

City of Albuquerque  
COVID-19  
Reopening Plan  
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. Counties will remain in the Red level when cases per 100,000 are above 10 and test positivity rates are above 7.5% and less than 35% of adults are fully vaccinated. 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. Indoor dining is open at 33% and outdoor is 75% of capacity. Close contact businesses are allowed to operate at 33% capacity. Yellow Level will be reached when one of the following conditions are met for Bernalillo County when COVID test positivity rates reach 7.5% or less, averaged over the preceding 14-day period or when 10 cases per 100,000 or less are reported, averaged over the preceding 14 days or at least 35% of adults are fully vaccinated
- **In Green Level**, restrictions would be further relaxed. Some events may be permitted. Close contact businesses would be allowed to operate at 50% capacity indoor/outdoor. Green Level will be reached for Bernalillo County when two of the following conditions are met COVID test positivity rates reach 7.5% or less, averaged over the preceding 14-day period 10 cases per 100,000 or less are reported, averaged over the preceding 14 days or at least 35% of adults are fully vaccinated
- **In Turquoise Level**, restrictions would be further relaxed, though not removed entirely. Close contact businesses would be allowed to operate at 75% capacity indoor/outdoor. Turquoise Level will be reached for Bernalillo County when COVID test positivity rates reach 7.5% or less, averaged over the preceding 28-day period and when 10 cases per 100,000 or less are reported, averaged over the preceding 28 days and at least 35% of adults are fully vaccinated.
- 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. The vaccination target percentage will increase to 40% on May 5<sup>th</sup> 2021 and increases 5% every 2 weeks until June 30 when the target becomes 60%.

