town Council meeting had been scheduled for Wednesday, April 8, 2020, beginning at 6:30 p.m. via Zoom. Unfortunately, we had no internet service at the Civic Center, so the meeting was rescheduled to Thursday, April 9. The meeting change was posted on Facebook, the town's website and a Nixle message was issued.
 - Trevon Mathew, the town's IT contractor, checked the equipment and determined it was a Neubeam issue. The current equipment is old and will be upgraded.
 - Neubeam was contacted Thursday morning by both Trevon and Tracy. Libby met with the Neubeam technician at the Civic Center regarding the problem. A temporary line was run to allow us to hold our meeting on April 9. A contractor would be out to install the permanent line. Equipment was ordered to provide us with more reliable connections to the internet at the Town Hall and Civic Center. We still need to work on increasing the bandwidth at each location.
 - Test meetings were held with each Council member on Monday, Tuesday and Wednesday, to ensure that the Zoom Cloud Meeting app was installed on their iPads to help minimize technical issues during the meeting.
 - The meeting was also live streamed on Facebook. The Zoom video was processed and uploaded to YouTube with a link on the website.
 - The Zoom video worked fine with the exception of the audio. Viewers on Facebook commented that they were unable to hear. Portable laptop speakers will be purchased to help with this issue.
- Organized the April 6 department head meeting via Zoom. This first meeting using Zoom went well after a few hiccups at the beginning. This was a test-run for the Town Council special meeting scheduled for April 8 (and postponed to April 9).
 - Staff provided the town manager with information regarding materials/items necessary to work from home if necessary.
- The April 3, 2020 Weekly Report was posted online and linked to Facebook.
- Public Message #8 re: COVID-19 was formatted and posted on the town's website and Facebook. A Nixle alert was also sent to subscribers.
- The DMV drivers' license checks were completed for the two new hires and the quarterly checks were completed for all town employees. This is a requirement under the town's VRSA Risk Management Plan.
- Worked with other department heads in the Town Hall regarding working from home and staggering of work schedules for staff coming into the office. Unfortunately, the majority of Tracy's duties cannot be performed from home. To ensure that she can continue to put in 40 hours per week, a list of projects and other duties was compiled.
 - Staggered staffing of the administration employees will begin April 13.
- On April 8, Governor Northam requested the General Assembly to move the May 5 General Election to November 3, 2020 to coincide with the national elections, in an effort to further mitigate the spread of COVID-19. More information will be provided as it becomes available.
- Tracy was back in the office on Thursday, April 9.
- The two ordinances adopted by Town Council at their April 9 meeting have been finalized and are ready for the Mayor's signature.
- Staff is continuing to disinfect doorknobs, counters, etc. in our work and common areas.

Police Chief

- Finishing up repairs on patrol cars, and utility trailer this week
- Continuing my outreach program; due to the conversations I am having with these folks, I will make this permanent.
- Promoted Officer Andrew Spencer to Sergeant for his dedication to the town and this office.
- Placed orange barricades on each of the beach entrances along with the closure signs to make them more visible, and signs in the park.

Utility Maintenance Manager

- 3 Miss utility tickets
- Staff worked with PW on the beach project
- 1 after hours call out to 618 Randolph Ave for water leak

Wastewater Plant Manager

- Wastewater plant treated an average of 193,229 gallons a day last week.
- Plant and Lift Stations are operating as expected.
- Dan Dabinett pressure washed the different buildings at the Wastewater treatment plant, making them look like new again
- Ralph Bowen worked on helping set-up the Police Vehicle for the new officer.
- Patrick Christman and Billy Powell with input from staff created the Wastewater and Distribution system plan in case the town has to work from home.

Water Plant Manager

- Performed routine maintenance processes including filter backwashing and softener regenerations
- Daily water quality testing and analysis
- Completed and submitted quarterly reports to DEQ

Capital Projects Manager

- In-shore breakwater construction continuing. Good progress was made early in the week, but weather conditions then deteriorated. About 20 feet of sheet pile and 9 pairs of timber piles still need to be installed. Should be completed next week.
- Inner harbor sidewalk construction was completed.
- Contract was awarded for 13 lamp posts at the Harbor. Should be delivered in mid-June.
- At least one local contractor has expressed interest in bidding on installing electric service at the Harbor. Bids due April 14.
- Continuing to work with Bay Creek engineering firms on planning for water and wastewater systems.

Public Works Manager

- Normal brush, trash and daily duties
- Researched and ordered hand sanitizer and face masks
- Beach maintenance dominated the week. Two dozers were used all week for beach restoration due to erosion over several years

Code Official

- Performed 26 inspections this week.
- Staff is scanning documents to make room for new projects.
- Issued a permit for a new home on Strawberry Street.
- Met with Paul Grossman on a list of items including Historic District Review Board applications, HDRB appeals to Town Council.
- Answered various questions regarding zoning regulations throughout town.
- Met with Paul Grossman and the Town Manager regarding a HDRB appeal to Town Council.
- Had discussion with Chairman of Historic Review Board regarding a project on Madison Avenue.

