

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

CMO

Content	Response
Are there any big changes for Streets Division?	No
How much is City revenue affected by COVID in regards the sales tax?	Revenue impact discussions will begin at the April 14 Council Meeting and be part of the Live Update with the City Manager on April 15.
How much is City revenue affected by COVID in regards the sales tax?	
Working with COVID19 Hotline and constituents are complaining about unable to speak with State people... Unemployment, ? When will they receive Federal Unemployment funds...	The state has increased the number of call takers significantly, but is still receiving a tremendous amount of calls. The City can not provide an answer on federal unemployment at this time.
Good morning Mr. Ortega, I know other states have been hit hard with Covid-19, how bad has Tucson been hit with this virus and are we going to see it get worst?	The Arizona Department of Health Services is providing all of the data related to COVID 19 cases. You can find the data on their website.
Do we have a plan to move BCCs to a virtual platform?	That has not yet been determined.
If this is going to be a long term thing, are we able to get City Phones instead of using our personal cell phones?	We will not be issuing phones at this time. IT is working on a solution and information will be posted as soon as it's available.
What kind of questions is the the hotline receiving? Isn't it duplicative to the Pima County hotline?	The City Services Hotline was initiated to help people access City services after we closed our buildings to the public. It also assists with calls to Council Offices. It is not duplicative
Can we have a mandate for people who enter grocery stores without any protection? Meaning no mask no entrance. i see so many people walking around so cavalier jeopardizing employees and patrons. Is there anything that can be done?	The City is not considering action like this at this time.
City employees including Fire & Police... Have we set up a group to help those who may have Corona Virus and may need, food and so on. Stress of taking care of the home is always high to all.	The Emergency Operations Center is actively working on a quarantine plan for City employees.
Good morning. Are you/can you consider using the 1/2 cent sales tax for other needs based on current situation?	We are legally obligated to use the 1/2 cent sales tax in accordance with the language that was used on the ballot when voters approved the measure.
Please address payroll tax issue	It is unclear what is meant by this question. Please clarify at citymanager@tucsonaz.gov
Can you discuss your knowledge about Arizona reaching its peak over the next 2 weeks.	The City defers to the Pima County Health Department and the state for the latest on this issue. Visit pima.gov/covid19

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

CMO

Content	Response
And will the City provide COVID-19 testing for ALL employees?	Not at this time
Does the City have business interruption insurance that might provide economic relief due to COVID19?	No, the City is self insured.
Can we have a city wide celebration/fiesta when all this is over? A city party to celebrate our first responders, hospitals and extra special fireworks for 4th of July?	Thank you for your suggestion
Why aren't we using the term "physical distancing"? Because we are trying to maintain social connections; we just just keeping physical distance for safety. Physical distance of 10-feet is a good goal.	Thank you for your suggestion
Would it be safe to say that if you post your answer on the FAQ's that its correct and can use as reference?	The answers provided are correct at the time they are given. Please keep in mind that this is a evolving situation and some answers may change over time.
I assume our State-shared revenue will be affected; how soon will we see those reductions?	Yes it will be affected and we will bring you that information as soon as it is made available by the state.
What is your outlook on our Tuition Reimbursement Program?	That program is currently suspended and we will let you know if that status changes.
any money saving ideas concerning work schedules? four day work week instead of five for those working out in the field?	Thank you for the suggestion. We are going to need to examine every possible opportunity to save money moving forward.
At this time, there are no delinquent shut-offs for Tucson Water customers. Once this situation is over, will outstanding debts be forgiven? Or will the City attempt to recover this money owed?	We will not disconnect potable water service for non-payment. Customers will be responsible to pay for all water service received during this time and should continue to make payments to avoid higher bill at a later date.
In terms of information related to COVID19, what media or information sources do you use?	The City is in constant contact with the Pima County Health Department and the Mayor speaks regularly with the governor's office.
Tucson skate parks.. Do we have people monitoring them? I have seen many comments that there are large groups gathered there because the are not listed as closed.	Thank you reporting this issue. We do have people monitoring the parks and we'll bring this to their attention.
What programs are in place, or being put in place to protect the community at large - I feel like much of our "virtual" response is specific to employees, not citizens	Mayor Romero has issued two proclamations to protect public health and safety. You can read them at tucsonaz.gov/covid19

