

Director Reports to Common Council

FIRE

Hiring and Promotions

Tyler Zunker was promoted to Driver/Engineer on May 10th. The promotion resulted from the retirement of Driver Engineer Todd Daanen after 30 years of service. Deputy Chief Darrel Baker retired in January. Battalion Chief Ryan Weyers was promoted to Deputy Chief in February. As a result, we are in the process of filling the Battalion Chief of Resource Development. We have two candidates moving forward to the Police and Fire Commission on May 28th. From there, one candidate will be moved onto the industrial physiologist. The goal is to have the Battalion Chief of Resource Development position filled by the end of June.

Five new recruits began their career with the Appleton Fire Department on April 20th. All five successfully completed a five-week recruit school on May 8th. They have been assigned to one of three shifts and began working the normal rotating schedule beginning May 10th.

Strategic Planning

Fire department strategic planning began in January. Prior to this, the last formal strategic planning occurred 13 years ago. I would like to thank the Common Council for approving the funding for this initiative.

A draft plan will be available in June with the final document completed in July. Part of the strategic planning process is to develop key performance indicators. The goal is to develop metrics that will help the fire department compare our performance against national and state best practices while measuring progress toward our outcomes.

Grants

Last year, the fire department received a grant from the International Association of Clear Thinking (I'ACT). The funds were used to perform mental health and wellness check on all fire department staff. This process was completed in May. It was well received, and staff indicates they would like to see more of this in the future. Fire department staff will be exploring additional funding opportunities for continued support in the area of mental health and wellness.

COVID-19

The Appleton Fire Department is taking steps to ensure there is no interruption in emergency response services, while maintaining the health and safety of our employees and their families from contracting COVID-19. Since before the Safe at Home order, all support staff positions were asked to work from home, public education programming, fire inspections and all visitors to the fire stations were suspended, this ensures they are not needlessly exposed to the virus from the line staff. All meetings were moved onto virtual platforms.

Fire Department staff serve in multiple roles within the city's Emergency Operations Center, including Branch Director, Planning, Public Information Officer and Incident Commander. In

these roles, we work closely with all city departments and external partners to safely navigate through the pandemic and provide the community with regular informational updates.

The Appleton Fire Department took a lead role in the development of a Regional Fire Service Mutual Aid Pact with six Fox Valley Fire Departments. This agreement allows for both equipment and staffing from the participating organizations to be redistributed throughout the Fox Valley ensuring fire protection and emergency medical response and transport for the communities. Created a dashboard that provide real-time data for Fire Department Operational Effectiveness. This document tracks the reason for an employee not being able to work. It also helps with identifying when the Fire Service Mutual Aid Pact would need to be executed. We cross credentialed all medical trained employees with the Cities of Kaukauna and Oshkosh. This enables staff from different fire departments to work side-by-side while staffing medical response vehicles. Our Emergency Medical Plan with the State of Wisconsin was amended to add additional medical transporting agencies (City of Kaukauna and City of Oshkosh) for the City of Appleton.

Several new policies and procedures were created to address the COVID-19 pandemic, including Response to COVID-19 patients, Personal Protective Equipment Usage, Equipment and Fire Station Cleaning and Sanitation, Responding During Civil Unrest and guidelines that address employee exposure, isolation and returning to work. How we treat patients was modified to include “Doorway Triage.” Here, a firefighter will direct questions from the doorway to help determine if the patient potentially has COVID-19 symptoms. If so, then staff will don higher levels of personal protective equipment and we ask the patient to exit the building, if possible, so we can provide care outside where the open-air conditions will lessen the chance of our staff contracting COVID-19.

- Chief Jeremy Hansen

Department of Public Works

COVID-19 Impacts

- Due to the significant decrease in Parking Utility Revenue since March 2020 we are postponing approximately \$500,000 worth of projects including Red Ramp Elevator Replacement, Green Ramp LED Lighting Upgrade, and several other smaller projects and equipment purchases.
- We currently have approximately 20% of DPW staff working from home. The majority of these employees were displaced from the 5th floor City Center office area. To date we have been very successful in maintaining our previous levels of service by modifying our work processes as necessary to ensure the safety of our employees and continuity of operations.

- Yard Waste Sites opened one month later than normal with services provided that do not require monetary transactions.

Staffing Update

- Currently we have four (4) vacant positions that are in the final steps of the hiring process.
- All current employees are working productively either from home, in the office or out in the field.

Major Projects Update

- The Road Report is available on the City webpage. This map shows all streets impacted by current projects, along with anticipated completion dates.
- Newberry Street Sewer and Water Reconstruction Project Phase I between Schaefer Street and White Oak Drive is well underway with an anticipated completion date of July 10th. The remainder of the project is anticipated to be completed by mid-September.
- Prospect Avenue Concrete Reconstruction Project between Bartell Drive and Haskel Street started in April and is anticipated to be completed by late August.
- College Avenue Crosswalk Replacement Projects at College/Walnut, College/State, College/Superior and College/Durkee will be completed by May 18.

