

MEMORANDUM

DATE: 25 March 2020

TO: Mayor Mike Matson and the Davenport City Council

FROM: Corri Spiegel, City Administrator

CC: Davenport Department Heads

RE: COVID-19 Update

Beginning with a preliminary briefing by Dr. Katz on March 6 for local healthcare providers and governments, the City and its staff have been actively engaged in planning, preparation and response across all departments. The information included below highlights current conditions and response efforts:

ROUTINE MEETINGS

QC COVID-19 Coalition Briefing and Coordination
QC COVID-19 Elected Official Briefing and Coordination
QC COVID-19 PIO Group Briefing and Coordination
Davenport, Bettendorf and Scott County Mayors/Chair and Administrators Coordination
City of Davenport Department Heads
DFD & DPD Briefing and Coordination at EOC
DFD & DPD Command Staff Briefing
Administration, Human Resources & Bargaining Group Briefing

PRIMARY COORDINATION & RESPONSE

The **Scott County Emergency Management Agency (EMA)** has activated a virtual EOC in response to the Pandemic. The EMA is the primary coordinating agency associated with the City's response.

Scott & Rock Island County Health Departments are the lead health agencies and are working in partnership with Genesis, Trinity, and Community Healthcare.

Donations

The **Salvation Army of the Quad Cities** is taking donations of personal protective equipment, or PPE, including masks (especially N95 respirators), goggles, surgical gowns and latex gloves. Call 563-324-4808; due to the possible volume of calls, donors are asked to have patience and leave a message if they do not get through immediately.

Community Support

Industrial Technology Corporation has provided the City with a bulk order of hand sanitizer which is being deployed to our public safety personnel this week. We have placed an additional order which will ensure adequate supply for our personnel in the future.

We appreciate the supplies and food deliveries from **Texas Roadhouse, Gunchies, Donuts & More, Sam's Club, Costco, and Hy-Vee (53rd & Utica)** that have supported our public safety personnel.

PERSONNEL

Over the past two weeks, the organization has devoted significant time on planning and preparation activities associated with **Continuity of Operations** including the implementation of two new administrative policies:

Enacted **Administrative Policy 5.3 Emergency Duties**

It is the policy of the City of Davenport in times of declared emergencies to implement flexible work procedures to meet the needs of the emergency.

Enacted **Administrative Policy 5.4 COVID-19 Operations**

To continue the ongoing operations of the City and to serve and protect the public welfare during the COVID-19 state of emergency, this temporary administrative policy provides flexibility in the operations of the City and personnel management direction. (NOTE: This policy was developed and executed in partnership with the City's six collective bargaining groups.)

The City currently has 43 full-time employees in Travel Quarantine, with the majority expected to return to full service by Monday, April 6th.

Finalization of **Essential and Non-Essential Personnel** categorization was completed this week consistent with the Cybersecurity and Infrastructure Security Agency (CISA) Essential Workforce Guidelines:

https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential_Critical_Infrastructure_Workforce_508C_0.pdf

Public Safety

Police Chief Sikorski and Fire Chief Carlsten have been working with their respective personnel on return to work strategies including canceling paid time off (vacation and Kelly days), limiting the usage of paid time off through the month of April (at this time) and limiting travel outside the State of Iowa and the QC area - to maintain a healthy, well and available workforce. These

changes have been successful because of the understanding and partnership from our personnel and Local 17 and UPPO leaders.

DFD's four new recruits will become operational next week.

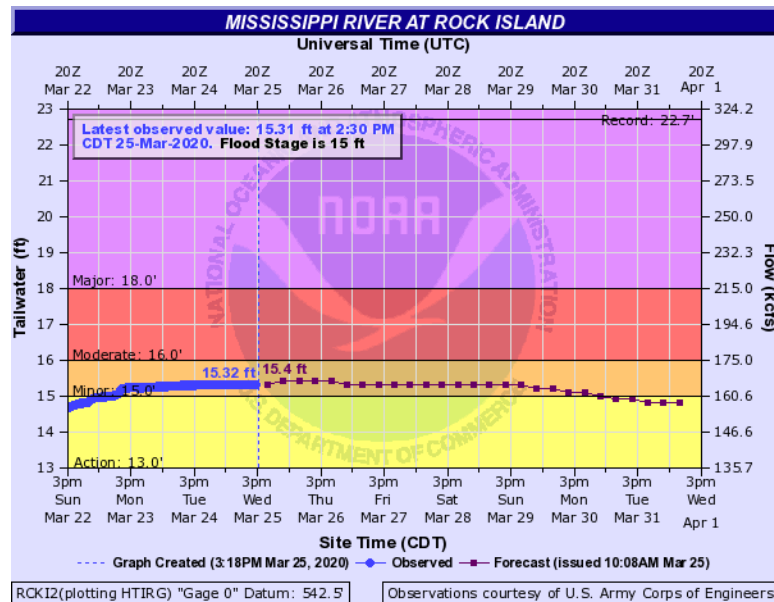
Public Works & Neighborhood Services

Streets and Sewers continue to perform field operations, and yes, the potholes crews are out.

