



UTAH LEAGUE OF CITIES AND TOWNS

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Best Practices: This document contains current and suggested practices adopted by Utah's Cities and Towns to continue to provide uninterrupted services to residents while implementing protocols to protect staff and residents. Since COVID19 and the policies surrounding this pandemic can change quickly, please email ULCT staff with new or updated policies. League staff will constantly be updating this document as policies change.

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Public Meetings: Cities have canceled nonessential meetings and task forces that mirror recommendations from the Governor's office. Essential meetings like city council and planning commission meetings are being held electronically when possible. Recommendations include:

- Implement changes currently available under the Governor's executive order on OPMA. Link [Here](#)
- Use electronic services like Youtube Live, Zoom, Facebook, Adobe Connect, GoToMeeting, Google, and local university options if they are presently available.
 - How to Youtube Live: [Introduction to live streaming - YouTube Help](#)
 - How to Zoom Conference Call: [Getting Started on Windows and Mac](#)
 - How to Adobe Connect: [Understand the Adobe Connect meeting room basics](#)
 - GoToMeeting: [The Quick Guide for GoToMeeting Attendees](#)
- If holding in-person meetings, limit each site to 10 people or less. Use spaces large enough for residents to practice social distancing.
- Have dedicated email account for constituents to submit comments during the meeting

Communications: It is important to provide consistent and timely information to residents about changes to city functions and services. In a recent survey to ULCT members, every municipality reported using its city website and social media websites to communicate COVID19 changes. Other recommendations include:

- NextDoor and other community applications

- Signage on city buildings and parks
- Daily email communications
- Video messages posted on the website and Youtube.
- Creating apps other electronic tools on the website to collect information and feedback
- Using community created social media groups or organizations

Police/Fire/EMS: Especially during times of uncertainty, residents look to public safety for assurance that their community is safe and protected. Every public safety provider is fully functioning across the State of Utah. Communities are implementing policies and procedures to protect public safety while still providing uninterrupted services. ULCT recommends implementing CDC interim guidance found [here](#). Other recommendations include:

- Resolve non-emergency calls first by phone or facetime
- Modify schedules so that leadership teams are working alternate shifts
- Close lobbies and cancel tours
- Suspend fingerprinting and passport services

Land Use: Cities and towns are continuing to provide land use services with modifications. Other recommendations include:

- Hold planning commission and other meetings electronically
- Submission of documents electronically or through a drop box at city hall
- Meetings held electronically, over the phone, or by appointment
- Inspections via video
- For remodels or basement inspections, inquire about the health of homeowners and provide inspectors with flexibility on timing
- Inspectors should avoid confined spaces

City Hall access: City Halls across the state are still doing the business of their communities, but limiting interactions with the public. Recommendations include:

- Close city hall to walk-in visitors and meet by appointment only
- Conduct business through telephone and electronically
- Reduce and rotate office staff while other staff members work from home
- Continued health screening of employees
- Adopt policies for nonpayment of utilities during the state of emergency
- Provide business licenses online or by appointment only
- Create drop boxes for documents

City Facilities:

- Libraries:
 - Close the buildings to the public or limit the number of visitors at one time. Staff are receiving book requests by phone and online. Providing curb-side library pick-up. Staff are providing storytime to residents online.
- Rec Centers:
 - Closed to the public based on the Governor's recommendations. Offering classes online to residents.
- Senior Centers:
 - Closed to the facilities based on the Governor's recommendations. Staff are calling seniors on twice weekly basis to evaluate needs. Offering meals for curbside pick-up or delivery to seniors that don't qualify for meals on wheels programs.
- Parks:

- Playground equipment is being sanitized on a daily basis, bathrooms are closed to the public until later in the spring (northern Utah) or open with additional sanitation (southern Utah)
- Golf courses:
 - Accepting only electronic payment in advance. Scheduling tee times to provide enough distance between tee offs.
- Animal Services:
 - Closed to volunteers and guests. Adoptions are by appointment only. Accepting drop offs.

Public works/utilities/water department: Cities are dividing public works into essential functions and nonessential functions. Providing uninterrupted water, sewer, garbage collection, and utility services is a top priority. While road and sidewalk repair can be limited to emergency repairs only. Other recommendations include:

- Create as many teams working opposite shifts with required expertise, so in the event a team must quarantine work can continue uninterrupted.
- If equipment, trucks, or tools are used in multiple shifts, create a sanitation process between each use.
- Office and support staff should telecommute if possible
- Encourage online or over the phone payments for utilities
- Consider non-disconnect policies for nonpayment during the COVID19 crisis