Operations Update

- Annual Spring Yard Waste Collection started on April 13th and was completed on May 8th
- Masons are finishing up curb damage and will be starting on inlet, manhole and panel repairs
- Crack filling concrete streets (any day that it is dry)
- Patching potholes with hot mix asphalt
- Paving streets in Apple Ridge
- Hauling ground leaves to area farm fields
- Picking trash from snow dump sites
- Sealing the decorative concrete on College Avenue
- Hydrant flushing should be complete early next week
- Locating & repairing water main leaks and breaks
- Cleaning up graffiti
- Televising sewer mains where heavy cleaning has been completed
- Cleaning sanitary sewers
- Inspecting and cleaning storm inlet sumps
- Hydro vac the expo center wet pond for structure inspection
- Street sweepers have completed another pass south of the river and are now on the typical 3week/6week rotation for river vs. storm pond watersheds
- Tree planting should be complete early next week

- Installing flags on City streets and banners for Lawrence University
- Grinding tree stumps
- Pruning and removing trees
- Repairing muskrat damage at City ponds
- Installing coir logs around ponds
- Cleaning up trash from around all City ponds
- The flower crew will be starting next week. They will be preparing the beds and planters for planting after Memorial Day.
- Curbside collection of automated and overflow refuse
- Curbside collection of metal, appliances and tires
- Notifying and enforcing non-compliant items left on terraces
- Chipping the large pile of yard waste that we just collected over the last 4 weeks
- Delivering ground yard waste and brush to farm fields
- Performing maintenance and filling requests for on automated cans
- Working both City yard waste sites
- Maintaining all CEA vehicles
- Continuing to switch equipment from winter operations to summer operations

- Director Paula Vandehey

Utilities Water and Wastewater Plants

COVID-19 UPDATE

1. Utilities employee safeguarding practices have been established at each facility. All Utilities staff are maintaining social distancing amongst themselves and with contractors. Deliveries and mail are accepted in a controlled area. Disinfecting common areas has increased to minimize the potential for virus transmission. Additionally, the water plant has separated operations and maintenance staff and work areas and contracted discretionary maintenance activities have been deferred.
 - a. Utilities Department hourly staff, (approximately 85% of total staff) has continued to operate and provide maintenance functions at both the water and wastewater plants. Their work requires operations and maintenance activities that cannot be completed off-site. The Utilities Department is maintaining staffing levels required by state statutes.
 - b. Utilities Department management and administrative staff (approximately 15% of total staff) have been asked to move their office work to their personal residences. Due to plant needs these staff do still report at some level back to the plants (1 to 3 days per week).

2. COVID 19 has affected business activities including financial revenues and regulatory compliance.
 - a. The Public Service Commission (PSC) has issued orders to not shut off or penalize water rate payers until after the emergency order has been lifted. These activities generate a small revenue stream. Generally, past-due balances are placed on the tax rolls.
 - b. There is a current trend of a 10% reduction in water sales. This is not expected to be a sustained trend, but total 2020 revenues may be decreased for both water and wastewater utilities.
 - c. Expenses for 2020 are currently being reduced due to lesser treatment costs and through the postponement of non-critical maintenance projects.
 - d. State orders have allowed for the expiration of WDNR operator licenses. All Utilities Department operators are not affected as they hold state licenses and have transitioned to online course work to maintain those licenses.
 - e. The State has issued guidance and reduced in house residence sampling requirements for some compliance requirements. The utility sampling plans have been modified to allow for testing and remain unencumbered.
3. Capital projects that are under contract have not been impacted to date. This utility project work consists of constructing facilities, providing equipment, and installing mechanical and electrical systems. All the aforementioned construction functions have been deemed essential by State orders. As such, issues with project schedules are not expected. Individual project updates will be given at future Utilities Committee meetings.

Finally, the Appleton Department of Utilities continues to meet all State and Federal requirements for drinking water and wastewater services identified under Wisconsin Administrative Code and within the Wisconsin Pollution Discharge Elimination System Permit (WPDES).

If you have any questions or comments regarding this report please contact Chris Shaw at 920-419-6084.

- Director Chris Shaw

Finance

COVID-19 Mitigation Effects and Initiatives

- Staffing - All 6th floor staff are working from home. Due to equipment needs, payroll and accounts payable staff spending some minimal time in office. All at-risk staff in the 1st floor customer service area working from home. Other 1st floor staff, considered essential employees, are working with increased safety and precautionary measures in place. Customer service area also hosting a DPW staff member to help contractors with permitting and other necessary business activities.
- In order to provide financial relief to local businesses, initiated a modification to City ordinance waiving the requirement for businesses to pay outstanding liabilities to the City as a condition of receiving certain business licenses during the renewal period in June. The obligations will still need to be met but can be outstanding at the time the license is issued.
- In order to provide relief to taxpayers, worked with the Mayor's Office to craft a letter to overlying counties in support of waivers of penalties and interest on certain delinquent property tax payments included in WI Act 185. The respective County Boards must approve this initiative in order for the City to take up this action.
- Finance Director is acting as the Finance Section Chief in the City's Emergency Operations Center. Other Finance Department staff acting in related capacity in the areas of payroll (time accumulation), purchasing and cost recording.
- Finance Department has taken the lead in segregating costs related to COVID-19 mitigation costs in order to provide a basis for reimbursement from various federal and state funding sources. Separate budgets have been established for isolating these costs and Finance staff continue to work with other City departments to provide guidance and support.
- Registered the City of Appleton in the FEMA reimbursement on-line portal and attended several educational sessions related to the portal, eligible cost requirements, and the FEMA reimbursement process.

