

Subject to Change			
Tue., Apr., 7th	Montpelier Transportation Infrastructure Committee	6:00 PM	Freeconferencecall, TBD
Wed., Apr. 8th	Homelessness Task Force	11:30 AM	Join Zoom Meeting Online: https://zoom.us/j/980313261 Meeting ID: 980 313 261 Call In #: 1-929-205-6099
Wed., Apr. 8th	City Council Meeting	6:30 PM	Join Zoom Meeting Online: https://zoom.us/j/301735645 Meeting ID: 301 735 645 Call In #: 1-929-205-6099



Public Health and Safety

CORONAVIRUS (COVID-19) CITY OF MONTPELIER RESPONSE UPDATE APRIL 3, 2020

The Coronavirus has effected every aspect of life in our community- but the City remains focused on continuing to support our residents and larger community. We want to share updates on the City's actions to keep residents and employees safe and healthy.

With the State's passage of [H.681](#), the physical location requirements for public meetings is temporarily waived for the duration of the Governor's declared state of emergency. During this time, City Council meetings and other City Committee meetings, will be conducted solely electronically (right now, via Zoom) with options for public participation via online or telephone. The City will have the number for the remote call-in option on every City Council or Committee meeting agendas.

General Updates:

- The City continues to create guidelines and policies that aim to protect employees and residents. This week that has included creating guidance around our Department of Public Work's staff traveling one person per City vehicle, and creating Zoom meeting guidance for the City Council meetings.
- Due mostly to COVID-19 related revenue loss, the City is facing a potential year end deficit of up to over \$500,000 for the last quarter of FY20.
 - Primarily lost revenue as follows (estimations):

Foregone Parking Revenue	\$255,000
Rooms, Meals & Alcohol Tax Collection	\$67,500
Ambulance Billing	\$25,000
Recreation Program Fees	\$26,250
Senior Center Program Fees	\$25,000
Other Permits, Fees, Fines, Etc.	\$34,500
TOTAL Projected Revenue Loss	\$433,250

- Additional expense items exceeding the budget: health insurance, salt and legal expenses. We project that overall expenses to exceed the budget by \$68,000.
- The combination of revenue loss and unbudgeted expense equals a total of **\$501,250**.

The City has identified a total of \$223,035 in potential project, equipment and budget line reductions, but

that still leaves a remaining deficit of \$278,215 to be addressed. Right now, the City is looking into as many cost-savings options as possible- always with the end goal of supporting our employees and keeping them whole. The City will be proposing any recommended further cost saving initiatives to Council at the April 8th, 2020 regular Council Meeting.

Additional Building and Event Closures and Cancellations:

- City Hall:
 - o The City Hall building will now be locked at all times due to safety concerns.
- Green Mount Cemetery:
 - o Cemetery Corrections work crews will not be available to the Cemetery for support until further notice. Some Cemetery services will need to be suspended, including:
 - General landscaping, with limited exceptions
 - Conducting Cemetery Tours
 - Funerals with more than 10 people in the funeral party
 - Any burials during the 4 day Memorial Day Weekend

New Resources and Community Partners

- The Washington and Northern Orange Counties Regional Response Command Center (WNOC-RRCC) is now open to receive calls for assistance. This free and confidential community support line is an additional platform to support individuals seeking guidance and connection to support services and resources during this trying time. Trained volunteers and WNOC-RRCC members are staffing the Call Center. A text line is available for anyone who needs or prefers written communication.
 - Call line: 802-477-5160
 - Text line: 802-477-5130
 - Hours of Operation: 8:00 AM - 10:00 PM, 7-days a week.

The WNOC-RRCC is looking for specific items for donation to serve community need. Please reach out to communityrelations@wnocrrcc.org for more information

- The City is still keeping up to date on community events, resources, and updates, along with places where you can volunteer your time. Information can be found here: <https://www.montpelier-vt.org/1155/Coronavirus-Response>

Remember to support your local community businesses, if you are safely able to! There are many options to support our local shops, by buying a gift card, shopping online or by phone, or by ordering take-out or delivery. Updates for what is open can be found through Montpelier Alive: <http://www.montpelieralive.com/515/COVID-19-Updates>
Also, please remember to reach out to your neighbors or folks who may need assistance during this time.



