

City Manager's Weekly Report

Department:

Administration - City Manager

Notable Notes:

City Manager:

Monday was the first day of Phase 1 of Delaware's economic reopening. Mayor Clifton, CCO Gravel, Josh Shannon and I celebrated this with lunch at Grain on Main Street. Following lunch, they walked down Main Street, checking in with restaurants and businesses as they restarted businesses. I think I speak for everyone when I say that we are happy to be getting closer to normal again and that it is great to see more people out and about, patronizing our businesses. Mayor Clifton, Deputy Mayor Markham, City Secretary Bensley, and I participated in another weekly recovery call with the Governor. While this week's call was less helpful than most, the Governor did release guidelines for Phase 2 of the reopening shortly after the call. Phase 2 will begin on 6/15 at 8 in the morning. In accordance with Phase 1, we reopened City Hall for limited walk-in window service at Payments and Utility Billing, Building Permits/Code Enforcement, and Parks and Recreation. We also reopened City tennis courts (with some restrictions) and the skate spots. For those who may not have seen the Phase 1 or 2 guidance yet, I have attached both summary documents to this report for your reference.

Staff spent considerable time throughout the week tracking and responding to questions about local protests related to the death of George Floyd while in police custody in Minneapolis. Unfortunately, some protests around the state and country have been undermined by a small group of opportunists who are choosing to damage property and loot businesses. It is important to remember, however, that the vast majority of protests have been peaceful. We in Newark are fortunate to have a progressive police force that has already put in place most of the reforms requested by activists such as de-escalation training, prohibiting choke holds, and restraining individuals on their stomach like what was done with Mr. Floyd. We had one protest march this week on Thursday, and our Police provided assistance and support to the marchers throughout the process. Mayor Clifton and CCO Gravel also met the marchers on Academy Street where the Mayor made a quick speech against racism and intolerance. The event and the performance of our officers from top to bottom was a great example of the right way for departments to interact with the public on difficult topics. We are currently anticipating another march on Saturday afternoon. While we are hopeful that this one will also be peaceful, we have been taking reasonable precautions to prepare for a situation where opportunists show up like in Wilmington and Dover earlier in the week.

Throughout the week, staff continued to gather information for Council related to the parking office. We also held a meeting of the benefits committee to discuss potential cost savings opportunities with the unions. Finance Director Del Grande and I participated in a call with the Governor's office and representatives from Delaware utilities to discuss the emergency order restricting disconnections and late penalties. We will be working with DEMEC and other municipalities to put together a list of recommendations for how we can responsibly phase out of the SOE restrictions without dramatically burdening our residents and customers while also protecting our utilities from large financial losses. I also participated in a handful of meetings with our Energy Services Company, Seiberlich Trane, who is working on the HVAC performance contract. They have recently finished up the HVAC project at the GWC and we are very pleased

with the quality of their work so far. We also kicked off the official start of the 2021 budget process with departmental IT meetings to discuss software and IT support needs.

The remainder of the week was spent on personnel and general administrative tasks.

Chief Communications Officer:

- Supported various departments with their re-opening needs by creating/placing signs inside and outside City Hall, drafting communication and posting details online.
- Met representatives from TNP, UD to accept a donation of face masks to NPD and other essential employees.
- Joined Mayor Clifton, City Manager Coleman and Josh Shannon to visit Main Street businesses as they re-opened for Phase 1.
- Populated social media with relevant city and statewide info including the park naming contest, departmental changes, UD student move out, rescheduled election, planned marches, Phases 1 and 2 of the rolling reopening.

Newark proposes turning Main Street into pedestrian mall for dining and shopping on weekend evenings: https://www.newarkpostonline.com/news/newark-proposes-turning-main-street-into-pedestrian-mall-for-dining-and-shopping-on-weekend-evenings/article_298d68a3-651a-574c-a7bf-256907522fb3.html

Open for business: Newark restaurants, shops cautiously reopen to customers: https://www.newarkpostonline.com/news/open-for-business-newark-restaurants-shops-cautiously-reopen-to-customers/article_fc241128-46a0-5019-a5f0-0749dfe14e31.html

Opening Day for Delaware restaurants: https://www.wdel.com/news/video-opening-day-for-delaware-restaurants/article_c12ce7f6-a44d-11ea-bca0-17bd26150c1c.html

Welcome Center/Communications Assistant:

- Answer and direct all incoming calls to correct departments
- Completed and distributed July newsletter
- Log Miss Utility tickets for Electric and PW&WR Departments
- Edit copy from various departments
- Adding/changing InformMe customer information
- Create and share content on Facebook and NextDoor

Web Content/Creative Design:

- Designed Free 15-Minute Curbside Parking sign template
- Designed infographic for "Flushing Your Water System After the Shutdown"
- Designed signage for City Hall reopening
- Posted Recycle Coach Information on public works pages
- Scheduled weekly public notices via InformMe
- Updated the 'Payments & Utility Services' graphic button on the City homepage
- Updated the Boards, Committees & Commissions list on the City website
- Updated 2019 NPD Annual Report with suggested edits

The Chief Human Resources Officer:

Facilitated a meeting on Wednesday of the Employee Benefits Committee. The Committee is comprised of two representatives from each bargaining unit as well as management employees. The City Manager and Finance Director and Human Capital Manager also participated in the meeting. The Committee meets annually to discuss any changes, updates or issues relating to the employee healthcare plans. The purpose of this meeting was to look at different options and discuss possible ways to find savings in healthcare costs for 2021. The outcome of the meeting resulted in a recommendation for the City team to meet with the DVHT team and request projections, options and any recommendations for 2021 premiums. I have reached out to my contact at DVHT to set up a meeting in the next three weeks and we will reconvene a meeting with the Committee once we have met with DVHT sometime in July.

Assistant to the City Manager/Acting Human Capital Manager Jeff Martindale and I have been working with the Administration team to restructure the responsibilities and positions in the City Manager's Office. We are still working on the final details, but the overall impact will have a financial saving as well as a better division of job duties. I have also spent various amounts of time throughout the week in meetings, handling labor relations, correspondence, signing paperwork and reviewing the last of the employee evaluations that have been provided to me. This week I will be attending an IT budget meeting with the Administration team to discuss IT needs for 2021. I also spent more time on Wednesday going over employee benefits and other Human Capital related items with Jeff Martindale.

Assistant to the City Manager/Acting Human Capital Manager:

Assistant to the City Manager Jeff Martindale assisted the Finance, Planning, and Parks & Recreation Departments set up for the reopening of window services at City Hall. He is currently looking into options to distance/protect employee workstations at City Hall for the eventual return of other staff.

Mr. Martindale also met with the Seiberlich Trane team overseeing HVAC upgrades with the Parks and Recreation leadership at the George Wilson Center. The Trane team completed the installation of the new HVAC system late last week. The remaining clean-up will be complete next week.

Lastly, Mr. Martindale helped set up a COVID-19 testing day with New Castle County for City staff.

Facilities Maintenance:

The Facilities Maintenance team continued their cleaning of all City facilities. They additionally met with contractors to discuss some needed repairs at City Hall and completed fire alarm and sprinkler inspections at City Hall and other City buildings. Finally, they moved furniture and made the PUBs area of City Hall ready for the reopening of window services.

Activity or Project:

Description:**Status:****Expected Completion:****Execution Status:****Activity or Project:****Description:****Status:****Expected Completion:****Execution Status:****Activity or Project:****Description:****Status:****Expected Completion:****Execution Status:****City Manager's Weekly Report****Department:**

Alderman's Court

Notable Notes:

Alderman's Court remained closed to the public from 5/28/20 to 6/3/20. The bailiffs are stationed at the front atrium of City Hall to assist with foot traffic. Alderman's Court will be reopening to the public on 6/29/20. The first day court will be in session is 6/30/20. Staff continues to process payments for criminal, parking and code violations.

Parking Ambassadors are handling parking appeals online.

Activity or Project:

Payments

Description:

Alderman's Court collected a total of 7 parking payments of which 5 were paid online and 2 were paid by mail. The court also collected traffic/criminal payments of which 8 were paid online and 3 were mailed to court for a total of 11 traffic/criminal payments.

Status:

Completed

Expected Completion:

06-04-2020

Execution Status:

Completed

Activity or Project:**Description:**

Status:	
Expected Completion:	
Execution Status:	
Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	

City Manager's Weekly Report

Department:

City Secretary and City Solicitor's Office

Notable Notes:

Paul worked remotely this week.

Renee participated in the remote management staff meeting on May 28.

Renee participated in a coronavirus-related conference call with County stakeholders on May 29 with Deputy Mayor Markham and Finance Director Del Grande and State stakeholders on June 2 with Mayor Clifton, Deputy Mayor Markham and City Manager Coleman.

Staff finalized and posted the June 8 Council packet on June 1. Packets were delivered to Council members on June 2. Item 2C (May 5 Planning Commission minutes) was posted and provided to Council on June 3. Details on how to access the Council meeting via the GoToMeeting platform can be found on the City website here: <https://newarkde.gov/ArchiveCenter/ViewFile/Item/6553>.

Paul and Renee staffed the June 1 Council meeting. Follow up was completed by staff throughout the week.

Nichol finalized and posted the June 9 Conservation Advisory Commission agenda on June 2. Details on how to access the Conservation Advisory Commission meeting via the GoToMeeting platform can be found on the City website here: <https://newarkde.gov/ArchiveCenter/ViewFile/Item/6556>.

Renee finalized and posted the June 10 Election Board agenda on June 3. Details on how to access the Election Board meeting via the GoToMeeting platform can be found on the City website here: <https://newarkde.gov/ArchiveCenter/ViewFile/Item/6557>.

Renee participated in the UD IPA Ethics in Government webinar on June 3.

Renee spent time scheduling items for upcoming Council agendas.

Renee drafted the June 15 Council agenda.

Renee received comments from the City Solicitor and developer on the subdivision agreement, finalized it, and drafted and finalized the associated resolution for the Comprehensive Plan amendment, annexation, rezoning and major subdivision for Milford Run located at 734 Paper Mill Road and 5 and 11 Possum Hollow Road. This 10 lot single-family home subdivision is scheduled for public hearing and consideration at the June 8 Council meeting.

Renee drafted the direct mail notices and Tara completed the direct mailing for the rezoning of 19 Amstel Avenue. The second reading and public hearing for this rezoning, which has no new development associated with it, is scheduled for the June 22 Council meeting.

Extensive time was spent working on the rescheduled 2020 Council elections for Districts 3 and 5. Tara and Danielle spent time working on absentee ballot mailing preparations for those who have already submitted completed absentee ballot affidavits. District 3 absentee ballots were mailed on May 29 and District 5 absentee ballots were mailed on June 1. Renee, Tara, Danielle and Nichol worked on the absentee affidavit/polling place mailings for Districts 3 and 5. District 5 was mailed on June 1 and District 3 is anticipated to be completed and mailed by June 8. Renee completed resubmissions of the paperwork finalizing the rescheduling of the election with the Department of Elections. Staff is seeing an uptick in calls and emails with questions regarding the rescheduled City elections and various state elections that are approaching. All updated information regarding the 2020 City Council election can be found on the City website here: <https://newarkde.gov/508/2020-City-Election-Information>.

Tara spent time researching items for staff.

Tara spent time working on union-related items.

Tara reviewed several building permits for approval.

Staff spent time on FOIA-related items this week. The following actions were taken on FOIA requests:

- * Provided a response and closed a June 1 FOIA request for any reports pertaining to an incident which occurred on April 14th through April 15th involving two individuals from Love, Fleming, Bearsch and Hurff, LLC
- * Circulated to staff a June 2 FOIA request for water disconnects within the last 2 months from Matt Netsch

Regarding minutes, staff time was spent on the May 12 Conservation Advisory Commission (Danielle drafted), May 18 Council (Renee edited - complete), May 26 Council (Nichol drafted; Renee edited - complete) and June 1 Council (Nichol drafting) minutes. Several sets of Council Executive Session minutes and the May 21 Board of Adjustment minutes are currently in the queue.

2 discovery requests were fulfilled for upcoming Alderman's Court cases. 187 discovery requests have been filled so far for 2020. There was no court calendar since Alderman's Court is not in session. 11 court calendars with 184 associated cases have been processed in 2020. There were no pleas by mail.

The office received 11 new lien certificate requests this week, which were sent to Finance for

processing. 9 lien certificates were completed and sent to the requestor. 140 lien certificates have been processed for 2020.

Activity or Project:

Digital Records Project

Description:

Samantha and Ana worked on quality control review for documents already scanned or being directly imported into TCM. This project is critical to ensure that when public portals are opened, there is consistent titling and metadata so documents can be easily found by members of the public.

The scanned documents numbers for May 28-June 3 are below.

Status:	In-Progress
Expected Completion:	
Execution Status:	On Track

Activity or Project:
Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:
Description:

Status:

Expected Completion:

Execution Status:

City Manager's Weekly Report

Department:

Electric Department

Notable Notes:

There was a pole hit on Nottingham Road Wednesday evening. Since it was a Verizon pole, Newark crews made it safe by bracing and Verizon was notified.

The line crews were busy putting the Sandy Brae transformer back after testing and switching to energize the unit and put the load back on. They also retrieved a rental transformer at GE Aviation and moved a streetlight and smart meter equipment from a pole in front of Suburban Plaza.

The electricians worked at The Galleria parking lot forming new bases for light poles. They were also involved in moving the smart meter equipment and getting the transformer back together.

Engineering completed the monthly UD energy use report. Engineering also set up with other

utilities the smart meter equipment move, as there are many different cables (i.e. Verizon, Comcast, fiber, etc.) that need moving and moving sequence is critical. Engineering also worked on updating the reclosing software, the new SCADA implementation, and attended engineering software training.

Activity or Project:
Description:
Status:
Expected Completion:
Execution Status:
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Description:
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Expected Completion:
Execution Status:
City Manager's Weekly Report
Department:

Finance Department

Notable Notes:

Effective this week, the revenue stabilization credit for the City's electric utility changed to \$0.0000. Previously, the rate was set at -\$0.01206 per kWh. This adjustment will prevent the need to recover an additional \$2.5 million through electric rates beginning on March 15, 2021. <https://newarkde.gov/DocumentCenter/View/13683/2B>

All payments can be made online by clicking on this link, and then selecting the type of payment you choose to make. Payments can be made 24/7. <https://newarkde.gov/payments>.

CM Coleman and Director Del Grande, along with representatives from other municipalities and the utility industry met on June 4th to discuss a consolidated effort to lift the penalty and disconnect requirement in the current state of emergency. Currently, all payments due to the City will not carry additional interest or penalty through June 15 unless modified by the Governor. If you are having difficulty in making a payment, please contact Payments and Utility Billing (PaymentsandUtilityBilling@newark.de.us) in order to work out an arrangement.

City Hall had a soft opening on June 1st. If you want to drop off a payment and do not want to

have contact with a customer service representative, we do accept payments (check, money orders) via the dropbox in the lobby. Utility payments are processed the next working day. We strongly advise our customers to utilize our web portal and use Customer Connect to make a payment. Customers register via Customer Connect (<https://payments.newarkde.gov/>). In addition, utility payments can be made by phone by calling (302) 366-7000. There is no fee for paying by credit or debit card, although we do ask our customers to please pay by ACH (bank draft) if possible.

Payment & Utility Billing group processed 1,867 move orders since 5/1/2020, 869 move-in orders and 998 move-out orders. If you are calling Payments and Utility Billing, please be patient, as we do have longer hold times. We also experienced some slow down issues with our system, which impacted waiting times.

6/2 - Director Del Grande, along with CM Coleman, Jeff Martindale and IT staff met with Sieberlich/Trane to discuss the ESCO project.

6/3 - Director Del Grande, along with CM Coleman, CHRO Hardin and Jeff Martindale met with the Benefits Committee.

6/3 - Director Del Grande attended the White House's National COVID-19 Briefing Call with State, Local, and Tribal Officials.

6/4 - Director Del Grande, along with CM Coleman and Deputy Director Hollander attended the DFIT Stewardship meeting.

6/5 - CM Coleman and Director Del Grande attended the Governor's Utility meeting with other municipalities and utilities to discuss a consolidated plan to begin allowing disconnects and late penalties. No plan forward has been established yet.