Other Department Activities

- Continue to provide customer service on the 1st floor and coordinate other City Hall functions such as mail service and CSM/plat map exchanges with other City Hall departments.
- Finalize the virtual 2019 audit with the City's audit firm and coordinate completion and release of final audit report scheduled for mid-June.
- Begin the 2021 Budget process. Distribute 2021 Budget timeline, updated 2021 CIP forms, and budget completion instructions to City departments.
- Continue implementation of the Tyler Munis ERP conversion. Focus for 2020 will be on training outside departments on the accounts payable system to enable them to enter payment requests directly, taking advantage of efficiencies in the system; testing and

upgrading the system to the latest version; implementing the property tax collection module in time for the December tax collection season; working with DPW to implement a new parking ticket system; and expanding the capabilities of the cashiering system.

- Director Tony Saucerman

Community and Economic Development

Our businesses are experiencing a wide variety of impacts during this pandemic, and the Community and Economic Development Department (CEDD) continues to work closely with community partners to provide resources, identify financial resources, support and educate on applications, processes, rules, regulations and make connections and referrals to meet the evolving needs of our business and not-for-profit community.

CEDD has worked collaboratively with local and regional partners to keep our resource list updated assist with surveys to understand the impact of COVID-19 on the community and identify and apply for grants. CEDD has participated in numerous webinars and virtual meetings to share and learn best practices, keep communication open, learn about opportunities, support developers to move projects forward, investigate a potential regional revolving loan fund, review and discuss re-opening plans and answer questions.

Since 2018, Appleton has offered Business Enhancement Grants in TIF District #11 and #12 in Downtown. This program provides 50% reimbursement of eligible project costs for exterior property improvements up to a maximum of \$7,000. Since the first Stay at Home Order was issued, the CEDD has entered into five contracts with businesses to provide business enhancement grants during this time. Two applications are currently pending, and we just had one inquiry.

CEDD continues to work with our development community, citizens, and internal departments to process current and long-range planning projects. We have maintained ongoing customer service inquiries, zoning/subdivision review for potential projects, as well as review and approval of alcohol and business licenses in cooperation with the Clerk's Office. Other tasks included completion of 4 Certified Survey Maps, 14 Site Plans, 3 Temporary Use Permits, 2 Annexations, 1 Zoning Ordinance Text Amendment, 6 Preliminary/Final Plats, 3 Special Use Permits, and 3 Rezonings.

Staff is coordinating details for and will facilitate a Neighborhood Program spring meeting on May 18. The virtual meeting will provide an opportunity for "roundtable" discussion among neighborhood leaders and an opportunity to promote competitive grant funds available through the Neighborhood Grant Program.

CEDD reviewed 52 applications, interviewed 4 applicants and hired for the newly created Coordinated Entry Specialist Position. On-boarding and training is scheduled for May 27th.

The COVID-19 outbreak has caused unprecedented unemployment and put thousands of households at risk of being unable to afford housing and other basic needs. CEDD has been working closely with philanthropic entities, community partners and not-for-profits to understand and prioritize the needs of our community during this pandemic in order to manage the short and long-term needs of this public health crisis.

We have reallocated \$84,780 of Community Development Block Grant (CDBG) 2020 funds to support prevention & diversion programs at three agencies that provide prevention and diversion programming to households who are at-risk of homelessness or are currently experiencing housing instability. It is anticipated that over 200 households will be served through this reallocation.

CEDD has simplified the grant request process for CDBG-CV funds. The City was awarded \$348,255 to be used to prevent, prepare for, and respond to COVID-19. The Federal government has not released all of the rules and regulations yet. CEDD is developing a plan for the use of these grant funds in collaboration with many stakeholders. Our focused approach will prioritize the unique needs of our community at this time, leverage existing partnerships, and create new collaborations, all while keeping in mind the low- and moderate-income persons in our community.

CEDD received the Emergency Housing & Homeless (EHH) Grant of \$202,430. This grant facilitates community efforts in rapid re-housing programming; emergency shelter operations and services; prevention & diversion programming for households who are at-risk of homelessness or experiencing housing instability; street outreach programming to connect literally homeless clients with services; and grant administration. The City expects to receive additional EHH allocation, specifically in response to the COVID-19 pandemic. That allocation is anticipated to be released toward the beginning of June 2020.