Responsive and Responsible Government

MARCH 2020 ABOVE & BEYOND RECIPIENT JASMINE BENSON

March continued the success of the “Above & Beyond” Employee Recognition Award program, despite the community and global challenges that the Coronavirus has presented. The program has the City awarding a small bonus to an individual City employee that has demonstrated exceptional dedication in upholding the City’s values while exhibiting exemplary behavior and demonstrating going 'above and beyond' in their position.

March's recipient is Jasmine Benson, the Administrative Assistant for the Department of Public Works. Jasmine's nomination highlighted her sharp focus, inventiveness, and perseverance in the workplace.

Going "Above & Beyond" in her position, Jasmine has been at the forefront of the City's internal Coronavirus response. It was Jasmine who decided to create "cleaning stations" throughout City facilities- that create a space for cleaning supplies so that staff can safely and effectively clean their work stations and common areas. Her nominator stated that:

"The current cleaning stations throughout the City that are stocked with available products are due to Jasmine's perseverance and commitment to the City and its staff. Jasmine insured that when items needed to be "rationed" so that all groups were able to engage in protective cleaning, a plan was developed for supply distribution.

Jasmine made sure Material Safety Data Sheet (MSDS) accompanied the distributed cleaning supplies, and she delivered them to the City departments. All of this was accomplished in a few days' time, without interruption of her regular duties."

We believe that Jasmine's actions have provided us as City Staff not only with supplies for our protection, but have also given us a measure of "peace of mind" in this challenging time.

Thank you Jasmine!

DEPARTMENTAL OPERATIONS

We've included a chart describing the COVID-19 impact on each department's normal work duties.

POLICE CHIEF HIRING PROCESS

We received 19 applications by the Monday deadline. We will be making decisions about moving forward very soon.



Inclusive, Equitable and Engaged Community

COMMUNITY TRANSIT WEEK

The Central Vermont Regional Planning Commission is pleased to announce Community Transit Week, a collaboration of Central Vermont transit providers and advocates that will take place Saturday May 2nd—Friday May 8th. Their goal is to spread awareness of public transit options across the region, and help connect potential riders to routes that serve their needs. The week will feature:

- An Opening Day Celebration on Saturday, May 2nd at the Montpelier Transit Center will focus on accessibility, including a stationary demo bus providing an opportunity to try many GMT accessibility features like wheel-chair lifts and bike racks; Transit partners and advocates will also be tabling there with more information and transit opportunities.
- A Free Ride Day on Monday, May 4th when all GMT rides in the Central Vermont Region will be free of charge
- A week-long On-Board Raffle for bus riders who can enter their name for a drawing of free bus passes and other prizes
- An Elected Officials Ride the Bus Day, where constituents will have an opportunity to connect to their

- legislators and municipal officials on the bus
- A Ride-the-Bus Photo Competition where you upload your picture to the Community Transit Week Instagram and/or Facebook page
- Plus many other events

Please feel free to contact Grace Vinson (vinson@cvregion.com) at the Central Vermont Regional Planning Commission with any questions, comments or concerns.

FROM PARKS & TREES:

The Parks and Trees Department has temporarily closed the Hubbard Park tower due to COVID-19, as there's no way to get 6' of distance while up top or when passing people on the stairs.

However, our parks do remain open for all who find comfort in nature and wish to watch spring unfold.

Guidelines for park usage during this time:

- Use the parks only if you feel well and have not been exposed to someone who has tested positive for COVID-19.
- Practice social distancing by keeping yourself AND your pets six feet or more from others. This will likely mean having to step off a trail to let others pass.
- We *highly recommend* leashing your dog, even in off-leash areas. Only let your dog off-leash in Hubbard Park if you can keep them under strict voice control and ensure that they practice social distancing too.

