

# Memo

To: Select Board

From: Robin Craver, Town Manager

Date: July 9, 2020

Re: Department Update Report for the July 13, 2020 Select Board Meeting

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## Administration

- Indigenous Peoples Consultant: Reached out the Pilgrim Monument as requested to see if possible collaboration. Will continue discussions.
- I am happy to report that the Town of Provincetown will receive the Community Rating System (CRS) Class 8. The credits received after much work by the Building Commissioner Annie Howard will result in a 10% premium discount on flood insurance in the Town of Provincetown, Massachusetts. The new rating will provide an increase in \$45,000 in annual savings, for a total of \$115,000 in savings/year for Provincetown flood insurance policyholders. Attached is a cover letter explaining this and a DRAFT verification report (subject to FEMA approval) detailing the activities in which the community received credit. We will receive the official letter from FEMA near the May 1, 2021 effective date. Congrats Annie!

## Building Department

- The Bradford Street Access Project: Helical piles have been set into the slope. The incline elevator pit was set 6/25/20 in the lower pavilion area. Steel is being set for the upper level pavilion piers and slab.
- The Energy Storage System Project: The project at 90 Race Point Road has submitted building plans for the foundation of the storage building with the footings and associated rebar to be in place by 7/10/20.
- Permitting: Construction remains strong with applications for 3 new dwelling units being reviewed, along with many applications for replacement windows and general repairs.

## Council on Aging/ Human Services

- Essential Services: The Board of Health has approved protocols for podiatry services and transportation to medical appointments. Twice/month podiatry

appointments resumed at the end of June with 100% compliance and residents expressed appreciation for access to care. Requests for medical rides are increasing as appointments previously cancelled are being rescheduled.

- Programming: We continue to expand virtual programming, adding four new offerings this month via Zoom. Staff is providing one-on-one practice sessions to residents to strengthen technical skills and confidence, allowing for increased participation. The Mobile Library program has also resumed in partnership with the Provincetown Library with the COA van driver picking up and delivering books to residents
- COA Board: The COA Board is meeting later this month for the first time since March. The Director submitted weekly department updates to the Board during the stay-at-home phase. The agenda will focus on reopening plans, protocols and programming.

#### Emergency Management/Transportation

- Personnel Changes: The Parking Department would like to thank Eric Sussman for the work he has done over the past 14 months as Emergency Management and Transportation Coordinator. Erin Ellis has absorbed the duties of the Parking and Emergency Management, which includes troubleshooting issues as they arise with the new parking lot equipment system. The Department greatly appreciates all of the public's patience as we sort out the issues in the system.
- Parking Permits: Parking passes are purchased online through the Town of Provincetown website here: <https://provincetown.aimsparking.com/>. For those looking to appeal parking tickets, it must be done in writing. The form to fill out can be found on the Parking Department webpage, and emailed directly to [appeals@provincetown-ma.gov](mailto:appeals@provincetown-ma.gov). Don't forget to include the ticket number and mailing address.
- Hurricane Safety: 6/1/20 through 11/30/20 is Hurricane Season. The Emergency Preparedness webpage has a great deal of resources including hurricane safety tips, where to find sandbags and how to sign up for the Provincetown Emergency Alert System.

#### Health

- Communications: The Health Director continues to run weekly Front Line meetings to facilitate communication among the front line agencies and review the local infrastructure dashboard.
- Community Outreach: The Health Director also continues to run the meeting needs calls with local health and human service agencies and the faith community. The resource guide is nearing completion. A subset of the group is also looking into applying for an MDAR grant to support the local food supply.
- Department Operations: The Health Agent continues to support all normal operations of the Health Department including guiding licensees through the COVID-19 related state and local guidance and orders.

- Monitoring: The Board of Health and Health Department, along with the Code Compliance Officer, Building Commissioner, and other regulatory staff from Community Development continue to monitor state guidance, determine where local guidance or orders are required, and work with our businesses to ensure compliance.

### Housing

- Ownership Opportunities: Continue to respond to many requests for applications and additional information as a result of the marketing and outreach efforts for the resale of two one bedroom condominium units: 2 Meadow Road #4 [\$157,796] and 21 Bradford Street Extension #10 [\$148,770]; income eligibility up to 80% Area Median Income [\$54,150 for 1 person; \$61,850 for 2]. Applicants must be pre-qualified for a mortgage. Applications will be due 7/20/20. Two applications are in-hand.
- Harbor Hill: 23 units are now occupied, plus 1 unit under agreement for move-in July for total leased of 24 out of 28 [86%]; only 4 units remain available.
- Year Round Market Rate Rental Housing Trust: conducted first virtual meeting since early March on 6/29/20.

### Human Resources

- Open Year Round Positions: Currently the Town is seeking On-Call Secretaries.
- Open Seasonal Positions: Various Seasonal Positions for the 2020 Season: Community Ambassadors, DPW Barrels & Grounds Attendants, DPW Third Barrel Pickup Attendants, DPW Comfort Station Attendants, DPW Beautification Maintenance Staff, DPW Floating Custodian and Recreation Leaders.