CEDD Assessors have suspended interior inspections until July, and all assessed values will be completed in May and state reports filed by June 8th. Open Book is rescheduled to July 27-31, and Board of Review is rescheduled to August 19th. Three appraisers assisted with early voting and the election. The CEDD Assessor team has accomplished many tasks since March. Some of those tasks included; 3,200 various data fields were cleaned up/corrected; 2,000 business personal property statements entered and calculated; 520 property listing prices entered; 390 property ownership/mailing address changes processed; 190 new homes and remodeled homes priced; 70 property photos updated; 18 tax exemption requests reviewed; and 15 parcel descriptions changed for CSMs, annexations, etc.

The Housing Rehab Program is only completing high priority exterior work at this time; for example, leaking roofs, rotted porches, code violations, etc. We continue to work with contractors and homeowners regarding the future scheduling of work, process payments to

contractors, loan payoff requests, subordination requests, completed the audit, and submitted all Federal and State quarterly reports. We are accepting and processing rehab applications for late summer/early fall and currently have 13 applications that are in various stages of review/potential approval. Work continues on confirming loans and entering that information into our new Tyler-Munis system.

CEDD GIS has managed a dramatic increase in technical support calls since the Safer at Home Order was enacted. Staff has worked with most GIS users in the City to ensure they were able to properly access GIS tools while working remotely. This process included: voice calls, Teams meetings, and remote desktop control to help staff resolve technical issues. GIS continues to move other projects forward and support staff as needed.

- Director Karen Harkness

Information Technology Update

Operations for the IT Department have been steady with all but 3 of us working from home. We've had our 2 helpdesk folks (Marge and Mike) coming in with one at City Hall and the other at PD to take care of phones and IM and anything they can address. I've been coming in 3 days a week to handle any paperwork needs and projects that need to be touched as opposed to remote work. The rest of the team can accomplish most of their tasks remotely. Below are bullet points of accomplishments since the beginning of the year:

- Infrastructure set and managed to allow 100+ people on any given day to be able to work remotely.
- Helpdesk support at City Hall and APD
- Minimal travel between sites as necessary
- Upgraded the Core network infrastructure
- Replaced aging fiber in City Hall
- Deployed new equipment as allowed
- Constant cybersecurity monitoring
- Working on the AV replacements in AFD, APD and Council Chambers. Hope to complete those projects by mid-summer.
- Implemented Apple Manager and MDM (Mobile Device Management) for all City-owned mobile devices.
- Standard requests as normal from both remote users as well as those in the office.

- Director Dean Fox

Mayor's Office

The Mayor's office is operating with two staff members in City Hall (mayor & executive assistant) and one staff member working from home (diversity & inclusion coordinator), and we have one vacancy (communications) to be filled. The Mayor has been working in the EOC as necessary. Introductory meetings with staff, local leaders, and citizens will continue for the foreseeable future.

Administrative Observations:

- Mayor's office has run business as usual, with meetings running virtually via Microsoft Teams or Zoom
- Executive Assistant covers certain office tasks for Legal Assistant who is working from home
- School field trips, Mayor's open office hours, office visits, etc. have been suspended during COVID-19 emergency orders
- Workflow between our office and some City departments has had to be adjusted as employees are working from home without access to the office

Diversity and Inclusion

With the advent of COVID-19, the top priority of the Diversity and Inclusion Coordinator became keeping our non-English speaking community informed with the rapid-fire updates. The 3 most frequently needed languages in Appleton are Hmong, Spanish and Swahili. With the Health Department, the EOC and community partners, we are collaboratively achieving that collective goal growing FB to 658 Followers with the Highest Reach of 33.8K people as of today.

We will continue to build on the successes of 2019, including the next phase of the Dignity & Respect campaign, outreach and educational events such as regular updates on WHBY, trainings, and social media enhancements. We will also be moving forward with Government Alliance on Race Equity (GARE) initiatives, among many other efforts to ensure Appleton is a welcoming and inclusive place.

Communications

The vacant position in the office has been retitled "Senior Communications Specialist" and is now posted. While the re-titling and reworking of the position description does not reflect any structural change to the office, the new position will emphasize strategic internal and external communications. We will fill this position in the coming weeks.

Parks, Recreation and Facilities Management

The Parks, Recreation and Facilities Management Department is off to a busy year. COVID-19 has certainly made our work more challenging, but we have found ways to continue to effectively deliver our services to both our internal and external customers. Following, I have provided a brief overview for each division.

Recreation

This year started out with a lot of excitement and strong participation in programs. While COVID-19 put a halt to our programs, we continue to see people looking to us as a respected recreation service provider in our community to provide ideas to keep them engaged and active. There has been an optimistic attitude from the community regarding returning to normal and in registering for future programs.

The recreation division staff is working remotely and have been busy planning and preparing for summer programs. The staff has been working through contingency plans for programs based on the safety of the community and staff. We are continually evaluating which programs will be carried out in the original format, which programs will be postponed to later in the summer, and what safety measures need to be in place for us to carry out these programs. In the meantime, the team is finding alternative ways to offer recreational programming and engagement including a virtual race (with 412 people registered), activities of the day posted to social media, and a virtual recreation center (updated weekly) on our website offering enrichment, educational, and active opportunities for the community.

