



Update on Metropolitan's Coronavirus Response

Special Board Meeting

Item 5A

March 24, 2020

COVID-19 Overview

- Federal and State public health emergencies declared
- State and multiple counties have issued “Stay Home” orders
 - Orders include exemptions for “Essential Services”
- As of March 23, 2020 the CDC reports 39,262 confirmed cases in the U.S. and 1,468 in CA
- Metropolitan is encouraging employees to self isolate as necessary, following CDC protocols

General Status

- Metropolitan provides an “Essential Service” under State and Federal definitions
 - Work to continue in support of this service while prioritizing safety of employees
- Employees working based on three categories:
 - Operations in field/reporting to facilities (49%)
 - Working remotely/teleworking (45%)
 - Paid administrative leave (6%)
- Some employees may rotate in and out of paid admin leave in order to reduce exposure

General Status

- EOC activated at Level-2 in a virtual fashion
 - Meeting remotely and using WebEOC software
- Teleworking capability likely to increase in coming weeks
- Cost tracking of paid admin leave using new timekeeping code
- Adequate chemical and fuel storage
 - Low water demands mean chemical storage lasts longer
 - **Vendors continuing service at this time**

Social Distancing and Cleaning Reduce Employee Exposure

- Maximize remote work approaches for employees
 - Also reduces exposure for those that continue to work in facilities
 - Staff using calls/video conferencing in place of face-to-face meetings (also in the field)
- Increased cleaning of all high-touch surfaces
- Contracted for deep cleaning of facilities if/when exposure occurs

Operational Changes Reduce Employee Exposure

- Implementing micro-team concept to reduce impact if/when infection occurs
 - Rotations of micro-teams in the field to reduce exposure within similar functions
- Establishing back-up operations control centers
 - Similar for control rooms at treatment plants
- Prepared to divert from normal operations while maintaining regulatory compliance if absenteeism becomes an issue

Prioritizing Capital Projects

- Continuing work on critical projects
 - One week pause on projects while working with contractors to identify any safety challenges
 - May be delays if/when contractor forces are affected by COVID-19
- Contractors required to follow enhanced COVID-19 safety practices, including but not limited to social distancing
- Letters to contractors to document they are working on essential facilities
 - Important for State and County “stay home” orders

Employee Communications Timeline

- Feb 5: COVID-19 awareness, social distancing
- March 13: paid admin leave will be available
- March 16: implemented work status categories
- March 17: declared state of emergency
- March 19: cyber security awareness, proper accounting of paid admin leave
- March 20: description of Governor's "Stay Home" order

Member Agency Communications Timeline

- March 13 mtg:
 - First mtg held remotely
 - Review of pandemic action plan
- March 20 mtg:
 - Sharing of Metropolitan's response efforts
 - Round table of agency actions/lessons learned
- March 20 memo:
 - Communication toolbox for COVID-19 issues

Next Steps

- Monitor workforce health and effectiveness
 - Will likely need to adjust approach over time
- Continue agency coordination and sharing
 - Member agencies, State, CUWA, CUEA, AMWA
- Increasing remote work opportunities
 - Use of technology and focus on training