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	TURQUOISE
ESSENTIAL BUSINESSES (NON-RETAIL)	<b>NO CAPACITY RESTRICTIONS</b> but operations must be limited to only those absolutely necessary to carry out essential functions	<b>NO CAPACITY RESTRICTIONS</b> but operations must be limited to only those absolutely necessary to carry out essential functions	<b>NO CAPACITY RESTRICTIONS</b> but operations must be limited to only those absolutely necessary to carry out essential functions	<b>NO CAPACITY RESTRICTIONS</b> but operations must be limited to only those absolutely necessary to carry out essential functions
ESSENTIAL RETAIL SPACES	<b>25% OF MAX CAPACITY</b> (indoor and outdoor)	<b>33% OF MAX CAPACITY</b> (indoor and outdoor)	<b>50% OF MAX CAPACITY</b> (indoor and outdoor)	<b>75% OF MAX CAPACITY</b> (indoor and outdoor)
FOOD AND DRINK ESTABLISHMENTS	<b>NO INDOOR DINING</b> permitted; <b>25% of max capacity for OUTDOOR DINING</b> ; any establishment serving alcohol must close by 9 p.m. each night	<b>33% of max capacity for INDOOR DINING; 75% of max capacity for OUTDOORS DINING</b> ; any establishment serving alcohol must close by 10 p.m. each night	<b>50% of max capacity for INDOOR DINING; 75% of max capacity for OUTDOOR DINING</b>	<b>75% of max capacity for INDOOR DINING; 75% of max capacity for OUTDOOR DINING</b>
CLOSE-CONTACT BUSINESSES	<b>25% OF MAX CAPACITY OR 10 CUSTOMERS</b> at one time, whichever is smaller, 25% of any outdoor space on the premises	<b>33% OF MAX CAPACITY OR 20 CUSTOMERS</b> at one time, whichever is smaller, 33% of any outdoor space on the premises	<b>50% OF MAX CAPACITY</b> (indoor and outdoor)	<b>75% OF MAX CAPACITY</b> ; no restrictions on outdoor spaces
LARGE ENTERTAINMENT VENUES	<b>MAY NOT OPERATE</b>	<b>25% OF MAX CAPACITY OF ANY OUTDOOR SPACE</b> , indoor not permitted with exception of operating up to 25% of max capacity for recording & broadcasting entertainment without any in-person audience	<b>25% OF MAX CAPACITY FOR ANY INDOOR/ENCLOSED SPACE</b> on premises; 50% of any outdoor space on premises	<b>33% OF MAX CAPACITY FOR ANY INDOOR/ENCLOSED SPACE</b> on premises; 75% of any outdoor space on premises
RECREATIONAL FACILITIES	<b>25% OF MAX CAPACITY OF ANY OUTDOOR SPACE</b> on the premises; indoor not permitted	<b>33% OF MAX CAPACITY OF ANY OUTDOOR SPACE</b> on the premises; indoor not permitted	<b>25% OF MAX CAPACITY OF ANY INDOOR/ENCLOSED SPACE</b> on the premises; 50% of any outdoor space on the premises	<b>50% OF MAX CAPACITY OF ANY INDOOR/ENCLOSED SPACE</b> on the premises; 75% of any outdoor space on the premises
BARs & CLUBS	<b>MAY NOT OPERATE</b>	<b>MAY NOT OPERATE</b>	<b>25% OF MAX CAPACITY OF ANY OUTDOOR SPACE</b> on premises, where applicable; indoor not permitted	<b>33% OF MAX CAPACITY OF ANY INDOOR/ENCLOSED SPACE</b> on premises; 75% of any outdoor space on premises, where applicable
ALL OTHER BUSINESSES	<b>25% OF MAXIMUM CAPACITY (INDOOR AND OUTDOOR)</b>	<b>33% OF MAXIMUM CAPACITY (INDOOR AND OUTDOOR)</b>	<b>50% OF MAXIMUM CAPACITY (INDOOR AND OUTDOOR)</b>	<b>75% OF MAXIMUM CAPACITY INDOORS; NO RESTRICTIONS ON OUTDOOR SPACES</b>
HOUSES OF WORSHIP	May not exceed <b>25% OF THE MAX CAPACITY</b> of any enclosed space on the premises	May not exceed <b>33% OF THE MAX CAPACITY</b> of any enclosed space on the premises	May not exceed <b>50% OF THE MAX CAPACITY</b> of any enclosed space on the premises	May not exceed <b>75% OF THE MAX CAPACITY</b> of any enclosed space on the premises
PLACES OF LODGING	<b>40% OF MAX OCCUPANCY</b> for those that have completed NM Safe Certified training; 25% of max occupancy for all others; 5 guests max for vacation rentals	<b>60% OF MAX OCCUPANCY</b> for those that have completed NM Safe Certified training; 25% of max occupancy for all others; 5 guests max for vacation rentals	<b>75% OF MAX OCCUPANCY</b> for those that have completed NM Safe Certified training; 40% of max occupancy for all others; 10 guests max for vacation rentals	No max occupancy restrictions for those that have completed NM Safe Certified training; 50% of max occupancy for all others; 15 guests max for vacation rentals
MASS GATHERINGS LIMIT	<b>5 PERSONS; 40 VEHICLES</b>	<b>10 PERSONS; 80 VEHICLES</b>	<b>20 PERSONS; 120 VEHICLES</b>	<b>150 PERSONS; 200 VEHICLES</b>

## 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 considered 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 [CDC guidelines](#) 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 self-quarantine 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 non-telecommuting 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 [link](https://coronavirus-response-albuquerque-cabq.hub.arcgis.com/app/1dd7e5c71895430bb0abecf0edc49aad):  
<https://coronavirus-response-albuquerque-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 the summer of 2020 the Sunport introduced an autonomous disinfecting robot to its team that disinfects the public areas of the terminal nightly.

The Sunport has had a kiosk (formerly in partnership with the DOH) that provides arriving travelers with information regarding COVID-19. This kiosk has been staffed but will move to an unattended status in mid-March 2021 and will be removed in April of 2021.

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 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. The Everyday Adoption Center inside PetSmart on Eubank will re-open on March 1<sup>st</sup>.

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.

The Eastside Shelter Clinic will be accepting 30 appointments per week for those who have pre-qualified or been issued spay/neuter vouchers.

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, 20, and 150 people for phases Red, Yellow, Green, Turquoise 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. Boards may, however, continue to meet through electronic platforms.

*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

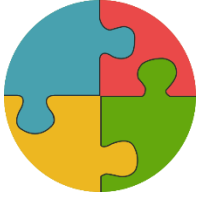
physical distancing measures are reduced, the City Child Development centers will revert to delivering in-person learning and services at 100% capacity.