Activity or Project:

Coronavirus Information

Description:

The State of Delaware was awarded \$1.25 billion from the US Congress in April 2020. Of this amount, New Castle County requested for a direct allocation of \$322.8 million, with the balance of \$927.2 million staying with the state. The City of Newark is working directly with the County for financial support of our corona-related expenses. The County has allocated \$5 million to the municipalities, with Newark receiving \$1,150,000.

Recent County Council actions did not approve the Hero's Pay that was recommended by the County Executive. County Council cited that the reason was due to the fact that bonus payments were not considered an approved expense under the CARES Act. The State AG's office also made the same determination in their document dated May 7, 2020.

Status:

In-Progress

Expected Completion:	12-30-2020
Execution Status:	On Track
Activity or Project: Accounting	
Description: • Munis upgrade continues with testing. • Audit fieldwork began remotely on Monday, March 23 – continue to complete pending auditor requests as well as additional requests and work on CAFR. • Completed Utility Tax report for State. • Reviewed new permit applications. • Processed new lien certificates. • Processed and invoiced open WO's in conjunction with the Electric Department. • Continued the EFT Vendor project. • Completed AP invoice entry. • Worked on Munis and Harris balancing. • April bank reconciliations. • Team worked on finalizing April month end work.	
Status:	In-Progress
Expected Completion:	12-31-2020
Execution Status:	On Track
Activity or Project: Payments & Utility Billing	
Description: Aside from normal customer business, PUB staff has been working on: • Internal cross-training. • SOP updates. • Testing of the forthcoming Customer Connect 6 upgrade. • Updating Stormwater database process. Stats for the week ending of 5/30: Call volume was up 16% (698 vs. 535) from the previous week due to the student move-in/move-out period. • Customer Calls/answered: 612/698. All but one member of PUBs is working from home. • Service level: 69.8%. Service level declined due to call volume generated by our students moving out. • Average call time: 4:05 • Longest hold: 1:56 • Payments processed: 4,341 • Pay by phone payments: 256 • Active Customer Connect Accounts: 6,643 • Customers signed up, not on pre-authorized payments: 4,232 • Budget Billing: 263 • Echeck/PAP Customers: 1,231 (includes budget billing) • Credit Card PAP Customers: 1,180 (includes budget billing)	
Status:	In-Progress

Expected Completion:	12-31-2020
Execution Status:	On Track

City Manager's Weekly Report

Department:

Information Technology Department

Notable Notes:

Applications Team:

Open Tickets from Previous Week - 80

Tickets Opened in the Last Week - 19

Tickets Closed in the Last Week - 25

Remaining Open Tickets – 74

1. Attended call with administration regarding street lighting and other Wi-Fi opportunities on 6/2.
2. Continued Tyler Munis 2019.1 UAT.
3. Began resolving incoming tickets for Tyler Munis 2019.1 UAT.
4. Upgraded Northstar TEST CIS, CC6 TEST and mCare 6 TEST environments, sent out UAT documents and release notes for these upgrades.
5. Attended Skype call for Employee Benefits Committee on 6/3.
6. Worked on and resolved support tickets for end users.
7. Created reports for users as requested.

Pending:

1. POS Cashiering for Welcome Center is on hold, waiting for vendor fix.
2. Waiting for Electric staff to test the work order kits and templates before promoting to LIVE.
3. Waiting on delivery date for new kiosk.
4. Waiting for Planning to decide path forward regarding online permit payments.

Infrastructure Team:

Open Tickets from Previous Week - 136

Tickets Opened in the Last Week - 62

Tickets Closed in the Last Week - 49

Remaining Open Tickets - 149

1. Re-cabled the EOC to enable distance between workstations.
2. Completed infrastructure for electric SCADA.
3. Continued WFH support.
4. Published the new knowledge base section on the intranet.
5. Worked on and resolved support tickets for end users.
6. Actively responded to and resolved Secureworks alerts.

Pending:

1. Planning to install the new access point at GWC.
2. Scheduling application install for new Electric SCADA.

Activity or Project:

mCare 6 Project (Applications Team)

Description:

mCare 6 is our real time mobile workforce management system for all utility related service orders.

****REVISED GO LIVE DATE****

Phase 1 Kick Off (Definition & Planning)

2/28/20 - Completed

Phase 2 Software Installation

3/9/20 - 3/13/20 - Completed

Phase 3 Remote End User Training and Configuration

(Updated to Remote vs. Onsite)

4/6/20-4/24/20 - Completed

Phase 4 End User Acceptance Testing

4/28/20-5/22/20 - Completed

*Will upgrade CIS and mCare next week to fix a testing issue found - Completed

6/3/20 - 6/19/20 - In Progress

Phase 5 Go Live

7/20/20-7/24/20 - Scheduled

Status:	In-Progress
Expected Completion:	07-20-2020
Execution Status:	On Track

Activity or Project:

Munis 2019.1 Upgrade (Applications Team)

Description:

Phase 1 Software Upgrade TEST Environment

Completed

Phase 2 Kick Off (Definition & Planning)

5/21/20 - Completed

Phase 3 End User Acceptance Testing

5/26/20-6/05/20 - In Progress

Phase 4 Vendor Issue Remediation

6/08/20 - 6/19/20 - Scheduled

Phase 5 End User Acceptance Re-Testing of Identified Issues

6/22/20-6/26/20 - Scheduled

Phase 6 City Led HUB Training
6/29/20-7/9/20 - Scheduled

Phase 7 Go Live
7/11/20 - Scheduled

Status:	In-Progress
Expected Completion:	07-11-2020
Execution Status:	On Track

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

City Manager's Weekly Report

Department:

Parks and Recreation Department

Notable Notes:

Director: Met with Johnson, Mirmiran & Thompson, Inc. about the Rodney project park amenities and design; conducted virtual meeting with Tim, Dave Greenplate, about the Preston's Playground restroom design and installation; worked on the Capital Improvement Project and operating budget with Paula; met with Paula and the recreation staff about opening procedures for camp, cleaning requirements, staff training and parent letters that will explain new camp procedures and policy as a result of COVID-19 regulations; met with Sharon and Paula about upcoming events and rescheduling of activities, working on possible July event schedule based on COVID-19 regulations; conducted parks maintenance meeting with Tom Z. , Rich and Paula to discuss upcoming work orders, projects and essential work; attended meeting with Tom C. for logistics for opening up the Municipal Building for customers doing business in PUBS, Codes and Parks and Recreation.

Deputy Director: Worked on the 2021-2025 CIP budget items with Joe; attended follow up activities training as part of the new recreation registration software with Civic Rec; attended emergency operations plan meeting with Dave Tynan and recreation staff to discuss camp plans; conducted meeting with Joe, Chrissy, Dave Greenplate and Jeff Martindale regarding the procedures for cleaning the George Wilson Center when guidance clears for reopening; met with Joe and Sharon on alternative activities in the month of July for the community since the fireworks and Liberty Day were canceled, decided on a few items and working with Sharon to finalize details so marketing can begin; worked with Shelby after she created a great Thank You video to our parks maintenance staff to post to social media; worked with Shelby on updating dates and paperwork for Camp REAL and schedule to send information to previous participants; worked with Shelby on weekly Eblast with the announcement of the reopening of tennis courts and skate parks; met with Joe and recreation staff and made some progress on making decisions on start dates for camps and cancelations for certain sessions of camps and before and after camp care; worked with Shelby and Joe on updated park signage for when things reopen; worked with

portable toilet company to relocate hand washing stations located in city parking lot to a new location; worked with Jeff on ordering additional thermometers for camps and having walkie talkies available for staff returning to work at the city building; worked with Melinda on updating parent packet for those registered for camps with information on new camp procedures, liability waiver, and pre-screening form; completed updates to liability waivers for camps, volunteers, registration form and online, fitness and adult sports leagues and sent to supervisors to start using immediately; continued to work with state criminal history office regarding background checks for summer camp staff; continued to submit Child Protection registry forms as received from staff; reminded staff to complete individual camp plans for new safety precautions and procedures based on new guidance received for camps; continued to discuss several ongoing items with Joe including June programs, before and after camp care, determination of camps, camp transportation, outdoor movie night, parks on draft and the spring concert series; continued to send applications received for summer camp staff to recreation staff; continued to work with recreation staff to finalize status of programs scheduled for first two weeks in June and contact those who were registered; conducted weekly staff meeting; continued to contact applicants for special event permits to refund those scheduled during stay at home mandates and review events for June to see if still scheduled; attended conference calls with City management and with parks and recreation staff.

Recreation Supervisor of Athletics: Preparing for summer camps, held Zoom meeting with Rittenhouse staff, continues recruiting additional staff, working to get background checks for current staff, working to reschedule CPR training with instructor, editing camp staff manual; continuing to work on Civic Rec software and attended online training; attend webinars regarding summer camps, sports and COVID-19 concerns.

Recreation Supervisor of Community Events: Working with fitness instructors to develop a plan for restarting programs, compiling summer camp staff paperwork; revising Camp REAL and Safe Kids Camp schedules based on increased cleaning protocols and social distancing; updated camp staff manual for Camp REAL information; working on July special event programming information.

Coordinator of GWC and Volunteers: Participated in a Civic Rec workshop on May 27, a staff meeting on May 28, an Emergency Management meeting on May 28, a GWC reopening discussion on May 29 and a summer camp discussion in response to Governor Carney's announcements on May 29; updated staff on camp schedules; scheduled Zoom interviews for potential summer staff due to loss of other staff members; continued to work on summer staff paperwork which will be finalized on June 2 when the coordinator will be going into the office for a meeting; continued to work with camp staff on scheduling fingerprinting appointments; continued to check in with contracted staff and adjust upcoming programs as needed; continued to communicate with participants registered for upcoming programs that are affected by changes; continued to work with summer staff on finalizing plans for summer camp procedures; continued to communicate with George Wilson Center renters pertaining to holding, rescheduling or canceling rentals due to COVID-19; updated the cancelation report as needed; continued to work on Civic Rec configuration.

Recreation Specialist: Continued developing camp procedures manual with COVID procedure updates, added the new waivers into appendix, as well as draft of Communicable Disease Plan, created the Parent Guidance letter for camps, updated camp staff manual and asked recreation supervisors to update the remaining items in Yellow – items such as schedules, theme weeks, etc.;

reached out to volunteers via email to inform of the change in volunteer orientation, moving to virtual, will be held Tuesday, June 9th, at 4 p.m., sent them the Volunteer Manual and waiver to peruse in advance of training; continued to post weekly updates on Facebook including Where's June and new location; attended additional activities training with Civic Rec; attended emergency operations planning meeting on camp safety.

Parks Supervisor: Empty trash cans throughout park system and trash sweep in horticulture areas and traffic islands; repaired two foot bridges in Redd Park; weed control in landscape beds and traffic islands; replaced caution tape around several playground areas and replaced playground closed signage; completed interior bed maintenance; mowed throughout the park system according to the mowing schedule.

Activity or Project:

Dickey Park and George Wilson Center Pools to Remain Closed

Description:

As a result of current guidelines and restrictions issued by the State, the public pools located at the George Wilson Center and Dickey Park will remain closed until further notice. The pools were originally scheduled to open on June 5; however, with restrictions limiting capacity to fewer than 10 guests, City pools could not operate in the manner to which the public is accustomed. Furthermore, the state requires a minimum distance of six feet both inside and outside of the pool and a cloth face covering when not swimming. The City of Newark determined the new guidance places limitations on the pools' ability to open to the public and will wait for new guidance to be issued that allows us to accommodate a larger capacity and possible reduction to physical distancing. The safety and health of the swimmers and lifeguards is of the utmost importance and we will continue to provide updates as new guidelines are issued by State leadership.

Status:	Not Started
Expected Completion:	08-16-2020
Execution Status:	Behind Schedule

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

City Manager's Weekly Report

Department:

Planning and Development Department

Notable Notes:**Code Enforcement:**

Underground utilities are mostly complete at 211 South Main Street and structural steel is being erected for the new building. Exterior walks and grading are mostly completely at 211 Haines Street; interior inspections will be scheduled by July 1. Interior work is progressing with drywall mostly complete and ceilings being prepped at UD's Worrihow Hall; exterior storm utilities are to be installed. Construction trailers are in place at the Fintech Building on the STAR Campus and the temporary electric system has been installed for the trailers and building; site work is to begin this week. Interior and exterior work is progressing at the Whitney Athletic Building at 625 South College Avenue; interior hydro pools are being installed. Exterior wall coverings are mostly complete at 22 Benny Street and trim work on the townhouse units is progressing. Relocation and upgrading of underground utilities has started at College Square. Review continues on the permit applications for additional outdoor seating for restaurants per the Governor's Order. Council passed an emergency ordinance on Monday evening giving the City Manager the ability to approve these permit applications. There are currently five applications in-house.

Ryan Straub has had the following:

- COMPLAINTS: 8
- VIOLATIONS: 1
- CITATIONS: 32
- INSPECTIONS: 14

Parking:

- Return of Parking Maintenance Team to Parking Division on Monday, June 1st. The team was previously on loan to Parks and Recreation to save on employee costs.
- With assistance from Management, the Parking team focused on programming, applying decals, and sanitizing multi-space kiosks. Pole signage was installed directing customers to the kiosks and to Passport app. Old single-space meter hardware removal was continued.
- Emphasis was put on ensuring customers were aware that Main Street was a 15-minute parking zone for drop off and pickup through updated signage on equipment and light-handed Parking Enforcement, where warning were issued for offenders of the parking rules, at request of businesses. Parking for >15 minutes is allowed on side streets and in parking lots.
- Continued regular COVID-19 Management, Planning, and Parking meetings, as well as several training/refresher seminars attended by Parking Division staff.
- Parking Division attended meeting with parking consultants from Kimley-Horn to discuss areas in Newark Code that make certain aspects of parking management more difficult, as well as how updates to ordinances have benefited other municipalities and how we could apply those changes to our own code.
- Parking Supervisor Court Mulvanity participated in Employee Benefits Committee concerning future healthcare costs.
- Parking Manager Marv Howard worked with Public Works & Water Resources Deputy Director Ethan Robinson in regard to the completion of the Main Street Rehab and the beginning of the Lot #1 repave project. Project curbing has already begun, but bulk of work will be done over the next two weeks.
- Requested parking be included in the IT Queuing System being developed and tested by

Newark IT to help manage incoming permit pickup traffic over the summer and into the fall.

- Updates to License Plate Recognition controller applications.
- Worked with Passport to build out digital zones for Courtney Street and Academy Street, south of Delaware Avenue in preparation for return to paid parking.
- Worked with Parks and Recreation to move port-o-potty from Lot #1 to Lot #7 with upcoming repave in parking lot.
- Provided new parking space inventory numbers to Trevor Miller of the Finance Department.
- Provided net cost and new algorithm of Lot #4 off-street spaces to Planning Department. The new number is \$1,600 when negotiating parking waivers for this parking lot.
- Customer Service Reps Ericka Morterud and Carol Massa worked on numerous forms to digitize permit sales and information gathering to decrease exposure to COVID-19. We hope to have these forms on the website after internal testing. Forms will likely remain beyond COVID-19. Much effort was put in regard to the City website and CivicPlus, with assistance from Kyle Glazier.
- Carol Massa also created new Daily Revenue Summary Sheets and provided Munis batches to Finance concerning revenue, permit inventory, customer information and terms of service for the lot.
- Scheduled meeting requests with T2's Danny McConaha on the streamlining of information to digital/web-based platforms. This "Digital Transformation" discovery meeting has focus on the ensuring the best practices for maintaining the health and welfare for residents and staff in regard to all parking questions and sales.

Planning/Land Use:

Planning and Development Director:

Continued regular COVID-19 update meetings with Management, Planning Department, and internally with Parking, Land Use and Code Enforcement Divisions to keep staff updated and to troubleshoot and resolve issues related to working from the field and remotely as well as being responsive to the COVID-19 pandemic and related issues including the updates to the Governor's Emergency Declarations. This week's activities included reviewing Phase II reopening Order by the Governor, continued to work with staff on working remotely and now how best to move back into the office as appropriate, reviewing the State application requirements and applications for restaurants to expand outdoor seating including adoption of emergency ordinance to facilitate the review and issuance of these permits by the City Manager and, implementing the reopening plan with City Hall staff and working with the Parking staff on a reopening plan for their office.