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

CMO

Content	Response
When looking to a future plan please consider the MAJOR benefits of working from home a few days a week.	Thank you for your suggestion
Remote work has often necessitated use of personal cell phones, will the City be looking into cell phone cost reimbursement?	We are still examining that issue.
Once things calm down and we go back to business as usual, it will be really backed up on some of the services we provide. Are we going to be getting extra help with that?	This will be something the City will plan for as we begin to reopen to the public.
Will officers receive hazardous pay during this time or afterwards?	This issue is currently being examined and an answer should be provided soon.
Good morning, Does we have data of when Arizona will reach the peak of this pandemic? If so, do you anticipate using this to determine when employees will return to the pre-covid work schedules?	We will provide information on when employees can return to working in office as soon as that decision is made.
Has the city offered the use of the stadiums for the potential MLB Arizona Season in June?	The City of Tucson has not been contacted yet regarding the possibility of MLB games being played here, but would will pursue the opportunity to do so as it becomes available.
Any retirement incentive offered in an effort to help with the budget?	Not at this time
What do you envision with pending contract negotiations? Will they be extended?	Please submit further information regarding which contract negotiations you are referring to citymanager@tucsonaz.gov .
Should employees on probation be worried about being laid off? Thanks	Layoffs are not being considered at this time.
will the City strictly enforce, the stay at home rule for all employees if they are sick and or with a fever... as we all know that this virus will still be around until a vaccine is available.. to protect the rest of City employees ?	The City has been encouraging anyone who is ill to remain at home. Supervisors have the authority to send someone who is sick home under the City Administrative Directives.
Do you see travel and conferences being suspended	City business travel is currently suspended. We will revisit the issue of travel when appropriate.
Possible idea? Allow sell-back of leave to cover tuition costs...buys down future liability but supports employees in short term.	Thank you for your suggestion
Will there be any rate increases or fee increases that may impact customers	We do not know at this time.

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

CMO

Content	Response
Is Code Enforcement essential? The City keeping up with property owner's making sure they are cleaning up their areas, slowing the spread, most people feel is essential....	All jobs in our organization are critical to the community.
If layoffs do occur, will they be based on seniority?	Layoffs are not being considered at this time.
With traffic light these days, now would be a great time for pot hole repair....just saying.	Crews from the Streets & Traffic Maintenance division continue to work to keep our roadways safe, including filling potholes.
Since most people are home we are spending less, can an employee voluntarily ask for some hours to be furloughed, it would help saving some vac/sick time since we don't know how long it is going to last, also lower tax-bracket.	Thank you for your suggestion
If officers, CSOs or professional staff were to get the virus how do we maintain the substation(s)?	Each department maintains its own Continuity of Operations Plan to ensure that we have staffing in place to continue service to the community.
Are city leaders monitoring changing virus model projections when determining the duration of the stay home order? What specific factors are being considered?	The City is working with health officials from the county and state to understand the current needs for our community.
Is there a plan in place for detecting and overseeing persons who have recently been in the Northern Sonora communities around Magdalena? The woman who passed away was in a medical facility waiting room 4 times before being sent to Nogales where she died. The outcome of COVID test (Positive) was released AFTER she had passed away. Hundreds of Tucson area residents were there in the past month and also many persons from that area were coming to Arizona before the news of this case were released South of the border.	That is a question best directed to the Pima County Health Department at pima.gov/covid19 .

