



Survey Name: COVID-19 Coronavirus Data Survey

1. Have you minimized the # of employees that report to work daily?

	Number of Response(s)	Response Ratio
No	19	51.3%
Yes	18	48.6%
No Responses	0	0.0%
Total	37	100%
17 Comment(s)		

2. Have you modified your business hours of operation? If so, how?

	Number of Response(s)	Response Ratio
No	29	78.3%
Yes	8	21.6%
Total	37	100%
18 Comment(s)		

3. Are you allowing employees to telecommute or work remotely?

	Number of Response(s)	Response Ratio
No	18	48.6%
Yes	19	51.3%
No Responses	0	0.0%
Total	37	100%
21 Comment(s)		

4. Have you modified or suspended your service cut-off policy for non-payment? If so, how?

	Number of Response(s)	Response Ratio
No	8	22.2%

Yes	28	77.7%
Total	36	100%

33 Comment(s)

5. Have you modified your payment options for customers? If so, how?

	Number of Response(s)	Response Ratio
No	14	37.8%
Yes	23	62.1%
Total	37	100%

32 Comment(s)

6. Are you treating all city services the same for disconnect & payments?

	Number of Response(s)	Response Ratio
No	3	8.1%
Yes	33	89.1%
Electric	0	0.0%
Natural Gas	0	0.0%
Water & Sewer	0	0.0%
Total	37	100%

12 Comment(s)

7. Have you closed city facilities?

	Number of Response(s)	Response Ratio
No	5	13.5%
Yes	32	86.4%
No Responses	0	0.0%
Total	37	100%

33 Comment(s)

8. Are you cancelling Public Meetings in your Community?

	Number of Response(s)	Response Ratio
No	7	18.9%
Yes	30	81.0%
No Responses	0	0.0%
Total	37	100%

24 Comment(s)

9. Are you communicating COVID-19 Information to public via social media or website?

	Number of Response(s)	Response Ratio
No	0	0.0%
Yes	37	100.0%
No Responses	0	0.0%
Total	37	100%
13 Comment(s)		

Constant Contact Survey Results

Survey Name: COVID-19 Coronavirus Data Survey
Response Status: Partial & Completed
Filter: None
Mar 25, 2020 2:08:15 PM

1. Have you minimized the # of employees that report to work daily? - Comments

Answer **Respondent**
Half of our employees are working one day. The other half the next day.
Not at this time, but we are planning to do so and may start tomorrow for at least 2 weeks.
Yes at City Hall in Public Utilities
We have minimized number of staff to report daily. If working they are broken into small groups or solo and the remainder are on-call from home.
All employees are working.
Minimal staff
We have tried to minimize the # of employees that report to work however it has happened due to City Hall closing and some not feeling well (not necessarily COVID-19) related but quarantined for precaution.
Not yet.
We have segregated our Dept's minimizing personal contact. We are communicating by cell phone and radio.
Not yet.
We currently have 1 lineman, 1 tree trimmer, 2 groundsmen, and 1 substitution person. This is a daily rotation.
Only if they are sick.
We have divided the workforce, half working two days on and others two days off, then rotating. The intent is to provide separation and reducing the odds for entire department infection.
City employees duties have been drastically reduced to essential services and utility emergencies. The Police Department is operating as usual.
Not at this time.
We are being cautious and working around the daily challenges.
In a staff of 16, it is difficult to maintain the same level of service without having everyone report to work. With that being said, we did send our groundskeeper and sanitation employee home last week. They are here this week. Going forward, we will probably implement an employee rotation for our PW dept.

2. Have you modified your business hours of operation? If so, how? - Comments

Answer **Respondent**
Customer Service is closed from 12-1 daily. We are working on rotating shifts in each department this week. Will most likely have to continue to operate this way in the coming weeks.
We have not modified the hours, however we are considering this. Currently, no one is allowed in City Hall and we are conducting all business through the drive-thru window.
Have staggered schedules in dept.
Our business hours are still the same for field crews but City Hall Utility Cashiers and Customer Service now run 8:00 - 5:00 rather than 7:30 - 5:30 pm. They are also staggered in shift to reduce numbers of employee working at once.
Our hours are the same. However our lobbies have been closed for no walk-in traffic since 3/16.
By appointment only at City Hall.
For all those outside and not sick, we have not modified business hours. Currently City Hall is closed until April 6.
Not yet.
Operations hours haven't changed but no public contact in customer service and field crews have been isolated (lack of better work) from each other by placing them at different facilities around the county to respond to issues to reduce staff interaction.
Not yet.
Electric Department - 4-12 days, other departments have made adjustments.
We have closed the lobby to outside customers. No person to person contact.
Some hours.
City Hall is closed to the public until further notice. Staff is responding to calls and accepting payments through the utility drop-box.
City Hall is closed and has minimum staffing. The Customer Service drive through is only open until 6 pm.
Yes. Public works, electric, and administrative office staff are working 4-10 hour days with admin staff staggered their days so that the office is covered Mon-Fri. We closed all city buildings to the public last week with the exception of Tues & Thurs between 8:30 - 1:00 pm to allow for cash payments but limiting the number of employees.
We have closed City Hall to the public until March 31st. However, our staff is still working our normal business hours (8-5). Staff that is able to telework is doing so.