MAKING RESTORATIVE JUSTICE VICTIM CENTERED AND WHY THIS MATTERS

The Montpelier Community Justice Center (MCJC) strives to succeed in its mission to deliver programs and services that are true representations of the ideals of restorative justice. While its Restorative Justice Program is offender driven, meaning cases come out of a referral of the person who offended, the program operates in a victim focused manner. This recently completed report highlights the services offered, benefits of these services, and anecdotal feedback as to the value of this service. We are happy to share some good news.

For each person who has committed an offense and who is subsequently referred by the police, state's attorney, or court for a restorative justice resolution, MCJC staff use affidavits and other case information to identify the people affected by the offense. The Victim Liaison contacts those people affected by the offense to express the care and concern of the community for what happened to them, to offer help finding needed resources in the community, and to let them know that the responsible party was referred to the MCJC. She explains the purpose of a restorative justice (RJ) process noting that the person who offended is required to participate while the people affected by the criminal offending can do so if they choose. The affected parties are offered an array of options for participating, from no participation to fully participating in person at an RJ meeting.

Of the 107 cases referred to the MCJC Restorative Justice Program last year, 50 involved identifiable victims. In those cases, the Police or the Court identified 86 individuals. The MCJC attempted to contact each affected party. Ten did not have a working telephone or a correct address. The remaining 76 received phone calls and letters. Of those, 88% (67 people) responded and opted for further email, phone, and/or in person conversations with the Victim Liaison. After understanding and exploring their options, 63% (42 people) chose to attend the RJ meeting or provide a statement to be shared as part of the RJ process. 37 % (25 people) chose to not engage in the RJ process of the person who harmed them, though some hoped the Victim Liaison would be present at the Restorative Justice meeting and broadly represent their interests. Many people feel depleted by the incident itself, the police investigation, writing required statements, attending hearings and dealing with the experience and consequences of crime and it is understandable that they choose no further involvement. Nevertheless, all of these people expressed appreciation for the outreach call.

In its outreach to people affected by the offenses of RJ cases, the MCJC offers:

- a. support the person may not otherwise receive (or perceive) in interactions with Police, the Court, or the

- larger community
- b. a chance to tell their story confidentially, in a safe setting, without interruption, judgment or interpretation
- c. the option to participate in the RJ process in whatever way feels comfortable
- d. help procuring restitution

Typical reactions to this outreach are appreciation for the information and attention, recognition that they benefited from the conversation with the Victim Liaison, appreciation of a process that helps people improve, etc.

My wife is so upset about what happened that she is unable to talk about it with anyone. But we are both very appreciative for the call. (Items were stolen by home providers)

The Court scheduled the hearing on a (religious) holiday, so I couldn't attend...I'm so glad to know this option exists. Thank you for spending so much time talking with me. I really needed to process this. (Home was burglarized)

Just wanted to thank-you once again for your help in facilitating my journey through the Restorative Justice process. It was your phone call to follow-up on why I had not received my check that uncovered that the paperwork did not reach the proper destination. Although it took a long time (3 years) and much work on my part (paperwork, filings, lawyers, phone calls) I am pleased with the final outcome. It was nice to see [the responsible party] clean and sober. I was impressed by the fact that he volunteered to reimburse me ... The best part, of course, was getting to meet his daughter... I had been so concerned for [the responsible party's] well-being and his ability to be a father to his daughter. Clearly, they have a special relationship. [The MCJC's] hard work and much needed persistent phone calls on my behalf was greatly appreciated. (Defrauded by home improvement contractor)

At this point...I am not able to make [the RJ meeting] date...Thank you so much for [arranging for restitution to be paid] on my behalf. I truly appreciate it. (Defrauded by home improvement contractor)

[My daughter] just wanted to move on from this and not talk about it anymore. But we really appreciate the work you do and we're glad the other driver is doing this. (Passenger in an accident caused by intoxicated driver.)

