

# **City of Greenville Coronavirus Response Plan**

March 13, 2020





# Special-Called City Council Meeting Briefing on Coronavirus

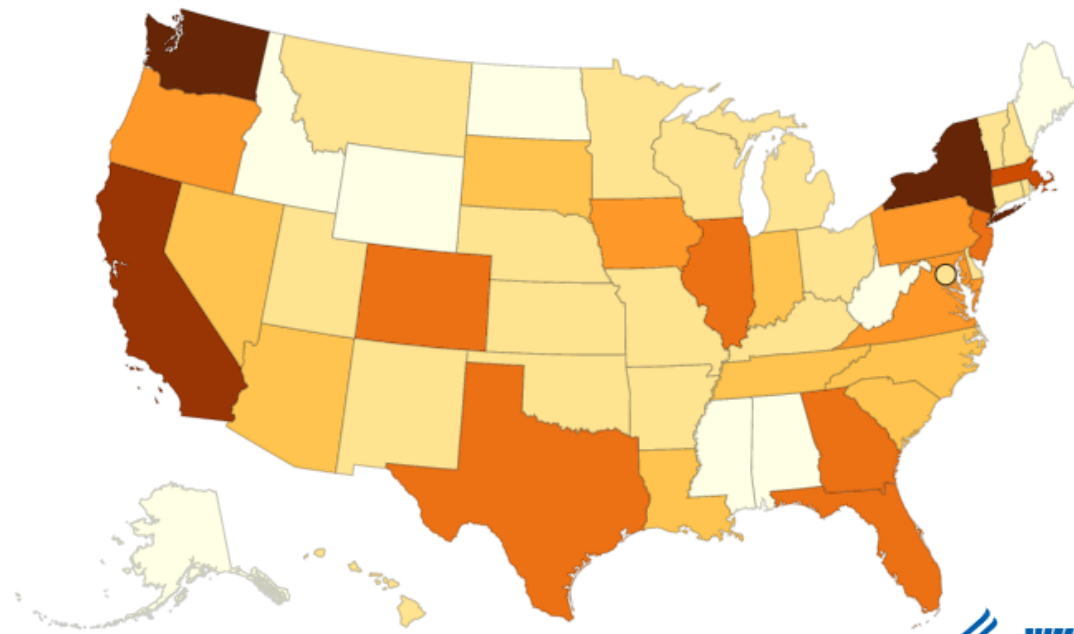
- Public teleconference
  - Presentation available at [www.greenvillesc.gov/meeting](http://www.greenvillesc.gov/meeting)
- Modified city operations through March 31 to ensure continuity of operations during pandemic emergency
- Will evaluate and monitor evolving conditions



# Rapidly Evolving Situation – United States

- 1,696 coronavirus cases in United States; 41 deaths (Source: CNN)

States Reporting Cases of COVID-19 to CDC\*



Reported Cases

- None
- 1 to 5
- 6 to 10
- 11 to 20
- 21 to 50
- 51 to 100
- 101 to 200
- 201 to 500

Territories AS GU MH FM MP PW PR VI





# Rapidly Evolving Situation – United States

## New coronavirus cases per day in the U.S.

The number of confirmed cases is expected to rise as the virus spreads and more people are tested.



### Notes

Data as of March 12, 6:45 p.m. EDT.

This chart will update daily.

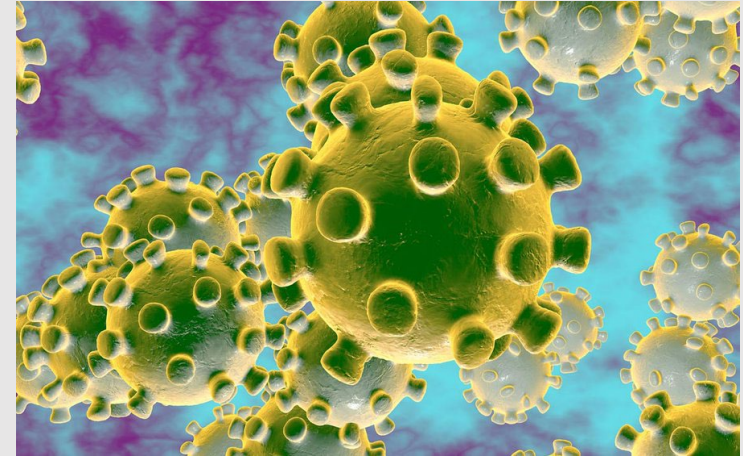
Source: NBC News

<https://www.nbcnews.com/health/health-news/coronavirus-numbers-new-cases-2020-n1157271>

