

# Memo

**To:** Select Board  
**From:** Robin Craver, Town Manager  
**Date:** April 23, 2020  
**Re:** Department Update Report for the April 27, 2020 Select Board Meeting

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## Administration

- Town Offices and Operations: Town Buildings are still closed in response to COVID-19, with staff in the buildings only for critical needs.
- Recovery Coalition: Looking towards the future, the Town has formed a group of community partners to start the planning process of how the Town can successfully emerge following the pandemic.
- Town Meeting: The Town Moderator has continued the Annual and Special Town Meetings to May 18. The Municipal relief legislation passed on April 3, 2020 allows for the Moderator to issue more than one Declaration of Recess and Continuance provided that each declaration is no longer than 30 days and cannot continue more than 30 days after the Governor rescinds a previously declared State of Emergency.
- Town Projects:
  - Work on upgrading the parking equipment and renovations at Harbor Hill continue.
  - Veterans Memorial Community Center- The roof repair is near completion, the upgrade to the cooking hood vent in the Multi Purpose Room kitchen is set to start and the solar panel installation has resumed with expectation to be online within the month.
  - The Eversource battery installation and painting of the exterior of Town Hall are underway.
  - The replacement of the Airport roof project has had a slight delay due to environmental issues. The airport is now slated to reopen on May 9.
  - The lowest bidder for the Prince Street intersection/ Bradford Street bike climbing lane has been identified and we are preparing to award the project to them.
  - Currently negotiating a contract for the former VFW building demolition.

- The lowest bidder for the HVAC upgrades at Town Hall has been identified but proposal was outside of available appropriations. Working with Green Communities grant program to try and close the gap.
- The Invitation for Bids for the rehabilitation of Pilgrims' First Landing Park has been prepared and will be advertised shortly.

### Building Department

- Applications and Licensing: The Building Department continues to review incoming applications, issue, as appropriate, permit applications, and conduct required inspections per 780 CMR MA State Building Code. The Department has reached out to all contractors and have provided them with Guidelines provided by the Commonwealth as to jobsite protocols during this pandemic. Licensing inspections conducted by the Department will occur in a consolidated time frame as businesses are permitted to re-open and will make for an extremely busy time for the two inspectors charged with conducting said inspections. The Department is formulating a plan to accommodate the business owners and maintain a high level of safety while conducting these inspections.
- Flood Insurance Program: 2020 is Provincetown's 5-year cycle visit for the Community Rating Service (CRS) program. Preparation is nearing completion for the upcoming April 27, 2020 virtual meeting with the Insurance Services Office (ISO) regarding the Community Rating System (CRS) program. Participation in the CRS Program gives the community credits that are applied to the Flood Insurance rates offered to Provincetown flood insurance policy holders. Information to provide all of the required documentation is extracted from several departments: their help has been greatly appreciated.

### Council on Aging

- Communications: The focus of messaging has been to reassure seniors that assistance is available and that they are not alone. In an effort to reach residents who may not have computers or choose not to use social media, the Department is maintaining contact through multiple sources, including PTV, WOMR and our monthly print newsletter. In addition, staff has been making regular check-in phone calls to over 150 seniors to maintain vital connections, reduce social isolation and monitor well-being.
- Human Services Providers: All providers with office space in the VMCC are working remotely, with the Visiting Nurses Association (VNA) maintaining access to their medical storage area and continuing home-based medical services.

### Emergency Management/Transportation

- COVID-19 Response: The EMTC continues coordinating response, recovery, and planning initiatives amongst MEMA, the BCREPC, social service providers, the Board of Health, social service providers, public safety agencies and first responders. It is not yet clear if we have hit peak crisis in Massachusetts yet. Having enhanced current levels of surge capacity, operations are starting to

move away from the initial health care response and further towards policy advocacy, planning for further outbreaks and life post-first wave.

- Donations: Local businesses and private benefactors have made donations of essential goods to Town. These goods are being routed to public safety agencies, first responders, and CV-19 cases requiring assistance. They include N95 and KN95 masks, surgical masks, homemade masks, toilet paper, gloves, shower chairs, face-shields, bleach and more. Recipients are grateful for the assistance and departments are heartened to see our community looking out for each other.
- Parking Operations: Waiting further instruction from the State, the Department is considering all options regarding the parking season and multi-modal transit operations for the 2020 season. The EMTC will work with Town Staff, the Recovery Coalition and our transportation partners to identify the best courses of action to safely meet community need.

### Environment/Conservation

- Intermunicipal Shoreline Management Plan: The Environmental Planner and the Marine Coordinator are working with our counterparts in Truro, Wellfleet, and Provincetown, as well as the project contractor, Center for Coastal Studies, on wrapping up our report for the first phase of the Intermunicipal Shoreline Management Plan, as well as developing a scope for the next phase, for which we will again seek CZM Coastal Resilience grant funding in FY21.
- B Street Garden: The Environmental Planner worked with members of the Board of Health, as well as the B Street Garden Advisory Group to develop safety protocols for use of the community garden off Browne Street. The Conservation Commission, which manages the garden, approved the protocols on April 21, 2020, and they will be disseminated to the gardeners.

