Navigating Public Improvement Projects During COVID-19

#WeGotThis
Today, we’ll cover:

- Project bidding
- Special Assessment Requirements
- Public Engagement
- PPE – House and HRA Inspections
- PPE – Private residences
- PPE – consultants and contractors
Presenters

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Project Requirements & Strategies

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POLLING QUESTION
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Competitive Bidding
Advertising for and Accepting Bids
Modifying Public Bid Openings
Public Engagement

Virtual Town Halls

Neighborhood Meetings
POLLING QUESTION
Digital and Virtual Engagement Methods

- Online Surveying
- Virtual Webinars
- Informational Websites
- Geotargeted Social Media Campaigns
- Facebook Live & Internet Streaming
- Comment Mapping
- Digital Q&A Sessions & Polling
Engagement Methods When Barriers Exist

- Voicemailbox
- Local Paper Publications
- Mass Mailings (Postcards & Letters)
- Paper Surveys
- Telephone Townhalls
- Automated Phone Calls
- Community Network
- Videos on Local Access TV
Virtual Townhall Tips

- 20% longer
- Design to user experience
- Set and manage expectations
- Create opportunities for two-way dialogue or participant interaction
- Overview tool and process with user
- Create a digital white board or record the meeting
- Identify Roles
Best Practices For Safe Inspections

Presenters:
Joel Muller, LMC
Chris Petree, Director of Rochester Operations, WSB
Guidance Recommendations for Conducting Field Visits during the Covid-19 Pandemic
ESSENTIAL VS. NONESSENTIAL
Conducting the Field Visit: First Steps

- Contact the facility/residence about the need for an inspection
- Cancel and reschedule if there are positive or potentially positive COVID-19 cases
- Limit or eliminate the number of people within the structure
- Explain the precautions you will be taking
Conducting the Field Visit

- Limit or eliminate social contact
- Do not use others phones, pens, pencils, etc.
- Avoid touching objects whenever possible
- Wear appropriate PPE
- Debrief outside and maintain social distancing
Following the Field Visit

1. Wash hands, or if wash stations are not available, use hand sanitizer.
2. Clean and disinfect any equipment used during the inspection.
3. Remember to disinfect the vehicle.
Resources

LMC Pipeline Blog
• Disinfecting Shared City Vehicles During COVID-19
• Cleaning and Disinfecting for COVID-19 Virus

Website links
• National Association of Realtors Guidance for Fair Housing Compliance During the COVID-19 Pandemic
• International Association of Certified Home Inspectors COVID-19 Safety Guidelines
• CDC General Business FAQ page
Response From Consultants & Contractors
POLLING QUESTION
Summary & Plan Goals

The goals of the plan are to:

- Mitigate damage
- Contain & control crisis
- Continue & recover operations

We will meet the objectives by:

- Minimizing business disruption
- Taking steps to reduce the spread of the virus
- Communications and information dissemination to all
- Utilize the Critical Operations and Pandemic teams
Field Work Continuation

• We’ll continue operations with crew members who are not ill or affected by COVID-19. Overtime with implemented to meet project demand

• All fleet vehicles used by multiple staff members will be disinfected

• We’ll limit the number of vehicle occupants to preferably two or less

• Staff will be cross trained to allow for redundancy of service offerings
Field Work Continuation

- We will request our clients keep projects operational

- Limiting exposure is important. Split shifts may be implemented to maintain teams and minimize staff interactions in the field

- If we become unable to maintain our projects due to illness or staff not meeting demand, we will bring in crews from other areas

- If projects are not kept operational, we will reassign staff

- Communication is imperative. We will communicate daily throughout all levels of our organization to keep workload and utilization goals met
Personal Protective Equipment

1. Mask will be provided to all staff
   Use of the mask will be required if social distancing cannot be maintained

2. Sanitizer stations will be placed around each office
   Areas such as printers, high traffic areas, entrance points, etc.

3. Disinfectant will be available to sanitize workstations once a day

4. Gloves will be available if needed and determined by supervisor
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View more resources and a recording of this webinar here:  
[www.lmc.org/improvementprojects20](http://www.lmc.org/improvementprojects20)