City of Albuquerque COVID-19 Reopening Plan February 2021



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Executive Summary

As the City of Albuquerque faces the COVID-19 pandemic, our government strives to strike an appropriate balance between respecting the public health orders from the State while maintaining the basic services that our residents rely on. While we continue to adapt to changes in restrictions intended to flatten the curve and slow the spread of COVID-19, we must periodically revisit and revise our plans for the process of reopening City facilities and services that have been closed or scaled back during different phases of the pandemic.

This report is based on the Red-Yellow-Green framework for stages of reopening defined by the State. The State has established the following phases:

- In Red Level, essential retail and close-contact businesses are permitted to reopen at a limited capacity of 25%. Certain non-retail businesses and services have been allowed to open to the extent necessary to conduct essential functions, with most City of Albuquerque functions falling in this category. Outdoor dining is permitted at 25% of maximum capacity while indoor dining and other businesses that create a higher risk of contact and exposure remain closed. Outdoor recreational facilities are limited to 25% of maximum capacity. Mass gatherings remain limited to 5 people or 10 vehicles.
- In Yellow Level, mass gathering and occupancy limitations are increased. The instruction to stay at home remains in place for vulnerable individuals. Yellow Level will be reached for Bernalillo County when COVID test positivity rates reach 5% or less, averaged over the preceding 14-day period or when 8 cases per 100,000 or less are reported, averaged over the preceding 14 days.
- In Green Level, restrictions would be further relaxed, though not removed entirely. Some events may be permitted. Close contact businesses would still remain closed. Green Level will be reached for Bernalillo County when COVID test positivity rates reach 5% or less, averaged over the preceding 14-day period and when 8 cases per 100,000 or less are reported, averaged over the preceding 14 days.
- Each County will move through levels independently, and a County can advance or revert in level depending on the ongoing monitoring of the 2 gating criteria detailed above. Additional gating criteria may be incorporated as vaccination levels or other factors dictate.

Subject to certain limitations not listed here and dependent on compliance with (and in some areas certification in) COVID-safe practices, the following limitations apply in each phase of reopening.

This report also includes a simple framework for assessing risk, which national experts and the State have developed and employed. The framework looks at the intensity of contact, the number of contacts, and the potential for modification to determine when and how places and services may be reopened. While the State's Red-Yellow-Green framework will determine the overall extent to which City services and facilities may return to prior levels, Department Directors must incorporate these risk assessment principles in determining exactly how day-to-day operations will be carried out, with the utmost priority given to preventing risk of spreading virus among employees and our constituents.

As we move from one level to the next on the State framework, and public health orders evolve, facilities and services will scale accordingly, and continue using stringent controls to reduce risk. At any time, things that are open may close again as the result of exposure to COVID-19 or a general turn in the trend towards increased spread.

RED TO GREEN FRAMEWORK



	RED	YELLOW	GREEN
ESSENTIAL BUSINESSES (NON-RETAIL)	NO CAPACITY RESTRICTIONS but operations must be limited to only those absolutely necessary to carry out essential functions	NO CAPACITY RESTRICTIONS but operations must be limited to only those absolutely necessary to carry out essential functions	NO CAPACITY RESTRICTIONS but operations must be limited to only those absolutely necessary to carry out essential functions
ESSENTIAL RETAIL SPACES	25% OF MAX CAPACITY	33% OF MAX CAPACITY	50% OF MAX CAPACITY
FOOD AND DRINK ESTABLISHMENTS	NO INDOOR DINING permitted; 25% of max capacity for OUTDOOR DINING; any establishment serving alcohol must close by 9 p.m. each night	25% of max capacity for INDOOR DINING; 75% of max capacity for OUTDOORS DINING; any establishment serving alcohol must close by 10 p.m. each night	50% of max capacity for INDOOR DINING; 75% of max capacity for OUTDOOR DINING
CLOSE-CONTACT BUSINESSES	25% OF MAX CAPACITY OR 10 CUSTOMERS at one time, whichever is smaller	25% OF MAX CAPACITY OR 20 CUSTOMERS at one time, whichever is smaller	50% OF MAXIMUM CAPACITY
OUTDOOR RECREATIONAL FACILITIES	25% OF MAX CAPACITY (unless required to have less capacity under the state's COVID-Safe Practices)	25% OF MAX CAPACITY (unless required to have less capacity under the state's COVID-Safe Practices)	50% OF MAX CAPACITY (unless required to have less capacity under the state's COVID-Safe Practices)
CLOSE-CONTACT RECREATIONAL FACILITIES	REMAIN CLOSED	REMAIN CLOSED	REMAIN CLOSED
ALL OTHER BUSINESSES	25% OF MAX CAPACITY OR 75 CUSTOMERS at one time, whichever is smaller	25% OF MAX CAPACITY OR 125 CUSTOMERS at one time, whichever is smaller	50% OF MAX CAPACITY
HOUSES OF WORSHIP	May not exceed 25% OF THE MAX CAPACITY of any enclosed space on the premises	May not exceed 33% OF THE MAX CAPACITY of any enclosed space on the premises	May not exceed 50% OF THE MAX CAPACITY of any enclosed space on the premises
PLACES OF LODGING	40% OF MAX OCCUPANCY for those that have completed NM Safe Certified training; 25% of max occupancy for all others; 5 guests max for vacation rentals	60% OF MAX OCCUPANCY for those that have completed NM Safe Certified training; 25% of max occupancy for all others; 5 guests max for vacation rentals	75% OF MAX OCCUPANCY for those that have completed NM Safe Certified training; 40% of max occupancy for all others; 10 guests max for vacation rentals
MASS GATHERINGS LIMIT	5 PERSONS, 40 VEHICLES	10 PERSONS; 80 VEHICLES	20 PERSONS; 120 VEHICLES

Key Terms

"Case-based interventions" include testing, contact tracing, and self-isolation for those with active disease or individuals who may have contracted COVID-10 and are awaiting test results.

"Contact intensity" is a function of contact type (ranging from close to distant) and duration (ranging from brief to prolonged). Low contact intensity activities are interactions that are brief and fairly distant, like walking past someone in a shop. High contact intensity activities involve prolonged close contact, like sharing a dormitory. Medium contact intensity activities fall between these two poles, like sharing a meal in seats that are separated by several feet. Of course, inside one business environment, there may be physical spaces and/or activities that range from low to medium to high, and that should be taken into account during the decision-making process. Risk to employees who may have different exposures should also be considered.

