

## **Exhibit B – Summary of Actions Take To Support Local Community**

### Utility and Other Billing Practices

- Stopped all water disconnections
- Stopped imposing late fees and penalties
- Created flexible payment plans for ambulance bills, utility bills, payment of municipal court fines, etc.
- Created Water & Sewer Relief Funds (initially funded at \$25,000 for water relief and \$25,000 for sewer relief)

### Finance/Legal/Purchasing/Information & Technology

- Instituted doc-u-sign to provide continuity of service for contracting and payments
- Allow flexibility on contract deliverables to support vendors and contractor adaptation to social distancing
- Taking all types of alternative payments for City Services
- Increased payment to vendors and increased enrollment in electronic payment to aid contractor and vendor cash flow
- Allowing delay of business registration payments, lease payments, and other payments as needed by businesses and community members
- Stopped suspending driving privileges based on failure to appear or failure to pay in municipal court
- Allowing online Traffic School instead of in-person classes
- Municipal Court allowing alternative options online and via phone to allow for social distancing
- Implemented virtual meeting platform to support public meeting process. An interim solution is in place to allow critical public meetings to continue to occur

### Community Development

- Created drop-off and pick-up locations for plans in order to maintain continuity in review
- Allowing video and electronic inspections
- Waived fees and permits to allow restaurants and bars convert to take out and delivery service only
- Added code enforcement capacity
- Safety division inspecting all city work sites for COVID-19 compliance
- Extra vehicles and fuel to comply with social distance direction and other CDC rules and regulations

### Business Outreach & Economic Recovery Planning Efforts

- Conducting business outreach phone calls and emails to licensed businesses in the City of Bend to connect them to needed services such as SBDC, the State Employment Department, and providing advice regarding other resources. Over 500 outgoing calls to businesses made to date. Over 30,000 total opens of emails.
- Created a resource page on the City's website specifically dedicated to providing resources to Bend businesses in need. More than 5,000 unique views to date.  
<https://www.bendoregon.gov/business/coronavirus-business-resources>.

- Working with regional partners to create three-step local economic recovery plan: Stabilize, Preserve, Recover
- Re-directed all Economic Development staff to COVID-19 response efforts.

#### Engineering and Infrastructure Planning

- Rescheduled a planned traffic closure to accelerate the construction of intersection improvements and reduced the closure period by roughly 1.5 months. This takes advantage of the low traffic volumes resulting from the stay-at-home order and lessens impacts on nearby businesses
- Allowed local contractors to flex additional crews to city-sponsored projects due to non-city projects being delayed or shut down
- Created a virtual open house experience where residents and businesses impacted by construction work can visit, get relevant information, and have their questions answered

#### Traffic Management & Parking

- Stopped downtown parking enforcement to support downtown business operations and downtown employees
- Created temporary drive-thru pick-up areas in various locations downtown for use by restaurants providing to-go orders to their patrons
- Limited automobile traffic on city streets designated as Greenways so community members can recreate while maintaining physical distance due to closure of trailheads, playgrounds and other spaces that provide recreational opportunities

#### Social Services

- Established handwashing stations at strategic locations citywide to help vulnerable populations
- In partnership with Deschutes County, Bend Parks and Rec, Pandemic Partners, and the Central Oregon Health Council, created a map of all hygiene and basic-needs resources in Bend, Redmond, and Sisters specifically for homeless and unsheltered individuals.
- Allowed employees to assist with community needs such as sewing masks, assisting non-profit service providers with hotline service calls, and translation of critical information into Spanish

#### Public Safety – Bend Fire & Rescue

- Embedded personnel in the County Emergency Operations Center
- Locating and buying PPE
- Partnering with Police Department to ensure responder safety
- Adjusted Patient assessment protocol to limit crew exposure
- Enhancing our Mutual Aide capabilities with local fire departments
- Enhanced and adjusted response procedures and protocols in due to the pandemic

#### Public Safety – Police

- *Emergency Preparedness:*
  - Embedded personnel in the County EOC
  - Partnering with Bend Fire & Rescue to ensure responder safety

- Enhancing Mutual Aide capabilities with local and regional police departments
- *Patrol Operations:*
  - Officers provided with heightened level of PPE immediately as necessary for various calls for service
  - Responses altered to limit person to person contact and assure physical distancing measures. Person to person contact only used when necessary with proper PPE referenced above
  - Adjusted training practices as necessary
  - Established protocols for officer COVID-19 testing and/or quarantine due to threatened exposures
- *Records and front office access:*
  - Triage customers via phone at the front door to determine need for face to face contact
  - Teleworking wherever possible with limited crew in office