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](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 contact 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 ,20 in the green stage. The turquoise stage expands mass gathering limits to 150, however the continued social distancing requirement will not allow programs to operate at full capacity. Indoor recreation facilities are closed in the yellow stage the indoor recreational capacity expands to 25% and 50% in green and turquoise respectively.

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 7: Tentative start date for tennis lessons
- June 7: Tentative start date for swimming lessons

Estimated capacity is as follows:

<b>DEPARTMENT</b>	<b># Slots @ 5 person limit Red</b>	<b># Slots @ 10 person limit Yellow</b>	<b>No COVID Restrictions</b>	<b># Staff</b>
<i>Family Community Svc</i>	1126	2196	5590	593
<i>Arts &amp; Culture</i>	580	1161	1300	75
<i>Senior Affairs</i>	120	240	300	55

<i>Parks &amp; Recreation</i>	1604	4386	9704	270
<b>TOTALS</b>	<b>3430</b>	<b>7983</b>	<b>16894</b>	<b>993</b>



## 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/Green/Turquoise Conditions

**Racquet Sports** – Tennis lessons are currently available at 2 locations (Jerry Cline & Sierra Vista) and classes limited to 5 participants and one instructor. Summer lessons will be able to start in mid-June a 5:1 participant to instructor ratio. Youth pickleball lessons are currently happening at three DFCS community centers – limited to 5 participants and one instructor. Yellow conditions limit sport facilities to 33% of outdoor capacity increasing to 50% and 75% for green and turquoise respectively. 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 in Yellow Mass gathering increases to 20 and 150 in green and turquoise will allow for expansion.

**Climbing Wall** – Portable rock climbing wall rentals and programming 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. Mass gathering sizes of 150 in turquoise will allow operations to resume.

**BMX Track** – Duke City BMX opened the BMX Track in mid-February with pod sizes of 10 or less (by reservation), plus instructors. Increasing 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. Mass gathering increases to 20 and 150 in green and turquoise will allow for expansion.

**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. Mass gathering sizes of 150 in turquoise will allow operations to resume.

**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 and 120 and 200 vehicles for green and turquoise respectively Pop Up Movies LLC resumed operations at Balloon Fiesta Park under these same vehicle limits in mid-February. These drive in and drive through events including fireworks, movies and other events would allow the same number of vehicles City permitting will be required for all drive-in style events.

**Esperanza Community Bike Education Center** (Youth Earn a Bike and Bicycle Education Clinics) – ECBEC is an indoor “recreational facility” and has opened under Yellow conditions with reservations Outdoor Pop-Up Bike Clinics will continue to operate with a maximum of ten group

size, along with maintaining social distancing and will continue to operate when ECBECE is eventually opened.

**The Golf Center** – The Driving Range and 6-Hole Course are currently open and operating at 33% capacity, 6-foot social distancing on course and requiring masks to be worn. Outdoor recreational capacity will increase to 50% and 75% in green and turquoise, respectively.

**Athletic Complexes --** (Los Altos, Bullhead, Martineztown, Tingley, Vietnam Veterans, and South 2<sup>nd</sup> Street softball fields; Little Leagues) – The City Summer Softball League is expected to resume league softball on Sunday, June 5 under Yellow or possible Green conditions in Bernalillo County. Sports field capacities will be able to support two teams and limited spectators. The Los Altos Park softball fields are expected to be closed due to a major park renovation project and will not be used to support summer softball. The Summer League Schedule is being tailored to a reduced team capacity that would require all teams to adopt Covid Safe Practices (CSPs) that include limited, socially distanced spectators, socially distanced dugouts, 30 – 45 minutes of transition time between games (allowing for disinfection), limited tail gaiting, the requirement of teams to disinfect high touch, common areas such as dugouts and bleachers, and the requirement of teams and leagues to support additional portable toilet and hand sanitation facilities. As group size limits and outdoor recreational facility capacity limits are raised under Yellow conditions and youth sports are permitted to re-restart, Little League play can resume, subject to outdoor recreational facility capacity limits, and with all Leagues complying with enhanced Covid-safe practices.