"Disinfection procedures" are the processes set out in <u>CDC guidelines</u> and used to deeply clean and disinfect an area that has been occupied by a person who has or may have COVID-19, specifically: (1) closing off areas used by the person who is sick; (2) opening outside doors and windows to increase air circulation in the area; (3) waiting 24 hours before cleaning or disinfecting, if feasible; (4) cleaning and disinfecting all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines. Outdoor areas, like playgrounds in schools and parks generally require normal routine cleaning, but do not require disinfection. Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) is not recommended. Sidewalks and roads should not be disinfected. If more than 7 days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.

"Mitigation measures" are:

- "Physical Distancing" wherever possible having people work or access the location from home; this should include restructuring responsibilities to minimize the numbers of workers that need to be physically present.
- "Engineering controls" creating physical barriers between people and reconfiguring space to enable people to be located apart (ideally, at least 6 feet)
- "Administrative controls" screening personnel upon entry into a facility, redistributing responsibilities to reduce contact between individuals, using technology to facilitate communication, and supporting and enabling employees to remain at home if they are unwell or have been in close contact with someone who is sick
- "PPE" having people wear nonmedical cloth masks, gloves or other protective equipment

"Modification potential" is the degree to which mitigation measures can reduce risks, and requires a qualitative assessment of the degree to which activities can be modified to reduce risk. Sectors and businesses that could effectively incorporate physical distancing and engineering controls are considered to have a higher modification potential than those relying on administrative controls or personal protective equipment.

"Number of contacts" is the approximate number of people in the setting at the same time, on average. We categorize the number of contacts as low, medium, or high. A higher number of contacts is presumed to be riskier.

"Screening procedures" are the processes of asking a series of questions related to symptoms of COVID-19 and exposure to COVID-19, detecting and recording body temperature and following other guidelines regarding admittance of people to facilities and events.

"Self-Isolation procedures" are the procedures used if persons believe they have symptoms of COVID-19, or an exposure.

Employee Exposure, Testing, Quarantine or Isolation

Any employee who believes they have symptoms of COVID-19 or has tested positive for COVID-19 should contact the New Mexico Department of Health hotline at **1-855-600-3453** for further instructions. Advise COVID-19 positive employee that they should not return to a non-telecommuting workplace until the NMDOH self-isolating time period has expired and they have completed any additional steps required by their department director.

- Workplace evacuation procedures if an employee is to be found sick while at work
 - All personnel will be evacuated from the work area.
 - Close off all areas accessed by the COVID-19 positive employee and if possible, wait up to 24 hours before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets. If the employee hasn't been in the workplace for 24 hours, cleaning can begin immediately.
 - After 24 hours, cleaning staff and/or an on-call deep cleaning company should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) accessed by the positive employee, focusing especially on frequently touched surfaces. Professional cleaning is not required, however, if it is preferred, it can be scheduled with a company that is on-call for this purpose. For Professional cleaning with an on-call deep cleaning company, please contact the Emergency Operations Center at 505-244-8604.
 - Assigned personnel will be instructed to work remotely from home or alternate assigned location as determined by Department or departments in the case of floors with multiple departments
 - Personnel who were in close-contact with the COVID-19 positive employee will selfquarantine for 14 days from the date of last contact.
 - Close contacts are encouraged to get tested for COVID-19 to determine their risk of spreading the virus to others. Testing should be performed no sooner than 3 days and ideally 7 to 10 days after the exposure to the positive employee.
 - Advise personnel who were in close-contact with the COVID-19 positive employee that they must contact their direct supervisor for instructions prior to returning to a nontelecommuting workplace. Their Department Director may require them to clear through Employee Health (505-768-4630) after the 14 days in order to return to work.
- Employees that need to get tested can find testing sites using the following <u>link</u>: <u>https://coronavirus-response-albuquerque-</u>cabq.hub.arcgis.com/app/1dd7e5c71895430bb0abecf0edc49aad
- Employees in need of Self-Isolation or Quarantine
 - Any city employee needing to isolate and wishes to Isolate or Quarantine somewhere other than their home should contact the City of Albuquerque, Emergency Operations Center ESF 8 (505) 244-8636.

Self-Screening while in Isolation. Instructions will be provided upon checking at the hotel. Self-Screening is needed to limit contact. ESF-8 personnel will review all Isolated employees' symptoms and follow-up as needed. See Appendix B for example survey questions and waiver.

City Services



Airport

The City of Albuquerque maintained aviation operations throughout the COVID pandemic. However, nationwide air travel in 2020 decreased by nearly 62%, meaning that Sunport operations have been dramatically scaled back. Air travel will scale up based largely on external forces, as states open up and airlines

decide how to navigate the issues related to reopening.

COVID-19 has had a dramatic impact on global passenger traffic. In April 2020, average daily TSA screenings were down 94%-96%. These decreases in passenger traffic have disrupted the operational and financial performance of the Sunport and Double Eagle II and their tenants.

Currently, Aviation has implemented enhanced cleaning and sanitation procedures with a focus on high-touch public areas such as handrails, elevator buttons, water fountains, seating, TSA checkpoints and restrooms. The Sunport also recommends small items such as wallets, keys, and phones are placed in bags rather than bins, and federal regulations allow up to a 12 oz. hand sanitizer in carry-on bags. In addition, the Sunport has a kiosk with information regarding COVID-19 in the pre-security section of the Sunport.

Aviation disinfects the Sunport terminal nightly, has installed plexiglass dividers, placed six-foot markings on floors in passenger queuing areas, reduced seating and increased seat spacing in hold rooms and concession areas, and requires all Sunport employees and passengers to wear masks while at the facility and on planes.

Throughout the pandemic, grab-and-go food has been available. In the Red phase, to-go food items prepared onsite will be available. In the Yellow and Green phases, dine-in options will become available at 25% and 50% capacity respectively. It is important to note that shops and restaurants operated by third-party vendors may not open as soon as they are permitted.

Much of Aviation's operations are controlled by outside regulatory agencies such as the TSA or FAA and by the airlines.