# Rapidly Evolving Situation – South Carolina

## Information as of March 13, 2020:

- DHEC has tested 87 individuals
  - 6 presumptive cases
  - 6 confirmed cases
- No reported deaths in South Carolina
- Multiple students self-quarantining at schools in Greenville County and Upstate
- SC Governor requesting \$45M in federal support for COVID-19 response
- Cancellation of local events and conferences in Greenville





# Background for City Response

- COVID-19 spreads person to person
  - Spreads easily between people with close contact (within about 6 feet)
  - Through respiratory droplets when an infected person coughs or sneezes.
    - Air: Up to 3 hours
    - Surfaces: May remain viable for at least 3 days
  - No treatment.
- Prevention:
  - Frequent hand washing at least 20 seconds.
  - Don't touch your eyes, nose and mouth
  - Clean high touch surfaces with household cleaners.



# Background for City Response

- Guidance from state and federal agencies
- Ongoing communication with health professionals
- Actions by local governments in areas with community spread
  - Buncombe County and Asheville - declared a local state of emergency and limited large gatherings
  - Chattanooga, TN – declared local state of emergency; closing senior centers and city libraries; canceling city-sponsored events
  - Columbia, SC – City Council remote viewing only; all Planning & Development public meetings cancelled and rescheduled

## Free Prisma Health Virtual Visit

<https://www.prismahealth.org/coronavirus/>

Access to a Prisma Health care provider from your mobile device or computer.

Get a free Virtual Visit with promo code “COVID19”

## Virtual Care MUSC (Free)

<https://campaigns.muschealth.org/virtual-care/index.html>

No appointment.

Accessible for entire family.

Use log-in code “COVID19”.



# Social Distancing

## Why Social Distancing?

- Social distancing measures are most often thought about as a way to slow the spread of pandemic influenza. Health experts believe that avoiding crowds of people will be important in slowing the spread of pandemic influenza.

## What are social distancing measures?

- Social distancing measures are taken to restrict when and where people can gather to stop or slow the spread of infectious diseases.
- Social distancing measures include limiting large groups of people coming together, closing buildings and canceling events.
- Business changing company practices, setting up flexible shift plans, having employees telecommute and canceling any large meetings or conferences.



# Priorities for City Action

- Reduce opportunities for community spread
- Support public safety agencies and emergency responders
- Reduce exposure risk to city staff and public safety employees
- Modified protocols to ensure continuity of city services





# Modified City Operations

## **Goal: Reduce person-to-person contact and community spread**

- To include the following:
  - Telecommuting options for employees
  - Online payments
  - Procurement protocol through mail and teleconference
  - Phone calls or teleconference with city staff
  - Restrict access to public buildings
  - Reformat public meetings
  - Cancel/postpone City public events through April 17
  - Cancellation of City-funded travel outside of Greenville through April 30
  - Cancellation of out-of-state travel to Greenville for City-related work through April 30



# Modified City Operations – Human Resources

- Employee pay and leave - follow policy HR-8.3 Inclement Weather and Emergency Conditions
- Continuity in hiring process for emergency personnel and new employees already in-process
- Modify staff schedules to minimize cross-employee contamination while ensuring continuity of essential operations
- City is self-insured; H.R. has directed BCBS to waive prior authorization and cover testing for COVID-19 at 100%, and waive copays, deductibles, and coinsurance for COVID-19
- Implement work-from-home options; H.R. to coordinate reallocation of work across departments for at-home employees
- Employees to notify Employee Health Center of out-of-state/out-of-country travel prior to returning to work



# Modified City Operations – Police Dept.

## Priority: Keeping Officers in Service by

- Limiting police medical response to calls of acute nature (Heart attacks, not breathing, etc.)
- Maintaining 6-foot safe space interview distance
- Revising call response plan to take non-emergency reports over the phone to minimize exposure
- Limiting access to City facilities and reduce large-group trainings
- Postponing Citizen's Academy and Ride-A-Longs



