

VILLAGE OF BAYSIDE

- Located northeast Milwaukee County/southeast Ozaukee County
- Population 4,389
- Work collaboratively with "North Shore" communities
 - North Shore Health Department, Joint Dispatch, North Shore Fire Department, etc.
- Milwaukee County Intergovernmental Cooperation Council member
 - 19 communities in Milwaukee County meet monthly

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AGENDA

Adapting to a Pandemic	Enhancing Virtual Village Hall	Public Works: a Natural Disaster in a Pandemic	Dispatch: No Plan B
Communicating in a Pandemic	Operational Impacts from COVID-19	Lessons Learned	Where are we now?

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ADAPTING TO A PANDEMIC

March 17, 2020 Village Board declares public emergency & close Village Hall	March 17, 2020 Memorial Day Village Hall closed	April 2020 Transition to virtual public meetings	May 17, 2020 Village receives 5 inches of rain in 8 hours	July 2, 2020 First employee test positive for COVID-19
July 2, 2020 August 17, 2020 Village Hall closed again	July 28, 2020 Village employees required to wear masks	July 2020 – June 2021 Adapting, adjusting, creating a new normal	May 17, 2021 Public Health Emergency and Village employee mask requirement rescinded	

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VIRTUAL VILLAGE HALL

- Ensure residents have ability to access services in safe, effective manner without visiting Village Hall, both short term during COVID-19 and thereafter
- While Village Hall was closed, Village staff maintained presence in Village Hall and facilities throughout Pandemic
- Reaffirm to Public that Village was operating as normal as possible
- Communicate what did change and why

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VIRTUAL VILLAGE HALL

New Village web site (pre-planned) <ul style="list-style-type: none"> Significantly enhanced with dedicated COVID-19 resources & service impacts 	Transitioned to virtual Zoom Village Board and Committee meetings <ul style="list-style-type: none"> April 2020 – July 2021 New Village President elected, 2 new Village Trustees elected, and 1 new Village Trustee appointed 	Transition to virtual Open Book, Public Informational meetings, Bid Openings
Consolidate all virtual services into one area for ease of use	Election process <ul style="list-style-type: none"> Absentee voting Polling location modifications Drive-through drop box 	Implemented Paperless Building Permitting

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VIRTUAL VILLAGE HALL

Previously had wall mounted outside drop box. <ul style="list-style-type: none"> Installed drive through 24x7x365 drop box for absentee ballots, tax payments, etc. 	Previously transitioned to cloud-based email, phone, and servers <ul style="list-style-type: none"> Provided staff the ability to operate as normal from anywhere 	Access Bayside (SeeClickFix) <ul style="list-style-type: none"> Citizen Service Center expanded
Virtual Hiring <ul style="list-style-type: none"> Sparkhire and Zoom interviews 	Provide a sense of hope <ul style="list-style-type: none"> 4th of July parade, Drive-by birthday, Snowman contest 	

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PUBLIC WORKS

- 7 Public Works staff members
- One rotation of 2 week on/2 week off with pay
- Divided DPW into 2 teams (A and B)
 - Worked out 2 different facilities with separate, distinct tasks.
 - Modified operations and performed essential services.
- Numerous other protocols
- Despite best efforts, five employees were out at one time due to COVID
 - Operate full-service DPW with 2 people
 - Contact traced back to a contractor performing lift station maintenance

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NATURAL DISASTER IN A PANDEMIC

- Sunday, May 17, 2020
- 5 inches of rain in 8 hours
- Pandemic versus natural disaster
- "We'll deal with Monday on Monday"

PIC-COLLAGE

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DISPATCH

- Serve 7 Police Departments and North Shore Fire Department
- 22 dispatch staff members
- Lacked backup continuity of operation plan despite agreements
 - Would you invite a center closed due to COVID-19 into your facility?
- Took any and all precautions necessary
 - Body temperature scanner installed; employees temperatures measured prior to entry into Center
 - Temporary air purification systems installed
 - Purchase supplies to create temporary plastic walls in event part of the center would need to be closed for cleaning
 - Installation of barrier between work-stations
 - Masks required at all times

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COMMUNICATING IN A PANDEMIC

<p>Quick, timely, relevant, all-encompassing, honest</p>	<p>Weekly "Bayside Buzz" email newsletter</p> <ul style="list-style-type: none"> Expanded COVID-19 content early in pandemic Modified email delivery times to ever changing environment Open rate of emails increased from 50% to 70% during pandemic 	<p>Daily social media posts on variety of issues</p> <ul style="list-style-type: none"> COVID-19 related content from CDC or Health Department Village Service impacts, closures, changes, election information, etc. 	<p>Prompt reply to all public inquiries</p>
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OPERATIONAL IMPACTS OF THE PANDEMIC

91% absentee voter turnout in April 2020	12% increase in garbage/recycling tonnage	41% increase in recycling day participation	141% increase in code enforcement actions	45% decrease in traffic stops
68% decrease in vehicle crashes	8% decrease in 911 calls	59% increase in dispatch call handling time	29% increase in building permit revenue	

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LESSONS LEARNED

<p>Unique opportunity to innovate, question, explore</p> <ul style="list-style-type: none"> Government was forced to operate differently, instantaneously. 	<p>Make the best decision with the best available information at the time</p> <ul style="list-style-type: none"> Village acted early and decisively to reduce fiscal uncertainties 	<p>Participation in virtual meetings increased</p> <ul style="list-style-type: none"> Village adopted a virtual meeting ordinance
<p>Prepare now for the next crisis, pandemic, disaster</p> <ul style="list-style-type: none"> Pandemic is not a time to build relationships Build relationships in the interim 	<p>Tracking and document</p> <ul style="list-style-type: none"> All departments were required to track and document expenses from day 1. Periodic checks to ensure they were maintained. 	

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WHERE ARE WE AT NOW?

<p>All Village personnel has opportunity to be vaccinated</p>	<p>Establish our new normal</p>
<ul style="list-style-type: none">• 52% Village staff vaccinated• Provide all employees final opportunity (1 month) to be vaccinated• Rescinded mask requirement for Village employees May 17, 2021	<ul style="list-style-type: none">• Convenience of virtual meetings versus government as we knew it• Workplace standards<ul style="list-style-type: none">• Telecommute, dress and attire, recruitment, restart face to face meetings and events• Maintain environmental controls within Village facilities

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VILLAGE OF BAYSIDE

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