Animal Shelters and Animal Welfare

As an essential business the Animal Welfare Department has remained fully operational throughout the pandemic. The department expects to operate by appointment and with the same restrictions currently in place, throughout Red, Yellow and Green phases. As an essential business Animal Welfare is not a specific capacity restrictions but operations are limited to only what is absolutely

subject to specific capacity restrictions but operations are limited to only what is absolutely necessary to carry out essential functions

We are currently conducting animal viewing via a virtual entry line in an effort to continue with our mission to save animal lives and also comply with social distancing recommendations.

The adoption lobby is open every day of the week except for Mondays when the shelters are closed. To better serve every member of our community, we have set aside Wednesdays at our

east side shelter for seniors and/or people that are high risk for COVID infection. We will take appointments on Wednesdays for these community members.

AWD is accepting emergency intake of stray animals, meaning animals in need of medical treatment because they are sick or injured and animals that may pose a risk to public safety. The intake desk will be open for emergency intake of stray animals from 8 a.m. to 6 p.m. every day of the week. No appointment is necessary for emergency admissions.

Animal Welfare will accept non-emergency stray or owned pets at each shelter location seven days a week from 9:30 a.m. to 5 p.m. by appointment only. Animal Protection Officers will continue operations to address public safety concerns. The Everyday Adoption Center and Lucky Paws Adoption Center are closed. It is anticipated that Lucky Paws will remain closed until malls are open at 100% occupancy.

See also City Hall and Other City Buildings.



Boards and Commissions

Working together the City Attorney's Office, Office of the City Clerk, and Mayor's Office of Constituent Services/Boards and Commissions prepared general guidance for our Boards & Commissions on "Continuity of Government Operations through Virtual Meetings of City Boards and Commissions." As mass gathering limits increase, in-person meetings may resume. Mass gathering limits

are 5,10, and 20 people for phases Red, Yellow, Green respectively.

Each Board and Commission has adjusted to the general guidance to meet the unique requirements of their own particular ordinance and rules during COVID. Similarly, reopening live meetings will depend on the size of the board and expected public attendance, as well as the location of the meeting.

See also City Hall and Other City Buildings



Child Development Centers and Head Start

The City has been providing Early Childhood Education services using a hybrid model of in-person and virtual services at 21 Child Development centers since July 2020. The seven centers that are currently non-operational have temporarily consolidated with other centers due to low enrollment numbers and/or as a result of staffing. All centers are currently limiting the number of children per classroom

to 75% to ensure that we are able to effectively comply with COVID-19 Safe Practices and promote physical distancing in our service delivery to the children and families we serve. As physical distancing measures are reduced, the City Child Development centers will revert to delivering in-person learning and services at 100% capacity.

Detailed guidelines for childcare center operations related to COVID-19 can be found at:

https://www.newmexicokids.org/wp-

content/uploads/child_care_health_and_safety_guidance_english.pdf

Detailed guidelines for childcare center operations related to COVID-19.

See also Community Centers, Multigenerational Centers and Senior Centers



Child, Summer and Youth Programs

The City of Albuquerque has maintained scaled-back youth programming, focusing on children of essential workers, throughout the COVID pandemic. Over the summer, programs will be modified to accept the most youth possible while following COVID health and social distancing recommendations.

Youth Connect has developed a plan that will allow limited youth programs to operate at the highest capacity possible, while taking the most recent health recommendations into considerations including the State's guidelines:

- Social distancing
- Hygiene practices
- PPE recommendations
- Disinfecting/cleaning practices including cleaning touch points every 2 hours incorporating practices as part of staff training, training recreation leaders on disinfecting and social distancing, handwashing routines for kids upon arrival, when using the bathroom, and before and after meals
- Wellness screening prior to admitting the youths to the program location. Sign-in and grouping procedures will facilitate contract tracing by ensuring the same small groups of youths and supervisors are together each day, without exposure to other groups

Youth programming staffing will allow for programs to grow to mass gathering limits of 10 in the yellow stage and 20 in the green stage, although close contact indoor recreation facilities are closed throughout all 3 stages.

The timeline is as follows:

- May 22: Summer staff hired before May 22. Virtual staff training will start the week of June 1st.
- April 26 May 7: Lottery will take place.
- May 16 to 20: Sign up for CSD Balloon, Explora, BioPark socially distanced program alternatives
- May 17 to 21: Registration for those drawn in the lottery.
- June 1: Youth program staff training community centers closed.
- June 14: Tentative start date for community and multigenerational center summer programs.
- June 26: Tentative start date for tennis lessons
- July 27: Tentative start date for swimming lessons

Estimated capacity is as follows:

	# Slots @ 5 person	# Slots @ 10 person limit -	
DEPARTMENT	limit- Red	Yellow	# Staff
FCS	1737	3474	593
CSD	951	1200	75
DSA	125	250	55
PRD	1790	2500	270
TOTALS	4603	7424	993

Summer youth programs (continued)

Community and Multigenerational Center Programs

Community and multigenerational centers will be using a formula to calculate the safe number of participants for each site. The formula considers the size of the center, as well as the most current social distancing recommendations. Programming will be located at 21 community centers and 2 multigenerational centers.

There are usually 10 programs that utilize APS facilities.

Recreation Programs—Yellow Conditions

Racquet Sports – Tennis lessons are currently available at 2 locations (Jerry Cline & Sierra Vista) and classes limited to 4 participants and one instructor. Summer lessons will be able to start in mid-June a 4:1 participant to instructor ratio. Youth pickleball lessons are currently happening at three DFCS community centers – limited to 4 participants and one instructor. Yellow conditions still limit overall request sport facilities capacity to 25%. PRD will permit racquet sports competitions within the overall facility capacity limit.

Youth Camps – The Outdoor Adventure programs (climbing, caving, rappelling and model rocketry) would be restricted to 8 participants, plus instructors (total of ten) and would depend on restrictions on group transportation guidelines.

Climbing Wall – The portable rock wall would resume operations when mass gathering size is greater than 50 people. Adventure Leaders have to be in close, personal contact to fit participants with helmet and climbing harness.

BMX Track – The BMX facility will open mid-February with group sizes of 8 or less, plus instructors, for an overall limit of ten. Resuming BMX Track riding and participation will depend on the ability of our track operator (Duke City BMX) to provide operational services under whatever the new social distancing best practices are, subject to availability of funds.

Bike Rodeo – Bike Rodeos would resume operations when mass gathering size is greater than 50 people. Adventure Leaders have to be in close, personal contact to fit participants with helmet and on a bicycle.