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

Human Resources

Content	Response
Is the city thinking about testing employees for cov19?	The City does not intent to test all employees, as tests for all may not be available. Staff has been working closely with those that have daily and close contact exposure's to determine a process and need for testing.
Do I have to be employed 30 days for the city pandemic leave ?	No, you do not have to be employed for 30 days to be eligibile for the Pandemic Paid Emergency Leave.
I would like to embrace the opportunity to continue to telecommute from home several days a week once the pandemic is over. Is this an opportunity the City will provide for all employees?	This is an option that the City may explore in the future.
What would be a reason to deny someone leave?	The Pandemic Paid Emergency Leave may be denied if it is not used for the reasons listed in the City Manager's memo, potential abuse and/or determination from the Appointing Authorities.
Hearing a nurse had COVID-19, then tested herself after her quarantine period 30 days later and saw she still tested positive, if more cases like this spring up showing evidence of shedding the virus is greater than 14 days, do you foresee the leaves pertaining to pandemic increase?	We can't say how this will evolve. The City will continue to explore all options to ensure our employees are safe.
Once the City Pandemic leave has been used, can an employee go on LWOP without using all their own leave so that they can get unemployment benefits. New regulations allow persons to claim unemployment compensation due to loss of hours worked	If Telecommuting is not an option and no work is available then this can be approved by the Department Director, however, there can be implications to your retirement, benefits. We suggest you contact them for further information.
That about those individuals that are maxed out / accruing / after alternative is maxed / do you lose it	This has not been determined by City Manager's Office.
How soon will I be credited my time back that I used when I was sick? What do I need to do in order for this to happen?	Payroll is stil working on Codes, as soon as these are available, Supevisors will be working with their HR Managers to credit any qualifying time.
Can an employee stay home under FMLA leave to avoid getting pandemic influenza?	No, FFCRA is very specifc with the reasons for the expanded FMLA leave, which qualify Under #5- is caring for his or her child whose school or place of care is closed (or child care provider is unavilable) due to COVID -19 related reasons.
What about temporary workers? Do they qualify for City pandemic leave?	Temporary workers contracted through an agency are not eligibile for Pandemic Paid Emergency Leave.
If a COT employee leaves Pima County are they required not to report to the office for 14 days after returning?	We have established employee protocols in the employee resource to help guide the decision-making.

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

Human Resources

Content	Response
Please clarify. Some essential (not 1st responders) and non essential co-workers are thinking they can use the city 80 hrs just to "stay home" as requested. If an employee wants to use city 80hrs, they have to be approved by supv right and have to be caring for someone, child or be sick themselves.. correct? Not just because they want to stay home to protect.	Correct, the 80 Pandemic Paid Emergency Leave, although more flexible still requires Supervisor approval and has certain qualifying criteria to be used.
If we don't have the equipment (laptop/internet) at home can my supervisor send me home on leave?	The Appointing Authority will make every effort to offer and provide for Telecommuting for those positions that can do it. If it is not an option, employees may be eligible for the City's Pandemic Paid Emergency Leave.
My husband works as a route driver in ES (garbage/recycle). Are those employees, even though considered essential, eligible to use Pandemic Leave? When they finish routes prior to the end of shift, they use their own leave time so they can practice social distancing and be home. Your thoughts?	A final list of "Emergency Responders" as it pertains to FFCRA will be identified within the next few days. If your husband falls in this category, there will be specific criteria for leave for self care for this group.
can an essential employee take the leave if caring for someone else, even if they aren't sick. like caring for very old parents, etc. who shouldn't be out/exposed..	Only as it pertains to the qualifying reasons as listed in FFCRA.
The City already has a very generous leave policy. Why don't people want to use their own leave if they need it?	The City is making every effort to provide additional benefits in addition to employee's having and using leave as we don't know how long this will continue.
For auditing and tracking the Pandemic leaves, is there any specific information we will need to show and keep track of?	There are two methods to track. One is to seek federal reimbursement, this is tracked through a link. The other will be through Kronos, this is to track leaves related to COVID-19.
Is Code Enforcement essential? The City keeping up with property owner's making sure they are cleaning up their areas, slowing the spread, most people feel is essential....	All positions are considered important and essential, however, we will have specific positions that will be considered "Emergency Responders", that may not be eligible for Telecommuting because of the nature of the work.
Can an employee stay home under FMLA leave to avoid getting pandemic influenza?	The employee must qualify under FFCRA for the expanded leave. Please see link for qualifying reasons.
What, if any, considerations are being made for employees that are at very high risk due to underlying medical issues? Especially regarding deployment when infections rise.	Telecommuting is being offered wherever we can to ensure the safety of employees. If you are advised under Physician Care, Pandemic Paid Emergency Leave may be used as well as your own accrued leave.
Are internal promotions frozen?	Internal promotions are being scrutinized closely and will be determined based on needs of City to continue operations.