### Library

- Virtual Provincetown400 Book Club: With the 400th commemoration of the arrival of the Pilgrims and the signing of the Mayflower Compact in Provincetown Harbor, the Library is offering Provincetown 400 Book Club, hosted by Jeannette de Beauvoir. The book discussions will be held virtually on the following dates: Thursday, July 2 *Caleb's Crossing* by Geraldine Brooks; Thursday, August 6 *Mayflower* by Nathaniel Philbrick; Thursday, September 10 *The Historical Footprints of the Mashpee Wampanoag* by Chester Soliz; Thursday, October 1 *Son of Mashpee: Reflections of Chief Flying Eagle* by Earl Mills Sr. & Alicia Mann. Email [araff@clamsnet.org](mailto:araff@clamsnet.org) to register.
- Virtual Cooking Class: The Library is happy to announce a virtual cooking program: Feasting from Your Local Farm with chef Liz Barbour on Wednesday, July 15 at 6:00 pm. The modern movement of eating locally grown and raised seasonal fare has its roots deeply planted in our historic kitchens. Liz will offer a cooking demonstration of 2 recipes featuring locally harvested, seasonal ingredients. To register please contact [araff@clamsnet.org](mailto:araff@clamsnet.org).

- Library Services: The Library has been offering street-side-pick-up of circulating library materials for over a month and will continue until further notice. Delivery between CLAMS libraries has resumed, giving patrons access to items Cape-wide items may be requested through [clamsnet.org](http://clamsnet.org), by calling 487-7094, or emailing [pplstreetside@gmail.com](mailto:pplstreetside@gmail.com). Wireless printing is also available. Library staff is available by phone and online during regular library hours to offer reader's advisory, electronic resources assistance, and help answering questions and finding answers.

### Marine Services

- Bathing Beach and Arbovirus (Mosquito Borne EEE): To assist the Health Department during their COVID-19 response, the Marine Coordinator has taken over the responsibilities for the County bathing beach water quality monitoring program and the arbovirus monitoring program for the season. The state Department of Public Health is expecting an active Eastern Equine Encephalitis season again this year.
- Blessing of the Fleet: The Harbormaster took Father Mic McCullough around on the Patrol Boat to give his blessings for the fishing fleet. Started in 1948, this 73<sup>rd</sup> annual event provides our fleet with blessings for a safe and prosperous season.
- Summer Musseling: In recent years' intertidal mussels have died off due to warming water. The main biomass lives happily in deep water away from predators. Last summer the water didn't heat enough to cause a die off. We have a healthy abundant crop hidden in the west end breakwater ready for the taking. Anyone can harvest mussels without a permit from areas designated approved and open by MA DMF. The east side (Town side, not estuary side) of the west end breakwater is designated approved and open by MA DMF. It is essential you DO NOT harvest any oysters or clams as various propagation efforts are underway. For more information, check with Shellfish Constable.

### MIS

- Desktop Replacement: MIS continues to replace desktops for staff. We do this annually, and the process is centrally managed. The desktops are prepped with standard enterprise software required for daily use, while some customization is done depending on departmental needs. This process is expected to be completed in late July.
- Viewpoint: The Town officially launched a new online permitting system on 7/1/20. MIS has been coordinating this effort for several months. Viewpoint is an OpenGov product, and nicely fits in with their portfolio of services. Users can apply for permits online, upload plans/drawings, documents, pay application fees, and all without visiting Town Hall.

### Pier Operations

- The Pier/Harbor Master (HM) office is open to the general public with limited services from 8AM- 12AM. The office will still require online permit application downloading and will only allow one customer at a time with a mask on at the inside counter. The office continues to be limited staff per day.
- We are currently running 1<sup>st</sup> and 2<sup>nd</sup> shifts with seasonal staff, with the 2<sup>nd</sup> shift going until 2AM on Friday, Saturday and Sunday nights and we will adjust those hours as the late night demand warrants; so far it has not been a problem and the HM and Deputy HM continue to be on call throughout the night. Office phone lines are switched over to the Police Department at the end of the second shift (M-Thurs after 12am, and Fri-Sun after 2AM)
- We continue to work with the Health Department and the excursion tenants on their re-opening plans, as the excursion businesses prepare for Phase III of the Governor's order.
- Restrooms out at the end of the Pier have been open since June 15<sup>th</sup> and are now open from 8AM until 11pm daily with a heightened cleaning schedule.

### Planning

- Planning Board: The Planning Board began discussing amendments to the Zoning Bylaw at the June 25, 2020 public meeting in anticipation of upcoming warrant articles for the Fall Town Meeting scheduled for September. Draft amendments are proposed for the following sections of the Zoning Bylaw: Multiple Buildings Per Lot; Illumination Standards; Site Plan Requirements; High Elevation Overlay; Commercial Design Standards; Residential Design Standards; Permitted Principal Uses; Outdoor Display; Growth Management Bylaw; and Inclusionary and Incentive Zoning Bylaw.
- Public Landscape Improvements: The Town Planner will be assisting the Public Landscape Committee with a comprehensive process to review existing public spaces and propose potential improvements to help improve aesthetics, preserve the Town's unique character and enhance the sense of place for each public realm.