Drive-In Events - **Drive-**in and drive-through events at Balloon Fiesta Park, and other locations, will be permitted with a limit of 80 vehicles under Yellow conditions. Balloon Park Movie Drive-in will resume operations under these same vehicle limits, including fireworks, movies and other events. City permitting required for all drive-in style events.

Esperanza Community Bike Education Center (Youth Earn a Bike and Bicycle Education Clinics) – ECBEC is a "close contact recreational facility" and will remain closed under Yellow conditions. Pop-Up Bike Clinics will operate with a maximum of ten group size, along with maintaining social distancing and will continue to operate when ECBEC is eventually opened.

The Golf Center – The Driving Range and 6-Hole Course are currently open and operating at 25% capacity, 6-foot social distancing on course and requiring masks to be worn, and will not change that capacity in the Yellow phase.

Summer youth programs (continued)

Movies in the Parks / Park Activation – Movies and the park activation program will be dependent on relaxing limitations on mass gatherings. Both programs will be able to function when mass gatherings can exceed 100 people.

Athletic Fields — (North Domingo, Ventana Ranch, and Bull head parks) Youth Softball/Soccer/Rugby/Flag Football/Lacrosse will all depend largely on guidance provided by sanctioning bodies such as USSSA for softball and USA Soccer. Under Yellow conditions, practices will be allowed with a maximum group size of ten. As group size limits are raised, PRD hopes to permit sports competitions, without spectators. Park Management Division and the Recreation Division will have to be able to support these summer sports with appropriate restroom and hand washing facilities. In addition, PRD will have to take on the task of sanitizing the common areas of use such as bleachers and dugouts.

Balloon Fiesta Park (Field Rentals), Event Center, & Sid Cutter Pilots' Pavilion - Large field rentals and event rentals will be able to be scheduled when mass gatherings can exceed 100 people.

Aquatics

The pools will stand ready to open with reduced hours, but the actual open-date will depend on social distancing guidelines from the State. In the Yellow phase, swimming lesson class sizes can be increased to 9 with one instructor.

Open Space Programs

During the Red phase the Open Space Division (OSD) is continuing a number of youth programs through virtual experiences and some limited in-person programs with a maximum of 5 students at a time Educators are also distributing information at Grab and Go lunch sites for youth who do not have access to computers. Additionally, the OSD is working on developing theme-based Explorer Packs to distribute through libraries as a pilot project this year, as well as developing Nature Trauma Kits for children that will be distributed through AFR and APD. All of these programs are currently underway. During the Yellow phase, the OSD will extend in-person programs to groups of 10 in accordance with State mandates, following all COVID safe practices. During the Green phase, the OSD will extend in-person programs to groups of 20 students following COVID safe practices.

The OSD relies on a number of youth corps programs to assist with natural resource management as well as provide on-the job training for the next generation of conservationists. These youth crew programs could begin in May but the crew sizes will be limited to 5 members and they will follow all COVID safe practices. These programs include the Bosque Youth Corps engaged in trail and restoration work along the Middle Rio Grande Bosque, Ancestral Lands Conservation Legacy working on the Candelaria Nature Preserve, and Rocky Mountain Youth Corps focusing on trails work throughout the foothills and East Mountain properties. Supporting these programs are important for the development of youth leadership, job training and cultivation of our stewards of nature and open space. During the Yellow phase, the crew sizes may extend to 10 members per group while following all COVID safe practices.

During the Red and Yellow phases community events that attract families will be held virtually such as the Pollination Celebration and Star Parties. During the Green phase, such events will also include an in-person component limited to groups of 20, held outdoors and following all COVID safe practices.

Summer youth programs (continued)

<u>Cultural Services Department Programs</u>

The Albuquerque Museum of Art and History, Public Library, Balloon Museum, Community Events Division, BioPark, and Explora are planning for various scenarios to deliver both digital and in person youth instructional programs, group programming, and events aligned with physical distancing guidelines.

In addition to modified (size, location and structure) of in-person youth programs, the Cultural Services is creating "Summer Camp at Home" activity kits to be distributed once the APS school year ends. The kits will be created by the Albuquerque Museum, BioPark, and Balloon Museum. The Public Library is also planning a completely digital Summer Reading Program. As restrictions relax, the Cultural Services Department recommends utilizing the physical distancing formula established by CREI to determine the number of participants at each facility. This formula would allow for the program to start conservatively, then ramp up participation as group size and physical distancing guidelines shift.

Summer Lunch Programs

The City Summer Lunch Program will be phased in starting on June 1st. The City is working closely with APS to ensure youth will be fed and meals can be cooked at the highest capacity possible. City sites will increase as the program phases in. The City currently anticipates 130 sites to be operable, which is the level that reached at the end of summer 2020.

Back to School Programs

Cruisin' Into the School Year, the event to distribute school supplies and haircuts, is tentatively scheduled to happen on August 8th, and may be limited to handing out school supplies and backpacks (through community partner donations).

See also Community Centers, Multigenerational Centers and Senior Centers; BioPark; Swimming Pools



Community Events

When mass gathering limitations increase, special event permitting will restart. As of early May, the City initiated a modified Railyard Grower's Market pick-up. It is anticipated that permits will be issued for larger events as those mass gathering limitations increase.

While the Public Health Order is in place, Community Events provides monthly updates on special event permitting, public event schedules, vendor opportunities, and City performance & rental venues at the beginning of each month. Anyone interested in receiving monthly updates, please contact specialevents@cabq.gov.

See also Museums and large indoor event spaces and Athletic fields and other outdoor facilities



Emergency Operations Center

The City of Albuquerque's Emergency Operations Center (EOC), activated since March 10, 2020, continues to serve as the coordination hub for the citywide response to the COVID-19 pandemic. The EOC is a centralized facility of the Office of Emergency Management (OEM) from which the City can provide inter-agency coordination and executive

decision-making in support of incident response and recovery operations. The EOC is managed by OEM and staffed by City personnel and representatives of various agencies. The EOC will continue to remain activated at Level 2, Full Activation until (1) most restrictions on gatherings and business have lifted and (2) the State has determined that a future medical surge is unlikely. The EOC has two alternate locations: in two socially distanced conference rooms in the Convention Center and on the second floor of the Public Safety Building. The EOC employs best practices in cleaning and social distancing.