## Summer youth programs (continued)

**Movies in the Parks / Park Activation** – Movies and the park activation program will be dependent on relaxed limitations on mass gatherings and the ability of Recreation Division to staff events with a limited number of seasonal employees. Both programs will be able to function when mass gatherings can exceed 100 people which is expected in turquoise.

**Athletic Fields** – (North Domingo, Ventana Ranch, and Bull head parks; City parks with athletic field spaces) Youth Softball/Soccer/Rugby/Flag Football/Lacrosse will all depend largely on guidance provided by the public health order regarding youth and adult sports, and on sanctioning bodies such as USSSA for softball and USA Soccer for soccer. Under Yellow conditions, without clear permission for youth sports resumption, practices will be allowed with a maximum group size of ten. As group size limits and outdoor recreational facility capacity limits are raised, and youth sports are permitted to re-restart, PRD will permit adult and youth sports activities and competitions at fields and parks, based on outdoor recreation and facility capacities. The total number of participants, including spectators, will be limited to each facility's capacity limit under the public health order. 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 and the teams, leagues, and sport organizations that use City facilities will have to assume some responsibilities for sanitizing the common areas of use such as bleachers and dugouts. Teams, leagues and sport organizations will also be expected to contribute to the availability of portable toilet and hand sanitizing facilities. The City has already provided limited toilet facilities at Jerry Cline Recreation and Tennis Center, Manzano Mesa Pickleball Court Complex, Arroyo del Oso Tennis Courts and North Domingo Baca Tennis Courts. In addition, the City currently operates vault toilets at Mariposa Basin Park, North Domingo Baca Park, CNM Universe Park, Ventana Ranch Park and Tingley Softball Fields, and other vault toilets will be constructed in 2021 at North Domingo Baca, Arroyo del Oso and Vista Grande Park.

**Civic Plaza** - Per the public health order, Civic Plaza can operate at 25% maximum capacity during the yellow phase. The 25% capacity restriction would allow no more than 2,500 people. However, the 6' physical distancing requirement of the public health order and Large Entertainment Venues COVID Safe Practices (CSPs) will still apply. Seating groups of 6 or pods of 6 separated by 6' will be required.

ASM Global does not have any large events planned on Civic Plaza, but will do some low-cost flexible programming with an anticipated start of May 2021. An example of the type of potential programming is Friday Night Movies on the Plaza and similar events. This would be used to gauge public interest and can be done with their current staff. They have not seen great interest from paying customers to rent the facility. However, ASM Global is actively marketing the space for graduations and other warm season type events. Additionally, EDD is recommending community groups that usually use other City venues for their events to use Civic Plaza instead (e.g. TEDxABQ).

### Event Protocols for Civic Plaza Events

1. Capacity – Turquoise – 75% capacity (~7,500 people), Green – 50% capacity (~5,000 people), Yellow – 25% capacity (~2,500 people)
  - a. A full enclosure (fencing/barricades) of Civic Plaza will be required to maintain capacity
2. Face Coverings will be required for all patronage.



3. Access/Registration – all events will be required to have a RSVP system to monitor capacity
4. Physical Distancing – Groupings will have a maximum of 6 people and will be that will be required to be separated from other groups by 6’
  - a. Note: This will have the greatest impact on capacity and maximum capacity with 6’ physical distancing would be approximately 30%
5. Ingress/Egress – Primary entrance will be the 3<sup>rd</sup> Street side and the exits will be on the South and North side of Civic Plaza
  - a. Security & Ushering Personnel will be required to monitor patrons adhering to the 6’ physical distancing
  - b. Stanchions/Bike Rack, and/or Floor Markings will be used to promote 6’ physical distancing
6. Employees – will be required to adhere to all COVID Safe Practices established by the Employer
7. Food & Beverage – adhere to COVIC Safe Practices for restaurants
8. Licensee – will be required to complete a COVID-19 Safety Plan
9. Restrooms – Port-A-Potty’s will be dispersed throughout Civic Plaza with appropriate hand washing stations

**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 which is expected in turquoise.

#### 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 and then to 19 with one instructor in the green phase. Mass gathering limits of 150 in turquoise will allow more significant expansion.