We currently have two Recreation Programmer positions vacant and are working through the hiring process. An offer has been accepted by one candidate. We are extremely excited for and appreciative of Kabel Helmbrecht and Nate Baldwin for their service.

Grounds Management

Unlike most staff, the COVID-19 has affected the grounds staff very little due to the nature of their positions and ability to maintain social distancing. Spring is the busiest time of year as we clean up from the winter and prepare the parks and fields for another season of use. Hockey rinks have been disassembled and stored and the rink areas have been seeded and fertilized to aid turf recovery. Landscaping and drainage projects are ongoing. Core aeration and fertilization of athletic fields has been completed. Seasonal employees have begun joining our crew to help with this work as well as prepare for mowing which is already occurring. Other work includes playground equipment inspections and maintenance, court and field repairs and improvements, delivery of picnic tables, mulching playgrounds and landscape beds, etc. Grounds has installed signs to conform with the Governor's directives regarding playgrounds and other park amenities. We will be developing local rules regarding use of playgrounds and other park amenities now that the State's Safer at Home rules have been suspended and COVID-19 remains an issue.

Facilities Management

The maintenance of facilities is ongoing. January 1st the new janitorial services contract with Clean Power began. 2021 budget preparation is in progress including meetings with departments were completed virtually in April due to COVID-19. COVID-19 has made it more difficult to complete work as some facilities have restrictions to minimize any risk to essential workers. Staff have been tasked with deliveries of PPE supplies to departments as well as making PPE shields such as those in the Council Chambers, those utilized for voting, etc. Janitorial services have increased frequency of disinfecting high-touchpoint areas.

Reid Golf Course

Reid Golf Course could open with restrictions on April 24th and business has been good. Rental carts were allowed on April 29th and at this time the pro shop, clubhouse and practice range remain closed due to the Safer at Home order. We will evaluate continued closure of these services now that Safer at Home has been lifted. We look forward to seeing how the month of May will shape up to gain a better understanding of how COVID-19 will affect overall business.

Capital Improvement Projects

With winter transitioning into spring we can initiate many of our Capital Improvement Projects, most which are outdoors. Most notably is the construction of the Lawe Street trestle trail crossing, replacement of the Scheig Center parking lot, renovation of the Department of Public Works offices at City Hall, storage addition to the Parks and Facilities Operation Center and the replacement of the Universal Playground at Memorial Park. Many other projects including HVAC, plumbing, roofing, security, trail, hardscape and other projects are also in progress as approved in the 2020 CIP budget. We are also putting the final touches on projects that were affected by the wet weather in the fall of 2019. The Blue Ramp site restoration has begun and well as finalizing the Pierce Park playground replacement.

Other efforts include seeking grants for our Capital Improvement Projects. We were able to secure a grant for the future WE Energies Trail and continue to seek funding for future projects such as the Edison Trestle project and Ellen Kort Park.

Please contact me at 832-5572 or at dean.gazza@appleton.org with any questions.

-Director Dean Gazza

Human Resources & Risk Management

Operational Impact

The main impact of COVID-19 for the HR and Risk staff has been the amount of time spent on new mandates, changing requirements, EOC updates and answering questions for departments and employees. Outside of the direct COVID-related work, operationally, the department has been able to continue to conduct business pretty much as usual. We have had to adjust our

required training and have focused on more virtual and e-learning capabilities. These technologies will help the organization post COVID-19 by allowing more flexibility for operational departments to have required training accomplished without overtime and at more convenient times.

Staffing Impact

The nine members of the HR & Risk Team have been working remotely since March 19, 2020. As of May 12, 2020, our Benefits Coordinator has returned to the office at City Hall to be able to process facility access/ID cards for newly hired seasonal and regular employees. This employee will continue to work from City Hall on Tuesdays and Thursdays and work remotely M, W, F. The team has been able to utilize technologies to conduct virtual interviews and maintain communication with employees and departments having HR & Risk related questions and guidance. We have continued to hire and onboard employees, including seasonal employees, process leave requests, handle workers compensation, unemployment claims, liability claims, property losses and serve as a resource for departments on contracts, insurance, risk mitigation, safety and human resource related issues, including COVID-19 issues.