Economic Development, Film Office, and Small Business Office

The Economic Development Department has continued operations throughout the pandemic. Staff will return on site based on the opening of City Hall.

Film permitting is now available on line.

See also City Hall and Other City Buildings and Economy



Elections

In the 2021 local elections, the Office is developing a platform that would allow the \$5 contributions to be placed online, and a method for collecting petition signatures online. This will allow candidates to meet qualification requirements while observing social distancing.



Employee Services

New Employee Orientation (NEO), Employee Learning Center and Central Human Resources Divisions

Due to the Public Health order and restrictions regarding social distancing and avoidance large gatherings in all phases of reopening. Central Human

Resources has implemented virtual New Employee Orientation (**NEO**) utilizing Zoom. Mass gathering limits of 10 in the Yellow phase and 20 in the Green phase may provide the necessary capacity to move to some in person NEO. Human Resources will continue to be responsible for managing the employee life cycle (i.e., recruiting, hiring, onboarding, training, benefits, testing, employment, employee engagement and employee union/relations). Departments and employees will continue to receive excellent customer service and support from Central Human Resources.

Employee Health

The employee health clinic in City Hall and corresponding offsite locations have been open by appointment only, and will continue to operate by appointment only for the foreseeable future.



Hearings and Appeals

The Office of the City Clerk is currently conducting all hearings and board meetings (for the Boards staffed by the Clerk's Office) via video conference. While this works well for some types of hearings, we may hold in person hearings in the basement of plaza del sol for large, complex matters upon transition to the green stage at the requester of parties.



Homeless services and shelters

The City of Albuquerque has been operating the Westside Emergency Housing Center (WEHC) 24/7 throughout the pandemic and expanded services to provide non-congregate shelter to a larger number of people than previous years. From April to June, the City opened three community centers to shelter the most

vulnerable people experiencing homelessness. To maintain a reduced population density at the WEHC, a Wellness Motel was opened in June to relocate community center residents to a non-congregate shelter. As winter arrived and the pandemic was reaching peak infection rates, a second Wellness Motel was developed. The unprecedented number of families with children seeking shelter created the need to open a third Wellness Motel. Motel residents are provided three meals a day coordinated through the EOC. Two of the three Wellness Motels will be phased out and Wellness-2 Motel sheltering families will be extended along with the new site-based program providing case management to support a fast transition to permanent housing.

At Coronado Park, where the WEHC shuttle picks up shelter residents, the multi-departmental clean-up continues to occur every weekday morning. Social distancing markers have been provided and handwashing stations and portable toilets are also available. This will continue indefinitely.

The City FCS has convened an interagency video meeting since March to coordinate COVID prevention, mitigation and care for the homeless population. FCS contracts with a Medical Director and created an effective system of screening, testing, isolation and care at the WEHC and through two COVID isolation hotels. As part of the system of care, when a hospital has a patient that has tested for COVID-19 and identifies as homeless they call 244-3686 (EOC, ESF#6 Mass Care Direct Line) during the hours of 8:00 a.m. and 6:30 p.m., seven days a week. Outside these hours, the hospital will hold the patient. The EOC collects key information and verifies that the patient has requested shelter. Medical staff contact the hospital Doctor and determine if the patient is safe to be transferred into a hotel room. If WEHC Medical Staff does not approve of transfer they will request that the hospital keep the patient until they are safe to transfer and the patient remains in the hotel/motel room until their COVID-19 test results have been determined. Medical staff and site operations staff provide care, meals and monitoring of patient health in the hotels until a test result is negative or they are recovered.

To assist with the unsheltered community's personal hygiene needs, the City procured porta potty units, including ADA accessible units. Solid Waste, City Security and Parks departments visually monitor units within their respective areas of responsibility, as they are able, and to notify the vendor and the EOC when an issue arises that requires more frequent service than daily. At sites where a social service provider is located, the social service provider visually monitors the units on their sites. In addition, the City has contracted with community organizations to monitor the porta potty units and to construct community hand washing stations. These will remain in place at least until the State predicts that no additional medical surge is likely.

All six Health & Social Service Centers have traditionally provided eviction-prevention assistance and this effort has significantly expanded."



Open Space Visitor Services

The Open Space Visitors' Center will reopen on May 19th, subject to occupancy limits set by the State. New hours of operation will be Tuesday – Saturday from 9 a.m. – 5 p.m. COVID Safe Practices signs will be strategically posted throughout facility. Parks & Recreation will limit the number of people in the building to 25 people at a time. In the Red phase no groups larger than 5 may

be inside, and they must wear a mask. Public access to the kitchen or conference room will not be allowed. Staff and volunteers only permitted in these two rooms. The Tower will closed. The Media Room will be limited to groups of 5 or less at one time. The Gallery will be limited to groups of 5 or less at one time. The Center will offer public programs with no more than 5 people inside and 10 people outside. The OSVC will also offer some events and education program virtually to reach more people. Volunteers will be allowed to return to assist with garden maintenance. The building shall be cleaned and sanitized prior and during to reopening. The Yellow phase will increase capacity to 10 inside with the same social distancing and mask requirements, while the green phase will expand to an inside capacity of 20.

In the Red and Yellow phases, Parks & Recreation will continue to keep the Open Space Division properties open for outdoor recreation following all COVID safe practices. Parks & Recreation will continue to post COVID safe practices signs at the trailheads. In the Green phase, the Open Space Division will start taking reservations for groups smaller than 20 Elena Gallegos. Groups will be asked to bring their own sporting equipment. Summer Series will begin including Saturday events and Sunday hikes following COVID safe practices. Classes may be on Zoom or small groups with no more than 10 people. Sunday hikes will also be limited to 10 people. Trail maintenance events will proceed, limit to 10 people. Full Moon Concerts and large events will remain cancelled for the foreseeable future. Youth Corps will start in June limited to 10 crew members per assignment. Groups including Rocky Mountain working on trails in the Foothills and East Mountains, Ancestral Lands working at the Candelaria Nature Preserve and Open Space crews working in the Bosque.



Planning and Development Services

Recognizing the importance of construction services to keeping certain facets of the economy going, the City will continue to keep operating its plan checking, inspection and Fire Marshal services throughout the pandemic. Where appropriate, the Planning Department has been using electronic and drop-off boxes to avoid in-person contact. It is anticipated that Plaza Del Sol will remain

closed to the public during yellow and green phases of the pandemic. Planning will continue to operate remotely with necessary in person meetings by appointment only and in compliance with social distancing guidance.