I'm not comfortable attending the meeting, especially if [someone else] were to find out. She wouldn't approve of giving him this chance. But you can tell him that I forgive him and want him to succeed. (Affected by a theft)

People affected by crime, who attend a Restorative Justice Panel (RJP) meeting in person, have some additional opportunities, as they can:

- a. tell their story to the person who hurt them and the RJP members
- b. ask questions
- c. meet and learn more about the person who harmed them
- d. have a voice in deciding what needs to be done to make things better
- e. receive the care and support of their community

It is common that people who participate directly in the RJ meeting feel better about what happened to them, less afraid, and appreciative of the community support provided by RJP members, even when they don't get what they want in a tangible way.

Even though [the responsible party] wasn't accountable and refused to make restitution for totaling my car, I really appreciated your support and kindness. (Victim of a hit and run)

It was very helpful to let her know how terrible this was for us. And I appreciated what she said and that she was willing to do specific things to keep this from happening again. (Parent of a youth in a head-on collision with an intoxicated driver.)

I was surprised to learn that we had some things in common. Seeing him in person took some of my trepidation away. (Person who was threatened with violence online)

While the RJ process is enhanced by specific input and/or direct participation of affected parties at an RJ meetings, some people who have been victimized do not want to participate. In these instances the MCJC Victim Liaison may

attend meetings as a proxy, further emphasizing a victim-focused RJ process where conversation is steered in the direction of accountability, empathy, and amends.

- a. Learning the thoughts, feelings and needs of those affected by crime can deepen both the RJP members' and the responsible party's understanding of the harm to the community and the victim.
- b. Affected parties' contributions to the conversation can provide the substance of any possible amends.
- c. The more RJ Panel members hear from affected parties, the more knowledge and insight they have and can apply to future cases where affected parties may not be present.

It's good that the panel is made up of members of the community where this happened. They are affected too. I want everyone to understand how the company, my employees and our customers were affected. I so sincerely thank you for taking the time to meet with me. Your commitment and dedication toward an effective but alternative justice process [is] very refreshing... Unfortunately I will be (busy) tomorrow evening which is in conflict with the Restorative Justice meeting. I have reviewed your notes below and ...how well you captured the critical essence of the (too) many things I brought up...I also remember being his age and that does and should be taken into consideration. I thank you for attending and expressing our concerns. I do hope this young man takes full and positive advantage of the alternate process the good people on the panel and you have afforded him.

(Representative of a business whose property was destroyed by someone who left the scene of an accident)

The MCJC routinely asks RJ program participants to complete an exit survey. Many of the people who offended and completed the program appreciated being able to face the people they harmed and make amends. All of the quotes below are from people who met face-to-face with the people they had harmed. These same people marked "Letter of apology to the victims" or "Meeting with victims of my crime" as their most meaningful activity.

It allowed me to show my respect, sorrow, concern, upset, etc. in person. Allowed me to say I'm sorry for my actions and the fear and upset (harm) caused. (Intoxicated driver of a car involved in a head-on collision)

I learned that it scared others and not to do it again. (Person who stole a car)

I learned a lot from the process. That the people don't hate me they just want me to see my actions and move on from this by making amends. (Person who burglarized someone's home)

I learned that the [victims'] life was very affected and what they went through...I made my amends but I still understand the [victims] still have their own feelings. (Someone who ran into a family's house when under the influence)



Sustainable Infrastructure

DPW STREET & WATER/SEWER DIVISIONS:

The City of Montpelier's Street Division worked on various tasks throughout the week. Our crews checked all of the areas around town that have historically been problematic due to the heavy rains and maintained areas of the early morning freeze and thaw throughout the city.

The Street Division also completed the following:

- Stockpiled 3" stone at the stump dump
- Performed sidewalk sweeping
- Cleaned leftover construction materials from Northfield Street
- Had a sight visit at a residence on Deerfield Drive, the brook was eroding the back lawn
- Put out park benches downtown
- Placed cold patched asphalt in areas with bad potholes
- Repaired mud and rut issues on dirt roads (Gould, Murray and Bliss)
- Repaired receiver at a residence on Deerfield Drive

- Picked up sand barrels around town
- Cleaned areas around the public works garage
- Provided vector truck training for employee's on sewer line on State Street
- Set up the street sweeper and worked on downtown (shake down run making sure all was working properly)
- Swept off wooden bridge decks on Elm Street
- Road shoulder work on Deerfield Drive

Next week our crews within the Street Division will continue street & sidewalk sweeping, shoulder work on Deerfield Drive, maintain mud and ruts dirt roads and repair areas with plow damage.