Projects Underway

- Development of a return to work plan, Q&A for employees and supervisory training materials for managing under COVID-19
- Education/learning of new Munis system and capabilities
- Exploration of E-learning for training
- Review of Loss Runs/History with Mayor and Finance
- Financial Wellness Team Quarterly Newsletter
- Updating succession plans-HR and Risk staff
- The Wellness Team continues to offer fitness challenges, home exercise program ideas, and other wellness topics relevant during the pandemic
- Review of several policies related to HR and Risk with updates to them as necessary
- Explore and implement expanded use of online onboarding for seasonal staff

Upcoming Projects

- Review HSA & HRA administrators
- Review of Occupational Health Pricing
- Valley Transit Labor Negotiations
- Health Risk Assessments
- Coordination of Occupational Health Testing for Respirator fit, medical clearance and annual audiograms
- Possible appraisal of all city buildings for insurance valuation purposes
- LEARN online training system (available through CVMIC in early 2021)
- THRIVE Leadership Academy 2.0

Significant Project Completion

- OSHA 30 Class -Taught in-house by our Risk Manager (savings of approximately \$6000)

- Seasonal Onboarding Portal and Online Training (replaces previous in-person training scheduled for summer 2020)
- Director Sandy Matz

Health Department

Our primary focus has been on COVID-19, so we have pivoted our priorities to only providing what would be considered essential services.

Our nursing staff continues to provide daily DOT (Directly Observed Therapy), and case management to two active TB cases. We are providing over the phone consultation and “visits” to our high-needs Maternal Child Health, Adult Health, Prenatal Care Coordination clients. Duties have been shifted, in these areas, primarily to two of our part time nurses who do not specialize in the area of communicable disease. This has required some additional training for these two staff members.

Our nursing staff call all persons who have been tested for COVID-19. This is to ensure that people stay isolated at least until test results come back (if negative), to provide information about symptoms and symptom onset, and to provide anticipatory guidance in case they receive a positive test result. If people have a positive result, we do a complete interview to try to capture the following information: potential sources of exposure, contacts they had during their infectious period, workplace information, and symptom monitoring. We continue to work with them, with daily checks on symptoms, until they are released from isolation. We also follow up with all contacts to every positive COVID-19 case, with daily checks for symptoms monitoring and quarantine for 14 days past the last exposure date.

COVID-19 related numbers as of 5/13/20:

57 positive tests

1015 Negative tests

143 Pending tests

278 Contact Investigations

11 Probable Cases (meet clinical case definition and had close contact to a confirmed case)

18 Suspected Cases (meet the clinical case definition)

To help us meet surge capacity with COVID-19 response, we have trained other non-nursing department staff members to help assist with COVID-19 related patient follow-up. provided training to members of our department’s administrative assistant, and members of our environmental and weights and measure teams, to assist with persons who have pending test results. We have also trained some of the Appleton Area School District Nursing Staff to assist with contact notification and monitoring. In addition, we have trained two of our part time nurses who do not typically work in the area of communicable disease to assist with contact

tracing. Having these extra resources help enable us to continue our proactive and thorough process, despite increases in testing. All the steps listed are necessary to try to reduce the spread of COVID-19 in the community.

Nursing staff have been fielding many calls from the community during the past 7 weeks. We assist many partners in the community, including healthcare, childcare providers, workplaces and long-term care facilities. We talk with many citizens, some of whom are quite anxious about COVID-19 and all the changes in their lives over the past few months.

Our Environmental Health program suspended routine Health inspections the middle of March. Two of our Environmental Health Inspectors have been working from home most of the time since City Hall was closed on March 19th. During this time, Health Inspectors have continued to perform licensing inspections for new establishments or those needing a new license due to ownership change. Early on, staff responded to many employee/employer related concerns about workplace safety with respect to social mitigation strategies not being followed. Inspectors have also worked on communications to all licensed establishments regarding best practices for their current operations and have performed follow-up phone consultations with higher risk establishments. Staff have been fielding questions from businesses regarding interpretation of Safer at Home orders.

Environmental Health Supervisor Steve Kihl has also been serving in the EOC as Operations Chief and will be working over the next week to prep for our annual establishment license renewal billing. Per Common Council, Apiary (Bee) rules have been updated and a fee study was done to bring our fees into alignment with other Wisconsin Communities. All requested licenses have been issued.

Weights and Measures staff have served in a variety of ways to support our COVID-19 response. Staff assisted our Nurses develop an excel spreadsheet that tracks results relating to Covid-19 cases in the City of Appleton. Several staff assisted with election day and absentee/early voting prior to the election.

Staff have used the Safer at Home orders to complete many Gas Station Inspections: 31 stations (1,071 pump inspections) inspected in Appleton and the consortium communities of Ashwaubenon, Berlin, Fox Crossing, Kimberly, Kaukauna, Little Chute, New London, Ripon, and Waupaca. To minimize contact with store employees, staff created a form to explain the inspection process so that there is minimum exposure. Working with a nurse, weights and measures staff developed safe inspection procedures for handling gas pump handles. We use a bleach solution to wipe down handles with before and after the inspection.

The City EM/Preparedness Coordinator has been serving in the role as Planning Section chief in the EOC. In this role she has also worked with municipal and county officials to establish respite and isolation centers both for our City staff and community members. This past week she has been on-site at the community COVID-19 testing location held at Fox Valley Technical College.

City Attorney's Office

As of May 1, Chris Behrens assumed the duties of City Attorney and Amanda Abshire moved into the Deputy City Attorney position. We are currently in the process of hiring another attorney to restore our office to full staffing.