Worked on preparing for and participating in the June 1, 2020 Council including the Agricultural Use Discussion and Direction to staff <https://newarkde.gov/DocumentCenter/View/13755/2B>.

Worked on and participated in the June 2, 2020 Planning Commission meeting. <https://newarkde.gov/ArchiveCenter/ViewFile/Item/6544> An item of note here, Planning Commissioner Pete Drake resigned his position as Planning Commissioner where he faithfully served for a little over seven months. We thank Commissioner Drake for his efforts and time dedicated to serving on the Planning Commission and wish him the best.

Worked on land use applicants, plan review and related issues.

Worked with Planner Mike Fortner on CDBG CARES Memorandum of Agreement and CDBG

program.

Continued work on the request for planning professional services.

Worked on 2021 budget and related issues.

Continued to work on Unicity and related issues.

Worked on administrative and managerial related issues.

Worked on enforcement related issues as well as on Phase I guidelines with the Code Enforcement Team.

At their meeting on June 2, the Planning Commission took the following actions:

- Proposed changes to an ordinance to amend Chapter 32 Appendix XXV – Landscape Screening and Treatment. The changes will be incorporated into the proposed ordinance and brought back to the Planning Commission at a later date.
- Discussed and proposed minor changes to Planning Commission Bylaws, which will be brought back to the Commission at a later date.
- Discussed topics for Planning Commission training.

Land Use Projects Currently Under Review:

1119 South College Avenue, Parcel 1804600026 (PR#16-06-01): On June 6, 2016, the Planning and Development Department received a sketch plan review for the proposed redevelopment of the property at 1119 South College Avenue, the present location of the Red Roof Inn. The application and plans for the proposed major subdivision and special use permit were received on November 20, 2016. Revised plans were received February 8, 2017. The proposal calls for demolition of the existing structure at the site and construction of a 4-story hotel and convenience store with gas pumps, with associated parking. Staff comments were sent to the applicant on March 9, 2017. The Board of Adjustment granted variances regarding area regulations and area requirements on June 21, 2018.

0 Independence Way, Village of Chestnut Hill, Parcel ID 1100900078 (PR#16-06-02): The Planning and Development Department received plans for an annexation, rezoning, and major subdivision of the property located at 0 Independence Way on June 30, 2016. The plans call for a 45-unit townhouse community at the site. Plans were reviewed by the Subdivision Advisory Committee (SAC) at an October 13, 2017 meeting. SAC comments were sent to the applicant on October 27, 2017.

46 Welsh Tract Road, Parcel IDs 1100900033, 1100900059 (PR#17-11-03): On November 16, 2017, the Planning and Development Department received a sketch plan for the annexation, rezoning from S (Suburban) New Castle County zoning to RR (Town Houses) City of Newark zoning, and major subdivision, with possible site plan approval, of two parcels totaling 2.15 acres to construct 22 townhomes. Plans were distributed to the Subdivision Advisory Committee (SAC) on November 21, 2017. A SAC meeting was held on December 14, 2017. Staff comments were sent to the applicant on December 29, 2017.

1501 Casho Mill Road, Parcel ID 1803000127 (PR#17-11-05): On November 23, 2017, the

Planning and Development Department received a sketch plan submission for a Comprehensive Development Plan amendment and major subdivision for the property located at 1501 Cash Mill Road. The proposal includes demolition of the existing office building at the site and construction of a new three-story structure with 23,526 square feet of office and retail on the first floor and 60 apartments on the second and third floors. Plans were distributed to the Subdivision Advisory Committee on November 29, 2017. A SAC meeting was held on December 18, 2017. Staff comments were sent to the applicant on January 9, 2018. The Planning and Development Department received revised plans on March 12, 2019. Staff comments were forwarded to the applicant on July 22, 2019. The Planning and Development Department received revised plans on November 13, 2019. Staff comments were forwarded to the applicant on May 15, 2020.

515 Capitol Trail, Charlotte's Way, Parcel IDs 1801000004, 1801000005 (PR#18-02-01): The Planning and Development Department received a sketch plan for the rezoning and major subdivision of 515 Capitol Trail, to be known as Charlotte's Way, on February 15, 2018. The plan proposes the rezoning of the property from RS to RR, demolition of the existing single-family home on the site, and construction of ten townhomes. Applications and plans for the rezoning and major subdivision with site plan approval of this property were received by the Planning and Development Department on September 26, 2018. The sketch plan was distributed to the Subdivision Advisory Committee (SAC) on February 16, 2018. SAC comments were sent to the applicant on April 20, 2018. Plans received on September 26, 2018 were forwarded to the SAC for review on September 26. A SAC meeting was held on October 19, 2018 to discuss the plans with City operating departments. SAC comments were forwarded to the applicant on January 9, 2019. Revised plans were received by the Planning and Development Department on May 1, 2019. Staff comments were forwarded to the applicant on August 23, 2019.

1105 Elkton Road, Royal Farms, Parcel ID 1100400013 (PR#18-07-01): A sketch plan was received by the Planning and Development Department on July 20, 2018 for the property located at 1105 Elkton Road. The plan proposes an annexation, rezoning, and minor subdivision to demolish the existing buildings at the site and construct a Royal Farms gas station, car wash, and convenience store. Plans were distributed to the Subdivision Advisory Committee (SAC) for review on July 23, 2018. A SAC meeting was held on August 27, 2018. SAC comments were forwarded to the applicant on October 22, 2018.

132-138 East Main Street, Parcel IDs 1802000126, 1802000127 (PR#18-10-02): On October 8, 2018, the Planning and Development Department received a rough concept sketch plan for the property at 132-138 East Main Street. The sketch plan proposes a major subdivision for the demolition of the existing structures at the site and construction of a 4-story structure with retail on the ground level and 12 apartments on the 2nd, 3rd, and 4th floors on the front of the lot. The rear of the lot is proposed to have parking on the first two floors with an 88-room hotel on the 3rd, 4th, and 5th floors, and a roof deck on top. Plans were distributed to the Subdivision Advisory Committee (SAC) for review on October 9, 2018. A SAC meeting is scheduled for November 7, 2018. SAC comments were forwarded to the applicant on January 17, 2019. Plans were received by the Planning and Development Department, along with applications for a major subdivision and special use permit, on September 3, 2019. Plans were distributed to the SAC for review on September 3, 2019. A SAC meeting was held on October 16, 2019. The Planning and Development Department received revised plans on December 20, 2019. The revised plans propose a five-story mixed-use building with two commercial tenants, apartments, and associated parking. A SAC meeting was held on January 15, 2020. Staff comments were forwarded to the applicant on April 15, 2020. The Planning and Development Department received revised plans

on May 1, 2020. The project has been scheduled for review and consideration by the Planning Commission at their June 2, 2020 meeting. The project was withdrawn from the June 2, 2020 Planning Commission agenda and will be reviewed at a future meeting.

54 East Main Street, Parcel ID 1802000022 (PR#19-05-02): On May 31, 2019, the Planning and Development Department received a sketch plan for a mixed-use subdivision at 54 East Main Street proposing a restaurant on the ground floor, two apartment units on the second floor, and one apartment unit on the third floor. Plans were distributed to the Subdivision Advisory Committee (SAC) on June 26, 2019.

268 East Main Street, Parcel ID 1802100024 (PR#19-06-01): On June 10, 2019, a sketch plan was received by the Planning and Development Department for the property at 268 East Main Street. The plan proposes a 52-unit apartment building on the site of the current Super 8 Motel. Plans were distributed to the Subdivision Advisory Committee (SAC) on June 26, 2019. Revised plans were received on April 14, 2020 and distributed to SAC for review. The revised plans call for a major subdivision with site plan approval, special use permit, Comprehensive Development Plan amendment, and rezoning for a mixed-use building with commercial space that includes a restaurant and parking on the first floor and four floors of apartments targeted to student housing consisting of 56 two-bedroom units.

751 Paper Mill Road, Walton Farm Subdivision, Parcel ID 0804700003 (PR#19-08-01): On August 5, 2019, the Planning and Development Department received plans for an annexation, rezoning, and minor subdivision of 14.48+/- acres at 751 Paper Mill Road. The plans propose to divide one parcel into two parcels in order to construct one single-family home on the newly created parcel. Plans were distributed to the Subdivision Advisory Committee (SAC) on August 9, 2019 for departmental review. A SAC meeting took place on September 24, 2019. The project will be reviewed and considered by the Planning Commission at a future Commission meeting.

734 Paper Mill Road and 5 and 11 Possum Hollow Road, Milford Run Subdivision, Parcel IDs 0804700033, 0804700031, 0804700039 (PR#19-08-02): On August 5, 2019, the Planning and Development Department received plans for an annexation, rezoning, Comprehensive Development Plan amendment, and major subdivision of the 4.75+/- acres at 5 Possum Hollow Road, 11 Possum Hollow Road, and 734 Paper Mill Road. The plan proposes annexation and rezoning to RD (single-family residential), demolition of the unoccupied dwellings on the properties, and creation of a 12-lot single-family residential subdivision. Plans were distributed to the Subdivision Advisory Committee (SAC) on August 9, 2019 for departmental review. A SAC meeting took place on September 24, 2019. Staff comments were sent to the applicant's representative on November 1, 2019. The Planning and Development Department received revised plans on November 11, 2019. Staff comments were forwarded to the applicant on January 3, 2020. The project is scheduled to be reviewed and considered by the Planning Commission at their meeting on February 4, 2020. At their meeting on February 4, 2020, the Planning Commission recommended approval of the annexation (5-0), Comprehensive Development Plan amendment (5-0), rezoning (5-0) and major subdivision (4-1). The project has been placed on the June 8, 2020 City Council agenda for second reading and public hearing.

532 and 540 Old Barksdale Road, Parcel IDs 1802500134, 1802500135, 1802500347 (PR#19-10-01): The Planning and Development Department received plans for an administrative subdivision at 532 and 540 Old Barksdale Road on October 8, 2019. The applicant is requesting the administrative subdivision to combine three parcels into one parcel, with ownership of the

proposed one parcel being retained by the applicant. Letters were mailed to adjacent property owners notifying them of the requested administrative subdivision on October 11, 2019. No objections have been received from adjacent property owners.

1089, 1091, and 0 Elkton Road and 2001 Patriot Way, Parcel IDs 1100400022, 1803800032, 1803800033, 1803800046 (PR#19-10-04): On October 25, 2019, the Planning and Development Department received plans for the administrative subdivision of 1089 Elkton Road, 1091 Elkton Road, 0 Elkton Road, and 2001 Patriot Way. The plan proposes to combine the tax parcels via an administrative subdivision with ownership to be retained by Newark Charter School. Plans were distributed to the Subdivision Advisory Committee (SAC) on October 25, 2019. Letters were mailed to adjacent property owners notifying them of the requested administrative subdivision on February 13, 2020. No objections have been received from adjacent property owners.

124 East Main Street, Parcel ID 1802000125 (PR#20-04-02): The Planning and Development Department received a sketch plan on April 30, 2020 for the redevelopment of 124 East Main Street, known as Center Square and the current location of Walgreens, Homegrown, 14 residential dwelling units, and 33 parking spaces. The plan proposes two floors of commercial space, conversion of the 14 existing units into 58 new residential units on the upper four floors of the building, and an increase of 200 additional parking spaces.

Activity or Project:
Description:
Status:
Expected Completion:
Execution Status:
Activity or Project:
Description:
Status:
Expected Completion:
Execution Status:
Activity or Project:
Description:
Status:
Expected Completion:
Execution Status:
City Manager's Weekly Report
Department:

Police Department

Notable Notes:

- The Police Command staff met at police headquarters on June 2nd and 3rd to discuss possible planned protest marches. Members of the department reached out to the organizer of a planned June 4th march, and was told the event was postponed to possibly another future date. The Newark Police Department has been in daily communication with surrounding police agencies to monitor events.
- Since stay-at-home order has been in place in the state, the Newark Police Department has responded to three suicides and 17 calls of person who attempted or were planning on committing suicide. This is a remarkable number of incidents in less than an 80-day time period. The Newark Police Department encourages anyone who is feeling despondent to reach out to a friend, family member, social service agency or to NPD.

Patrol:

- On May 30, 2020, at approximately 9:48 p.m., Newark Police were dispatched to Christina Parkway (SR4), east of Elkton Road, for a report of a crash involving an overturned vehicle. An investigation at the scene determined that a 2017 Ford Mustang was traveling eastbound across the intersection of Elkton Road and Christina Parkway at a high rate of speed. The vehicle crossed over the center median on Christina Parkway and went through a guardrail on the north side of the roadway. The vehicle overturned and struck a pole, ejecting the driver and bringing down an electrical wire. The driver, who was the sole occupant, was conscious at the scene. He suffered serious injuries and was transported by EMS to an area hospital. The driver was later issued a summons for Careless Driving and Driving at an Unsafe Speed.
- On June 2, 2020 at approximately 1:35 p.m., Newark Police arrested a 32-year-old Newark man for Burglary 3rd Degree and Theft Under \$1,500 after he was observed entering a vehicle and removing items from within. The man also attempted entry into several other vehicles which were locked. He was committed to the Howard R. Young Correctional facility in lieu of \$30,000 secured bail.

Auxiliary Services Division:

- On June 1, 2020, the City of Newark received 200 masks from The Newark Partnership and the University Delaware. They collaborated on the project/donation with former Mayor Polly Sierer presenting the donation to members of the police department on Monday.
- The Newark Police Department Records Unit reopened the customer service window to the public on Monday, June 1st. Members of the public are reminded to wear a mask when entering the Municipal Building.

Criminal Investigations Division:

- On May 31, 2020, at approximately 1:46 a.m., officers responded to Fresh Delaware at 800 Ogletown Road for a report of a burglary alarm. Responding officers found that glass had been shattered and the building had been entered. It was determined that merchandise was missing from the business. Anyone with information regarding this incident should contact Det. T. Gerasimov at tgerasimov@newark.de.us or (302) 366-7110 ext. 3474.
- On May 31, 2020, at approximately 12:01 a.m., officers responded to the 500 block of Capitol Trail for a report of a burglary in progress. Upon arrival several subjects were taken into custody and one subject was observed to have a gunshot wound to his leg. Detectives responded to the scene and determined the incident stemmed from a road rage incident and a group of the involved parties had forced their way into an apartment after following one of the drivers there. A resident of the apartment subsequently shot one of the suspects after he refused to leave the apartment and advanced on him. Three suspects were arrested, including the subject who was shot in the leg.

Activity or Project:

N/A

Description:

N/A

Status:

Completed

Expected Completion:

06-04-2020

Execution Status:

Completed

Activity or Project:**Description:****Status:****Expected Completion:****Execution Status:****Activity or Project:****Description:****Status:****Expected Completion:****Execution Status:****City Manager's Weekly Report****Department:**

Public Works and Water Resources Department

Notable Notes:

DSWA has announced that it will be opening a full service recycling center near Newark in early July. The new center, which will host weekly hazardous waste disposal, periodic paper shredding events, and styrofoam recycling will be located just south of Newark off of 896 and Corporate Boulevard. As part of this long-term recycling plan, they will be removing the collection facility located off of B Street near Phillips Park. All services provided at Phillips will be continued at the new site. Please see the following link for more information. <https://dswa.com/changes-to-ncc-recycling-centers/>

PW&WR has found a significant water main break near the White Clay Creek, adjacent to Timothy's parking lot. The age of the main and improvements that have taken place since the installation of the mains are making it difficult to find and stop the leak in a timely manner. Crews will be clearing the area and doing some exploratory digging in order to find and repair the leak. The repair may require the use of a contractor or rented equipment based on the location.

Municipal Parking Lot #1 Expansion is now underway. City PW&WR and Electric crews are installing new light poles, while A-Del begins the concrete work associated with the repaving of the lot. The work is anticipated to be completed within the next two weeks.

