

<b>2020 COVID Projects/Activities by Department</b>
<b>Clerk</b>
City Council agenda meeting management in a virtual setting
*Learned/implemented Zoom Webinar to conduct meetings in coordination with IT and CR
Provided the public with a method to submit written comments to council
*Learned/implemented Granicus eComment for the public to submit written comments to City Council and land use meetings in coordinate with IT and the board and commission liaisons
Board and Commission management in a virtual setting
*Trained board and commission liaisons so they can set up and conduct their board and commission meetings virtually via Zoom Webinar
*Recruited board and commission members in coordination with CR completely virtually
*Conducted board and commission interviews virtually via Zoom Webinar
*Helped establish Veterans Commission and Diversity & Inclusion Commission with new staff liaisons
Business License in a virtual setting
*Worked with NS and IT to modify Hansen to provide for more information and communication sharing so NS and CC can share information within the system and easily track license applications and license issuance
<b>Community Development</b>
Established an online form to allow the request of remote building inspections in response to the COVID-19 pandemic
Established an electronic submittal process for new development applications in response to the COVID-19 pandemic
Established a process to allow for virtual neighborhood meetings for new development applications in response to the COVID-19 pandemic
Established a remote video inspection process in lieu of in-person inspections of occupied residences in response to the COVID-19 pandemic
Prepared and released an RFP for environmental quality initiatives consultation
Transitioned Neighborhood Services to a seven-day work schedule and pro-active code enforcement philosophy
Coordinated with a third-party vendor to administer and disperse \$500,000 for Mortgage and Rental Assistance Program
Coordinated review with the City Manager's Office on Temporary Outdoor Service Area Permit to allow restaurants to use parking, sidewalks, common space for seating in response to the COVID-19 pandemic
Neighborhood Services provided support to PD and Ed during the early stages of the COVID-19 pandemic to educate retail and restaurant businesses on public health order restrictions
Neighborhood Services created the first extensive restaurant list

Established an electronic building inspection report and mobile work station for building inspectors in response to the COVID-19 pandemic
Completed the Comp Plan contract and CAC recruitment
Developed a contactless process for final planning inspections, hearing posting, pre-app meetings, and document recording process
Finalized LDC conversion to Municode
Collaborated with IT on the LLLP project conversion.
Updated Public Hearing Virtual Meetings Procedures for PC, BOA, and Derby
<b>Community Relations</b>
Provided staff support to the EOC when activated
Created and implemented a COVID-19 Crisis Communications Plan
Created and implemented COVID-19 web pages for city, PRG, and ED
With IT and City Clerk, researched and implemented new virtual meeting tools and coordinated communication
Provided staff support for increase in virtual meetings
Researched and implemented new communication strategies to communicate with Spanish speakers
Implemented C3 Community Grant Assistance communication
Administered family, child care, non-profit grants
<b>Economic Development</b>
Set up business assistance grants program
CARES ACT application management and reporting follow up/coordination with Finance
Created and implemented new web page with COVID Resources for businesses
Assisted small businesses with COVID grant applications and program assistance
Creation of Restaurant Guide assisting restaurants with COVID regulations, assistance, etc.
Hosted webinars to targeted audiences to support businesses, some offered in Spanish, others targeted restaurant and bar industry
Preparation of City Ordinance restricting Delivery Fees during COVID
Continuous communication with Restaurants on COVID updates/resources
Contacted businesses to inform them of Federal relief programs - SBA PPP and EIDL programs
Developed the COVID-19 Commerce City Loan fund with Colorado Enterprise Fund
Coordinated Virtual Business Consultations with program partners
Partnered with Chamber to offer online platform for Commerce City businesses to begin ecommerce (Shop Where I Live)