Since the declaration of emergency in mid-March, at least one attorney has always been working out of City Hall while remaining staff worked remotely. In 2017 this office converted to CityLaw - an electronic/paperless system for maintaining our files and all related documents. Having that platform in place has been critical to allowing our office to continue functioning since our office files and documents are easily accessible and can be shared among staff, regardless of location. Staff has been available during all City of Appleton core hours, but also outside of the usual business hours as needed.

We have continued to function in a "business as usual" mode, providing advice and guidance to City departments including preparing contracts, negotiating several intergovernmental agreements and the like. In addition to the regular work stream, the COVID-19 emergency added a significant extra layer of work requiring advice and guidance from our department. Since the "Safer at Home" order, the City Attorney's Office has opened close to 100 matters in our CityLaw system. In addition to advising various departments regarding specific matters related to the COVID-19 emergency, this number also includes drafting and processing 49 contracts (drafting to routing), preparing closing documents for the three eminent domain processes, and assisting in the routing process for other contracts and documents using a new process.

City Clerk's Office

Staffing

The Clerk's office has remained operating at full staff, and everyone is still currently working at City Hall with no anticipated changes to this.

Spring Election

Total Absentee Ballots Sent: 16,923

Total Absentee Ballots Counted: 12,613

Total Absentee Ballots Rejected: 246

Total Absentee Ballots Returned Late: 219

Total Ballots Cancelled: 3,462

(Cancellation reasons: changed mailing address, undeliverable, voter request, voter moved)

The Spring Election was finalized and closed out on April 30th. Prior to finalizing the Spring Election, the Spring Primary was finalized. The process to finalize the Spring Election only took approximately 7 days.

Current Activities

We are currently working on processing liquor and bartender license renewals, processing tax

exempt property reports, preparing for the Board of Review adjourn meeting, dealing with voter management tasks, and election preparations for the fall including entering a substantial amount of absentee ballot requests for the August and November elections (that were received with the April election requests).

- Attorney Chris Behrens

POLICE

Emergency Schedule

We are still operating under the emergency staffing schedule that I discussed earlier with council. Vacations have been cancelled and staff has been doing an outstanding job adjusting to their new duties and expectations. We have several models set up to transition back to our regular work schedule that comply with contracts and hours worked requirements.

Operations

We are staffing according to demand and call volume. We have seen a dramatic decrease in overall calls and for most crime. We have seen a significant drop in crimes related to travel and businesses, such as crashes and retail thefts. We have not yet seen an increase in domestic abuse cases but we also know that many are not being reported because victims may not feel safe calling during the pandemic. We have seen an increase in mental health calls because of providers stepping back during the pandemic.

Staffing Update

We currently have two (2) open officer positions at this time.

Projects

Policy Management – We are transitioning to the Lexipol Policy and Training Management System. This will automate our policy and procedure manual and give us the ability to track when policies are disseminated. The system includes online tests to confirm an understanding of the policy and daily training bulletins that we can use as a training tool

Automatic License Plate Reader System (ALPRS) – Through a grant we were able to obtain a reader that we will put on an intensive use squad, a squad that runs almost 24/7 on patrol. This is similar to the system Grand Chute and Neenah PD use and Grand Chute has agreed to be the local “hub” for retaining the information. Similar to the parking utility vehicle, but with fewer cameras, the ALPRS reads license plates as an officer is on patrol and runs them. If the plate comes back with a “hit” as the owner being wanted for a crime, or the vehicle is stolen, it will immediately notify the officer.

Training Center Update – IT and Facilities are working on scheduling installation of our updated AV and tables/chairs for our training center. It is frequently used by not only other law enforcement agencies in the county but also other community groups and partners.

- Chief Todd Thomas

Library

In response to COVID-19, the library canceled programs, classes and events on March 13 and our facility closed to the public on March 15. The public library environment is a highly trafficked public building accessed by people of all ages and stages of life including many that would be considered at risk should they contract COVID-19. In addition, because items are borrowed and then returned to the library, there is an added layer of precaution and procedure needed.

As the State Governor and HHS Secretary issued orders restricting mass gatherings and ultimately issued specific direction for public libraries in executive orders, the library remained in compliance with the orders following all additional guidance and clarifications provided by the Department of Public Instruction's Division for Libraries and Technology as well as in line with supporting the City's priorities and objectives.

The library is currently functioning in two regards: as a way to support the library services that we can provide safely at this time and as a part of the city's comprehensive response to the pandemic.

All staff that can work from home are doing so. Staff working out of the library are those supporting contact-free curbside pickup of materials and those required to maintain the facility and provide access, periodic technology maintenance and building security. All staff who are in the building are following procedures and PPE protocols that have been established in consultation with our health department. All staff who are able to work are currently working.

The library meeting rooms are being used to facilitate a centralized PPE inventory and community PPE donation drive as well as a location to quarantine library materials until they are safe to handle.

As the information line for the City of Appleton, the library has continued to provide remote public service via phone and email responding to questions about city services, government orders, health concerns, unemployment and more. We are offering enhanced access to e-books, audiobooks and other online learning tools through our digital branch at www.apl.org and through our social media portals.