# **Modified City Operations – Fire Dept.**

## **Priority: Keeping Responders in Service by**

- Limiting public access to fire stations
- Postponing public education events
- Limiting the number of personnel on qualifying medical events
- Coordinated response protocol for suspected COVID-19 patients
- Distribute informational flyer to high-risk addresses



# Modified City Operations – COG Public Events

- Suspension of City of Greenville-permitted events through **Friday, April 17**
- Closure of Visitor Center at City Hall
- Recommend postponement of public events on private property
- *Not included in City policy:*
  - *Fluor Field Events*
  - *Greenville Convention Center*
  - *Peace Center*
  - *Bon Secours Wellness Arena*
  - *Hotel Event Centers*
  - *Private Event Venues*



# Modified City Operations - Public Meetings

- City Council – meetings in person or by phone for council; public attendance by teleconference
- Board and Commission meetings – meetings by teleconference
  - Remote viewing center where public can provide input and comments on public hearing items
  - Location will be advertised
- Recommend postponing neighborhood and association meetings
- Remote interaction by staff



# Modified City Operations – Municipal Court

- Guidance from Chief Justice
- Reschedule bench trials to extent possible
- Bond hearings will be conducted at jail
- No jury trials scheduled until mid-May
- Payments by mail or by drop box
- Additional cleaning and sanitation protocols for walk-in area





# Public Works - Solid Waste Operations

Priority – Continue regular collection schedule.

As Needed, Reduce Services in the following order:

- Yard waste collection
- Bulk collection
- Recycling
- Municipal Solid Waste

# Public Works - Wastewater Operations

Priority – Continue normal operations.

As Needed, Reduce Services in the following order:

- Routine maintenance
- Non-essential Repairs
- CCTV
- Emergency Response



# Public Works - Fleet Services

Priority – Continue normal operations.

As Needed, Reduce Services in the following order:

- Quick-service lane
- Preventive maintenance
- Repairs to non mission-critical vehicles
- Major repairs



# Public Works - Engineering

- Traffic Engineering Essential Services
  - Administrative Personnel Work from Home
  - Operations may operate on call
    - Maintenance items may be performed, but not essential
    - Essential operations such as inoperable signal would be on-call
    - If no crew is available, signals shall be considered four-way stop



# Emergency Operations Center

Tested and ready for 24-Hr operations upon activation

All PW employees have been briefed on protective measures related to the COVID19 virus, with enhanced sanitary measures implemented

Actively compiling list of PW employees authorized to work remotely based on supply of digital work devices

All vehicles equipped with sanitary wipes and disinfected with anti-bacterial spray



# Public Transportation – Greenlink

## Preparedness

- Buses are being sanitized daily (at the end of shift) with a disinfectant product.
- Wipes have been purchased, Operators are wiping down their work area every two hours.
- Hand sanitizer has been purchased for all staff, additional on order for public use on all buses.
- An electrostatic disinfectant sprayer is on order for April delivery.



# Public Transportation – Greenlink

## Goal: business as usual

- So far, no transportation agencies have canceled service.