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

Human Resources

Content	Response
Can you correct the link for the pandemic leave poster?	https://www.tucsonaz.gov/files/hr/Memo_re_Leave_Policy.pdf
Does the COT Pandemic leave of 80 hours apply to Non Perm staff? 40 Hours for part time, non-perm staff?	Eligible non-perm staff will have a pro-rated amount of pandemic leave hours available to them. Eligibility will be released next week.
What would be a reason to deny someone leave?	There are qualifications for all leave types. Pre-approval is necessary based on qualifications. Please review the City Manager's memo
Are professional staff with TPD also excluded from the emergency leaves?	All suppression staff at TFD will be excluded from FFCRA as Emergency Responders and will have limited eligibility for pandemic leave. Emergency Responders will have up to 160 hours of pandemic leave if they become symptomatic, or as approved by their hiring authority under unique circumstances.
How will Non-Perms be able to use the city pandemic leave?	Eligible non-perm staff will have a pro-rated amount of pandemic leave hours available to them. Eligibility will be released next week.
If we don't have the equipment (laptop/internet) at home can my supervisor send me home on leave?	There are health and safety reasons that may require a supervisor to send an employee home, regardless of whether or not the employee can work from home
I'm being asked to train someone to take over a high essential duty does that mean they will now them be deemed essential over me as it is being taken away	Essential personnel will be identified by Department Directors, and needs of the department may be spread among multiple staff. Without knowing specifics in your department, it is likely that cross training will help to ensure that business operations continue in the event that work schedules are revised so that less staff are in the office together at the same time.
Have payroll codes been tested and approved for use pertaining specifically to Emergency Pandemic Leave and FFCRA? If not, when will this info be available and ready to use?	Yes, Payroll codes have been tested and training will be held for department payroll staff to use the Pandemic Leave and FFCRA leave codes appropriately
HR is providing information very slow which is understandable but	HR is responding to hundreds of questions and in some cases answers are not available. Decisions are being made constantly on many issues. New developments and scenarios come up daily that are not anticipated. HR is also creating a team to sort through the hundreds of questions and remove duplicates and coordinate responses. This is a perfect redeployment opportunity for employees that are seeking more telecommuting hours. Thank you for your patience.
Why is it that all management can work from home. instead giving up there laptop to UARS to work from home?	IT is issuing laptops as best as possible; work with your supervisor to verify that you have telecommuting work available.