### Finance

- FY20 and FY21 Budgets: Departments are curtailing spending of remaining FY20 budgets to essential expenditures only in response to the state of emergency, determining potential FY20 revenue losses, and how to avoid or limit an operating budget deficit in the general fund. Deficit spending can be amortized for up to three years on the tax rate recap. The Finance Director is working with staff to review, revise and tighten departmental budgets in response to expected revenue loss during the 2020 summer season.
- State of Emergency Reimbursements: COVID-19 specific line items have been added to track all expenditures related to the state of emergency. These expenditures will be submitted to FEMA for 75% reimbursement.

### Health

- COVID-19 Response: Health Director Morgan Clark, the Board of Health Chair, and Board of Health Vice Chair are working daily on COVID-19 response, preparation and planning for the future.
- Remote Services: All of the Health Department's normal services continue to be offered remotely. Crystal Free and Yoga for Addiction Recovery continue online.

The Health Department's website *Ways to Connect when distancing* provides information on how to access these and other services available to the Community.

### Housing

- Harbor Hill: Of the 28 units available at Harbor Hill, 15 are occupied and 6 move-ins are scheduled for May 1, for a total of 21 units. Three (3) applications are pending, with 6 additional applications in the pipeline.
- Deed Restricted Units: The Housing and Economic Development Director is working with the State Department of Housing and Community Development along with Barnstable County on the resale of two deed restricted one-bedroom units to be re-sold. These units are income eligible up to 80% of the Area Median Income, and advertising for these will begin in May.

### Human Services

- New Hires: John Carrier Sanitation Skilled Laborer & Ryan Tileston Sanitation Skilled Laborer.
- Position Moves: Christopher Roderick from Sanitation Foreman to Transfer Station Skilled Laborer & Matthew Brazil from Sanitation Skilled Laborer to Sanitation Foreman.
- Retirements/ Resignations: None
- Open Year Round Positions: Currently the Town is seeking a Town Clerk, On-Call Telecommunicators, and On-Call Secretaries
- Open Seasonal Positions: Although Seasonal Hiring has a temporary moratorium, applications for various Seasonal Positions are being accepted for the 2020 Season: PPC Operational Staff, PPC Assistant Harbormaster, PPC Night Patrol, DPW Highway Dept. Laborer, DPW Transfer Station/Sanitation Laborer, DPW Barrels & Grounds Attendants, DPW Third Barrel Pickup Attendants, DPW Comfort Station Attendants, DPW Beautification Maintenance Staff, DPW Groundskeeper Maintenance Staff, DPW Floating Custodian, Parking Dept. Cashiers, Parking Dept. Parking Lot Attendants, Parking Dept. Booth Attendants, Recreation Leaders, Recreation Behavioral Aides.
- Applications and job descriptions for all positions can be found on the Town's website.

### Library

- 5<sup>th</sup> Annual Moby-Dick Marathon: Rather than completely cancel this year's marathon, the Library reimagined and scaled it back into a virtual event. Over thirty people submitted video recordings of themselves reading their passages and Assistant Library Director, Brittany Taylor, and Amy Davies of PTV, transformed it all into something wonderful.
- Operations: Library staff continues to be available by phone and email during regularly scheduled hours to assist patrons in use of electronic resources and answer any questions. Access to and use of electronic resources increases and

our monthly book club is now a weekly Zoom meeting that is well attended and much enjoyed by the participants.

- Crop Swap: The Swap continues when items are available and it remains a hugely successful program.

### Marine Services

- Pier Operations: The Pier/HM office remains closed to the general public but continues to have a presence on the Pier in one form or another. Office phone lines are still open for questions or concerns, and the public can also utilize the secure drop box on the outside of the office.
- Applications, Renewals and Permitting: Commercial Fishers Dock permit renewal application forms have been coming in, are reviewed, and dock assignments allocated to the recently renovated floating docks. Completed Applications must be submitted before fishing vehicles can return to the Pier. Mooring renewal applications have also started coming in, with new stickers issued via US Mail. Artist Trap Shed assignments are being confirmed with hopes that the Trap Shed community can open for the season as soon as the Emergency order is lifted. Dinghy dock and beach boat permits are being sold via phone or online and these permit stickers will be mailed once purchased. Kayak rack permits are being sold either by mail or phone.

### MIS

- Remote Access: MIS continues to support staff who are working remotely. The Department has tools in place that allow for remote assistance, which enables us to control a workstation remotely and troubleshoot from afar.
- Remote Meetings: MIS has accelerated the migration of on-premise staff user accounts to the cloud, which activates feature-rich collaboration tools such as Microsoft Teams. The Teams platform is currently being used to host various remote meetings - from small departmental gatherings, to large question and answer sessions.

