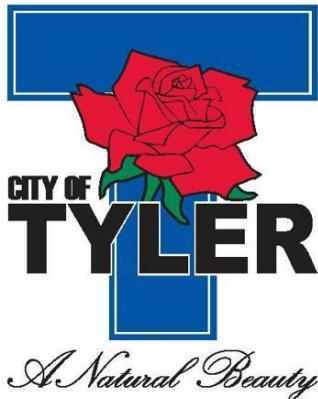


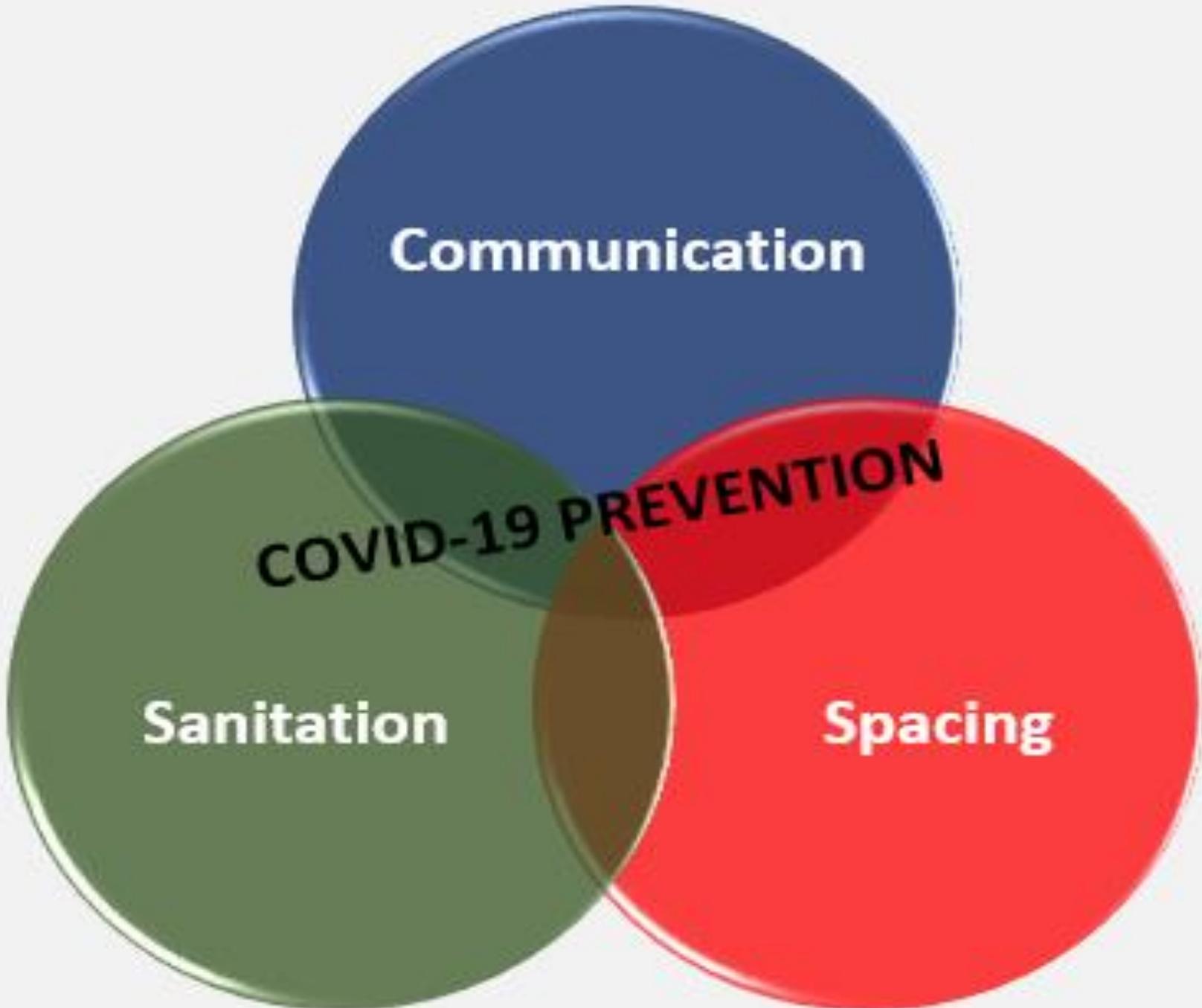
RESPONSIBLE RESTART

Adapting Neighborhood Services (NBS) to the COVID-19 Pandemic



ARE WE READY?

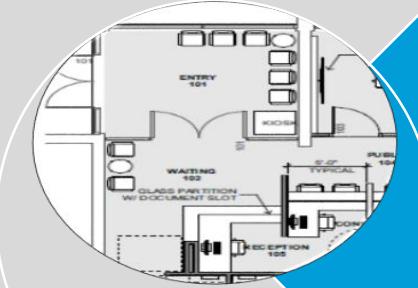
PREPAREDNESS



New procedures that have been implemented should another shutdown be necessary this winter.



Phase 1
Modified Program
Procedures



Phase 2
Modified
Department Public
Areas



Phase 3
Modified Personnel
Procedures

RESPONSIBLE RESTART

MODIFIED PROGRAM PROCEDURES

MODIFIED PROGRAM PROCEDURES



Phase 1

- Inspection 'care' package created for participants who may not have access to mobile devices and/or internet services. Package includes city-provided I-pad, gloves, masks, electrical testers and cleaning wipes packaged in a sealed zip-lock bag.
- Inspection personnel officially reporting onsite for virtual annual and special inspections while providing internet service via city-owned hot spot located in each inspectors vehicle.
- Collaborated with community business and the City of Tyler's Public Library to assist participants and customers with the ability to fax pertinent documents to the department while having associated fees waived.

MODIFIED DEPARTMENT PUBLIC AREAS

DEPARTMENT RECONSTRUCTION



Phase 2

- Re-construct department lobby to include individual 1:1 stations (for scheduled appointments) that separate personnel and the public.
- Install kiosks that will serve as a one-stop, self-serving instrument allow visiting customers to scan, upload and print documents while also having the ability to access other e-resources.
- Re-construct existing shared personnel and public restrooms by constructing a designated/ separate unisex restroom for visiting customers and clients.
- Install two-way video/ intercom systems in lobby and staff entry locations to safely permit entry into designated staff areas.
- Install temperature-reading device in public/ lobby area to read and electronically record temperatures of visitors.

MODIFIED PERSONNEL PROCEDURES

MODIFIED PERSONNEL PROCEDURES



Phase 3

- USB combined camera and microphone hardware on hand for personnel when conducting and/or attending video meetings, trainings, etc.
- Laptops with docking stations and built-in camera and microphone scheduled to replace existing thin-client systems as a proactive measure in the event of telework measures.