Transit remains operational with free ridership to limit contact points with our drivers. We are evaluating the suspension of Sunday service to perform deep cleaning of our busses.

A special thanks to solid waste who has been picking up everyone's spring cleaning and decluttering projects and a reminder that Free Yard Waste pick up begins Monday, April 6th.

The flood forecast remains below Major Flood Level:



Neighborhood Services is continuing code enforcement efforts including evening parking garage monitoring.

Finance

Revenue is currently accepting utility payments online, by phone, at FISERV payment centers and drop boxes located outside City Hall and Public Works. The City has suspended all collection efforts until June 1 including assessing late fees, turning invoices over to our collection agency, disconnection of service and parcel assessments.

CITY FACILITY STATUS

City Hall | Limited Access
Police Department | Limited Access
Public Works | Limited Access
Ground Transportation Center | Closed to Public
Davenport SkyBridge | Closed to Public
Main & Eastern Libraries | Closed to Public
Fairmount Library | Drive-Through Access Only
Harrison Parking Ramp | Free Parking
RiverCenter & Redstone Parking Ramp | No Change
Rivers Edge | Closed to Public
Junior Theater | Closed to Public
Roosevelt Community Center | Closed to Public

ECONOMIC DEVELOPMENT & BUSINESS SUPPORT

CPED Small Business Loans

No Late Fees incurred for a 90-day period; deferred payments allowed.

State of Iowa Relief

The Iowa Small Business Relief Program, organized by IEDA, Iowa Department of Revenue and Iowa Workforce Development, will offer grants to small businesses and tax deferrals to Iowa business disrupted by COVID-19. The program launched on Tuesday, March 24.

Businesses can access information here:

https://www.iowaeconomicdevelopment.com/our-agency-detail-resources/6710?utm_medium=email&utm_source=govdelivery

Overview of Iowa Small Business Grant

- ✓ Businesses with 2-25 employees may apply for grants of \$5,000 to \$25,000, and distribution will vary based on business model and size.
- ✓ Businesses that receive a grant also may defer payment of state sales and payroll taxes – without penalty or interest.
- ✓ The state will consider an extension for any business that applies.
- ✓ Businesses with fewer than 50 employees may delay unemployment tax payments until July 31.
- ✓ The deadline to apply is 12 p.m. Tuesday, March 31.
- ✓ Business must have a physical location in Iowa.
- ✓ Business must be impacted by COVID-19.

Overview of Iowa Small Business Tax Deferral

- ✓ All businesses in Iowa are eligible to apply for tax deferral if they have been impacted by COVID-19
- ✓ Deferral for sales and use or withholding tax
- ✓ The state will consider an extension for any business that applies.

Applications will be accepted until March 31st at 12:00 p.m. (noon). The site is expected to experience a high volume of traffic, if you are not able to access, please try again.

Federal Relief

The Small Business Administration (SBA) is offering loans to help businesses overcome the temporary loss of revenue they are experiencing. Disaster Loan Assistance can be used to pay fixed debts, payroll, accounts payable, etc. Businesses can apply online or call for application assistance (info below).

Applicants are encouraged to apply online for a disaster loan at <https://disasterloan.sba.gov/ela/>. If you do not have access to a computer or smartphone, please call the U.S. SBA at 1-800-659-2955 for assistance.

The IRS extended its filing deadline and federal tax payments to July 15, without penalties and interest, regardless of amount owed. The IRS has set up a coronavirus webpage for more info: <https://www.irs.gov/coronavirus>.

BUSINESS SUPPORT FROM THE QUAD CITIES CHAMBER

The following information was provided by Quad Cities Chamber President and CEO Paul Rumler:

We find ourselves in the middle of a historic health crisis that is impacting our daily lives and economic well-being. As our teams have demonstrated - it is not a time for panic, but instead a time for action and compassion. I appreciate all the City of Davenport is doing to be a strong and stable partner to help lead our Quad Cities region through this challenging time.