### Public Works

- VMCC Exterior Painting: The exterior painting of the Veterans Memorial Community Center was completed on 7/3/20. We will now shift gears and design a sign for the front entrance of the building to replace the Elementary School lettering.
- VFW Asbestos Abatement: The Town is in position to move forward with a hazardous material abatement of the former Veterans of Foreign War (VFW) building at 3 Jerome Smith Road. Once all the hazardous materials are removed, we will work with the remaining budget to get the building demolished.
- Conwell Street Bike/Pedestrian Improvements: DPW will soon ask the Select Board to approve use of Chapter 90 funding to undergo construction of Conwell Street between Cemetery Road and Route 6. The project will include the addition

of bike lanes on each side of the road and a pedestrian sidewalk on the west side. Construction will likely take place in the Spring of 2020.

### Recreation

- Summer Program: The Recreation Department summer program completed its third week on 7/10/20. The program is at maximum capacity of forty children at the current staffing level. As part of the regulations released by the state, the program is restricted to having ten or less registered children per group, giving the program four groups. Thirty-nine of the forty registered children qualify as a “resident,” with families that either have a Provincetown address, attend school in Provincetown or are a Town of Provincetown employee. To my knowledge, this is the only Town-sponsored summer program between Provincetown and Dennis. The staff have been planning theoretical policies and procedures during our remote workdays, and were ready when guidelines were released from the state. Along with adjusting for COVID-19 related safety procedures, the Department has also implemented cost effective ways to achieve these procedures. The summer program has received assistance from other Town Departments seeking supplies needed for the social distancing aspect of our program. For example, the Department was able to purchase the appropriate PPE with assistance from the Police Department. The Library, and Council on Aging have loaned us folding tables and chairs, so we didn’t have to purchase any. The School Department has given the program the use of their gym for rainy days and the Department of Public Works has supplied cleaning supplies, additional trash and recycling barrels and has kept the facilities clean after use. The biggest contribution has come from a direct abutter of Motta Field, Seashore Point, that has agreed to wash out water coolers every day and provide us with ice to keep our drinking water cold. This is the benefit of working in Provincetown, which is a town where most people are willing to help when people are in need.
- Staffing: Staffing continues to be the biggest challenge of the summer. Of the nine seasonal recreation leaders we had in 2019, only three of them returned to work. This is indicative of what the work force is facing in this Town. Normally, the program has at least fifteen applications for nine spots. To fill the gaps, the Director and Assistant Director are acting as group leaders in order to have the program run as scheduled. The Department can perform services for 40 children at the current staffing level, with the Director and Assistant Director performing duties as leaders. We are continuing to advertise for the remaining spot and accepting applications for standby staff in the event the other staff get sick.

### School

- Re-opening Plans: The plans for re-opening are drafted according to directions from the Commissioner of Education. Plans include: a return to Modified In-Person sessions; a Hybrid model of remote and Modified In-Person sessions; or a return to Remote Learning. The school administration awaits word in August on which plan to implement based on the progress against the virus. They have

polled school families about their intent to return to in-person sessions and their intent to use transportation to guide us in our specific plans.

- Social Emotional Learning: Our Student Teacher Assistance Team has developed a curriculum for Social Emotional Learning as we prepare to assist our students back to school and manage the trauma of the long separation and prolonged pandemic.
- School Graduation: The school bid a fond farewell to our students from the Middle Year Program 3 (Grade 8) with a drive-through promotion ceremony complete with international flags and music.

### Tourism Department

- Marketing Strategy: Marketing and advertising pivoted to step three of the three to six month Crisis Recovery Marketing Strategy. All the April, May and early June digital media and PR work leading up to step three positioned Provincetown with consumers and the press. The response to ads has been positive and the press has been including Provincetown in editorial and news segments. The strategy in place to bring the Tourism Economy through the crisis is working. The third step of the strategy will run through September and complete the six months. The marketing message includes the need to wear a mask and social distance. We are currently building on the strategy to include economic recovery in 2021 and will seamlessly pivot with creative and messaging in October.
- Digital Media and Public Relations: The Digital Media RFP has been completed and the new firm MultiView began working with us on 7/1/20. This was the last step of the transition from the communications agency Red Thread Productions; Multiview will provide digital media marketing and ConranPR will provide the needed public relations efforts.
- Summer Radio Commercials: The months of July and August will have weekly radio broadcasting on Cape Cod stations. The messaging will be visiting Provincetown to enjoy the beaches, shop local, enjoy the open air and indoor food scene and will include wearing of masks and social distancing.

### Town Clerk

- Voting: There is proposed legislation that is likely to pass requiring the Secretary of the Commonwealth to mail “vote by mail” applications to all registered voters who have not yet applied for either an absentee or early voting ballot for 2020. The applications will include a pre-addressed return envelope to this office and the postage will be prepaid.
- Polling Place Safety: The Secretary of the Commonwealth’s office will also be sending out polling place safety kits. This will include masks, gloves, hand sanitizer, cleaning wipes and other supplies.
- Early Voting: Early voting is likely to be expanded from five to seven days before the primary.