DNREC has indicated that it will be sending out the Draft version of our new Phase 2 NPDES Stormwater Permit in the near future. Our current permit has been administratively extended since 2008. Mayor Clifton had raised a concern with the Governor about the timing of the new permit and the associated costs during an uncertain financial period. Staff and Mayor Clifton held a phone call with Secretary Garvin to discuss opportunities to review the timeframes and milestones associated with the permit. The phone call was very productive and resulted in some very positive remarks from DNREC regarding our program.

Activity or Project:

Main Street Improvements

Description:

Striping operation began this week and will continue through next week (June 8th - June 12th). A-Del anticipates switching to the south side by Tuesday, June 9th. The road cannot be striped while wet, so any rain days will postpone completion of the project and delay demobilization of crews. Any punch list work remaining after June 12 (which should be very minimal) will be done with short-term, localized daytime lane closures.

PW&WR staff and DelDOT's contractor have made an effort to remove or conceal construction debris from Main Street to eliminate the potential for objects to be picked up or thrown during any marches or protests.

Status:	Near Completion
Expected Completion:	06-12-2020
Execution Status:	On Track

Activity or Project:

UD Steam Project - South College Avenue

Description:

The University's contractor (Whiting Turner) will begin daytime closures of the southbound lane of South College Avenue, between Delaware Avenue and Amstel Avenue today and into next week. The long-term closure of South College is schedule for June 15th to mid-August.

Status:	
Expected Completion:	
Execution Status:	On Track

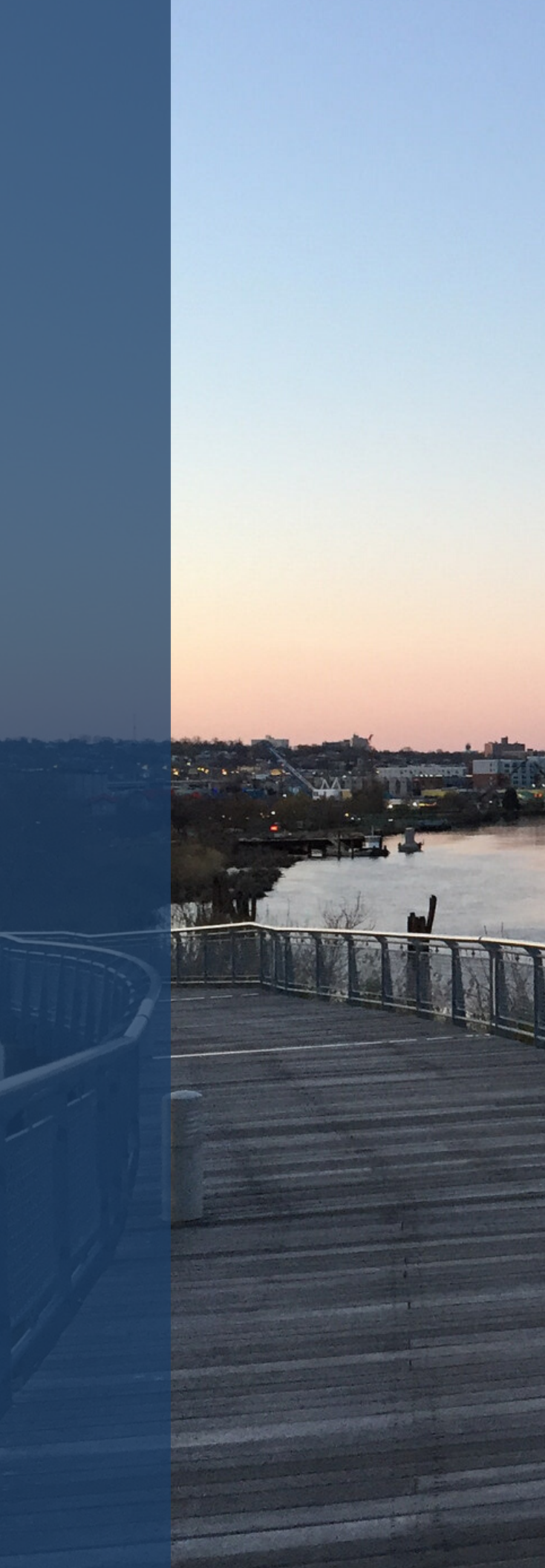
Activity or Project:
Description:

Status:	
Expected Completion:	
Execution Status:	

DELAWARE'S REOPENING

GOVERNOR JOHN CARNEY
de.gov/economy





MESSAGE FROM GOVERNOR CARNEY

We're all ready to get our economy going again, and to spend more time with our friends and loved ones.

Since Day 1 of this crisis, Delaware's response to COVID-19 has been driven by the science. We can't have a healthy, functioning economy again until our communities are healthy.

There is good news.

Delawareans have worked together, stayed home, and saved lives. Your actions have driven down cases and hospitalizations statewide. That will help us reopen Delaware's economy safely in the coming weeks — while protecting the most vulnerable Delawareans.

As we move into reopening and recovery, we have to stay vigilant. We have to keep our distance from one another. Wash our hands frequently. Wear face coverings in public places.

This is an unusual time, for sure. But these basic precautions will help us limit the spread of COVID-19 and protect Delawareans.

We all owe a great deal of respect and gratitude to our front line health care workers, emergency responders, educators, child care workers, and grocery store clerks for their commitment to keeping Delaware moving through this crisis.

We will get through this by working together.

Thank you.


JOHN CARNEY
GOVERNOR

TIMELINE OF DELAWARE'S RESPONSE

- | | |
|--|---|
| ✓ MARCH 11
First confirmed positive case of COVID-19 | ✓ APRIL 15
Stricter measures in long-term care facilities |
| ✓ MARCH 12
State of Emergency Declaration | ✓ APRIL 23
Removed restrictions on out-of-state health care workers |
| ✓ MARCH 16
Closed restaurants and bars | ✓ APRIL 24
Schools closed through academic year |
| ✓ MARCH 21
Closed Delaware beaches | ✓ APRIL 28
Face coverings required in public settings; Sussex County identified as hot spot |
| ✓ MARCH 22
Stay-At-Home Order | ✓ MAY 8 – <i>Rolling Reopening</i>
Interim Steps for retail, salons; Significant expansion of statewide testing program; Announced June 1 as target for Phase 1 |
| ✓ MARCH 23
Schools closed until May 15 | ✓ MAY 12
Announced Statewide Contact Tracing Plan |
| ✓ MARCH 29
Out-of-state travelers to self-quarantine for 14 days | ✓ MAY 15 – <i>Rolling Reopening</i>
Farmers Markets to safely reopen; Announced Phase 1 Plan |
| ✓ APRIL 1
Additional business restrictions | ✓ MAY 22 – <i>Rolling Reopening</i>
Delaware Beaches authorized to safely reopen for Delawareans |
| ✓ APRIL 6
Banned short-term and commercial rentals | |

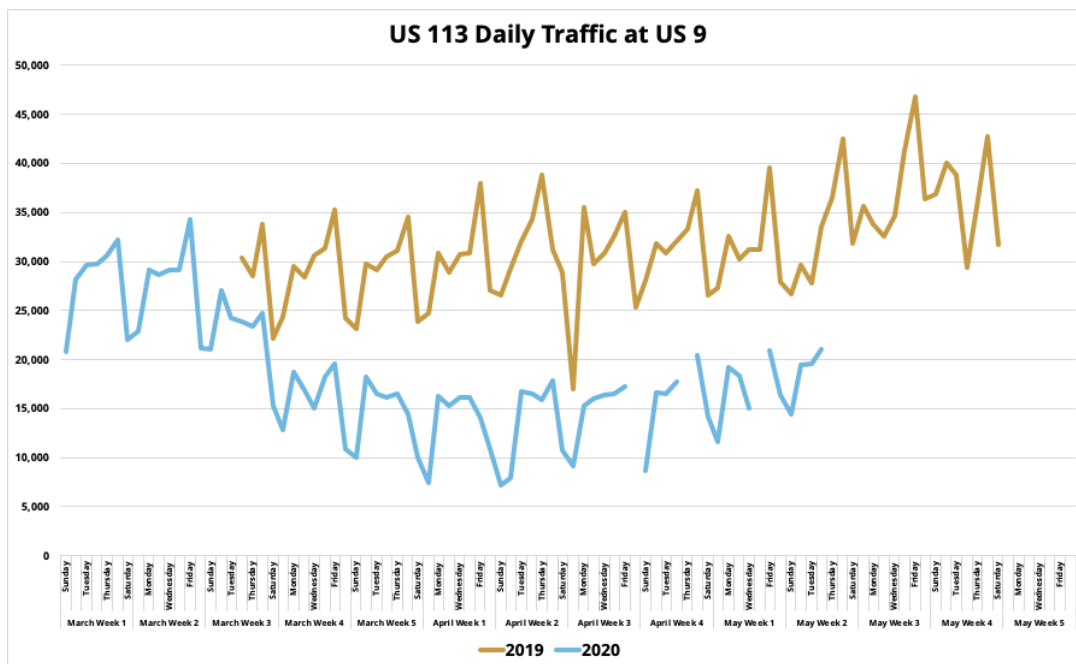
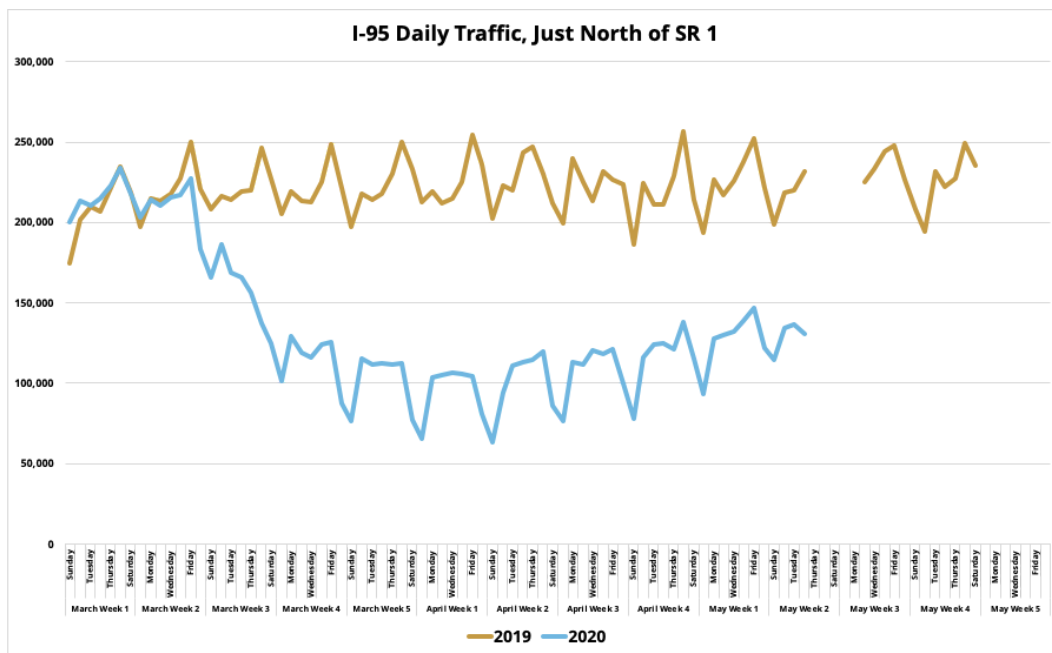
“ All restrictions are intended to flatten the curve and preserve hospital capacity. ”
- Governor John Carney

THANK YOU FOR STAYING HOME

TRAFFIC DATA

Traffic data from the Delaware Department of Transportation (DelDOT) shows decreased traffic on Delaware roadways during the stay-at-home order compared to traffic data from 2019.

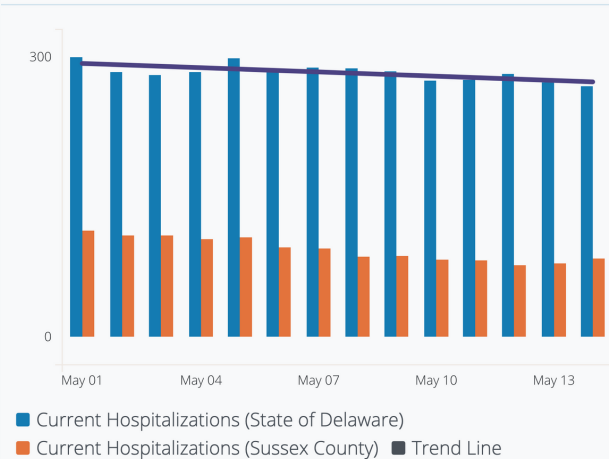
Data from May 13, 2020.



USING DATA TO MAKE DECISIONS

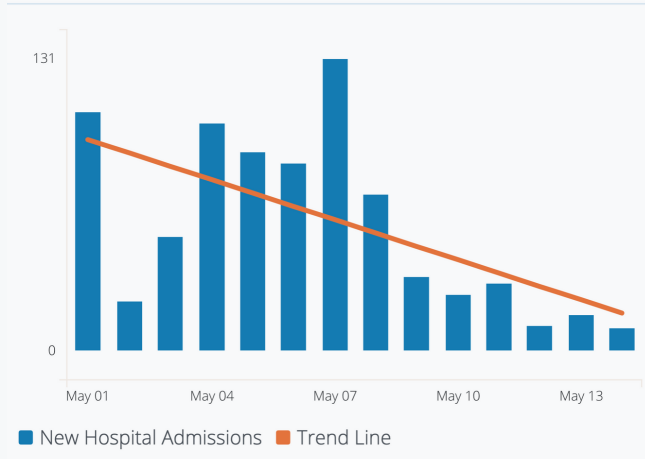
Current Hospitalizations

LAST UPDATE: 05/14/2020



New Hospital Admissions (Confirmed and Suspected with COVID-19)

LAST UPDATE: 05/14/2020



Data source: Delaware Health Information Network.

Graphs: Delaware Division of Public Health - de.gov/healthycommunity

DRIVEN BY THE SCIENCE

Governor Carney and his team at the Delaware Division of Public Health (DPH) and the Delaware Emergency Management Agency (DEMA) have relied on science and the data to drive decision making in response to COVID-19.

For the latest data on COVID-19 in Delaware, and community health data statewide, visit de.gov/healthycommunity.

“Our response to COVID-19 has been driven by the science since Day 1 and will continue to be driven by the science.

- Governor John Carney

”

View more data:
de.gov/healthycommunity

DELAWARE'S TESTING FRAMEWORK



On Friday, May 8, 2020, the State of Delaware announced a significant expansion of Delaware's statewide COVID-19 testing program.

The statewide program – which will allow for 80,000 tests in Delaware per month – will be implemented in partnership with the Division of Public Health (DPH), the Delaware Emergency Management Agency (DEMA), Delaware hospital systems, primary care physicians, Federally Qualified Health Centers, pharmacies, long-term care facilities, and community partners.

DPH is currently conducting approximately 500 tests weekly at Delaware's Public Health Laboratory in Smyrna, Delaware. Hospital systems are conducting more than 3,500 tests weekly through community testing sites statewide.

To safely begin to reopen Delaware's economy under guidance from the U.S. Centers for Disease Control and Prevention, and the White House Task Force, Delaware must dramatically ramp up its testing program.

Delaware's goal is to test

80,000

Delawareans per month

DELAWARE'S EXPANDED TESTING PROGRAM

The State of Delaware will supply partner organizations with testing supplies to more effectively reach Delawareans where they need access to COVID-19 tests. Delaware's list of partners includes primary care physicians, Federally Qualified Health Centers, pharmacies, long-term care facilities, and community partners.

The State of Delaware will prioritize testing under the new statewide program for:

- Any symptomatic individual
- Any person with known COVID-19 exposure
- All long-term care residents
- Members of vulnerable communities (low-income, Latino, African American, seniors)
- Certain front-line essential employees

TESTING PROGRAM: PARTNER ROLES

STATE OF DELAWARE – DIVISION OF PUBLIC HEALTH (DPH) AND DELAWARE EMERGENCY MANAGEMENT AGENCY (DEMA):

The State of Delaware has purchased 200,000 saliva-based tests from Curative, a Los Angeles-based testing company that has supplied COVID-19 tests to Los Angeles and Atlanta.

Medical professionals use PCR (polymerase chain reaction) tests to diagnose individuals who are currently sick with COVID-19. The tests can detect small amounts of viral genetic material. The purchase of 200,000 tests from Curative will dramatically expand the state's capacity to conduct PCR testing in primary care offices, community health centers, pharmacies, and in a variety of community settings to meet the needs of Delawareans where they are.