As a first step toward reopening, we began offering curbside pickup of library materials in May. This service was met with great enthusiasm from the public and in the first week offering the service we received over 1,000 requests for materials with requests for books outnumbering all other formats 5:1.

Below are additional updates about library operations since COVID-19 became an issue locally. This is not a comprehensive list as we continue to respond to needs as they arise.

Addressing Community Information Needs

- Developed and implemented system for electronic library card registration.
 - Over 1,200 new or renewed cards via phone or online since closing the building to the public.
- Public WiFi is offered in the parking lot. DPI has created an online map to help residents identify libraries that have extended their WiFi while their buildings are closed.
- Created resource lists for students, parents, and educators and resource guides of local social service agencies and offerings to help individuals and other resource providers
- Addressing other information needs gaps as they are discovered. For example, tax forms access moved to City Hall lobby and staff are monitoring and refilling as needed.

Circulation of Physical Materials

- Materials delivery between libraries ceased week of March 15. Materials that were stuck in transit at the time we shut down have now been delivered to their destinations.
- Resumption of interlibrary loans will not occur until additional information is known from a national research study regarding the lifespan of the virus on library materials. Currently, materials that are returned will be quarantined for 72 hours.
- Due dates are being continuously extended, so no fines are accruing during this period.
- We are using curbside pick-up bundles to promote participation in the Census.

Classes, events, programs, collaborations

- Programming for children, tweens, teens and adults
 - Numerous programs have been converted to online programs including live events, story times, self-directed activities, pre-recorded You Tube videos. These include Hmong bilingual and Spanish bilingual programs. Partner Programs include a Live musical storytime with the Building for Kids, the Fox Valley Symphony Orchestra and the Appleton Public Library.
 - Literacy related programming, booktalks, poetry contests, online book discussions
 - Educational programs on financial aid resources, unemployment, the census.
 - Developing small business resources

- Health and well-being focused programming including feel-good book talks and literature resources, online mindfulness programming.
- The Seed Guild liquidated the Seed Library to distribute seeds to the community
- Collaborating with the History Museum at the Castle to organize a post-COVID-19 community archive
- Fox Cities Reads is being re-designed and moved to the fall

Involvement in the City's comprehensive response to pandemic

- Election support – staff provided support with printing/mailing absentee ballots as well as several volunteered for election day support. Library volunteer list was also utilized to solicit workers.
- Supplies – providing staff support for the centralized location for PPE supplies and location for the community supplies drive.
- Communications support – the library's marketing coordinator has taken on additional responsibilities and joined the EOC with the PIOs. She will be activated as a full PIO the week of May 18. She is also maintaining the city's social media communications during the position vacancy.

Assessing the facility to prioritize social distancing and other essential public health procedures

We have begun working with FMPRD on the design and construction of barriers for service desks, planning for the rearrangement or removal of furniture or other items to accommodate social distancing and planning around the re-purposing of spaces to provide social distancing as we prepare for future phases and the eventual reopening of the library.

- Director Colleen Rortvedt

Valley Transit

(Update memo to the Transit Commission – 5/12/2020)

This memo should serve as an update since we haven't met recently due to COVID-19. Valley Transit continues to operate regular bus service for essential trips throughout this health emergency. All routes are running except tripper services which operate during the school year to handle capacity constraints related students. Valley Transit continues to take numerous incremental safety precautions and steps as directed by local health officials and the Centers for Disease Control. The Valley Transit Center is closed to the public.

I'll take this opportunity to recognize and commend the entire Valley Transit team. The drivers have done an amazing job adapting to the rapidly changing environment.

Additionally, the remainder of the support staff has stepped up to the challenge. My hat is off to the entire VT Team!

Since we last met, the City of Appleton has a new Mayor, Jacob Woodford. Mayor Woodford appointed two new COA Alderpersons, Joe Martin and Vered Melter to the Fox Cities Transit Commission. Please join me in welcoming Mayor Woodford and our newest FCTC members. They are replacing Alderpersons Brad Firkus and Alex Schultz. Many thanks to Aldersons Firkus and Schultz. Because we haven't been able to hold elections, Bob Buckingham and George Dearborn continue to serve as Chair and Vice-Chair respectively.

Plans are in the works to begin having committee and commission meetings soon. As you likely expect, those meetings will primarily be done virtually. Stay tuned for more information.

Valley Transit hired Stephanie Lenz as a Travel Training Specialist. Stephanie will be working alongside Sarah Schneider to identify barriers and provide training to overcome those barriers allowing for utilization of Valley Transit's services. Welcome Stephanie!

Valley Transit Staff held several meetings with our partner communities, businesses, and non-profits just before this health emergency. Comments included, but are not limited to, a new bus shelter in Kaukauna, shelter replacements and a potential new Transit Center location in Neenah, and a request from Little Chute to join the FCTC. This all remains on our radar screen.

As always, feel free to reach out if you have a specific question.

- General Manager Ron McDonald