Participated and shared resources in resource outreach efforts for small businesses with the health department (Tri County Health)
Outreach to grocery stores with Adams County for COVID Business Ambassador program
<b>Finance</b>
CARES ACT Funding tracking (Significant time spent by Finance staff to meet monthly reporting requirement by the county)
Grant ordinances drafted and amendments posted (Increased activity for CARES funding related items from county, HUD, feds etc)
COVID19 changes in process (new machines for credit card handling, Qless appts)
Taking deposits to the bank in absence of courier during shutdown
COVID-19 bi-weekly tracking/reporting to DCM for council meetings
Attendance of many virtual meetings to address issues surrounding the pandemic
Remote audit (1st time in history of city)
Remote sales/use tax audits (These have been done in past by choice, inability to be onsite has had some impact to audits even though audit revenue numbers look good)
FET Sales/Use tax exemption (Wasn't an expected project identified in 2020 Work Plan)
Remote preparation of 2021 Budget/CIPP (Changed deadlines, processes)
Modification to the procurement policy (Was not on original 2020 work plan, necessary due to 2019 Audit findings)
RFP for bank courier services
<b>Human Resources</b>
Hiring and management of VHE to manage and screen entrance of people into City buildings per health codes
Created and managed processes and policies per current/changing health orders
Assisted with response to employees testing positive for Covid
Implemented virtual employee recognition platform - Kazoo
Moved Wellness and Risk programs to online platform
Moved all benefits to a virtual platform
Moved all training and development to virtual platform
Created employee orientation to online
Started the lean six sigma on Human Resource processes (process improvement)
Automated all recruitment with NEOGOV
Met with Tri-County for onsite testing for all essential employees
Met with Tri-County and updated COVID-19 policies
1250 hours between HR and Legal spent on reviewing the laws, regulations and background, drafting and training

Policies drafted and implemented:
o COVID-19 Symptom Screening Policy
o Set up employee screening guided and stations at all City facilities/Court
o City Personnel Guidance of COVID-19 Policy (Added 3/27/2020), several revisions
o COVID-19 Administrative Leave Policy (Added 04/01/2020), several revisions
o FFCRA-COVID-19 Emergency Paid Sick Leave Policy (Added 04/01/2020)
o FFCRA-COVID-19 Emergency Family Medical Leave Policy (Added 04/01/2020)
o FFCRA-Request for Contagious Disease Administrative Leave (Added 04/01/2020)
o Families First Coronavirus Response Act (FFCRA or Act)
o PPE policy (Revised) (Added 04/30/2020)
o VHE Furlough - draft letter, data, Employee FAQ and Resources
o Created VHE demographics dashboard
o Commerce City Volunteer Acknowledgement Forms 1 & 2
o Drafted New Sick Leave Policy with Legal for 2021
<b>Information Technology</b>
95 Desktop to Laptop upgrades to support a remote workforce
Qless scheduling and queue software for appointments
DocuSign
Kazoo employee recognition software
Zoom Meeting rollout for City staff
Zoom Webinar rollout for public meetings
Cisco Umbrella
Microsoft System Center upgrades
Council Chambers hybrid meeting technology implementation
Granicus E-comments
<b>Parks, Recreation &amp; Golf</b>
Community outreach and education through Ambassador Program regarding public health orders and resources will carry into 2021
Support to EOC, Civic Center Wellness Screening and other departments when requested (Community Development and Public Works), provided on-going internal courier service throughout pandemic
All PRG staff completed required FEMA IS-00200 and IS-00800 training

Plan developed to complete recreation centers annual shutdown projects in April & May due to facility closures related to COVID; all projects completed by end of May
Staff participation in Adams County Aging Services Response & Recovery Team
Staff participation in Colorado Parks & Recreation Association COVID response section team
Staff participation in Adams County & Recreation COVID response team
Development of plan for full closure of recreation centers, club house and restaurant (March)
Development of internal process for management of VHE hours worked and payroll processing
Implementation of furlough of VHE including, letters, calls, emails and text messages
Ongoing communication with full time and VHE regarding status of programs and services based on updated public health orders
Initial opening of Buffalo Run Golf course limited services, public access of restroom facilities only, golf allowed by reservation, no carts
Buffalo Run Golf Course limited services, golf allowed by reservation, carts allowed one person per cart unless cart shared by household members
All PRG facilities (recreation and golf) new procedures and processes established regarding traffic flow through facilities, sanitization, and signage and safety protocol for staff and public
Process of program registration refunds and credits; extension of over 3,000 passes for use of recreation centers
Activation of furloughed VHEs for summer programming and opening of facilities
Access to PRG facilities by reservation only beginning in July, limited programming such as Youth summer camp; limited access to indoor and patio dining at Bison Grill restaurant
Activity Guide production moves from hardcopy to on-line versions only (constant update required based on current public health order)
Access to PRG facilities, programs and services increased in with Fall Program Guide based on current public health orders, minimizing some reservation requirements
PRG expanded partnerships with local, state and national organizations, non-profits, community groups and professional associations
PRG Advisory Committee meetings resume via ZOOM
Winter/Spring programming and access to recreation facilities reduced and reservations required due to current public health order; public access to Buffalo Run Club house limited and indoor dining closed allowing for patio dining and curbside pickup
CAREs Act grant funding for seniors including promotion, processing, review and approval; expanded senior services through Senior Hub
Established holistic approach to Homelessness (Community Navigator and Park Ranger positions for 2021)
Re-Opened Veteran's Memorial Park following renovation