DEMA will work with Delaware's hospital systems and other health care partners to operationalize the testing framework and stabilize the supply chain.

These saliva tests, in addition to nasal swab tests sent to Delaware's Public Health Laboratory, and hospital-based testing, will constitute the state's primary testing mechanisms for at least the next several months.

DELAWARE'S HOSPITAL SYSTEMS:

Our hospitals are a critical partner in COVID-19 testing statewide, and particularly in vulnerable communities where Delawareans have experienced higher levels of infection and transmission.

In partnership with Delaware's hospital systems, Delaware has established community testing sites in hot spot areas of Sussex County, and in other vulnerable communities.

Through this partnership, nearly 35,000 tests have been completed. Most tests have been processed through commercial laboratories. We will continue to rely on data to identify potential hot spot communities, and work with hospital systems and community organizations to increase testing access for vulnerable populations statewide.

PRIMARY CARE PHYSICIANS AND PHARMACIES:

Primary care physicians, Federally Qualified Health Centers, urgent care and pharmacies will have an important role to play in COVID-19 testing and surveillance using a combination of PCR and antibody testing. Nasal swab PCR testing and blood testing for antibodies can be sent to Delaware's Public Health Laboratory or a hospital or commercial laboratory. In some cases, testing can be conducted on site.

Alongside these partners, Delaware will create a COVID-19 surveillance network to test symptomatic and asymptomatic individuals, with additional testing for vulnerable populations. The testing results from primary care physicians, Federally Qualified Health Centers, and long-term care facilities are critical to track the activity of this virus and communicate risks to Delaware communities.



Beebe Healthcare remains a committed partner of Governor Carney in continuing to expand COVID-19 testing capability in order to better understand the extent of novel coronavirus infection in our community. Having led the effort to operationalize the State's plan for community-based testing in Georgetown, **we stand ready to meet the continued needs of our community.** Beebe is providing safe and effective COVID-19 treatment, both in the ambulatory and the inpatient setting, and expanding access to testing will mean more answers, and more opportunities to educate, guide and reassure our community in Sussex County.

Dr. David Tam
President & CEO of Beebe Healthcare

DELAWARE EMPLOYERS:

DPH is working to develop a list of priority employees to be tested. We expect additional Delaware employers to express interest in employee testing programs. Essential employers who have testing capabilities may manage their own testing programs. The Division of Public Health will issue guidelines to direct these efforts.

DELAWARE'S CONTACT TRACING PROGRAM

On Tuesday, May 12, 2020, the State of Delaware entered into an agreement with NORC at the University of Chicago to build a statewide contact tracing program in Delaware to contain COVID-19.

Since the start of the pandemic, the Division of Public Health has been engaging in contact tracing to mitigate the spread of the virus.

Delaware will hire approximately 200 Delawareans as contact tracers and support staff as a part of the expanded statewide contact tracing program. While the State partners with NORC to hire and train contact tracers and scale up technology, 100 members of the Delaware National Guard embedded with the Delaware Division of Public Health (DPH) to begin wide-scale, statewide contact tracing.

***Applications for contact tracers and associated positions will be available in the coming weeks:
de.gov/coronavirus***



We are proud to be part of Delaware's solution for COVID contact tracing during this critical time in the state's history. We are bringing to bear our decades of experience with high volume, scientifically rigorous data collection and public health expertise to help the State and DHSS stem the tide of new infections.

David Cotton, PhD, NORC project director for contact tracing effort

ABOUT NORC

NORC at the University of Chicago is an objective non-partisan research institution that delivers reliable data and rigorous analysis to guide critical programmatic, business, and policy decisions. From 2015 to 2020, NORC has conducted more than 3 million hours of telephone interviews.

A significant portion of those interviews were in support of major public health-related studies such as the National Immunization Survey, which NORC conducts for the Centers for Disease Control and Prevention, the Medicare Current Beneficiary Survey, which NORC conducts for the Centers for Medicare & Medicaid Services, and the National Social Life, Health, and Aging Project, which NORC conducts for the National Institutes of Health.

Many of these studies involve nuanced, carefully scripted conversations about sensitive health issues, and interviewees are often members of underrepresented or difficult-to-reach demographic groups. Through these and similar studies, NORC has derived significant methodological expertise, including how best to deploy and integrate different modes of data collection and the technologies that support them.

NORC also has partnered with the State of Maryland to perform contact tracing. Delaware and Maryland will share information and technology development costs to more effectively monitor COVID-19's spread across state lines.

OUTREACH & EDUCATION

The State of Delaware has partnered with our hospital systems, mayors, local officials and community organizations on public outreach, to reduce the spread of COVID-19 through extensive public education.



**QUÉDESE EN CASA
DELAWARE**

Quédese en casa. Proteja a sus vecinos.

#StayHomeDE
de.gov/coronavirus

**WE ARE IN
THIS
TOGETHER.**

Your actions affect your neighbors,
and theirs affect you. Stay home
to keep Delawareans safe.



de.gov/coronavirus

**CORONAVIRUS (COVID-19)
MEZI PREKOSYON**



**METE MASK KOUVRI FIGI W epi kenbe
distsans sosyal lè w nan TRANSPÒ PIBLIK.**

**Text "add" to
302-460-2501**
for coronavirus updates from
the State of Delaware



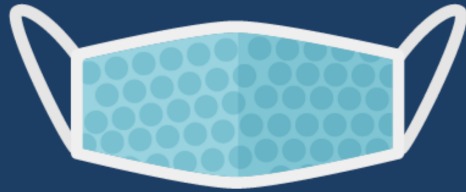
Stay informed:
de.gov/coronavirus



**CORONAVIRUS
(COVID-19)**



**THE PRIMARY PURPOSE OF WEARING A
FACE COVERING IS NOT TO PROTECT
YOURSELF – IT'S TO PROTECT OTHERS.**




Delaware Health and Social Services
Sponsored · 6

Los casos de COVID-19 están aumentando en el condado de Sussex. Quédese en casa. Cuidese. Marque 2-1-1 para obtener ayuda y 9-1-1 ante una emergencia.

SU ÁREA ES UN "FOCO DE INFECCIÓN" DE COVID-19.



El sur de Delaware está en riesgo. [Learn More](#)

QUÉDESE EN CASA. NO SALGA A MENOS QUE SEA ESENCIAL.



Si sale, use una mascarilla. [Learn More](#)

MARQUE 2-1-1 PARA OBTENER INFORMACIÓN SOBRE CORONAVIRUS Y 9-1-1 ANTE UNA EMERGENCIA.



7-1-1 para personas con problemas de audición. [Learn More](#)

CORONAVIRUS (COVID-19)

**PAUTAS DE USO
DE MASCARILLA**



- Úsela en lugares públicos
- Asegúrese de que le permita respirar bien
- Asegúrese de que le cubra la nariz y la boca
- Lávela después de cada uso o al menos una vez por día

**RETE LAKAY OU
SÈLMAN POU:**



PA RASANBLE AN GWOUPE AMWENSKE SA
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CORONAVIRUS (COVID-19)

**2-1-1
DELAWARE**

**LLAME AL 2-1-1 EN DELAWARE
PARA OBTENER AYUDA CON:**

- Alimentos
- Medicamentos
- Operaciones bancarias
- Controles de salud
- Información sobre servicios de apoyo

**Wash your hands.
FOR AT LEAST 20 SECONDS.**



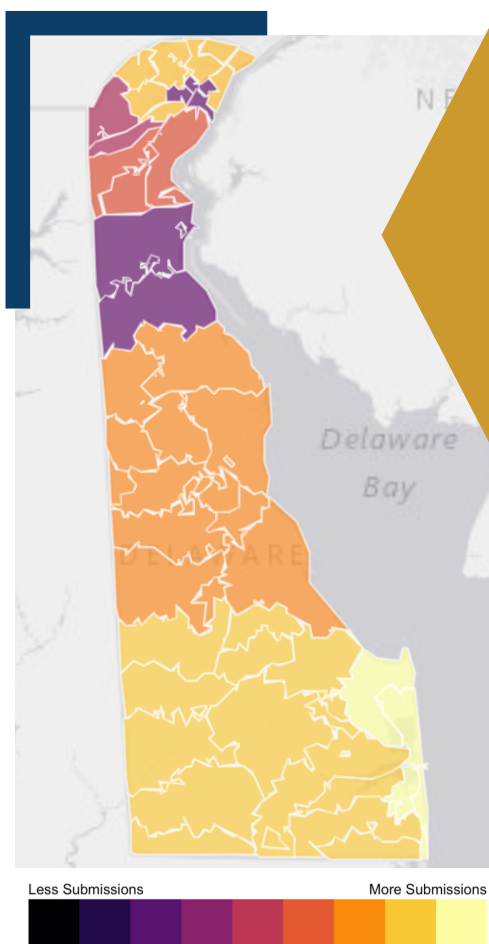
THANK YOU FOR PROTECTING YOURSELF AND OTHERS.

WHERE WE ARE

Over the past several weeks, Governor Carney, Lieutenant Governor Bethany Hall-Long and the Delaware Division of Small Business have engaged the business community, and Delawareans statewide, to assist in developing guidance for Phase 1 of Delaware's economic reopening and recovery.

The State of Delaware hosted virtual town hall meetings for Delawareans and Delaware small businesses, gathered information through sector-specific teams, and collected feedback from thousands of Delawareans at de.gov/economy. Public and industry feedback informed Delaware's economic reopening effort.

REOPENING FEEDBACK: ONLINE SUBMISSIONS BY REGION



Business owners and members of the public could submit feedback on de.gov/economy.

Feedback from the town halls and online submissions were analyzed and assisted in Governor Carney's decision to begin Delaware's rolling reopening.

BUILDING CONSUMER TRUST

The Delaware Division of Small Business is launching a program to help businesses quickly make customers aware they are operating within the State's safety guidelines.

Information about this program will be shared on delbiz.com.



Delaware's Phase 1 reopening guidance is divided into three parts:

GENERAL GUIDANCE

This guidance applies to individuals and business regardless of where they are going or what type of business they are visiting.

INDUSTRY GUIDANCE

This guidance applies to specific businesses within a particular industry. It should be followed closely by all businesses within those industries and by all customers when they frequent those businesses.

INDIVIDUAL BUSINESS GUIDANCE

This refers to guidance that specific businesses may seek out on a case-by-case basis. It may be related to questions over what type of industry guidance they should be following (for instance, if they think they may fall into more than one industry group), or whether they have a situation that merits unique consideration. This level of guidance will not be covered by this document, and should rather be handled by reaching out directly to the Division of Small Business via email at covid19faq@delaware.gov.

PART 1: GENERAL GUIDANCE

The following is general guidance that applies to all individuals and businesses during the Phase 1 reopening. During this phase, strict social distancing must be observed. Great care must still be paid to limit the spread of the virus in order to prevent outbreaks because infection rates, while slowing, remain high. This broad guidance is as follows:

GENERAL GUIDANCE: INDIVIDUALS

- **Cloth face coverings must be worn** in accordance with the State of Emergency Order.
- Individuals must regularly **wash their hands** according to Division of Public Health guidance, and must stay home when sick.
- At all times, individuals who are not part of a household should **maximize physical distance from others and remain six (6) feet apart**.
- **All individuals, WHEN IN PUBLIC** (e.g., parks, outdoor recreation areas, shopping areas), **should maximize physical distance from others**. Social settings of more than 10 people, where appropriate distancing may not be practical, must be avoided (e.g. receptions, trade shows).
- The **number of individuals in a particular location will be strictly controlled** in order to make sure that safe social distancing is maintained. Some of these limits are addressed for individual industries in the industry guidance, but where it is not otherwise stated, the upper limit is 30% of fire code occupancy (excluding staff).
- **Interstate travel restrictions** and the **fourteen (14) day self-quarantine requirements** of the State of Emergency Orders remain in place.
- Non-essential travel should be **avoided**.
- **ALL VULNERABLE INDIVIDUALS** should continue to shelter in place. Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents.

PART 1: GENERAL GUIDANCE

The following is general guidance that applies to all individuals and businesses during the Phase 1 reopening. During this phase, strict social distancing must be observed. Great care must still be paid to limit the spread of the virus in order to prevent outbreaks because infection rates, while slowing, remain high. This broad guidance is as follows:

GENERAL GUIDANCE: BUSINESSES

- Employers should **close COMMON AREAS** where personnel are likely to congregate and interact, or enforce strict social distancing protocols.
- **Employees and customers have a responsibility to self-quarantine if they have a reason to expect that they may be ill or may have come into contact with COVID-19.** Employees who are symptomatic must not physically return to work until cleared by DPH or their medical provider.
- Employers are encouraged to **continue to have staff work from home whenever possible.** Employees who have been working from home throughout this crisis should continue working from home unless there is a substantive change to business operations in Phase 1 (e.g. a business was closed, but now it's open).
- **All surfaces touched by customers**, including doors, restrooms, and point of sale infrastructure **must be disinfected using an EPA-approved disinfectant** every 15 minutes to 2 hours.
- All employees required to go to work should perform a daily health check as **prescribed by the Delaware Division of Public Health.**
- All employees should **wash hands regularly with soap and water throughout the work day, and in particular after any time they come into contact with a customer.** Hand sanitizer should be used to supplement hand washing throughout the day. Employees must also **social distance from each other while working.** This can be accomplished through spacing or moving workstations, staggering shifts or other means.
- Businesses must make **hand sanitizer or handwashing stations readily available for all employees and customers.**
- Downtime should be given between shifts and after closing for **thorough cleanings of an establishment** at a minimum after each day.
- Employers should **post signs on how to stop the spread of COVID-19, hand hygiene, and properly wear a cloth face covering.**

Part 2: Industry Guidance

The following is guidance for certain areas of the Delaware economy where risk of transmission may be high due to number of people, distance or other factors. Broadly, this refers to areas like public entertainment, dining, retail, personal care services, and other consumer facing segments. Governor Carney appointed several Sector Captains to work with both industry leaders and public health officials to develop this specific guidance. If a business is unsure if it falls into one of these industries, it should send an email to covid19faq@delaware.gov. The Division of Small Business shall have the discretion to make additions, amendments, clarifications, exceptions, and exclusions to this Phase 1 Reopening Plan.

Q&A

What is a gathering?

- A gathering refers to social settings where appropriate social distancing (six feet separation) may not be practical, such as receptions, trade shows, or similar events. The gathering limits do not apply to the number of people in a facility at any one time, for instance a retail store may have more than ten people and not be considered a gathering.

Who qualifies as a vulnerable individual?

- Individuals over the age of 65 or with an underlying health condition qualify as vulnerable and should continue to shelter in place at this time. This includes people with a chronic lung disease or moderate to severe asthma, people with a serious heart condition, people who are immunocompromised (many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications), people with severe obesity (body mass index of 40 or higher), and people with diabetes. Individuals who regularly come into close contact with these vulnerable populations should also take enhanced precautions.