The Water/Sewer Division was busy completing many different task and addressing residence's concerns such as the following:

- Investigated main line valves on Ewing Street for map corrections
- Turned water off and back on for a resident on Overlook Drive and Elm Street
- Pulled all hydrant whips
- Answered resident call for backed up sewer service on Court Street, cleaned main line stub with Vector truck off Elm Street
- Checked CSO's
- Repaired a leaking water meter at #210 Main street
- Started quarterly water meter readings
- Cleaned sewer main on state street and the syphon by Bailey bridge
- Cleaned catch basin at the WRRF
- Handed out hydrant flushing notices for next week
- Daily sewer pump station checks

Next week our crews will finish quarterly water meter readings and work on the missed list as needed, answer customer concerns as needed and keep up with daily items. Hydrant flushing will take entire crew and will take place all of next week.

STUMP DUMP CLOSURE:

Just a reminder: Due to the current public health crisis, the City of Montpelier's Stump Dump is closed until further notice. We apologize for the inconvenience and will update the public as soon as we have an anticipated re-opening date.

COMMUNITY PROGRAMS & PROJECTS:

DPW placed benches and waste/recycling receptacles throughout the downtown in a smaller number than usual, given the difference in foot traffic. While this may seem counterintuitive given the current circumstances, we've done so in order to support resident's efforts to exercise, and engage in healthy/fun activities during good weather. We'll be placing temporary laminated signs on them in the coming week with a reminder to practice social distancing.

The Central Vermont Solid Waste Management District (CVSWMD) administrative offices in Montpelier are closed for the foreseeable future. Staff are working remotely. The Board held their annual organizational meeting (virtually) on Wednesday evening, April 1. Appointments of Board Leadership unanimously reaffirmed those who have been serving in the roles of Chair, Vice-Chair, Treasurer and Clerk. The Draft 2020 Solid Waste Implementation Plan was adopted, allowing it to be submitted to the Agency of Natural Resources for review and comments. Once the Agency provides their feedback, the Board will hold the two required meetings for public comment. Revision will occur before submittal for final review by the Agency.

For the remainder of the meeting, discussion focused on the impacts and procedures related to COVID-19. There will be an income decline from the Additional Recyclables Collection Center (ARCC) due to its temporary closure. Workshops are being re-tooled for webinars, blogs, social media posts, etc. to keep the public informed on waste handling options. All Hazardous Waste events have been/will be postponed.

Considered a municipal entity per State of Vermont statute, matters discussed mirrored the concerns and considerations that have been had by Montpelier’s leadership – safety of staff, financial impacts and options for the current fiscal year and FY2021, re-scheduling of programming, and decisions around potential closure of specific facilities. A decision was made to offer staff continued employment through at least the beginning of May, although it is expected that staff projects will diminish over time. The Board also ratified the Executive Director’s decision to revive a longstanding policy that allows staff with substantial sick time accruals to donate time to a central bank for use by others facing special circumstances. One hundred hours were contributed. This is particularly helpful for recently hired staff.

Casella Waste Systems has asked the Governor to indefinitely postpone the onset of the mandatory diversion of organic materials in Vermont, slated for onset in July.

WRRF:

Operators are now working on a split shift schedule that will allow for two of the four operators to work at the facility on a given date to reduce the risk of the virus affecting all essential staff at the same time. Increased disinfection procedures are taking place daily.

Work on the project this week was focused on the dewatering equipment, and boiler installation as well as new HVAC and conveyors in the garage building. This work will continue into next week. There have been a reduced number of contractors on site as a result of the current health crisis.