The Quad Cities Chamber is fortunate that we can continue to do our work. We've already pivoted by understanding the need to provide resources to help businesses navigate volatile economic times. Last year our team rallied to support businesses impacted by record flooding. Now our team is rallying to support businesses impacted by this historic pandemic. Our team, which includes Downtown Davenport Partnership and Quad Cities First, are all working in a coordinated manner to support and sustain our region's economy during and after the COVID-19 pandemic.

Here is a short summary of the work we have underway:

- ✓ Our team members are conducting proactive outreach and surveys, advocating for financial assistance, synthesizing new resources and updates applicable to employers, and providing direct assistance to guide businesses through these difficult times. We are providing daily email and website updates that businesses are relying on to make critical decisions. The Chamber website (www.quadcitieschamber.com) is a leading resource of COVID-19 information for businesses.
- ✓ Based on our survey last week, 87-89% of responding businesses are impacted by the coronavirus. That number has likely increased. These businesses asked for the

Chamber's help in the following three main areas, which our team is using as a guide moving forward:

- Financial assistance to maintain operations
 - Reliable information and resources to help make decisions
 - Advocacy and promotion to support area businesses
- ✓ We continue to promote area businesses, including restaurants/bars that remain open in collaboration with our partners at Visit Quad Cities.
 - ✓ We continue to be in frequent communication with state and federal leaders so they understand the needs of Quad Cities' businesses.

Specifically to Downtown Davenport Partnership

- ✓ DDP is communicating directly with our small businesses via daily social media and email, providing awareness of new financial resources, as well as digital promotional opportunities.
- ✓ The DDP Operations cleaning staff continues to work on a more limited basis, providing daily trash can-pickup and limited parking ramp cleaning across downtown.
- ✓ Master Planning efforts have continued and we are prepared to be flexible and nimble to meet downtown's needs as this unique situation evolves. Public forums are tentatively scheduled for the end of May, but could still be pushed back if necessary.
- ✓ The DDP Board continues to meet online and staff has pivoted its normal routine to ensure our hard-hit businesses are provided as much State/Federal financial information and local promotional support as possible.
- ✓ DDP deeply appreciated the City and Public Works continued commitment to flood-fighting amidst the challenges COVID has brought, as well.

Specifically to Quad Cities First

- ✓ Business Intelligence – Developed survey to local businesses, conducted analysis of what they need and forwarding through our Business Services COVID 19 response team to take care of those needs. Researching federal and state resources and supplying information to our communications and advocacy teams. Conducting research on B2B opportunities and other best practices.
- ✓ Business Outreach and Support – Outreach to existing industries to determine their needs. Providing resource coordination and high-level capabilities coordination between supply chain – for example, responding to calls to action from federal government for manufacturing of specialized equipment. Working with local industries who can potentially pivot production to produce these types of products. An example of this is Grace Engineered Products in Davenport. They are wanting to make face shields and our team is currently trying to identify suppliers for them.

- ✓ Project Management – We continue to work with Davenport on open Business Attraction and Business Expansion projects. Jenelle is working with Susanne to identify and prepare core property information.
- ✓ Economic Development Partners Coordination – Continuing to meet with city partners via zoom on project management activities and identification of resources to help them. Outreach to regional economic development partners to assess types of requests they are getting from companies; having them refer requests to us to respond. Plan to communicate list of local resources businesses can access from the community level (for example, any community level grant programs available to assist businesses).

Thanks for all you do to facilitate business growth in the Quad Cities region. Our partnership is critical now more than ever to create a prosperous economy where all can thrive.

BUSINESS SUPPORT FROM VISIT QUAD CITIES

The following information was provided by Visit Quad Cities President and CEO Dave Herrell:

This situation is the most challenging in the history of the travel, tourism, and hospitality industries. It is severely impacting livelihoods, the global economy, and is obviously putting the Quad Cities in a difficult position, as well. The feedback that we are receiving on the hour from our industry partners is significant. Losses in jobs, events, meetings, groups, conferences, business travel, and leisure overnight hotel stays from March 12 through early May is staggering. And, there will be more to come. Visit Quad Cities is in a postponement posture and non-cancellation with our partners, but it is difficult to manage since the situation is so fluid.

Visit Quad Cities is serving as a member of the Quad Cities COVID-19 Coalition and will continue to provide resources to our regional partners. In addition, we are in continual communication with the U.S. Travel Association, Tourism Economics, Smith Travel Research, and Destinations International as we navigate the national landscape. This is vitally important to the Quad Cities as we need to advocate for relief and help for an industry that induces multiple sources of tax revenues to keep our economy moving.