#### 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. Mass gathering limits of 150 in turquoise will allow more significant expansion.

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. Mass gathering limits of 150 in turquoise will allow more significant expansion.



### **Summer youth programs (continued)**

#### Arts and Culture Department Programs

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 Arts and Culture 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 1<sup>st</sup>. 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 8<sup>th</sup>, 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](mailto: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 Office**

Albuquerque Film Office has been issuing digital permits and processing production requests since production was re-opened by the State in October 2020. All productions in New Mexico must adhere to all Public Health and Executive Orders from Governor Michelle Lujan Grisham including all mandated COVID Safe Practices and the industry protocols, Back 2 One, issued by the New Mexico Film Office which includes principles, recommendations and resources for film and television productions during all stages of the COVID-19 pandemic. All relevant protocols are outlined in detail via NMFO’s website at <https://nmfilm.com/covid-19-safe-practices/>.

The newly launched Digital Permit Process and recently updated “City of Albuquerque Film, Television & Photography Guidelines) have been focused on reducing in-person contact and allowing productions and the Albuquerque Film Office to conduct the majority of business online.

All productions whether union or non-union, no matter the size or budget, are required to adhere to the CSP’s as laid out by the State’s protocols. These protocols will remain in place based on industry requirements and state mandates until it is deemed safe to lift those restrictions.

To date, the positivity rate on sets for the state of New Mexico (as tracked through NM Film Office and NM Department of Health) is at 0.03%. To date, the positivity rate on sets in Albuquerque is 0%.

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**

During the Red phase, the Open Space Visitors' Center is open and subject to occupancy limits set by the State. Hours of operation are Tuesday – Saturday from 9 a.m. – 5 p.m. COVID Safe Practices signs are strategically posted throughout the facility. The number of people in the building is limited to 25 people at a time, no groups larger than 5 and they must wear a mask. Public access to the kitchen is not allowed with the exception of staff and volunteers. The Tower is closed. The Media Room and Gallery are limited to groups of 5 or less at one time. The Center offers public programs with no more than 5 people inside and 10 people outside. The OSVC also offer some events and education program virtually to reach more people. This is also the case in the Yellow phase. In the Green phases, the Center will allow groups of 10 to gather indoors and 20 outdoors, and follow all other COVID safe practices. The Tower may open up to a maximum of 2 people at a time. In the Turquoise phase, the building will be opened to 50 people at a time and rooms that were previously closed will be opened to the public including the Media Room, Gallery and Kitchen. Group size limits will be kept to a maximum of 150 outdoors.

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. 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.



### **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 in-person 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 begin transition to discontinue the grab & go (drive-thru model) for lunches at three senior centers and offer limited capacity, reservation in-door or take-out option for those 60 and older. Limited, low-impact programming will continue at senior centers so as not to interfere with lunch operations. Two multigenerational centers will remain closed until the completion of full-time distance learning for youth programming and continue to offer grab & go meals.

The Turquoise phase will have all senior centers at offering limited capacity, reservation in-door or take-out option for those 60 and older. Multigenerational Centers will continue grab & go lunch model option until youth distance learning ceases. Increased programming hours, at low-impact level will be allowed following COVID safe protocols so as not to interfere with lunch operations, except at multigenerational centers. Emergency home delivered meals will have concluded.

*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 are limited to two patrons at a time in the office, and they must wear a mask. Six-foot markers are placed outside of the office where patrons may wait their turn to enter the building after being checked-in for contract tracing. Clubs, CCW classes, and Paintball are allowed, but limited to 25% capacity with groups of 5. Trap and Skeet is allowed and limited to 5 per range at all 10 skeets and 2 traps. Firing line is open, but reduced to 25% capacity: 12 tables and only 2 people per table. In the Yellow phase, clubs and CCW classes can meet in groups of 10 and follow COVID safe practices. Paintball can meet, but stay in groups of 10 and follow COVID safe practices. Group sizes will go up to 20 in the Green phase, and the firing line will be opened to 24 tables. During Turquoise phase, large events may resume outside with a maximum of 150 and 50 inside, and the firing line will be fully open.