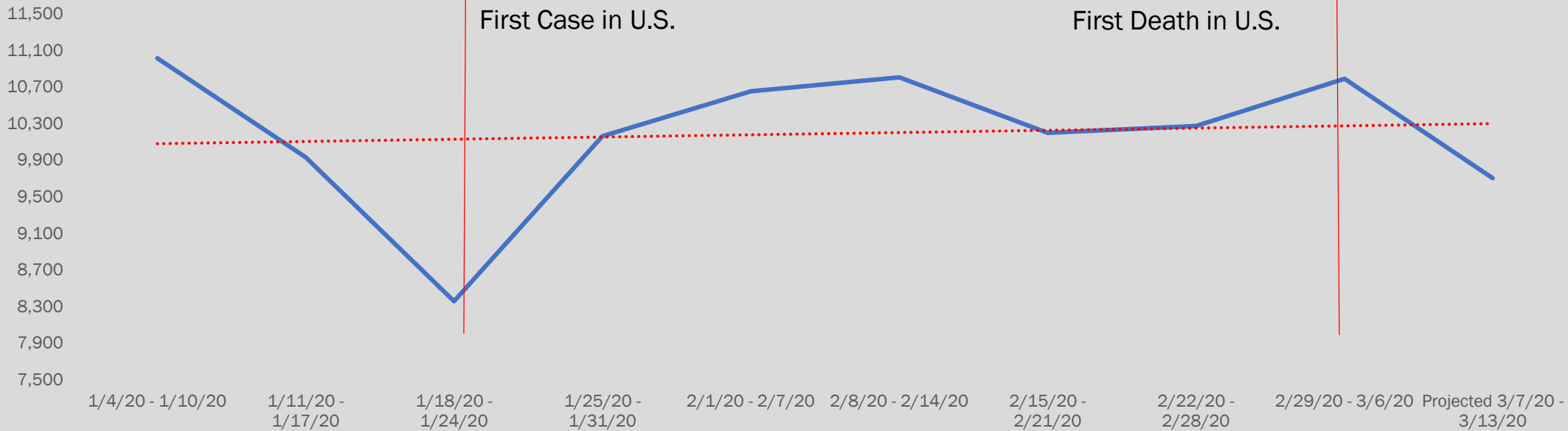
## Near-Term Actions

- Canceling Trolley Service through March 31 as it serves the downtown area and caters to visitors.
- Monitoring national transit trends, possibly suspending non-essential service.



# Public Transportation - Greenlink

## Ridership



There is a projected 5.3% decrease in ridership from the previous 9 week average.





# Modified City Operations – Permits & Revenue

- Payments accepted by mail, online, and over phone
  - General Revenue Assistance (HTAX, ATAX, Burglar Alarms, New Business Licenses) – 864-467-4368 (leave message)
  - Business license and building permit payments over phone (864-467-4505) and by mail; assistance via teleconference
- Customer service and support electronically (trial period)
- Information posted on website and at City Hall
- Plan documents and submittals:
  - Document transmittal through mail
- Safety protocols in mail center



# **Modified City Operations – Greenville Zoo**

**Priority: Limit exposure of essential zoo personnel to ensure care and well-being of animals**

- Closure of zoo through March 31
- Cancel zoo special events and field trips through April 17
- Continuation of distance-learning education programs
- Social distancing policies and protective gear



## **Modified City Operations – Community Centers**

- Concern for community center staff who are high-risk for infection
- Closing after-school programs
- Cancel Senior Programs through March 31
- Cancel Athletic Programs through March 31
- Cancel special events, permits, and programs through April 17
- Cancel all external recreation programs through March 31



# Modified City Operations – Parks

- Parks scheduled to remain open
- Events canceled through April 17
- Additional sanitation in public restrooms



# Public Information & Resources - Communications

- Signage at City facilities
- Greenville Cares phone line answered remotely
  - (864) 232-CARE (2273)
  - [cares@greenvillesc.gov](mailto:cares@greenvillesc.gov)
- Social media and website updates continue remotely
- Assist other departments with messaging as needed



# Public Information & Resources

- SC Dept. of Health and Environmental Control
  - <https://scdhec.gov/health/infectious-diseases/viruses/coronavirus-disease-2019-covid-19>
- Center for Disease Control
  - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization
  - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>
- CDC Guidance on Handwashing
  - <https://www.cdc.gov/handwashing/>
- CDC Guidance on Cleaning and Disinfection
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>
- If you have fever, cough, or shortness of breath, call your doctor to discuss your concerns.

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Access to a Prisma Health care provider from your mobile device or computer.

Get a free Virtual Visit with promo code “COVID19”

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No appointment.

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Use log-in code “COVID19”.

## Item 4(a) New Business

- An Emergency Ordinance to temporarily suspend the normal operating procedures of City Council Meetings, to authorize the City Manager to develop and enact a plan in order to ensure continuity in the delivery of government services in light of the COV1D-19 outbreak, and matters related thereto
- Allows City Council meetings by teleconference
  - March 23 and April 13 City Council meetings by teleconference
  - Website: [www.greenvillesc.gov/meeting](http://www.greenvillesc.gov/meeting)