We are working closely with the Iowa Tourism Office, IEDA, Illinois Office of Tourism, and DCEO along with our federal and state leadership. Moreover, the Iowa Destination Marketing Alliance (IDMA), Travel Federation of Iowa (TFI) and the Illinois Council of CVB's (ICCVB) are in continual communication as we collaborate as an industry and ultimately prepare for when we do begin a recovery strategy. This is imperative as Visit Quad Cities is an economic development growth engine for the region.

Here is a quick summation for your review:

- ✓ Industry partner outreach. We are making direct calls to our partners to listen to their needs and share pertinent and relevant information. This also includes email communication to provide resources and work through any alternate date solutions for business.
- ✓ Our brand marketing and communications team is leveraging our reach to push important messaging to our stakeholders and Quad Citizens. We are also promoting our

destination assets, authentic Quad Cities' stories, and inspirational messaging to foster a spirit of positivity and emotional connection to our brand. It is important to note we are not pushing a message to travel here, now.

- ✓ Focus and prioritization centered on all things LOCAL. We have developed social media platforms specifically for this initiative to showcase local businesses and to provide a resource for Quad Citizens as they navigate changes to our restaurant and local small businesses.
- ✓ A survey was deployed to gauge feedback from our industry partners on various impacts. We had a 72% response rate from our partners. Results included data on lost business, postponed business, FTE/PT employee headcount impact, and various sources of lost revenue impact from overnight stays, F&B, room rentals, etc. The time dimension was from mid-March through the end of April and it is challenging. Comments made by the respondents centered around meeting payroll expenses, cash flow, access to capital, future event cancellation, and short-term relief options.
- ✓ The survey and through one-one-one contact with our partners we have heard that they are looking for Visit Quad Cities to assist them and have a meaningful recovery strategy moving forward for continued marketing & promotion, business development, advocacy at the local, state and federal level and to help with sales efforts since their head counts have been altered.

Organizational

- ✓ Our Board continues to meet and met earlier this morning to discuss the situation and our response. They will reconvene again in April, May, and June.
- ✓ Staff meets daily at 9AM via conference call to execute our COVID-19 Action Plan and manage the multitude of projects related to our existing business plan.
- ✓ There has been a weekly conference call established for area hoteliers (i.e. Owners, GM's, Director of Sales) to elicit feedback, share best practices and disseminate information that can assist this specific industry.
- ✓ We have suspended all forms of advertising and media buying in critical feeder markets like Chicago, Des Moines, Omaha, St. Louis, Milwaukee, etc. until the timing is right to re-introduce. However, we will continue to aggressively push our digital platforms and social media including emails to our industry partners and opt-in database. The level of engagement is extremely positive, and we are answering questions regularly from our stakeholders to assist them in their endeavors.
- ✓ VisitQuadCities.com and our six (6) social platforms have viable reach and continues to be a resource for residents and potential visitors. The psyche of a community is critical as well and platforms such as Instagram and Facebook have been cathartic for some and a valuable tool for communication. Moreover, we will launch a new website platform in early May that will be a major enhancement from our existing site. We are working closely with our local vendor TAG Comm. on this project and are excited about its final form and function.

- ✓ On a daily basis, our team communicates and collaborates with our partners at the Quad Cities Chamber of Commerce and their subsidiaries to provide valuable info. to the business community.
- ✓ Currently, we are managing our CRM of 10,600 clients and outreaching to them. We continue to move forward on event bids, respond to RFP's and pursue opportunities that are available to us. Again, we are looking at alternate date solutions as they are available and working on shoring up business as we mitigate lost opportunities.
- ✓ Committee meetings with engaged volunteers such as our Sports Tourism Task Force are still occurring, and we are grateful to those committed volunteers for their level of engagement.
- ✓ Our Tourism Master Plan project with Resonance will be completed soon and this will serve as a critical guidepost for how the QC responds, sustains, and ultimately grows our destination. This will be the most comprehensive master plan for tourism in our community's history.

Visit Quad Cities is one of our community's strongest cheerleaders. This is a role that we humbly accept and are passionate to share the QC story with the world. We will continue to do this responsibly.

Lastly, the City of Davenport is vitally important to our current and future success. Your investment, partnership, and how we work together to create and implement solutions for sustainability and future positioning of the Quad Cities from a tourism perspective is pivotal to our destination's future.