City of Tucson
City Manager Town Hall Meeting
FAQ: April 8, 2020

Content	Response
For auditing and tracking the Pandemic leaves, is there any specific information we will need to show and keep track of?	Kronos will track the pandemic leaves, based on the codes available to use. Additional training to come.
If there is evidence of people shedding the virus is greater than 14 days (ie 30 days), do you foresee the leaves pertaining to pandemic increase?	The City of Tucson reserves the right to adjust the Pandemic leave as needed, based on guidance from the Federal government, and the needs of City of Tucson employees.
How many opportunities exist for re-deployment? Are these all filled?	There are many redeployment opportunities available, and details are listed on the City of Tucson jobs website, where redeployment letters of interest are accepted
What, if any, considerations are being made for employees that are at very high risk due to underlying medical issues? Especially regarding deployment when infections rise? Also, can we limit the number of people in elevators, break rooms, etc..?	Employees can always speak with their supervisors about telecommuting. Other options include reviewing the reasons listed for the 80 hours of paid pandemic leave available to City employees; there are a few qualifying reasons listed that may be applicable to employees with underlying medical issues.
A similar question has been posed but I am not sure it is the same as this. Can we donate our 80 Hour Relief time to those who may need it? How about the extra Fed time?	The City of Tucson has not made a determination on whether or not paid pandemic leave can be donated. The Department of Labor has not published a determination on whether or not the FFCRA leave can be donated.
Do you have to be out of typical office work before you can sign up for additional re-deployment opportunities?	It depends on your Hiring Authority. Typically, an essential employee would not be eligible for redeployment but there may be other considerations given depending on the situation.
There are many employees who refuse to take sick leave (they hoard it for some reason) and come in anyway. Very frustrating for the rest of us who work around them.	Supervisors reserve the right to send an employee home based on illness or symptoms related to illness. Additional guidelines are available on the Mandatory Leave and Returns document, on the COT Employee resources website.
If a COT employee leaves Pima County are they required not to report to the office for 14 days after returning?	Employees should keep their supervisor informed of all travel outside of Pima County, and receive approval to stay home for safe quarantine situations.

City of Tucson
City Manager Town Hall Meeting
QIT: April 8, 2020

Information Technology

Content	Response
<p>It would really help with customer service if we were able to send our desk phones to our home/cell phones. This way we can answer them as soon as they call.</p>	<p>The city has a software phone application that will allow city employees to answer their desk phones as if they are in the office. It does require a city-issued computer and headset with a microphone. In anticipation of this need, we ordered headsets that have microphones, which are available at the helpdesk. In the next coming weeks, this would also run off via an application on a smartphone (similar to WhatsApp). Please see the screenshot worksheet for pictures.</p>
<p>The links on the FAQ go to a page that says page is not found, just fyfi</p>	<p>Thank you for letting us know; the broken links have been repaired.</p>
<p>I am a plan reviewer, and having great difficulty working from home because A) The Office 365 on my laptop isn't licensed, and B) I need a second, much large computer monitor to do my job efficiently from home, but my organization will not allow its employees to check out one of the two 30" computer monitors we normally use., to use at our homes. Would you please allow City Departments to check out computer equipment to its employees for use at home during this time of emergency?</p>	<p>The license for office 365 can be addressed via the helpdesk. It requires your city username and password to activate the license. This link also has instructions on how you can solve this issue. https://support.office.com/en-us/article/sign-in-to-office-b9582171-fd1f-4284-9846-bdd72bb28426#ID0EAACAAA=PC</p> <p>We understand this is a difficult time, and the current circumstance is inconvenient. At the beginning of the crisis, the initial priority was getting employees the ability to Work from home as possible. Our goal is to make everyone functional and as then improve as needed. Connecting monitors will require the ordering of different parts and pieces for a diverse number of home setups. Furthermore, putting together equipment would increase IT support times as the technical abilities vary from person to person. If we took on monitors from day one, it would have eclipsed the other efforts e.g., workstation deployment, office 365, Microsoft Teams training sessions, internet firewall upgrades, phone system upgrade, and application modifications. However, we are looking at plan for monitors.</p> <p>The ELT is discussing options to make this more ideal in the future. However, we focused our efforts on the employees that are not capable of performing their functions at the moment. Thank you for your patience and understanding.</p>
<p>FYI: VDI from my home computer did not allow me to have audio for this phone presentation; I could only get here with audio using internet only.</p>	<p>Please contact the helpdesk and we will be happy to assist.</p>