### **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.

### **TURQUOISE:**

- Full service will continue, with social distancing compliance.

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 1<sup>st</sup>, 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	<p>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.</p> <p>Conduct screening checks at City Hall with full time staffed positions separate from normal security functions. See <a href="#">Appendix F</a> for Screening Procedures. Screening checkpoints staffed during peak times (6AM-10AM), one for screening and one for line management, prep and wait time checks. During normal business hours 6am-5pm:</p> <ul style="list-style-type: none"> <li>• One main checkpoint for employees (Westside – shaded/cooler)</li> <li>• Two screening area officers, one elevator/stairwell officer.</li> </ul> <p>Signs at locked/secured entrance points directing employees where to go for screening.</p>
YELLOW/GREEN	<p>Continue to provide screening and other services with engineering controls such as minimum contact with public (for example, planning drop-box).</p> <p>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.</p> <p>Maintain appointment only public access, prepare for increased appointments as more staff return to city all during Yellow and Green.</p> <p>Sanitation stations and supplies readily available. Revised work-from-home policies based on successes and lessons of social distancing</p>
TURQUOISE	Allow walk-ins and appointments for public and customers (e.g. vendors, businesses) consistent with 75% staffing levels



**Athletic fields and other outdoor group settings, including Isotopes Park**

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

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Phase	Description
Closure Phase	Closed to the Public
RED	Closed to the Public
YELLOW	Closed to the Public
GREEN	Generally open with capacity limitations
TURQUOISE	Generally open with capacity limitations



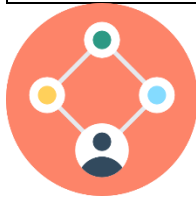
**BioPark (zoo, aquarium, botanical gardens)**

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

Phase	Description
Closure Phase	Closed to the public
RED	<p>Aquarium closed; remaining facilities open to the public at a limited capacity with physical distancing, engineering controls, administrative controls and PPE (multi-layer cloth masks).</p> <p>Timed ticketing (tickets purchased online and in advance). No cash ticket sales. Maintain limited capacity throughout daily operations by making up to 400 tickets available per hour at Zoo (estimated at less than 25% capacity based on AZA patrons per acre standards); up to 400 tickets available per hour at Botanic Gardens (estimated at less than 25% capacity based on AZA patrons per acre standards). Open 7 hours/day.</p> <p>Staff Rangers ensure guests adhere to mask and social distance rules and disrupt any potential mass gatherings. Increased signage throughout facility regarding distancing and mask wearing. Some sections with one-way flow to prevent crowding.</p> <p>Flexible refund policies at ticketed venues that permit visitors the flexibility to stay home when they are sick, need to care for sick household members, or are at high risk for complications from COVID-19.</p> <p>Food and beverage grab and go service available. Online/advance ordering encouraged and supported.</p> <p>No special events. Adjustment of team staffing schedule to increase coverage on grounds to ensure visitor flow.</p>

<b>Phase</b>	<b>Description</b>
YELLOW	<p>Operations and procedures from Red remain in place with changes to capacity.</p> <p>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 500 tickets available per hour at Zoo (estimated 33% capacity based on AZA patrons per acre standards); up to 500 tickets available per hour at Botanic Gardens (estimated 33% capacity based on AZA patrons per acre standards).</p> <p>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.</p> <p>Indoor restaurant seating and gift shops open at capacity allowed by Public Health Order. Online/advance ordering encouraged and supported.</p>
GREEN	<p>Operations and procedures from Red and Yellow remain in place with changes to capacity.</p> <p>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).</p> <p>Indoor exhibits open, limited to 25% capacity. Interactive and hands-on components remain closed or unavailable. Entry and exits monitored by Rangers and volunteers to ensure capacity limits.</p> <p>Indoor restaurant seating and gift shops open at capacity allowed by Public Health Order. Online/advance ordering encouraged and supported.</p>
TURQUOISE	<p>Operations and procedures from Red, Yellow and Green remain in place with changes to capacity.</p> <p>Timed ticketing with online/advance purchase promoted and encouraged. Maintain limited capacity throughout daily operations by making up to 1200 tickets available per hour at Zoo (estimated at less than 75% capacity based on AZA patrons per acre standards); up to 1200 tickets available per hour at Botanic Gardens (estimated at less than 75% capacity based on AZA patrons per acre standards).</p>