FOOD & DRINK ESTABLISHMENTS

The following guidance is for providers of food or drink, such as restaurants, breweries that provide table service, taverns, and bars that provide table service, in addition to the general guidance that applies to all businesses:

- Staff and customers must follow the general guidance on the wearing of cloth face coverings at all times, except for customers seated at a table to eat or drink, who may remove the cloth face covering while seated at the table in order to do so.
- Tables and booths must be arranged in a way that ensures seated customers at one table are at least six feet apart from seated customers at another table. For booths, this typically will mean seating customers at every other booth. For freestanding tables (with pull out chairs), there should be eight feet apart to ensure that a seated guest is six feet from seated guests at other tables. Inside and outside seating must both comply with these standards. Outside seating areas must be confined to their pre-State of Emergency footprints. Tables must be disinfected in between each party.
- Only members of the same household unit may be seated at a table, and guests must all have seats, be seated, and remain seated unless going to the restroom. Orders must be placed from the table, and both food and drink must be delivered to the table by the staff of the facility, a guest should not leave the table to retrieve food or drink.
- For restaurants that provide table service: diners must have a reservation in order to sit down in a facility (takeout can still continue under pre-Phase 1 guidelines, but should be done without those ordering entering the dining facility when picking up order). Signage must be posted to remind people not to enter restaurant without a reservation and provide a number to call from their car in order to place a reservation.
- For restaurants that do not provide table service: Counter service locations must be spaced 6 feet apart. Signage and floor markings must be present to guide patrons in appropriately spacing while in line. Staff must be designated to monitor patrons entering facility, monitor lines and ensure social distancing throughout facility.
- The total number of guests within a facility shall at no time exceed 30% of the fire code occupancy.
- Guests should be provided with single use, paper, disposable menus. All condiments (salt, pepper, ketchup, mustard, mayo, sugar, etc.) must be provided directly to diners in single-use disposable containers or reusable containers that are cleaned between each party.
- Cups, lids, napkins, and straws must be delivered to the table after the party has been seated.
- Proper precautions must be taken when handling ready-to-eat foods. Variances or other allowances for bare hand contact are void until these restrictions are lifted.
- Self-service food and buffet options may not reopen.
- Bar service and seating at a bar may not reopen. The bar of a restaurant may open to prepare drinks to be brought to diners at their tables.
- Any to-go containers for food guests bring home after dining must be protected from possible contamination.
- Every restaurant is expected to have its own reopening plan and must follow DPH guidance.
- Customers should be guided to seats by staff to control traffic in, out, and through restaurant to ensure that safe social distancing is maintained as much as possible. If guiding to a table is not practical or safe, restaurant should provide clear signage and instructions to control the flow of traffic through the facility.
- No activities, outside of those guests engage in while seated at a table, may take place, and any common areas where people would typically stand must be off limits if not otherwise occupied by tables with seated guests. This includes dance floors, arcade/bar game areas, pool tables, and similar spaces.

RETAIL

The following guidance is for businesses primarily engaged in retail services with the general public. This includes, but is not limited to, grocery, pharmacies, clothing, shoe, jewelry, sporting goods, books, florists, and department stores. In addition to the general guidance, the industry specific guidance for this sector falls into two categories:

1. **Guidance for interactions between employees and other employees or vendors, and**
2. **Guidance for interactions between employees and customers.**

Employees

- Close common areas such as breakrooms, cafeterias.
- Prohibit gatherings or meetings of 10 or more during work hours.
- Employees should be permitted to take breaks or lunch outside, in their office or personal workspace, or other areas where proper social distancing is possible.
- Restrict interactions between employees and outside visitors or delivery drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow appropriate spacing. The use of video and audio training is encouraged.
- Discourage the use of shared phones, desks, workstations, radios, wearable technology. If these are unavoidable, they must be cleaned after each use.
- Install physical barriers, such as sneeze guards and partitions, and change layout of workspaces to ensure all individuals remain at least 6 feet apart

Customer Control

- Stores may permit entrance up to 30% of their fire code occupancy. The responsibility of strictly enforcing this lies with the store owner/manager.
- Signage required at entrances and high traffic areas alerting staff and customers of occupancy limits, physical distancing requirements, and face covering policy.
- Retailers, especially essential businesses, are encouraged to establish specific hours for high-risk populations.
- Mark six feet of spacing in check-out lines.
- Ensure six feet of space between cashiers.

MALLS

The following guidance is for shopping malls. Shopping malls are a collection of stores that are all contained within a building, contains interior walkways, and common spaces between stores that consumers pass through as they move from store to store. This does not include facilities that have a collection of stores but have no interior common area. Those strip malls should advise stores to follow individual guidance that may apply to their individual store. In addition to the general guidance, shopping malls should follow the following guidance:

- All food and drink facilities on the premises of a shopping mall must follow the guidelines for the food and drink industry.
- All retail shops on the premises of a shopping mall must follow guidelines for the retail industry.
- All consumer services on the premises of a shopping mall must follow the guidelines for those services.
- The total number of people within a mall at any one time may not exceed 30% of fire code occupancy.

CONSUMER SERVICES

The following consumer services may resume business under the following conditions in addition to the general guidance they must follow:

Barber Shops & Hair Salons

- Stations should only be open on a staggered basis - every other station can operate at any time with a customer. There must be at least six feet of distance in all directions between the station and other stations (this may at times require the closing of more than one station).
- At no time may a salon exceed 30% of their fire code occupancy. The responsibility of strictly enforcing this lies with the store owner/manager.
- Services must be provided by appointment only and appointments must be scheduled with a minimum of fifteen (15) minutes between appointments for proper cleaning.
- Entrance doors must include signage that walk-ins are not permitted.
- Clients waiting for appointments must wait in their car or outside the store.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Proper safety procedures and cloth face coverings must be used by staff and customers at all times as set forth in the State of Emergency Orders.
- Social distancing requirements of 6 feet should be maintained when feasible.
- Magazines or other materials may not be provided by the salon or shared among customers.

CONSUMER SERVICE

Tanning Salons

- Services will be provided by appointment only and appointments must be scheduled with a minimum of fifteen (15) minutes between appointments for proper cleaning, including to sanitize all tanning equipment and client contact surfaces between each client.
- Entrance doors must include signage that walk-ins are not permitted.
- Clients waiting for appointments must wait in their car or outside the store.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Proper safety procedures and cloth face coverings must be used by staff and customers at all times as set forth in the State of Emergency Orders.
- Social distancing requirements of 6 feet should be maintained when feasible.
- Magazines or other materials may not be provided by the salon or shared among customers.

Exercise Facilities

- Facilities may allow entry up to 30% of their fire code capacity. The responsibility of strictly enforcing this lies with the store owner/manager.
- Customers and staff must wear cloth face coverings in accordance with the State of Emergency Orders.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Stagger or spread exercise equipment to maintain a distance of at least six feet.
- Classes are allowed, but must be within current social gathering limits and all participants must remain at least six feet apart at all times. Class area, including floor and any shared equipment, must be cleaned prior to next class entering space. Swim lessons and swim team practices/meets are not permitted. Aquatic exercise classes are permitted as long as proper social distancing is practiced and shared equipment is disinfected after each use. Pools must operate in accordance with the Delaware Division of Public Health (“DPH”) guidance regarding COVID-19 pool operations found [here](#).
- Customers should bring their own workout/yoga mats. If gym provides a shared mat, weights, bands, balls, or other workout equipment, they cannot be used by another customer until they have been thoroughly cleaned and disinfected. Use of this shared equipment is discouraged.
- Employees should regularly clean all equipment, and customers must wipe down equipment after each use. This includes free weights.
- Customers should bring their own drinks. Water bottle refill stations can be used, but must be cleaned regularly by staff. Use of shared water fountains is discouraged.
- Showers/locker rooms must be cleaned and disinfected at the beginning or end of service day, and at least once in the middle of the open hours. Customers should bring their own towels.
- Facilities that have historically functioned more as indoor or outdoor sporting venues (large collections of fields, courts, etc.) may open only under these guidelines, and must not permit any spectators, except for parents or guardians of the individuals participating in the activity. At no time may participants in any fitness activity come into contact with one another.

REALTY

Realty includes the selling and long-term renting of houses, apartments, condominiums, store fronts, office spaces, and similar residential and commercial properties.

- Can resume open houses, no more than 10 people inside house at once (including realtors and staff), all individuals must wear face coverings and be distanced by 6 feet, and selling party must ensure the interior of the property is properly disinfected after each open house.

CASINOS

The following guidance applies to any establishment holding a gaming and table gaming licenses (licensees), and is meant to apply beyond the general guidance:

- All licensees must create a facility specific plan to limit the spread of COVID-19, and must submit the plan to State Lottery seven days prior to any reopening. Plans must be reviewed and approved by the State Lottery and the Division of Public Health. Plans should be continuously reviewed and executed to ensure the health and safety of licensee guests and employees. The State Lottery will provide updates to this policy as circumstances surrounding the health crisis evolve.
- Such plans must cover all requirements set forth here, both in the general guidance and industry specific guidance, and must also cover any requirement adopted by State Lottery.
- Prior to reopening, each licensee shall clean and disinfect all of its hard and soft surfaces in accordance with the guidelines published by the CDC.
- Each licensee must ensure employees are adequately trained on proper procedures and policies for cleaning and preventing the spread of COVID-19.
- Each licensee must provide proper signage as required by State Lottery for both employees and guests throughout the facility.
- At no time shall the facility of a licensee be filled beyond 30% of its fire code occupancy.
- Any individual gaming machines must be kept at least eight feet apart, and must be disinfected every 15 minutes to 2 hours.
- Any gaming area (sportsbook, tables) with multiple guests needs to be arranged in a way to ensure that guests are properly socially distanced at all times.
- Employees should be assigned to ensure guests do not congregate in groups.
- Plans must ensure that patrons do not congregate in groups and practice proper distancing in these areas. Plans must address how the race & sportsbook, and any other gaming area will be cleaned and disinfected on a frequent basis.
- All food and drink facilities on the premises of a licensee must follow the guidelines for the food and drink industry.
- All lodging facilities on the premises of a licensee must follow the State of Emergency Order and restrictions on the commercial lodging industry.
- All retail shops on the premises of a licensee must follow guidelines for the retail industry.

RACETRACKS

Racetracks are any facility in the state licensed for the racing of horses or other animals. Racetracks may not open for automobile racing in Phase 1.

- No fans are permitted to attend races.
- All staff of race teams must be properly socially distanced at all times, as must any ancillary employees (camera crew, media, etc.) must also be properly socially distanced.
- All operators of a racetrack must create a facility specific plan to limit the spread of COVID-19 and must submit the plan to the Department of Agriculture seven days prior to any reopening. Plans must be reviewed and approved by the Department of Agriculture and the Division of Public Health.

PARKS & RECREATION

Parks and recreation facilities include any public or private park and any outdoor recreational facility such as a zoo, miniature golf course, or batting cage and other similar activities not explicitly closed by the industry guidance below. The following is guidance for this industry beyond the general guidance:

- Remain open, or re-open if closed, with modifications to ensure visitors can maintain social distancing at all times. Consider closing or closely monitor facilities and areas where social distancing cannot be maintained (e.g., basketball courts, playgrounds).
- Continue canceling and postponing events and gatherings.
- Businesses must make hand sanitizer or handwashing stations readily available for all employees and customers.
- Businesses must properly disinfect any equipment necessary to perform the recreational activity between customers and maximize contactless payment.
- Businesses must ensure social distancing of at least six (6) feet between waiting customers.

CHILD CARE

Employees of essential and/or reopened businesses who cannot work from home and do not have alternate care options may utilize child care. Child care should only be used when absolutely necessary.

- Child care facilities must be designated as an Emergency Child Care Site (ECCS) to be operating.
- Any licensed child care facility that was previously closed that wishes to reopen as an ECCS may do so if they can satisfy **these requirements**.
- Child care centers and homes will continue to receive enhanced reimbursement through Phase I. You can **apply for enhanced reimbursement here**.

YOUTH SPORTS

- Youth sports and other types of physical activity for children may resume provided that participants can social distance at all times during activities (i.e., no contact between participants and/or coaches) and no competitions held during Phase 1.
- Swim and gymnastics teams may meet for conditioning (dry land training only for swimmers), training and other activities that can be accomplished safely while social distancing. Swim team practices and meets are not permitted during Phase 1.
- Group classes are limited to 10 participants per group, and multiple groups may run per session so long as social distancing can be maintained.
- Participants should bring their own drinks. Use of shared water fountains is discouraged.
- Program coordinator should make hand sanitizer or handwashing stations readily available for all employees and participants.
- Coaches and staff must wear cloth face coverings in accordance with the State of Emergency Order.

INDUSTRY GUIDANCE FOR OTHER INDUSTRIES

Businesses that have been permitted to remain open during the State of Emergency under special requirements, such as golf courses, marinas, outdoor tennis facilities, child care facilities designated as Emergency Childcare Sites by the Eighth Modification of the COVID-19 State of Emergency, commercial lodging for essential guests, and shooting ranges, may remain open under those same requirements through Phase 1.

The following industries are not permitted to open in Phase 1:

- School-based instruction.
- Summer camps.
- Close contact personal services. This includes tattoo parlors, massage parlors, nail salons, spas, facials, waxing services and similar.
- Convention centers and meeting facilities.
- Sporting facilities and venues (professional and amateur), including but not limited to arcades, bowling alleys, indoor skating rinks (ice and non-ice), martial arts studios, dance studios, indoor tennis and similar indoor athletic facilities, unless they can create a facility specific plan to observe the industry guidance provided herein for exercise facilities. Plans should be emailed to covid19faq@delaware.gov.
- Indoor children's play areas, including softscape or hardscape playground facilities, trampoline parks, and children's museums.
- Water parks.

DELAWARE'S REOPENING

PHASE 1:

TARGET: JUNE 1, 2020

Food & Drink Establishments



30% capacity; Face covering required; Strict social distancing
Reservation-only dining; delivery and takeout available; bars closed; no self-service

Arts & Culture



30% capacity; Face covering required; Strict social distancing

Retail



30% of fire code occupancy; Face covering required; Strict social distancing

Malls



30% of fire code occupancy limit; Face covering required; Strict social distancing; Food and drink facilities must follow food and drink industry guidelines

Barber Shops, Hair Salons, Tanning Salon



30% of fire code occupancy limit; Appointment-only; Face covering required; Social distancing when feasible

Exercise Facilities



30% of fire code occupancy limit; Face covering required; Strict social distancing; Classes under 10 people allowed; Thorough cleaning and disinfecting

Realty



Resume open houses with no more than 10 individuals; Face covering required; Social distancing; Proper disinfecting of property

Casinos



Create and submit reopening plan to State Lottery and DPH; Thorough cleaning and disinfecting; employee training; 30% of fire code occupancy limit; gaming machines must be kept at least 8 ft. apart

Racetracks



Create and submit facility specific plan to DPH and Dept. of Ag; No automobile racing in Phase 1; No fans permitted to attend races; Staff must be socially distanced

Parks and Recreation



Remain open or reopen with modifications to ensure social distancing; No gatherings or events; Properly disinfect any equipment

Delaware's Reopening: Phase 1

	PHASE 1:	
Child Care		Must be designated as an Emergency Child Care Site; Open for employees of essential and/or reopened businesses
Youth Sports		No-contact sports and physical activities for children may resume; Strict social distancing; Groups limited to 10; Coaches and staff must wear face coverings; No competitions
Places of Worship		10-person limit; Drive-up services; Vulnerable populations should stay home; <i>Additional guidance for reopening prior to Phase 1 will be announced week of May 18</i>
School-based Instruction		Closed
Close Contact Personal Services		Closed (Tattoo parlors, massage parlors, nail salons, spas, facials, waxing services and similar)
Summer Camps		Closed
Water Parks		Closed
Convention Centers and Meeting Facilities		Closed
Sporting Facilities and Venues		Closed (arcades, bowling alleys, indoor skating rinks, martial arts studios, dance studios, indoor tennis and similar indoor athletic facilities)
Children's Play Areas		Closed (Indoor children's play areas, including softscape or hardscape playground facilities, trampoline parks, and children's museums)

As part of Delaware's rolling reopening, restrictions and modifications may change. The latest document and list will be published on de.gov/economy.

DELAWARE'S REOPENING

GOVERNOR JOHN CARNEY
de.gov/economy



PHASE 2

JUNE 15, 2020



Delaware's reopening guidance is divided into three parts:

GENERAL GUIDANCE

This guidance applies to individuals and business regardless of where they are going or what type of business they are visiting.

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INDIVIDUAL BUSINESS GUIDANCE

This refers to guidance that specific businesses may seek out on a case-by-case basis. It may be related to questions over what type of industry guidance they should be following (for instance, if they think they may fall into more than one industry group), or whether they have a situation that merits unique consideration. This level of guidance will not be covered by this document, and should rather be handled by reaching out directly to the Division of Small Business via email at covid19faq@delaware.gov.

GENERAL GUIDANCE: INDIVIDUALS

The following is general guidance that applies to all individuals during Phase 2. During this phase, strict social distancing must be observed.