WATER TREATMENT PLANT:

As part of our effort to adapt to COVID 19, we implemented a split shift schedule that will allow for one to two of the three operators to work at the facility at a given time to reduce the risk of the virus affecting all essential staff at the same time. Increased disinfection procedures are taking place daily. Routine sampling is being performed this week as well as general plant maintenance.

DON'T FLUSH THAT:

Due to the public health crisis, not only is our city seeing a shortage on toilet paper, but many communities are as well. Department of Public Works would like to remind everyone what should NOT be flushed. Flushing items listed below could cause sewer blockages, in which could cause plugged and overflowing toilets, poorly draining sinks and showers, raw sewage backing up through floor drains, manholes overflowing onto the ground or into nearby surface waters, health hazards and nuisance odors, increases in the City’s maintenance costs and costly maintenance and repair bills for YOU.

- Paper towels
- Baby wipes
- Moist towelettes
- Cosmetics and cosmetic wipes
- Cloth or paper napkins
- Shop towels
- Condoms
- Tampons and pads
- Diapers
- Cat litter
- Cigarette butts
- Dental floss
- Latex gloves
- Hypodermic needles
- Facial tissues
- Fats, oils or grease
- Clothing or rags
- Medications (pills or liquid)
- Bandages
- Cotton balls
- Food scrapes
- Swiffer pads
- Plastic of any kind



William Fraser
City Manager

Upcoming Agenda Items (TENTATIVE)

4/8	CAN Update Parking Garage Update COVID-19 Update & Budget	4/22	DRB Appointments Parking Garage Follow-up Ordinance Chapter #13 COVID-19	4/28 - 4/29	Strategic Planning
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Clerk's Office

What is the Normal City Cycle for your department this time of year?

Business, Liquor and Dog Licenses. Ongoing: Processing land records, vital records, marriage licenses, assisting Finance with payment processing and water billing, assisting with vault and online research and providing information, miscellaneous other items (posting land, Green Mountain Passports, etc). Election management is not normally a project until June, but we are currently working with the Secretary of State to create ways to move as much of the election process to mail as possible, as per H.742 An act relating to Vermont's response to COVID-19.

What are you working on, what is due and what is upcoming?

Normal City Clerk business for this time of year with the smaller, miscellaneous items suspended, and other face-to-face process (marriage licenses, land record assistance, etc) halted, except by special permission from the City Clerk.

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

Yes, but not significantly or unmanageably.

Is there anything that the City Manager's Office can do to be helpful?

Keep apprised and be supportive of safety measures and process modifications and workarounds implemented by the office.

Recreation Department

What is the Normal City Cycle for your department this time of year?

Planning Summer projects, Prepping and running spring special events, setting up staff for summer, registering participants in programs, winter plow damage, followed by the prepping ballfields.

What are you working on, what is due and what is upcoming?

Pool facility projects, Working on ADA planning for projects and timeline, putting together summer staff for Day Camp and Pool with the hope of moving forward.

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

Things have been effected due to COVID-19. I think many things can move forward, it will just take more time than usual as the availability of resources and capacities has decreased.

Is there anything that the City Manager's Office can do to be helpful?

Nothing I can think of at this time.

Assessor's Office

What is the Normal City Cycle for your department this time of year?

Normally we'd be doing property inspections in addition to the usual tasks. This activity has been suspended for the time being. I'm in touch by phone with property owners who have projects underway to get status as of April 1st (statutory date of value). Jane is keeping busy (from home) with property transfers and Personal Property reports & reviewing/processing homestead declarations, which are downloaded on a weekly basis. Jane has been responding to emails from home.

What are you working on, what is due and what is upcoming?

Bids for the Reappraisal are due this Friday. I've heard from both NEMC (Bill Krajewski) and Vision, so expect we'll see at least 2 bids. At this point, I plan to come in next week to open them.

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

My ability to conduct "business as usual" has been partially interrupted; fortunately we got a lot of inspections accomplished prior to the outbreak, so we're in good shape overall. Jane has been able to complete 90% of her work from home. Whatever she has not been able to do from home, she has come into the office to do after hours & on the weekend.