City of Tucson
City Manager Town Hall Meeting
QIT: April 8, 2020

Content	Response
Link in the email didn't work on iPad. FYI Last week it did.	We have confirmed the issue and will address this going forward.
is there a reason why desktops are not being utilized as equipment to take home for work?	Yes, the risk associated with taking home desktop equipment is higher. Different things are done to add additional protection to laptops from a cybersecurity perspective. While we understand not being on the computer used daily is inconvenient, the last thing we want is to compound the current situation with cyber issues or loss of sensitive data.
Do we know when the laptops that were ordered will be in and handed out?	Laptops have been handed out, based on the need that was reported by department leadership. We understand that there have been some gaps if someone was missed. Please contact your Manager or Administrator and we will address it if possible. There are a limited number of mobile computing devices left. However, we can support another 350 employees on VDI. If an employee does not have a home computer to run VDI, we are compiling a list to find alternatives solutions.
I understand not taking desktop computers home. But I really need a monitor, mouse and keyboard to make my surface pro / workstation comfortable. I have a very sore neck and shoulders today and I am pretty sure it is because I'm hunched over my surface pro every day.	There are mice and keyboards for the surface pros in IT. We apologize for the inconvenience, please reach out the helpdesk and we can help. We are working on a plan for the monitors situation.
Just want to give a big shout out to IT for their patience, diligence and innovation. They have been fantastic.	Thank you. It is our pleasure to help in this difficult time.
Do we know when the laptops that were ordered will be in and handed out?	Laptops have been handed out, based on the need that was reported by department leadership. We understand that there have been some gaps if someone was missed. Please contact your Manager or Administrator and we will address it if possible. There are a limited number of mobile computing devices left. However, we can support another 350 employees on VDI. If an employee does not have a home computer to run VDI, we are compiling a list to find alternatives solutions.

City of Tucson
City Manager Town Hall Meeting
QIT: April 8, 2020

Information Technology

Content	Response
Any chance to get city cell phones or office phones in the short term while telecommuting? - Similar questions were asked regarding cell phones; this is the answer for those questions as well.	The city has a software phone application that will allow city employees to answer their desk phones as if they are in the office. It does require a city-issued computer and headset with a microphone. In anticipation of this need, we ordered headsets that have microphones, which are available at the helpdesk. In the next coming weeks, this would also run off via an application on a smartphone (similar to WhatsApp). Please see the screenshot worksheet for pictures.
Do we know when the laptops that were ordered will be in and handed out?	Laptops have been handed out, based on the need that was reported by department leadership. We understand that there have been some gaps if someone was missed. Please contact your Manager or Administrator and we will address it if possible. There are a limited number of mobile computing devices left. However, we can support another 350 employees on VDI. If an employee does not have a home computer to run VDI, we are compiling a list to find alternatives solutions.
To be clear desktop computers are not to go home for security, how about laptops or tablets for field employees who are using personal home internet to gain access or should we only be on City secured connection .	Laptop and tablets can go home. However, your department leadership must approve of this action.
Why aren't we using the Kronos app for employees on their city phones?	Thank you. We are exploring this as an option and will update this question as more details are discovered.
Have we explored using the call functionality in Teams to communicate with each other if a phone call is necessary? Have used this and it works pretty well for individual calls or group calls.	Thank you. Many people are utilizing this functionality today.
My issue with using my personal phone to return constituent calls is that we want our office phone number to display, not our personal number.	The city has a software phone application that will allow city employees to answer their desk phones as if they are in the office. It does require a city-issued computer and headset with a microphone. In anticipation of this need, we ordered headsets that have microphones, which are available at the helpdesk. In the next coming weeks, this would also run off via an application on a smartphone (similar to WhatsApp). Please see the screenshot worksheet for pictures.

City of Tucson
City Manager Town Hall Meeting
QIT: April 8, 2020

Information Technology

Content	Response
We can't take home our laptops but can we take home personal printers/scanners and or computer monitors???	No. The reverse is true. Laptops can go home based on departmental approval. However, the other items cannot.
Employees can also sign up on Google Voice for a false number that can be used consistently without giving out your number	Yes. Google Voice is possible but is subject to departmental approval. Please see notes on the software phone as this will become part of the portfolio of Unified Communication tools. Then ew suite of unified communication tools (Microsoft Teams, Chat, Voice Mail to Email, Video Conferencing, Software Phones) will continue and be further integrated into city applications to improve efficiency and collaboration.