INDIVIDUALS

- **Cloth face coverings must be worn** in accordance with the State of Emergency Order.
- Individuals must **regularly wash their hands** and must stay home when sick.
- At all times, individuals who are not part of a household should **maximize physical distance from others and remain six (6) feet apart**.
- **All individuals, WHEN IN PUBLIC** (e.g., parks, outdoor recreation areas, shopping areas), **should maximize physical distance from others**.
- Indoor gathering limit: **50 people, but social distance from those not part of your household**.
- Locations currently operating at 30% of fire occupancy requirements can **move to 60% of fire occupancy requirements** (excluding staff). Exercise facilities and personal care services (hair care, tanning, tattoo, massage therapy services, nail care, brow care, spas, waxing services and similar) are to remain at 30% of fire occupancy requirements.
- **Fully unenclosed outdoor gatherings of up to 250 people** are permitted if public health precautions are in place to protect against spread of COVID-19 (*see guidance: de.gov/outdoorgatherings*).
- In the interest of preserving public health, **leisure travel should be avoided, but may resume as long as this general guidance is strictly adhered to** by all commercial lodging facilities.
- **ALL VULNERABLE INDIVIDUALS** should continue to shelter in place. Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents.

GENERAL GUIDANCE: BUSINESSES

The following is general guidance that applies to all businesses during Phase 2. See industry-specific guidance.

BUSINESSES

- **Businesses are responsible to follow the Responsibilities for all Businesses, set forth in the State of Emergency Order.**
- **Common areas where personnel are likely to congregate and interact should remain closed**, or employers should enforce strict social distancing protocols.
- **Employees and customers have a responsibility to self-quarantine if they have a reason to expect that they may be ill or may have come into contact with COVID-19.** Employees who are symptomatic must not physically return to work until cleared by DPH.
- Employers are **encouraged to continue teleworking**. Employees who have been working from home throughout this crisis should continue working from home unless there is a substantive change to business operations in Phase 2 (e.g. a business was closed, but now it's open).
- **All surfaces touched by customers**, including doors, restrooms, and point of sale infrastructure **must be disinfected using an EPA-approved disinfectant** every 15 minutes to 2 hours.
- All employees required to go to work should perform a daily health check as **prescribed by the Delaware Division of Public Health**.
- All employees should **wash hands regularly with soap and water throughout the work day, and in particular after any time they come into contact with a customer**. Hand sanitizer should be used to supplement hand washing throughout the day. Employees must also **social distance from each other while working**. This can be accomplished through spacing or moving workstations, staggering shifts or other means.
- Businesses must make **hand sanitizer or handwashing stations readily available for all employees, patrons, and visitors** throughout the business' location, including at each entry and exit at a minimum. Hand sanitizer must be composed of at least sixty percent (60%) ethanol or seventy percent (70%) isopropanol.
- Downtime should be given between shifts and after closing for **thorough cleanings of an establishment** at a minimum after each day.
- Employers must **post signs on how to stop the spread of COVID-19, hand hygiene, and properly wear a cloth face covering**. Download signs: de.gov/bizsigns

Part 2: Industry Guidance

The following is guidance for certain areas of the Delaware economy where risk of transmission may be high due to number of people, distance or other factors. Broadly, this refers to areas like public entertainment, dining, retail, personal care services, and other consumer facing segments. Governor Carney appointed several Sector Captains to work with both industry leaders and public health officials to develop this specific guidance. If a business is unsure if it falls into one of these industries, it should send an email to covid19faq@delaware.gov. The Division of Small Business shall have the discretion to make additions, amendments, clarifications, exceptions, and exclusions to this Phase 2 Reopening Plan.

Q&A

What is a gathering?

- A gathering refers to social settings where appropriate social distancing (six feet separation) may not be practical, such as receptions, trade shows, or similar events. The gathering limits do not apply to the number of people in a facility at any one time, for instance a retail store may have more than ten people and not be considered a gathering.

Who qualifies as a vulnerable individual?

- Individuals over the age of 65 or with an underlying health condition qualify as vulnerable and should continue to shelter in place at this time. This includes people with a chronic lung disease or moderate to severe asthma, people with a serious heart condition, people who are immunocompromised (many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications), people with severe obesity (body mass index of 40 or higher), and people with diabetes. Individuals who regularly come into close contact with these vulnerable populations should also take enhanced precautions.

ARTS AND CULTURE, MUSEUMS, GALLERIES, AND HISTORICAL ATTRACTIONS

The Arts and Culture industry is comprised of several different types of businesses: Performing Arts, Museums, Galleries, Libraries, Historical Attractions and Arts Education Institutions. This specific guidance for this industry goes beyond the general guidance that applies to all businesses:

Workplace Activity:

- Adjusted workplace hours and shifts (if working in-person, leverage A/B teams or staggered arrival/departure) to minimize contact across employees and reduce congestion at entry points; close contacts of infected individuals should telework until safe per DPH guidance.
- Limit visitors and service providers on site; shipping and deliveries completed in designated areas

Gathering/Audience Size:

- In-person operation of this industry is allowable under strict social-distancing restrictions, increased cleaning regimen.

Physical Distancing:

- Patrons, volunteers, and staff must wear cloth face coverings in accordance with the State of Emergency Order.
- May offer visits without a reservation. Reservations and ticketing services should be made online/phone with no cash or paper tickets exchanged to the greatest extent possible. Install physical barriers at ticket booths, such as sneeze guards and partitions, and change layout of workspaces to reduce employees' exposure to guests.
- Contactless payment merchandise should be maximized; disinfect between transactions and comply with other retail recommendations.
- Provide electronic playbills, maps, or information in place of paper.
- Guided tours may resume as long as tour guides are socially distanced from guests, and guests not of the same household are socially distanced from each other.
- No-touch entry (e.g. prop doors open or assign staff or volunteer to hold doors open for patrons) should be maximized.
- Audience queues must maintain a 6 feet distance between individual household units.
- For indoor venues, limit up to 60% of fire occupancy requirements while ensuring 6 feet radius around individual household units.
- For fixed seating venues, only 60% of patron seating may be occupied and there must be a 6 feet radius around individual household units. Patrons must exit their seats in an orderly, row by row fashion as directed by venue staff.
- Maintain signage and markings to remind and help individuals stand at least 6 feet apart when in common areas, walkways, or while visiting exhibits.
- Limit the number of people in a confined area to enable adequate distancing at all times.
- Bag or coat checks are not permitted.
- Shuttle services may resume as long as riders from different households are socially distanced from each other.

Food establishments within these facilities may use existing table area footprint, with tables appropriately distanced per food and drink establishment guidance.

Concessions selling only pre-packaged food must ensure social distancing in lines, use contactless transaction or deliver food directly to seated customers.

Institutions with an education or fellowship or similar component may not reopen for students, but may reopen.

Locations offering research fellowships and library functions shall follow Division of Libraries guidelines. Fellows may reserve times to access facilities for research.

Arts and music instruction may resume as long as participants and instructors are socially distanced and equipment is not shared without being properly sanitized. Face coverings may be removed when it is impractical to perform the instruction without them.

FOOD & DRINK ESTABLISHMENTS

The following guidance is for providers of food or drink, such as restaurants, breweries that provide table service, taverns, and bars that provide table service, in addition to the general guidance that applies to all businesses:

- Staff and customers must wear a cloth face covering in accordance with the State of Emergency Order at all times, except for customers seated at a table to eat or drink, who may remove the cloth face covering while seated at the table in order to do so.
- Tables and booths must be arranged in a way that ensures seated customers at one table are at least six feet apart from seated customers at another table. For booths, this typically will mean seating customers at every other booth. For freestanding tables (with pull out chairs), there should be eight feet apart to ensure that a seated guest is six feet from seated guests at other tables. Inside and outside seating must both comply with these standards. Tables must be disinfected in between each party.
- Customers from different households may sit at a table together as long as they are socially distanced. Guests must all have seats, be seated, and remain seated unless going to the restroom. Orders must be placed from the table, and both food and drink must be delivered to the table by the staff of the facility, a guest should not leave the table to retrieve food or drink.
- For restaurants that provide table service: Customers must have a reservation unless the establishment has a system for ensuring that customers without a reservation do not gather while waiting to be seated. Takeout can still continue under pre-Phase 1 guidelines, but should be done without those ordering entering the dining facility when picking up order.
- For restaurants that do not provide table service: Counter service locations must be spaced 6 feet apart. Signage and floor markings must be present to guide patrons in appropriately spacing while in line. Staff must be designated to monitor patrons entering facility, monitor lines and ensure social distancing throughout facility.
- The total number of guests within a facility shall at no time exceed 60% of fire occupancy requirements.
- Guests should be provided with single use, paper, disposable menus. All condiments (salt, pepper, ketchup, mustard, mayo, sugar, etc.) must be provided directly to diners in single-use disposable containers or reusable containers that are cleaned between each party.
- Cups, lids, napkins, and straws must be delivered to the table after the party has been seated.
- Proper precautions must be taken when handling ready-to-eat foods. Variances or other allowances for bare hand contact are void until these restrictions are lifted.
- Self-service food and buffet options may not reopen.
- Bar service and seating at a bar may reopen as long as proper social distancing is observed between those not of the same household.
- Any to-go containers for food guests bring home after dining must be protected from possible contamination.
- Every restaurant is expected to have its own reopening plan and must follow DPH guidance.
- Customers should be guided to seats by staff to control traffic in, out, and through restaurant to ensure that safe social distancing is maintained as much as possible. If guiding to a table is not practical or safe, restaurant should provide clear signage and instructions to control the flow of traffic through the facility.
- No activities, outside of those guests engage in while seated at a table, may take place, and any common areas where people would typically stand must be off limits if not otherwise occupied by tables with seated guests. This includes dance floors, arcade/bar game areas, pool tables, and similar spaces.

RETAIL

The following guidance is for businesses primarily engaged in retail services with the general public. This includes, but is not limited to, grocery, pharmacies, clothing, shoe, jewelry, sporting goods, books, florists, and department stores. In addition to the general guidance, the industry specific guidance for this sector falls into two categories:

1. **Guidance for interactions between employees and other employees or vendors, and**
2. **Guidance for interactions between employees and customers.**

Employees

- Close common areas, such as break rooms and cafeterias.
- Prohibit gatherings or meetings above the indoor gathering limits during work hours.
- Employees should be permitted to take breaks or lunch outside, in their office or personal workspace, or other areas where proper social distancing is possible.
- Restrict interactions between employees and outside visitors or delivery drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow appropriate spacing. The use of video and audio training is encouraged.
- Discourage the use of shared phones, desks, workstations, radios, wearable technology. If these are unavoidable, they must be cleaned after each use.
- Install physical barriers, such as sneeze guards and partitions, and change layout of workspaces to ensure all individuals remain at least 6 feet apart

Customer Control

- The total number of customers within a facility shall at no time exceed 60% of their fire occupancy requirements. The responsibility of strictly enforcing this lies with the store owner/manager.
- Signage required at entrances and high traffic areas alerting staff and customers of occupancy limits, physical distancing requirements, and face covering order.
- Retailers, especially essential businesses, are encouraged to establish specific hours for high-risk populations.
- Mark six feet of spacing in check-out lines.
- Ensure six feet of space between cashiers.

MALLS

The following guidance is for shopping malls. Shopping malls are a collection of stores that are all contained within a building, contains interior walkways, and common spaces between stores that consumers pass through as they move from store to store. This does not include facilities that have a collection of stores but have no interior common area. Those strip malls should advise stores to follow individual guidance that may apply to their individual store. In addition to the general guidance, shopping malls should follow the following guidance:

- All food and drink facilities on the premises of a shopping mall must follow the guidelines for the food and drink industry.
- All retail shops on the premises of a shopping mall must follow guidelines for the retail industry.
- All personal care services on the premises of a shopping mall must follow the guidelines for those services.
- The total number of people within a mall shall at no time exceed 60% of fire occupancy requirements.

PERSONAL CARE SERVICES

The following personal care services (hair salons, barber shops, tattoo parlors, massage therapy services, nail salons, spas, facials, waxing services, brow services, and similar) may resume business under the following conditions in addition to the general guidance they must follow:

- Stations should only be open on a staggered basis - every other station can operate at any time with a customer. There must be at least six feet of distance in all directions between the station and other stations (this may at times require the closing of more than one station).
- The total number of customers within a facility shall at no time exceed 30% of fire occupancy requirements. The responsibility of strictly enforcing this lies with the store owner/manager.
- Services must be provided by appointment only and appointments must be scheduled with a minimum of fifteen (15) minutes between appointments for proper cleaning.
- Entrance doors must include signage that walk-ins are not permitted.
- Customers waiting for appointments must wait in their car or outside the store.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Proper safety procedures and cloth face coverings must be used by staff and customers at all times as set forth in the State of Emergency Orders.
- Social distancing requirements of 6 feet should be maintained when feasible.
- Magazines or other materials may not be provided by the salon or shared among customers.

EXERCISE FACILITIES

- The total number of customers within a facility shall at no time exceed 30% of fire occupancy requirements. The responsibility of strictly enforcing this lies with the store owner/manager.
- Customers and staff must wear cloth face coverings in accordance with the State of Emergency Orders. If an individual is doing a strenuous exercise where a mask may interfere with their breathing and they are at least six feet away from others, the individual can remove their face covering.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Stagger or spread exercise equipment to maintain a distance of at least six feet.
- Classes are allowed with a maximum of 10 participants and all participants must remain at least six feet apart at all times. Class area, including floor and any shared equipment, must be cleaned prior to next class entering space. Swim lessons and swim team gatherings may resume if they can do so while maintaining social distance, with the exception of life-saving activities, and comply with lap swimming guidance. Shared equipment must be disinfected after each use. Aquatic exercise classes are permitted as long as proper social distancing is practiced and shared equipment is disinfected after each use. Pools must operate in accordance with the Delaware Division of Public Health (“DPH”) guidance regarding COVID-19 pool operations found at de.gov/poolguidance.
- Customers should bring their own workout/yoga mats. If gym provides a shared mat, weights, bands, balls, or other workout equipment, they cannot be used by another customer until they have been thoroughly cleaned and disinfected. Use of this shared equipment is discouraged.
- Employees must regularly clean all equipment, and customers must wipe down equipment after each use. This includes free weights.
- Customers should bring their own drinks. Water bottle refill stations can be used, but must be cleaned regularly by staff. Use of shared water fountains is discouraged.
- Showers/locker rooms must be cleaned and disinfected at the beginning or end of service day, and at least once in the middle of the open hours. Customers should bring their own towels.
- Facilities that have historically functioned more as indoor or outdoor sporting venues (large collections of fields, courts, etc.) may open only under these guidelines. At no time may participants in any fitness activity come into contact with one another.
- On-site child care is permitted only for children of employees. Facility employees must remain on-site while their children are using the program

REALTY

Realty includes the selling and long-term renting of houses, apartments, condominiums, store fronts, office spaces, and similar residential and commercial properties.

- Open houses permitted, while following indoor gathering limits.
- All individuals must wear face coverings and be distanced by 6 feet.
- Selling party must ensure the interior of the property is properly disinfected after each open house.

CASINOS

The following guidance applies to any establishment holding a gaming and table gaming licenses (licensees), and is meant to apply beyond the general guidance:

- All licensees must create a facility specific plan to limit the spread of COVID-19, and must submit the plan to State Lottery seven days prior to any reopening. Plans must be reviewed and approved by the State Lottery and the Division of Public Health. Plans should be continuously reviewed and executed to ensure the health and safety of licensee guests and employees. The State Lottery will provide updates to this policy as circumstances surrounding the health crisis evolve.
- Such plans must cover all requirements set forth here, both in the general guidance and industry specific guidance, and must also cover any requirement adopted by State Lottery.
- Prior to reopening, each licensee shall clean and disinfect all of its hard and soft surfaces in accordance with the guidelines published by the CDC.
- Each licensee must ensure employees are adequately trained on proper procedures and policies for cleaning and preventing the spread of COVID-19.
- Each licensee must provide proper signage as required by State Lottery for both employees and guests throughout the facility.
- The total number of customers within a facility shall at no time exceed 60% of fire occupancy requirements.
- Any individual gaming machines must be kept at least 6 feet apart, and must be disinfected every 15 minutes to 2 hours.
- Any gaming area (sportsbook, tables) with multiple guests needs to be arranged in a way to ensure that guests are properly socially distanced at all times.
- Employees should be assigned to ensure guests do not congregate in groups.
- Plans must ensure that patrons do not congregate in groups and practice proper distancing in these areas. Plans must address how the race & sportsbook, and any other gaming area will be cleaned and disinfected on a frequent basis.
- All food and drink facilities on the premises of a licensee must follow the guidelines for the food and drink industry.
- All lodging facilities on the premises of a licensee must follow the State of Emergency Order and restrictions on the commercial lodging industry.
- All retail shops on the premises of a licensee must follow guidelines for the retail industry.