Is there anything that the City Manager's Office can do to be helpful?

Nothing I can think of at this time. Thanks!

Montpelier Police Department

What is the Normal City Cycle for your department this time of year?

MPD activity is way down due to our emergency Level 2 Operations (limited proactive policing). The Governor's executive orders have also had a profound impact on calls for service and traffic reductions. Parking Division has been shut down completely.

What are you working on, what is due and what is upcoming?

I am currently staying on top of ongoing developments with COVID-19 related issues: multiple conference calls, daily training updates, planning updates, coordination with Washington County Mental Health Services and BCPD with resource management, tracking new complaints and problems arising from the sudden increase in the homeless population at the Econolodge which is currently 40—many of whom are high-need individuals with both substance abuse disorder and mental illness, acquisition of PPE and cleaning supplies for front-line officers. The list goes on...

Assisting with daily police operations to include patrol duties.

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

Total change in direction as we prepare to lead both the department and the community through one of our greatest challenges yet.

Is there anything that the City Manager's Office can do to be helpful?

Continue being the face of city and be the glue that holds the city team together.

Public Works Department

What is the Normal City Cycle for your department this time of year?

Typically engineering staff would be bidding projects, spring cleanup would be performed by our streets Division and hydrant flushing by our water/ sewer division. We'd likely be hiring interns, and often it's that time when the end of the fiscal year could signal retirements, new hires, and temporary staffing.

What are you working on, what is due and what is upcoming?

Covid-19 is taking up considerable amounts of everyone's time at all levels. There are changes in operations to be considered and implemented for staff and public safety. Appropriate sanitation is now an extremely high priority as is communicating to staff what is happening, when it will occur and how. Adapting to new requirements, restructuring workloads, championing and learning new behaviors, listening to and responding to staff concerns, and exerting ongoing effort to provide a safe environment are daily, high priorities.

Typically, DPW would be cleaning up from the winter and preparing for summer projects. The Stump Dump would open to the public. We'd be anticipating year-end requirements for grants, special projects, and concluding contractual requirements as well as putting new projects out to bid. Staff would begin to request time off for summer vacations. Our engineers would begin meeting with contractors and planning timelines for new efforts and checking in on completion of other work-in-progress.

Upcoming challenges (sometimes daily) are figuring out how restrictions due to the pandemic will alter our work and workforce, helping our staff feel safe, developing contingencies for the near future depending upon the latest news and making an ongoing effort to support each other across all departments.

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

Absolutely! Our work world is different now and each of our "personal worlds" are different as well. Not only are we unlikely to be doing our usual work, the way we accomplish it has changed (distancing, virtual meetings, a closed City Hall, indirect contact with residents...) On the personal level, families (including my own) are adversely affected by the same stressors which results in additional adaptations (working from home, care of children, financial issues due to layoffs, worry about aging parents...) Some part of every day is given over to aiding and emotionally supporting each other in order to be able to collectively accomplish our work.

Is there anything that the City Manager's Office can do to be helpful?

Ah! The care-filled, quiet, resilient and sincere responses to questions; the patient attention given to a whole set of new and very real problems and concerns; the willingness to be present and engage in difficult and sometimes emotional conversations with staff grappling with how to feel safe during this challenging time; and the continued confidence, support and trust that the City Manager's office regularly demonstrates has continued in spite of the challenges being faced and is already both amazingly reassuring and helpful.

Community Justice Center

CJC is business as usual but remote.

Senior Center

What is the Normal City Cycle for your department this time of year?

Besides the ongoing classes, drop in groups, FEAST meals, educational presentations and workshops, and other regular services, we'd usually be doing the following this time of year: Spring class starts, tax clinic, rummage sale, fundraising dinner, Preparation for membership renewal, Preparation for Annual survey mailing and processing, Advisory Council election and Summer class planning.

What are you working on, what is due and what is upcoming?

During the COVID-19 outbreak, MSAC is finding that much of the work that normally gets done during this time of year is still happening, just in a dramatically different fashion.