Phase	Description
	<p>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.</p> <p>Indoor restaurant seating and gift shops open at capacity allowed by Public Health Order. Online/advance ordering encouraged and supported.</p> <p>Event rentals and bulk tickets available to groups of 150 or less. Modified special events for groups of 150 or less may be considered. Adjustment of team staffing schedule to monitor visitor flow.</p>



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	The Green phase will begin transition to discontinue the grab & go (drive-thru model) for lunches at three senior centers and offer limited capacity, reservation in-door or take-out option for those 60 and older. Limited, low-impact programming will continue at senior centers so as not to interfere with lunch operations. Two multigenerational centers will remain closed until the completion of full-time distance learning for youth programming and continue to offer grab & go meals.
TURQUOISE	All senior centers will offer limited capacity, reservation in-door or take-out option for those 60 and older. Multigenerational Centers will continue grab & go lunch model option until youth distance learning ceases. Increased programming hours, at low-impact level will be allowed following COVID safe protocols so as not to interfere with lunch operations, except at multigenerational centers. Emergency home delivered meals will have concluded.



**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 33% 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
TURQUOISE	Continue to provide services with engineering controls such as minimum contact with public. Sanitation stations and supplies readily available everywhere. Indoor dining open with 75% maximum occupancy



**Libraries**

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

Phase	Description
Closure Phase	Closed to the public
RED	<p>Open to the public at a limited capacity with physical distancing, engineering controls, administrative controls and PPE (cloth masks).</p> <ul style="list-style-type: none"> <li>• Protective shields at customer service desks</li> <li>• One week of training prior to re-opening, focused on infectious disease control</li> <li>• Staff work only at one site, they do not currently rotate between libraries in order to prevent possible spread among the workforce.</li> </ul> <p>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.</p> <p>Review and enhance cleaning protocols. Sanitation stations and supplies readily available everywhere. Staff will clean on an hourly basis.</p> <p>Customers may access physical collections.</p> <p>Staff will monitor a reduced building capacity to encourage customers to complete rentals.</p> <p>Returned items will be quarantined for a time based on expert opinion, between 24-72hrs.</p> <p>Ernie Pyle Library and Special Collections Library remain closed.</p>
Yellow and Green	<p>Continue to provide services with engineering controls such as minimum contact with public (for example, self-checkout and automatic renewal for library cards)</p> <p>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.</p> <p>Ernie Pyle and Special Collections re-open.</p>
TURQUOISE	<p>Occupancy at 75%.            Seating, tables, computers available.            Study and group rooms available.</p>

	<p>Seventy-two-hour quarantine of returned materials suspended. Maintained: Masks and social distancing required for staff and visitors. Protective shields at service points. Face shields available for staff working on the floor.</p>
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**Museums and large indoor event spaces, including Kimo Theater, South Broadway Cultural Center and Convention Center**

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

Phase	Description
Closure Phase	Closed to the public.
RED	<p>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 &amp; rental venues at the beginning of each month. Anyone interested in receiving monthly updates, please contact <a href="mailto:specialevents@cabq.gov">specialevents@cabq.gov</a>.</p> <p>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.</p> <p>Museum store will open for limited visitors.</p> <p>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.</p> <p>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.</p>
YELLOW/GREEN	<p>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</p>



	<p>during the Yellow phase and up to 125 timed tickets available per half hour during the Green phase. At the Green Level, large entertainment venues may operate at up to 25 percent of maximum occupancy of any enclosed space on the premises, as determined by the relevant fire marshal or department, and up to 50 percent of maximum occupancy of any outdoor space on the premises, while following Covid safe social distancing practices. At the green level, entertainment venues will begin to accept reservations for anticipated turquoise level dates.</p>
<p>TURQUOISE</p>	<p>At the Turquoise Level, large entertainment venues may operate at up to 33 percent of maximum occupancy of any enclosed space on the premises, as determined by the relevant fire marshal or department, and up to 75 percent of maximum occupancy of any outdoor space on the premises, while following Covid safe social distancing practices. At the turquoise level, entertainment venues will begin to accept reservations for anticipated post-turquoise level dates.</p>