RACETRACKS

Racetracks are any facility in the state licensed for the racing of horses, other animals, or automobiles.

- All race staff and any ancillary employees (camera crew, media, etc.) must be properly socially distanced at all times.
- All operators of a racetrack racing horses or other animals must create a facility specific plan to limit the spread of COVID-19 and must submit the plan to the Department of Agriculture seven days prior to any reopening. Plans must be reviewed and approved by the Department of Agriculture and the Division of Public Health.
- All operators of an automobile racing facility may open for practices following this guidance. Competitive racing may also be permitted following approval of a plan submitted to the Division of Small Business via email at covid19faq@delaware.gov.

PARKS & RECREATION

Parks and recreation facilities include any public or private park and any outdoor recreational facility such as a zoo, miniature golf course, or batting cage and other similar activities not explicitly closed by the industry guidance below. The following is guidance for this industry beyond the general guidance:

- Remain open with modifications to ensure visitors can maintain social distancing at all times. Consider closing or closely monitor facilities and areas where social distancing cannot be maintained (e.g., basketball courts, playgrounds).
- Continue canceling and postponing events and gatherings, unless it is a fully unenclosed outdoor gathering with no more than 250 people and follows the guidance for outdoor social gatherings (de.gov/outdoorgatherings).
- Businesses must make hand sanitizer or handwashing stations readily available for all employees and customers.
- Businesses must properly disinfect any equipment necessary to perform the recreational activity between customers and maximize contactless payment.
- Businesses must ensure social distancing of at least six (6) feet between waiting customers.

CHILD CARE

All Delaware families can access child care, starting in Phase 2, with restrictions on classroom sizes and following additional guidance from the Division of Public Health. Teleworking is strongly encouraged by DPH under Phase 2, and families are encouraged to identify alternate care for their children where possible to allow for reduced classroom sizes and social distancing.

- Must follow DELACARE regulations and additional guidance from the Delaware Division of Public Health. *For additional guidance: coronavirus.delaware.gov/child-care*

YOUTH SPORTS

- The Division of Small Business and the Division of Public Health will develop guidelines in consultation with youth athletic organizations on an individual sport basis on how each sport can resume safely at a non-collegiate, amateur level.
- Competitions for individual sports may resume upon submission and approval of a plan by Division of Public Health and Division of Small Business that provides guidelines of how the sports may be played while maintaining social distancing.
- Swim lessons and swim team gatherings may resume if they can do so while maintaining social distance, with the exception of life-saving activities, and comply with lap swimming guidance. Shared equipment must be disinfected after each use.
- Participants should bring their own drinks. Use of shared water fountains is discouraged.
- Program coordinator must make hand sanitizer or handwashing stations readily available for all employees and participants.
- Coaches and staff must wear cloth face coverings in accordance with the State of Emergency Order.

COMMERCIAL LODGING

Commercial lodging includes any facility where a customer may book an overnight stay or longer for a variety of purposes. This includes a hotel, a short-term rental, campground, or similar rental facility. The following is guidance for this industry beyond the general guidance:

- The total number of guests in all common areas (lobby, food and drink, gyms, etc) shall at no time exceed 60% of fire occupancy requirements (excluding staff). This does not include guests within rooms.
- Short-term rental facilities do not need to follow 60% occupancy limits.
- Any guest rooms in a commercial lodging facility should be disinfected between uses by individual guests with an EPA-approved disinfectant.
- All common areas within a commercial lodging facility should be cleaned every 15 minutes to 2 hours using an EPA-approved disinfectant.
- Food and drink activities on the premise of a commercial lodging facility should follow the industry guidance for food and drink establishments.
- Exercise facilities on the premise of a commercial lodging facility should follow the industry guidance for food and drink establishments.
- Spas and similar services should follow the industry guidance for personal care services.
- Campgrounds should space out tent plots and/or recreational vehicle parking spaces so that individual groups of campers maintain social distancing from other groups when within their spaces.
- Any outdoor concessions offered at a commercial lodging facility should ensure that all individuals are socially distanced when placing or receiving a food or drink order, and any outdoor dining spaces should follow the industry guidance for food and drink establishments.

HOUSES OF WORSHIP

Houses of Worship continue to pose public health concerns, particularly due to multiple different households convening in a congregational setting. Houses of Worship are encouraged to pay close attention to the social distancing, hygiene and face covering requirements. Remote services and drive-in service continue to be the safest avenues for worship. The following guidance applies to this industry beyond the general guidance:

- Houses of Worship are permitted to operate at 60% of fire occupancy requirements in Phase 2.
- Houses of Worship can find additional guidance and information at de.gov/cwguidance.

PRIVATE INSTRUCTION

Private instruction covers a wide variety of classroom-based or similar instruction that is not in a traditional K-12 or post-secondary environment. This includes tutoring services, testing centers, adult education, or specific vocational training facilities (outside of traditional K-12 structures). The following guidance applies to this industry beyond the general guidance, which should also be followed:

- 8 ft spacing between seats at tables when people are being trained.
- Desks for students must be six feet apart from one another.
- Cloth face coverings must be worn in accordance with the State of Emergency Order during all classroom instruction. Equipment should be brought by the student themselves. If it is provided by the instructor or facility, it must be disinfected between each use.

GUIDANCE FOR OTHER INDUSTRIES

Businesses that have been permitted to remain open during the State of Emergency under special requirements, such as marinas, outdoor tennis facilities, and shooting ranges, may remain open under those same requirements through Phase 2.

Golf Courses

- Specific guidance is eliminated, though courses should ensure participants are socially distanced.
- Any food or drink establishment must follow industry guidance for food and drink establishments.
- Pro shops must follow industry guidance retail establishments.
- Indoor event space must follow indoor gathering limits

Convention Centers & Meeting Facilities

- Convention centers may reopen provided they follow gathering limits or the 60% fire occupancy requirement (whichever is lower) for each of their event spaces and take steps to socially distance any event guests. Seated events should be preferred whenever possible.

The following industries are not permitted to open in Phase 2:

- Sporting facilities and venues (professional and amateur), including but not limited to arcades, bowling alleys, indoor skating rinks (ice and non-ice), martial arts studios, dance studios, indoor tennis and similar indoor athletic facilities, unless they can create a facility specific plan to observe the industry guidance provided herein for exercise facilities. Plans should be emailed to covid19faq@delaware.gov.
- Indoor children's play areas, including softscape or hardscape playground facilities, trampoline parks, and children's museums.
- Water parks.

DELAWARE'S REOPENING

PHASE 2:

TARGET: JUNE 15, 2020

Arts & Culture		60% of fire occupancy requirements. May offer visits without reservations. Resume guided tours with social distancing. Resume shuttle service with social distancing. Arts and music instruction may resume with social distance. Equipment must be properly sanitized. May remove face coverings during performance.
Casinos		60% of fire occupancy requirements. Thorough cleaning and disinfecting. Employee training. Gaming machines must be kept at least 6 feet apart.
Child Care		All Delaware families can access child care. Restrictions on classroom sizes. <u>See additional guidance: coronavirus.delaware.gov/child-care</u>
Children's Play Areas		Closed (Indoor children's play areas, including softscape or hardscape playground facilities, trampoline parks, and children's museums)
Commercial Lodging		60% of fire occupancy requirements in common areas (excluding guests in rooms). Regular cleaning of rooms and common areas. Food and drink facilities must follow food and drink industry guidelines. Exercise facilities must follow exercise facility guidelines. Pools must follow pool guidance.
Community Pools		60% of fire occupancy requirements. Swim lessons and swim team gatherings may resume if they can do so while maintaining social distance, with the exception of life-saving activities, and comply with lap swimming guidance. Shared equipment must be disinfected after each use. <u>See additional guidance: de.gov/poolguidance</u>
Convention Centers and Meeting Facilities		May reopen provided they follow gathering limits or 60% of fire occupancy requirements (whichever is lower) for each of their event spaces and take steps to socially distance any event guests. Seated events should be preferred whenever possible.
Exercise Facilities		30% of fire occupancy requirements. Face covering required unless doing strenuous exercise where a mask may interfere with their breathing and 6 feet from others. Strict social distancing. Classes under 10 people allowed. Thorough cleaning and disinfecting.
Food & Drink Establishments		60% of fire occupancy requirements. May sit with those from different households. May sit at bar with social distancing. Tables 8 ft. apart so guests are 6 ft. apart. Reservation-only unless no gathering process for walk-ins. No self-service
Golf Courses		Specific guidance is eliminated, though courses should ensure participants are socially distanced. Any food or drink establishment must follow guidance for that industry. Pro shops must follow retail guidance. Indoor event space should must indoor gathering limits.

Delaware's Reopening: Phase 2

	PHASE 2:	
Houses of Worship		60% of fire code occupancy requirements. See <u>additional guidance</u> (de.gov/cwguidance).
Malls		60% of fire occupancy requirements. Face covering required. Strict social distancing. Food and drink facilities, personal care facilities must follow respective industry guidelines.
Parks and Recreation		Remain open or reopen with modifications to ensure social distancing. Properly disinfect any equipment. Only fully unenclosed outdoor gatherings up to 250 people that adhere to outdoor gathering guidance (de.gov/outdoorgatherings).
Personal Care Services		30% of fire occupancy requirements. Appointment-only. Face covering required. Social distancing when feasible.
Private Instruction		8 ft spacing between seats during training. Desks 6 ft. apart from one another. Face covering applies to all classroom instruction. Equipment should be brought by the student, or properly disinfected after each use if provided.
Public Playgrounds		Recommended to stay closed, but a local government may decide to open if they choose.
Racetracks		Staff must be socially distanced. Automobile racing can only do practice sessions. Horse and other animal racing must create and submit a reopening plan to DPH and Delaware Department of Agriculture
Realty		Resume open houses while following indoor gathering limits. Social distancing. Proper disinfecting of property
Retail		60% of fire occupancy requirements. Face covering required. Social distancing.
Sporting Facilities and Venues		Closed (Arcades, bowling alleys, indoor skating rinks, martial arts studios, dance studios, indoor tennis and similar indoor athletic facilities -- unless plan to reopen is submitted and approved by Division of Small Business.)
Summer Camps		Must develop a written plan to address all applicable guidance and restrictions for operation. Strongly encouraged to limit groups to 15 children. Daily health checks recommended, if feasible. See <u>additional guidance</u> : de.gov/reccamp

Delaware's Reopening: Phase 2

	PHASE 2:	
Summer School		Must develop a written plan to address all applicable guidance and restrictions for operation. Strongly encouraged to limit groups to 15 children. Daily health checks recommended, if feasible. <i>See additional guidance: de.gov/summeredu</i>
Youth Sports		No-contact sports and physical activities for children may resume; Strict social distancing. Coaches and staff must wear face coverings. <i>Non-collegiate amateur level sport guidelines forthcoming.</i>
Water Parks		Closed

As part of Delaware's rolling reopening, restrictions and modifications may change. The latest document and list will be published on de.gov/economy.

Digital Records Project New Documents Created – May 28-June 3

Name	# of Documents	# of Pages	Types
Samantha	0	0	Working remotely on modifications
Sandy	59	7,026	Administration Correspondence Files
Fred	20	3,955	PWWR Traffic Committee Files/PWWR Contracts
Ana (PT)	0	0	Working remotely on modifications
Total	79	10,981	

Monthly Year-Over-Year New Document Page Totals

Month	2019	2020	Change +/-
January	51,476	16,760	-34,760
February	23,706	27,129	+3,423
March	32,064	43,248	+11,184
April	36,965	50,610	+13,645
May	62,286	36,576	-25,710
June	69,471		
July	45,789		
August	64,117		
September	60,329		
October	52,886		
November	19,198		
December	20,589		
Totals	549,981		

Monthly Year-Over-Year Modified Document Page Totals*

Month	2019	2020	Change +/-
January	64,516		
February	13,926		
March	42,064		
April	55,965		
May	286,052		
June	79,209		
July	48,442		
August	75,080		
September	68,636		
October	67,741		
November	55,390		
December**	1,268,569		
Totals	2,125,590		

*Includes documents created in other departments, but sent to the Digital Records Division to be scanned as well as ongoing quality control updates.

**Documents found with incorrect metadata from the Laserfiche/TCM migration as well as documents that were found not to have been properly OCR'd were reprocessed in December 2019.

NEWARK POLICE DEPARTMENT

WEEK 05/24/20-05/30/20

INVESTIGATIONS

CRIMINAL CHARGES

	2019 TO <u>DATE</u>	2020 TO <u>DATE</u>	THIS WEEK <u>2020</u>	2019 TO <u>DATE</u>	2020 TO <u>DATE</u>	THIS WEEK <u>2020</u>
<u>PART I OFFENSES</u>						
a)Murder/Manslaughter	0	0	0	0	0	0
b)Attempt	0	0	0	0	0	0
Kidnap	0	5	1	0	3	2
Rape	4	1	0	1	2	0
Unlaw. Sexual Contact	2	2	0	0	2	2
Robbery	5	7	0	5	24	0
- Commercial Robberies	3	1	0	4	0	0
- Robberies with Known Suspects	0	2	0	0	1	0
- Attempted Robberies	0	0	0	0	0	0
- Other Robberies	2	4	0	1	23	0
Assault/Aggravated	14	9	1	12	7	1
Burglary	33	14	3	60	61	4
- Commercial Burglaries	3	3	2	1	41	0
- Residential Burglaries	24	10	1	45	14	4
- Other Burglaries	6	1	0	14	6	0
Theft	215	183	6	191	89	4
Theft/Auto	19	26	0	4	4	0
Arson	0	0	0	0	0	0
All Other	53	71	3	65	55	7
TOTAL PART I	345	318	14	338	247	20
<u>PART II OFFENSES</u>						
Other Assaults	120	106	1	65	98	3
Rec. Stolen Property	0	0	0	4	4	0
Criminal Michief	58	51	6	33	31	0
Weapons	11	7	0	35	15	0
Other Sex Offenses	0	0	0	0	0	0
Alcohol	66	22	0	102	23	1
Drugs	86	23	0	125	29	0
Noise/Disorderly Premise	315	242	16	120	99	5
Disorderly Conduct	71	54	2	56	41	1
Trespass	103	114	4	43	25	0
All Other	151	107	9	190	107	4
TOTAL PART II	981	726	38	773	472	14
<u>MISCELLANEOUS:</u>						
Alarm	56	57	2	0	0	0
Animal Control	243	186	7	1	20	0
Recovered Property	101	83	2	0	0	0
Service	14741	13282	521	0	0	0
Suspicious Per/Veh	206	188	6	0	0	0
TOTAL MISC.	15347	13796	538	1	20	0

	THIS WEEK <u>2019</u>	2019 TO <u>DATE</u>	THIS WEEK <u>2020</u>	2020 TO <u>DATE</u>
TOTAL CALLS	886	19,378	625	16,233



Newark Police Department
Weekly Traffic Report
05/24/20-05/30/20



TRAFFIC SUMMONSES	2019 YTD	2020 YTD	THIS WEEK 2019	THIS WEEK 2020
Moving/Non-Moving	5804	2380	281	23
DUI	90	33	1	2
TOTAL	5894	2413	282	25

*Included in the total collision numbers

TRAFFIC COLLISIONS				
Fatal	1	0	0	0
Personal Injury	109	55	7	3
Property Damage (Reportable)	524	284	18	10
*Hit & Run	107	61	4	3
*Private Property	134	57	4	3
TOTAL	634	339	25	13

Note: Typically, the YTD numbers are generated by adding the current week statistics to the YTD statistics from the previous reporting period. Periodically, the numbers for this report will be generated from the beginning of the year to capture data that may have otherwise been omitted due to a processing delay or other administrative anomaly, more accurately updating the year-to-date totals.