Anticipating that the reopening phase will require additional inspections, the Fire Marshal has developed modified Temporary Occupant Load certificates to help businesses scale up to full reopening.



Police

Throughout the pandemic, APD has been focused on increasing use of the telephone reporting unit. Records requests must be made by phone or online. At the Yellow and Green phases, substations will extend their hours to reflect the needs of each substation's neighborhood.

Records

On March 17, 2020, the New Mexico Attorney General issued guidance as follows:

"Pursuant to public health guidelines during the state of emergency, public entities should suspend all in-person inspection of public records during the pendency of the state of emergency. Public entities should make every effort to comply with the mandates of IPRA by producing records electronically. If circumstances arise where records are not available electronically and cannot be produced in the timeframes mandated by IPRA, an agency may designate a request as excessively burdensome due to the state of emergency, and communicate to the requestor that the request will be fulfilled as required by IPRA when the state of emergency is lifted."

The Office of the City Clerk is following the AG's guidance. Mail and online records production has continued. If the Attorney General issues new guidance, the City Clerk will follow. Alternatively, as we enter the Green stage, the Office of the City Clerk will consider restarting inperson inspections based on an appointment system.

Senior and Adult Programs

The City of Albuquerque has suspended adult and senior programming during the COVID pandemic, with the notable exception of continued and expanded senior meal delivery and pickup. This suspension will continue in the Red phase.

During the Yellow phase senior meals will continue. Limited low-impact programming will be scheduled so as not to interfere with lunch operations. Sports and fitness centers will re-open on a reservation only basis. Youth programming at the multigenerational centers will continue to operate.

The Green phase will start the transition to discontinue the grab & go drive-thru for lunches at the five senior/multigenerational centers. Indoor meals will be through reservation and take will also be offered. Indoor dining is limited to 50% of capacity in this phase.

See also Community Centers, Multigenerational Centers and Senior Centers



Shooting Range

Parks & Recreation re-opened the shooting range in May of 2020. COVID Safe Practices signs are strategically posted throughout the facility. Only credit cards are accepted as forms of payment. Services will be limited to two patrons at a time in the office, and they must wear a mask. Six-foot markers have been placed outside of the office where patrons may wait their turn to enter the building.

Clubs, CCW classes, and Paintball will be allowed but limited to 25% capacity with groups of 5

during the Red phase, and can move to 10 in the Yellow phase. Trap and Skeet will be allowed and limited to 5 per range at all 10 skeets and 2 traps during the Red phase and 10 in the Yellow phase. Firing line will be open, but at reduced capacity of 25% with 12 tables and only 2 people per table.

In the Yellow phase, clubs can meet, but must stay in groups of 10 and follow COVID safe practices. Paintball can meet, but must stay in groups of 10 and follow COVID safe practices. The Green phase will allow an expansion to groups of 20 for clubs and paintball.



311

The 311 Citizen Contact Center has been operating remotely since late March 2020. Their workforce will remain remote throughout Red, Yellow and Green phases. The Citizen Contact Center is already set up to operate in person with social distancing measures when the workforce returns to the office.



Transit

The City of Albuquerque has maintained transit service throughout the COVID pandemic because transit availability disproportionately affects under-resourced populations. Transit routes have been scaled back based on usage. Transit, specifically public buses, are high-contact operations that require careful planning to reopen to full capacity.

On March 28, 2020 Transit drastically reduced bus service due to COVID-19 and cut ART service entirely. As COVID numbers began to go down slightly, Transit expanded some service levels and resumed ART service on June 13, 2020. As an uptick in COVID positive cases occurred in the fall of 2020, Transit again cut service levels on November 21, 2020 but kept ART service running. Service has remained at its current level since November 2020. All service cuts have been due to lower ridership numbers and lower available staffing.

Although ridership levels continue to be approximately 50-60 percent of where they were prior to the pandemic, Transit has plans for expansion as the current public health measures move Bernalillo County from Red to Yellow and from Yellow to Green.

YELLOW:

Transit plans to increase service from its current level of approximately 64% of pre COVID service to the level that we had in June 2020 of 78%. Sun Van's may be used to help with shorter, less populated runs so that helper buses can be used if needed.

GREEN:

 Transit will move to full service, but may have to use Sun Vans with shorter less populated routes to comply with social distancing requirements.

As transit operations expand, the City will continue with measures to physically separate or force distance greater than 6 feet between bus transit operators and passengers. COVID safe practices will include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs to indicate to passengers where they should not sit or stand near the bus operator). The City will continue to provide employees access to soap, clean running water, and drying materials or

alcohol-based hand sanitizers at their worksite; appropriate gloves; and disposable disinfectant wipes so that surfaces commonly touched by the bus operator can be wiped down. Buses will continue to be cleaned and disinfected nightly.

The City will require the use of cloth face coverings for all passengers throughout the pandemic. A limited supply of cloth face coverings will be available for passengers who do not bring them.

Security officers will patrol the corridor and any issues on the platforms, while on-bus security will handle issues that occur on the bus and payment issues.

Youth under the age of 18 will continue to ride free and this program will be expanded to students under 24 and seniors on March 1st, 2021

Routes will be expanded to match usage as workplaces and other destinations re-open. Any recommendations from the Transit Advisory Board and Paratransit Board will also be considered.