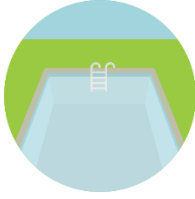
**Parks, walking trails, bike paths, dog parks**

**Contact Intensity:** Low

**Number of Contacts:** Low

**Modification Potential:** Low

Phase	Description
Red	<p>Open to the public, subject to mass gathering limitations of 5 in the Red Phase.</p> <p>Playground use strongly discouraged</p>
Yellow	<p>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.</p> <p>Civic Plaza is considered a park, with all mass gathering events cancelled until those limitations change.</p>
Green	<p>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.</p>
TURQUOISE	<p>Continue to advise that visitors limit group size to the mass gathering limit of 150, 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.</p>



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

Phase	Description
Closure Phase	Closed to the public
RED	<p>Open to the public when permitted by the State, at a limited capacity with physical distancing, engineering controls, administrative controls and PPE.</p> <ul style="list-style-type: none"> <li>• Continue with advanced levels of water testing; full water test at opening and closing and test chlorine and pH every hour (</li> <li>• All pools will maintain above standard disinfection methods for pool water to include UV systems in all indoor pools.</li> <li>• Sanitation stations in the bathrooms (hand wipes, hand sanitizer, hand soap)</li> <li>• 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.</li> <li>• Disinfection of shared equipment (kickboards, pull-buoys, etc.) after each shift/program.</li> <li>• Deep cleaning after every shift.</li> <li>• Use disinfection methods in locker rooms, showers, pool deck</li> <li>• We require all swimmers to shower no less than one hour prior to entering the facility and encourage individuals not to shower at 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.</li> <li>• CDC signage added to locker rooms to provide information about healthy swimming, social distancing, and COVID-19 precautions.</li> <li>• Signs advising patrons to wipe down surfaces by utilizing sanitation stations in all locker rooms.</li> <li>• Front desk attendants will no longer have the ability to hold personal belongings.</li> <li>• 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.</li> <li>• Floor signs with 6 ft. distances for waiting in line to pay (if not paid online) and high traffic areas (drinking fountains, sinks, etc.).</li> <li>• Cloth face coverings are required when in the locker rooms and on the pool deck but not allowed in pool.</li> <li>• Reservations are required for all pool visits.</li> <li>• Lap swim reservations are made for one person per lane (regardless of relation).</li> <li>• Provide limited water aerobics classes not to exceed 10 participants (depends on adequate social distancing space).</li> </ul>

Phase	Description
	<ul style="list-style-type: none"> <li>• All Individuals traveling outside the State of New Mexico are required to quarantine for 14 days before entering an Aquatics facility.</li> <li>• Private swimming lessons offered.</li> <li>• Scuba Classes increase to a max of 4 plus one instructor</li> </ul>
YELLOW	<p>Same as above with the following allowable increases in capacity.</p> <ul style="list-style-type: none"> <li>• Increase to up to 2 swimmers per lane for individuals in the same household.</li> <li>• Reservations for recreation swim at the West Mesa Aquatic Center of up to 15 individuals.</li> <li>• Private rentals for individual households only.</li> <li>• Increase capacity limits for swim and water polo teams.</li> <li>• Provide limited water aerobics classes not to exceed 20 participants (depends on adequate social distancing space).</li> </ul>
GREEN	<p>Same as above with the following allowable increases in capacity.</p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• Expand recreation swim to more pools. Capacity limits for recreation swim expand to 25 (depends on adequate social distancing space).</li> <li>• Expand parent/child swimming lessons to 1:3 ratio (depends on adequate social distancing space).</li> </ul> <p>No quarantine required for individuals who have traveled outside New Mexico.</p>
TURQUOISE	<ul style="list-style-type: none"> <li>• Recreation swim programs dependent on the PHO opening pools and/or splash pads for activities other than physical fitness and therapy.</li> <li>• If permitted, 50% capacity for indoor pools and 75% for outdoor recreational facilities.</li> </ul>