Grant applications submitted to Adams County Open Space, Greater Outdoors Colorado (GOCO); programs and services continued with Healthy Place and Generation Wild NEMC
South Platte River corridor master planning team established to include Commerce City
Ongoing evaluation and planning for PRG programs, services and opening of facilities will continue into 2021 as ongoing public health orders are distributed
Community outreach and education through Ambassador Program regarding public health orders and resources will continue into 2021
<b>Police</b>
Heavy over-time due to COVID impacted officers
Enacted the EOC and tracked all COVID related expenses through EOC
Service to community in response, management and mitigation of COVID impacts
Held weekly EOC update meetings City-wide
<b>Public Works</b>
Met with a third party HVAC engineer to determine feasibility of HVAC modifications that may improve air circulation throughout City facilities, conducted similar meetings with building control vendors as well as RTU manufacturer representatives; met with Boulder County and Adams County Facilities teams to discuss/compare what those jurisdictions were implementing in regard to building HVAC management
Modified programming of HVAC controls to maximize clean air exchange throughout City facilities, conducted visual assessment of HVAC registers/returns to maintain good air flow
Implemented an energy conservation protocol to conserve energy at facilities not occupied due to remote working conditions
Installed custom-cut, high efficiency filters in all RTUs
Installed COVID related signage as needed
Implemented increased disinfection of common areas, added this task to the existing janitorial service
Implemented a new spray-down disinfection service of the PD gym and adjacent locker rooms
Implemented increased janitorial service as well as full spray-down dissection service of the PD substation
Coordinated additional disinfection on as-needed basis throughout the year
Designed and installed a modular/temporary cubicle within the courtroom to be used by City's legal team, installed acrylic barriers within this structure
Installed various stations and other control structures in the courtroom to ensure social distancing of all patrons
Installed temporary acrylic sneeze guards at the Golf Course Restaurant and the Pro-Shop
Installed permanent windows in the Civic Center Lobby info desk as well as the Community Development lobby. Installed other small filters in existing partition openings/penetrations

Installed temporary sneeze guards at the MSC complex building A
Implemented Clorox 360 disinfection fogging at the MSC complex, 2x week
Ordered an initial 6-week supply of paper products for all facilities, maintained this supply throughout the year; starting October 2020 increased the supply to 24-weeks
Conducted required FEMA incident command courses
Conducted COVID wellness pre-screening for all PW operations
Implemented a Clorox 360 fogging of all vehicles being serviced by each technician
Temperature and symptom check stations (daily)
Preparation of Dept. staffing report (daily)
Modified AM and PM Ops staff briefings to meet outside
Modified start and end of day operational procedures to limit staff interaction and use of building
Implemented staggered start and end of shift times in PKS and STS to limit staff interaction/cross contamination
Implemented sanitizing procedures for all shared indoor staff areas (daily)
Implemented daily vehicle sanitizing process for all shared vehicles
Modified daily work assignments, to as best possible, keep the same individuals in each work group daily
Address frequent review and processing of many staff COVID-19 leave requests
Implemented safety operating procedures for accepting/quarantining supply deliveries, development review submittals, mail distribution, and bid openings
Implemented remote permitting/licensing process
Implemented remote payment authorization process for permits and licenses
Developed/implemented contract review/signature process
Developed/implemented remote PIA review/signature process
Developed remote document recording process
Implemented remote process to respond to CORA requests
Implemented rotating staff schedule for public front counter function
Performed essential meetings via Zoom
Developed/implemented CIP invoice payment request process
Implemented remote payroll/invoice approval payment process
Assigned designated cleaning/disinfectant stations for the MSC complex
Provided staff support when EOC was activated
Procured sanitizing and cleaning products
Reported Daily Staffing Reports to EOC