City Facilities



City Hall and other city office buildings
Contact Intensity: Medium
Number of Contacts: High
Modification Potential: Medium

Phase	Description
Closure Phase	Closed to the public; screening at entrances for those who require access; no mass gatherings such as trainings; emphasis on video meetings
RED	Open City Hall and other office buildings at a limited capacity with physical distancing, engineering controls, administrative controls and PPE (cloth masks). City Hall-based departments with staggered start times or staggered work days. Closed to the Public except for appointments with limited departments.
	Conduct screening checks at City Hall with full time staffed positions separate from normal security functions. See <u>Appendix F</u> for Screening Procedures. Screening checkpoints manned by at two officers during peak times (6AM-10AM), one for screening and one for line management, prep and wait time checks. During normal business hours 6am-5pm: • One main checkpoint for employees (Westside – shaded/cooler)
	 Two screening area officers, one elevator/stairwell officer. Signs at locked/secured entrance points directing employees where to go for screening.
YELLOW/GREEN	Continue to provide screening and other services with engineering controls such as minimum contact with public (for example, planning drop-box).
	Mass gathering limitations for "other business" are the lesser of 25% or 125 customers during the Yellow phase and 50% capacity in the Green phase.
	Maintain appointment only public access, prepare for increased appointments as more staff return to city all during Yellow and Green.
	Sanitation stations and supplies readily available. Revised work-from-home policies based on successes and lessons of social distancing



Athletic fields and other outdoor group settings, including Isotopes Park

Contact Intensity: High Number of Contacts: High Modification Potential: Medium

Phase	Description
Closure Phase	Closed to the public
RED	Closed to the Public
YELLOW/GREEN	Closed to the Public



BioPark (zoo, aquarium, botanical gardens)
Contact Intensity: Medium

Contact Intensity: Medium
Number of Contacts: High
Modification Potential: Medium

Phase	Description
Closure Phase	Closed to the public
RED	Aquarium closed; remaining facilities open to the public at a limited capacity with physical distancing, engineering controls, administrative controls and PPE (cloth masks).
	Timed ticketing (with more than 95% of tickets purchased online and in advance). Very limited cash sales. Maintain limited capacity throughout daily operations by making up to 300 tickets available per hour at Zoo (estimated at less than 20% capacity based on AZA patrons per acre standards); up to 300 tickets available per hour at Botanic Gardens (estimated at less than 20% capacity based on AZA patrons per acre standards). Open 7 hours/day.
	Staff shepherd visitors in an organized, one-way flow through the park and disrupt any potential mass gatherings. Increased signage throughout facility regarding distancing and mask wearing
	Penguin building and Bugarium open, limited to 25% capacity of buildings. Interactive and hands-on components closed or unavailable. Entries and exits monitored by Rangers and volunteers to ensure capacity limits.
	Tingley Beach, free and open – Rangers on site to reinforce social distancing, mask wearing, limited group size, and 6 ft or more distance between groups. Enhanced cleaning protocols. Sanitation stations and supplies readily available everywhere.
	Flexible refund policies at ticketed venues that permit visitors the flexibility to stay home when they are sick, need to care for sick

Phase	Description
	household members, or are at high risk for complications from COVID-19.
	Food and beverage grab and go service available. Online/advance ordering encouraged and supported.
	No special events. Adjustment of team staffing schedule to increase coverage on grounds to ensure visitor flow.
YELLOW	Operations and procedures from Red remain in place with changes to capacity.
	Timed ticketing with online/advance purchase required (with few exceptions and very limited onsite cash purchases). Maintain limited capacity throughout daily operations by making up to 400 tickets available per hour at Zoo (estimated 25% capacity based on AZA patrons per acre standards); up to 400 tickets available per hour at Botanic Gardens (estimated 25% capacity based on AZA patrons per acre standards).
	Indoor exhibits open, limited to 25% capacity of each exhibit. Interactive and hands-on components remain closed or unavailable. Entry and exits monitored by Rangers and volunteers to ensure capacity limits.
	Indoor restaurant seating and gift shops open at capacity allowed by Public Health Order. Online/advance ordering encouraged and supported.
GREEN	Operations and procedures from Red and Yellow remain in place with changes to capacity.
	Timed ticketing with online/advance purchase promoted and encouraged. Maintain limited capacity throughout daily operations by making up to 800 tickets available per hour at Zoo (estimated at less than 50% capacity based on AZA patrons per acre standards); up to 800 tickets available per hour at Botanic Gardens (estimated at less than 50% capacity based on AZA patrons per acre standards).
	Indoor exhibits open, limited to 50% capacity. Interactive and hands- on components remain closed or unavailable. Entry and exits monitored by Rangers and volunteers to ensure capacity limits.
	Indoor restaurant seating and gift shops open at capacity allowed by Public Health Order. Online/advance ordering encouraged and supported.



Community Centers, Multigenerational Centers and Senior Centers
Contact Intensity: Medium
Number of Contacts: High **Modification Potential:** Medium

Phase	Description
RED	Closed to the public except for limited youth programming at the two multigenerational centers. Continue grab & go (drive-thru model) lunches at five senior/multigenerational centers (Barelas Senior Center, Los Volcanes Senior Center, Manzano Mesa Multigenerational Center, North Domingo Baca Multigenerational Center, & North Valley Senior Center).
YELLOW	Continue grab & go (drive-thru model) lunches at the five senior/multigenerational center. Limited, low-impact programming scheduled at all centers so as not to interfere with lunch operations. Sports & Fitness Centers will re-open on a reservation basis only. Youth programming at the multigenerational centers will continue to operate and remain a priority.
GREEN	Begin transition to discontinue the grab & go (drive-thru model) for lunches at the five senior/multigenerational centers to a limited capacity, reservation in-door or take-out option. Indoor dining in the Green phase is limited to 50% of capacity. Limited, low-impact programming will continue at all centers so as not to interfere with lunch operations.



Golf courses and similar recreational facilities
Contact Intensity: Medium
Number of Contacts: Medium **Modification Potential:** Medium

Phase	Description
Closure Phase	Closed to the public.
RED	Open to the public at a limited capacity with physical distancing, engineering controls, administrative controls and PPE (cloth masks). Retail and concessions closed. Review and enhance cleaning protocols. Sanitation stations and supplies readily available everywhere.
YELLOW	Establish and distribute cleaning and protection protocols for vendors. Develop system for vendor and facility inspection. Continue to provide services with engineering controls such as minimum contact with public Sanitation stations and supplies readily available everywhere. Indoor dining open with 25% maximum occupancy
GREEN	Continue to provide services with engineering controls such as minimum contact with public. Sanitation stations and supplies readily available everywhere. Indoor dining open with 50% maximum occupancy



Libraries
Contact Intensity: Low
Number of Contacts: Low
Modification Potential: Medium

Phase	Description
Closure Phase	Closed to the public
RED	 Open to the public at a limited capacity with physical distancing, engineering controls, administrative controls and PPE (cloth masks). Protective shields at customer service desks One week of training prior to re-opening, focused on infectious disease control Staff work only at one site, they do not currently rotate between libraries in order to prevent possible spread among the workforce.
	No public computers or seating will be available. Furniture removed. No sitting on the floor will be allowed. No in-person programming meeting room bookings.
	Review and enhance cleaning protocols. Sanitation stations and supplies readily available everywhere. Staff will clean on an hourly basis.
	Customers may access physical collections.
	Staff will monitor a reduced building capacity to encourage customers to complete rentals.
	Returned items will be quarantined for a time based on expert opinion, between 24-72hrs.
	Ernie Pyle Library and Special Collections Library remain closed.
Yellow and Green	Continue to provide services with engineering controls such as minimum contact with public (for example, self-checkout and telephonic sign-up for library cards)
	Computers will be offered at 30%, with social distancing measures. Cleaning wipes will be provided for every computer user at the beginning of their session.
	Ernie Pyle and Special Collections re-open.