### Planning

- Remote Board Meetings: The Planning Board, Zoning Board and Historic District Commission are all meeting virtually and continue to hold public hearings.

### Public Works

- Town Hall Painting: A crew from Dandi's Contracting is working on preparing the exterior of Town Hall for painting later this Spring. The crews will work on power washing mold and debris from the exterior surface before beginning manual scrapping of loose paint. The storm windows will be removed and glazed to be replaced prior to reinstallation before final painting. The project is expected to be completed by June 1.
- Demolition of Former VFW Building: The Town received five bids for the demolition of VFW building, with submitted proposal ranging from \$72,500 - \$490,568. The Department estimated the project cost at \$90,000. The first bidder

was unable to secure bonding for the project and the Town is in negotiation with the second low bidder. If the Department is unable to secure a contract with this bidder, the Town may need to consider performing the work in-house.

- Eversource Battery Project: The Transfer Station Battery Project continues with the installation of electrical vault boxes on Route 6, Race Point Road, and the transfer station access drive. A water main replacement will begin next week within the transfer station access road, after which the conduit between the transfer station and Route 6 will be installed underground. The project is on schedule and will take several weeks to complete.

### Recreation

- Virtual Recreation Challenge: Beginning on March 18, the Recreation Department created a “virtual recreation challenge” series for the community. Staff has, and will continue to, record a visual demonstration of the activities and then children, families and community members are asked to complete what was demonstrated on the video. The Department posts a weekly video on the Recreation Department’s Facebook page of what the challenge is and each participant has a timeframe of Monday-Friday to complete the challenge. The department has published four challenges to date: Fitness, Dance Moves, Juggling and Drawing. The posts are reaching over 1500 views each week, and the Department is receiving 10 to 15 submission videos per challenge.
- Bunny Drive: Due to the pandemic, the Department had to cancel the annual Spring Celebration, a collaboration between Recreation, PTA, Seashore Point and the Pilgrim Monument and Museum. In past years, all four organizations teamed up to provide a free breakfast at Seashore Point, followed by an egg hunt at the base of the Monument to celebrate the start of spring. There is usually a “Bunny” walking around for families to take pictures. The Recreation Department came up with the idea of having the “Bunny Drive” throughout the community so that everyone could wave to the Bunny. Thanks to the generosity of the Police Department, residents were able to see the Bunny in their neighborhood.
- Virtual Adult Classes: The Department has transformed one of the adult fitness classes, stretch and tone, to a virtual platform on Zoom. Our volunteer instructor, Bart Murell, expressed interest in providing his class virtually. Thanks to the hard work of the Assistant Recreation Director, Stretch and Tone is up and running on Zoom, with 15-20 people exercising and socializing with their instructor and others in the class.
- School Vacation Week Activities: Remote activities were set up for the Provincetown Schools students during vacation week. Divided by three age groups, children were able to participate in structured times with the Recreation counselors and their peers enjoying activities such as crafts and games.

### School

- Remote Learning: Provincetown Schools launched remote learning on the 2nd day of closure thanks to our technology infrastructure and the incredible work of the teaching staff. The students who receive special education services are connecting with providers on-line for Speech, Occupational Therapy and more.

All of our kids are receiving Art, Musical Theater, Spanish and PE along with their core subjects while our facilities are closed.

- Earth Day: The entire school celebrated Earth Day's 50th Birthday Celebration and received seed packets, posters to color, and kites to fly during the food distribution on April 21. The school provided food during vacation thanks to our volunteer staff members

#### Tourism Department

- Public Relations: Effective April 1, 2020, the Town contracted with Conran PR, the new Public Relations firm. The Department is working with them on the Marketing/PR flow and strategic positioning through the end of this calendar year to dovetail with the response and adaptive recovery strategy currently in place. The Digital Media Selection Committee has identified the most advantageous agency for the Town of Provincetown and the Tourism Department is negotiating an agreement to meet the scope of work requirements.
- Event Updates: The Department is in constant contact with the Chamber, PBG, grantees and event producers to provide the most accurate and up to date event cancelations. The PtownToruism.com Events Calendar is updated daily/as needed, and a link for most up to date information on canceled events has been added to the Tourism website. One of the most recent communications is from the General Society of Mayflower Descendants regarding the cancellation of their 2020 CONGRESS and their visit to Provincetown in September.

#### Town Clerk

- Office Operations: The Assistant Town Clerk has been given a laptop to work remotely and will start assuming the responsibilities of the Town Clerk on May 1.
- Annual Election: The warrant for the June 9 Annual Town Election will be posted next week and there may be reduced election hours in light of the COVID-19 Pandemic.
- Voting: Early and absentee voting will begin May 1.