The outbreak has forced Center staff to creatively think about ways they can continue to provide as much as they can for members, whether it be by continuing the production and delivery of meals on wheels, offering remote classes, and continuing to be a resource for the older members of our community.

We have revamped our FEAST program in many ways. We have some newly trained and younger volunteers delivering meals on wheels in four routes with bulk frozen meals instead of 26 different routes with daily hot meals. We also have a staff member distributing To-Go meals out front of the center twice weekly.

We are busy working on planning for Summer programs in hopes we will be able to re-open or continue to offer more remote programs.

We are coordinating with community volunteer groups, the RRCC, and Mutual-Aid efforts.

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

Dozens of events, community lunches at MSAC and in-person services have been cancelled along with access to the facility, equipment, computer lab, lending library and more. The last several weeks of Winter classes were cancelled and the start of Spring classes were delayed.

The impact of the inability for the Center to be a physical social gathering place for community members is significant. For some, being at the center may be one of the only times they socialize with other community members on a daily/weekly basis. In-person customer service is no longer possible, which has a big impact on our community's seniors.

The Senior Center has already and continues to experience a significant reduction in revenue. Examples include the cancelling of two major fundraising events planned for March (a dinner and auction) and April (rummage sale), cancellation of many rental contracts for our facility space, and reduced numbers and class fees received from people signing up for spring classes. Thus we are needing to look at other fundraising strategies and invest more time in this.

Our staff TEAM anxiously awaits the day when we can again open our doors to community members and be able to offer older community members the opportunity for physical socialization and connection--the one thing that we cannot offer during this time despite our best efforts.

Is there anything that the City Manager's Office can do to be helpful?

We need a couple dozen small bottles to use for hand sanitizer for volunteers delivering meals, etc.

Please continue to keep us informed of communication, policy and budget matters related to Covid-19 response.

Parks and Trees

What is the Normal City Cycle for your department this time of year?

This time of year, as the snow disappears, we would be hosting lots of different volunteer groups to pull invasive plants and plant trees throughout the parks. Last year around this time we hosted groups from Main Street Middle School, National Life Group, ECO AmeriCorps, True North Wilderness Program, Two Roads Academy, Green Mountain Valley School and more. We would also be performing street tree work (regular pruning) a few days a week.

What are you working on, what is due and what is upcoming?

"We are currently working on applying for an NCCC AmeriCorps team of 8-12 young adults to come help out in the fall. Last year we hosted a team for 7 weeks in the spring and they were a huge help with tree planting, trail work, and tree work. This year we are applying to host them in mid-August through mid-October. If we get assigned a team, they'll be able to help us out with trail work, fall planting, Parkapalooza and Enchanted Forest!

We are also working on stockpiling firewood for next year. We're splitting and stacking lots of ash wood that Green Mountain Power is taking down around power lines. "

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

It's difficult to get certain things done without being able to work together. Applying for an NCCC team and other office work that can be done from home will be uninterrupted. But tree work and splitting wood is too dangerous to do alone. We have been splitting wood "together" from a far distance and using separate tools. We never operate a chainsaw if someone else is not around.

Is there anything that the City Manager's Office can do to be helpful?

Keep us in the loop about how other departments are coping with this situation. We really appreciate the weekly email updates and weekly reports. We are supposed to be hosting a group of international volunteers in mid-late July, and I'm really unsure about what to tell them when they ask about booking their flights. I would appreciate any advice/insight on that.

Planning and Zoning

What is the Normal City Cycle for your department this time of year?

Permits start to pick up once the weather warms. We have seen some increase but not the usual level

What are you working on, what is due and what is upcoming?

City plan chapters, new permits that are coming in, grant requisitions and progress reports, Health inspections, violation inspections, research on "on the record permit review", set up for remote working (computer set up, phones, etc.).

Do you feel like your ability to complete this normal task/project has been interrupted or effected?

Yes especially as it applies to permits and inspections. Work with committees has been on plan chapters has been ok.

Is there anything that the City Manager's Office can do to be helpful?

Probably not more than is already being done.