Museums and large indoor event spaces, including Kimo Theater, South Broadway Cultural Center and Convention Center Contact Intensity:

Medium

Contact Intensity: Medium
Number of Contacts: High
Modification Potential: Medium

Phase	Description
Closure Phase	Closed to the public.
RED	INDOOR PERFORMANCE VENUES – South Broadway Cultural Center, KiMo Theater, and the Convention Center are expected to remain closed to public events until the Public Health Order is lifted. While the Public Health Order is in place, Community Events provides monthly updates on special event permitting, public event schedules, vendor opportunities, and City performance & rental venues at the beginning of each month. Anyone interested in receiving monthly updates, please contact specialevents@cabq.gov .
	Museums open to the public at a limited capacity of 20% with physical distancing, engineering controls, administrative controls and PPE (cloth masks) Timed tickets are available online, in advance. Maintain limited capacity throughout daily operations by making up to 40 tickets available per half hour.
	Museum store will open for limited visitors.
	Vinyl markers on floor to space visitors. Customer barriers installed at cashier desk. No public or docent guided tours. No public programs or in-person classes. Prohibit touching of interactive screens.
	Review and enhance cleaning protocols. Establish and distribute cleaning and protection protocols for vendors and groups booking venues. Sanitation stations and supplies readily available everywhere. Implement distanced lines for ticket sales and entrance. Exhibits and surfaces will be disinfected a minimum of 4x per day. Explora re-opens to 25% capacity (50 people / hr). Staff will monitor interior traffic flow and adjust as needed.
YELLOW/GREEN	Continue to increase permissible attendance with engineering controls such as minimum contact with public (for example, electronic ticketing). Museum classes and activities resume with limited numbers. Museum restaurant re-opens with limited outdoor seating only. Review and enhance cleaning protocols. Increase spacing between event bookings to allow for enhanced cleaning procedures. Establish and distribute cleaning and protection protocols for vendors and groups booking venues. Sanitation stations and supplies readily available everywhere. Timed tickets are available online, in advance.

Limited capacity of up to 75 timed tickets available per half hour
during the Yellow phase and up to 125 timed tickets available per
half hour during the Green phase.



Parks, walking trails, bike paths, dog parks
Contact Intensity: Low
Number of Contacts: Low
Modification Potential: Low

Phase	Description
Red	Open to the public, subject to mass gathering limitations of 5 in the Red Phase. Playground use strongly discouraged
Yellow	Continue to advise that visitors limit group size to the mass gathering limit of 10, stay at least six feet apart, avoid the more popular trails in the parks and give other visitors plenty of space, wear a cloth face covering. Ensure routine cleaning is being conducted. Civic Plaza is considered a park, with all mass gathering events cancelled until those limitations change.
Green	Continue to advise that visitors limit group size to the mass gathering limit of 20, stay at least six feet apart, avoid the more popular trails in the parks and give other visitors plenty of space, wear a cloth face covering. Ensure routine cleaning is being conducted.



Swimming pools
Contact Intensity: Medium
Number of Contacts: Medium
Modification Potential: High

Phase	Description
Closure Phase	Closed to the public
RED	Open to the public when permitted by the State, at a limited capacity with physical distancing, engineering controls, administrative controls and PPE.
	 and PPE. Continue with advanced levels of water testing; full water test at opening and closing and test chlorine and pH every hour (All pools will maintain above standard disinfection methods for pool water to include UV systems in all indoor pools. Sanitation stations in the bathrooms (hand wipes, hand sanitizer, hand soap) All bleachers are closed. WMAC will leave the bottom step of the bleachers open. Additional tables will be added to place belongings. Additional hooks will be installed on walls to hang bags. Disinfection of shared equipment (kickboards, pull-buoys, etc.) after each shift/program. Deep cleaning after every shift. Use disinfection methods in locker rooms, showers, pool deck We require all swimmers to shower prior to entering the facility. Showers post swim session are highly discouraged due to the need to begin proper disinfection of the facility. All swimmers must exit the facility 15 minutes after the end of lane reservation period. CDC signage added to locker rooms to provide information about healthy swimming, social distancing, and COVID-19 precautions. Signs advising patrons to wipe down surfaces by utilizing sanitation stations in all locker rooms. Front desk attendants will no longer have the ability to hold personal belongings. Temperature screening will be performed by front desk clerk with a digital thermometer. Individuals with a temperature reading above 100.4°F should be denied entry. Floor signs with 6 ft. distances for waiting in line to pay (if not paid online) and high traffic areas (drinking fountains, sinks, etc.). Cloth face coverings are required when in the locker rooms and on the pool deck but not allowed in pool. Reservations are required for all pool visits. Lap swim reservations are made for one person per lane
	(regardless of relation).Provide limited water aerobics classes not to exceed 10
	participants (depends on adequate social distancing space).
YELLOW	Same as above with the following allowable increases in capacity.

Phase	Description
	 Increase to up to 2 swimmers per lane for individuals in the same household. Reservations for recreation swim at the West Mesa Aquatic Center of up to 15 individuals. Private rentals for individual households only. Increase capacity limits for swim and water polo teams. Provide limited water aerobics classes not to exceed 20 participants (depends on adequate social distancing space).
GREEN	 Same as above with the following allowable increases in capacity. Increase to up to 4 swimmers per lane for individuals in the same household; 2 swimmers per lane if not in the same household (swimmers to start and stop on opposite ends of the pool). Expand recreation swim to more pools. Capacity limits for recreation swim expand to 25 (depends on adequate social distancing space). Expand parent/child swimming lessons to 1:3 ratio (depends on adequate social distancing space).