Planning & Zoning Administrator (Town Position currently vacant. Report provided by Councilman Grossman)

- Submitted questions to CNU for preservation data analysis phase per contract. Reviewed amendment to Phase 3 contract to extend due date as a result of current pandemic and impact to town's financial status.
- Prepared 301 Madison historic board staff report for HDRB. Requested additional information from applicant and documented additional conversations via a pre-application meeting form. Reviewed zoning requirements with Code Official and Councilwoman Burge regarding the addition of side porch, rear deck enlargement and accessory structure.
- Had meeting with town manager and code official regarding 209 Mason appeal staff report and enforcement recommendation.
- Reviewed existing contract with A-N PDC for their participation in our comprehensive plan development. Contract scope needs revision. Contacted A-N PDC and held 3-way conversation with Planning Commission chair to discuss and lay out steps needed to address. Town Manager briefed.
- Continued with drafting revisions to Article VIII, Historic District Overlay and associated definitions in Article II.
- Responded to applicant (214 Washington Ave) requesting information concerning a modification to previously approved design by HDRB.

Community Relations Manager

- The Rosenwald meeting scheduled for April 11 at the Civic Center has been cancelled.
- Contacted Sea Breeze Apartments, Myrtle Landing, and local pastors to notify them of the Food Bank visit to Cape Charles.
- Worked with a citizen to get them connected with Main Street with an idea for a Grand Opening for when the businesses are able to open.
- ANPC Walk for Life has been cancelled.
- Assisted TM in coordinating staggered staff working schedules.

Human Resources Manager

- This was a payroll week and we began implementing some of the Emergency Sick Pay under FFCRA. Fortunately, all of our employees are healthy, even though a few individuals have self-isolated due to being in areas of possible exposure.
- Quarterly State Sales taxes were filed for Harbor retail.
- Bank Interest was booked and EZ Pass Accounts were reconciled.
- Met with John Hozey and Jen Lewis to discuss the implementation of staggered work shifts and work from home scenarios to lessen the number of employees in the Town Hall at the same time.
- Assisted John with a work from home agreement for employees who will be working virtually during the Covid pandemic.
- Attended a webinar on the CARE act and a Podcast from CIGNA on their extended coverage during Covid-19.
- The Payroll & Benefits newsletter was printed and distributed with pay stubs that were manually printed from the Payroll system.
- Interviews for the Town Planner have been scheduled for next week, which will be conducted telephonically.
- HR, payroll and benefit duties have been on-going as usual.
- Staff continues to adapt and adjust under a new and rapidly changing environment. Staff is asked to be diligent about sanitizing common areas.

Harbormaster

- Phase 2 of Operations plan on-going, no issues. Created a harbor staff schedule to avoid unnecessary staff interactions. This includes an office schedule for a 1 person shift that operate and manage the phone and email business and harbor fuel system. This will be a closed-door operation and fuel sales will be by fuel card or vessel owner maintaining on board vessel during refueling. Office hours for each shift will be from 8 am to 6 pm daily bring food, no break. The office shifts pertaining to Spencer and myself, 10 hours days, 7 days weekly after Easter Sunday. Rotating every other week 30 and 40 hours per employee, flexible days during the work week. James will work in shop and on docks, completing small projects, cleaning and maintaining equipment. Shop hours will be 40 hours off 2 days of choice during the 7-day week (as normal operation).

- Harbor staff working on inner harbor utilities, finish plumbing and electrical.
- Marine contractor constructing wave break wall off A Dock has had some issues with higher than normal tides. They are on schedule, most of the sheeting installed with few batter poles, support pilings and whalers remaining.
- Crabbers are working most every day; wind has been a factor the last couple of days.
- Harbor office, laundry facility and shop to be painted. Weather and wind didn't cooperate. (waiting for 2 dry days)
- Installed new stainless-steel grab bars on fixed slips with finger piers.

Treasurer

- Preparations were made for two team members to telework alternately to reduce staff presence in the office, beginning next week.
- Thanks are due to Jen Lewis, who assisted the department with clerical work.
- Treasurer participated in a webinar sponsored by Treasurers Assoc of Virginia entitled "Tax Collection in a Changing World," which of course addressed the current economic atmosphere, and also reached out to county finance and COR staff to see what types of protective measures they are using.
- Treasurer had a web meeting with Southern Software and a programmer for the Analytics Module to discover problems and find solutions to our budget module problems that occurred last week.
- Staff made Excel programming adjustments to a DEQ water report for water staff.
- Vacation rental research was done for town manager.
- Debbie C, new bookkeeper, had online training with Southern Software, first session.
- Customer Service, accounts payable and receivable, tax account maintenance, utility billing and accounting functions were all performed as usual.

Library Manager

- The Library remains closed to the public. The Computer Lab is available for essential business. Staff will be available from 10:00 to 2:00 Monday through Friday for phone questions. Most of the phone calls are about renewing books. All books will be due June 10, with no fines.
- We check the bookdrop daily. We continue to wipe down all returned books with disinfectant and allow them to sit for 3 days before being shelving.
- All surfaces in the Computer Lab are sanitized after being used. The Computer Lab was used twice this week.
- Patrons have been observed using the Wi-fi outside the Library.
- We continue to order books, preparing for the May cut-off time for ordering.
- We continue working with the Eastern Shore Public Library to look for lost and missing books in preparation for the upcoming inventory of library items.