3. Are you allowing employees to telecommute or work remotely? - Comments

Answer **Respondent**
We are limited in the numbers who can telecommute and who can work from home.
Employees who can telecommute/telework remotely are also following the every other day protocol.
N/A.
We do not have that capability.
Those who can telecommute will, although some will have to come in office occasionally to pick up items to take home to work on.
But very few have the capacity to.
Could be considered on a case-by-case basis.
Not at this time.
For those that can and are quarantined, yes but for the most part, the majority of our work has to be on the job.
Not yet.
Not yet.
Job specific.
Not at this time.
Don't really have that capability at this time.
We have all administrative personnel working remotely.
If they have been exposed to someone with COVID-19.
Where possible.
Not at this time.
Working to try to figure out how we can do this. Most of our software is server based and we do not have laptops to provide to employees either.
Some employees are exercising this option.
Our Administrative staff is teleworking. The PW and PD are not.

4. Have you modified or suspended your service cutoff policy for non-payment? If so, how? - Comments

Answer **Respondent**
Through the month of March and most likely April.
Suspended for now.
We have suspended cut-offs.
We have suspended disconnections (electric, water & gas). We have not advertised this decision.
Suspended cut off for non-payment till April 1st, will re-evaluate then.
We have not had to consider this at this time.
Not yet.
We are doing no non-pay disconnects at this time.
Cut off extended for 30 days.
Extended to April 3.
We continue to disconnect but are being flexible re: our payment arrangement rules on a case-by-case basis.
No non-pay disconnects are being worked at this time.
No cut-offs for the next 30 days.
We are not cutting off and have suspended the cut on prepaid as well.
For water only.
We have modified our utility cut-off policy at this time, we have suspended all late fees.
All late fees and residential disconnections will be suspended from April 1 - April 30.
We have suspended all cut offs from March 16 - April 16.
No cut-offs for 30 days, then re-evaluate.
We are not disconnecting.
Temporarily suspended cutoff for non payment.
We have suspended utility cutoffs for the month of March and will re-evaluate going forward.
We have suspended out of of service for 30 days and suspended late fee.
While we haven't publicized, we have suspended delinquent cut-offs during this crisis.
Just emailed the Mayor this morning 3/23/20 asking about that.
There will be no cut offs during this time.
Has not been decided to date.
No cut-offs for two weeks and no late fees for the period.
No utility disconnections will be performed for the current billing cycle. Future disconnections will be decided at a later date.
No disconnections until April 6, but that will probably be extended.
Suspended disconnections for electric & water for 1-month for both bill cycles.
We continue to work with our customers on an as-needed basis.
We have suspended cut-offs until further notice.

5. Have you modified your payment options for customers? If so, how? - Comments

Answer **Respondent**
Online and drive-thru only.
Physical payments can be done only through drive-thru window. Already offered debit/credit card payment by telephone.
We are accepting credit card payments over the phone, on the website. We are not accepting cash payments. We are requesting cash payments are made by money order and placed in drop box.
Customers can pay online, by phone, or at our drive-thru. No allowances have been made regarding payment amounts.
In person payments in the lobby. Drive through is open.
No modification of payments yet. Will re-evaluate at the end of the month. Most likely late fees will be waived.
We don't have to modify as all the tools already existed - online bill pay, night drop boxes, phone payments, mail payments, drive through windows.
Limited to online, drop box.
The lobby is closed for walk-in payments but our drive thru remains open.
All payment methods are available except walk-in.
Removed all service fees and late fees. Waived the 3% processing fee for all credit card transactions to encourage phone and online payments.
We are working with any customer that presently needs more time. We are working with them according to their schedule.
Closed public access to Utility office. Payment made only through drive-thru, drop box, or on-line.
Not at this time. Customers can pay on-line, city website and by phone or the drop box at city hall.
Customers can no longer come into City Hall and rent payment.
Effective today, no cash payments via drive-thru, money order, check, credit debit.
Except on a case by case.
Drop box, drive-thru, credit card over the phone.
Waiving online processing fees and encouraging customers to pay online.
No payments in person. Drop box, online, telephone. No cash.
We are asking people to pay on line, suspend credit charges fees and payments paid at a drive thru window.
We are encouraging electronic payments in lieu of in person. Online, bank staff, IVR, mobile app, etc.
Not at this time.
Customers can still pay online, by check in drop box, or by the drive thru lanes.
Has not been decided to date.
No inside teller service.
Customers do not have the ability to pay in person at City Hall. Electronic payments and drop-box payments are being accepted. The fee for electronic payments has been waived for the next 60 days to encourage on-line transactions.
Drive through only or via phone or web page.
Stressing phone and web payments, open 2 days/week for cash payments.
We are strongly encouraging non-cash pay methods. We continue to work with our customers on payment options if necessary.
Closed Lobby.
We already offer online bill pay. Customers can also drop off bill payments in the drop box at City Hall. We are also letting customers make appointments if they want to pay in cash and need change.

6. Are you treating all city services the same for disconnect & payments? - Comments

Answer **Respondent**
We currently only bill for Electric and Sanitation services.
Suspended.
As of now.
All services are treated the same regarding disconnections to reduce chances of interpersonal contact. No disconnections going on currently. Meters are still being read as normal via radio read with solo meter reader working.
We are electric only.
No water cutoffs.
No disconnections between March 16 - April 16.
At this time.
No utilities within the city will be turned off do to non-pay.
Has not been decided to date.
We have made no changes to our disconnect policies at this time.
So far.

7. Have you closed city facilities? - Comments

Answer **Respondent**
Customer Service is closed to walk-ins but is operational. We have limited access to all buildings.
City Hall is closed. Have ceased all recreation programs.
All City facilities are closed to the Public.
Business Office Lobby and News Showroom Closed, drive-thru open, encouraging customers to pay by phone or website.
Theatre, Arts Center, and Hotel
Currently, no one is allowed in City Hall.
City facilities are closed to the public, select employees are working.
All walk-in facilities are closed. Email and phone communication only other than the drive-thru payment window. We may close this soon should virus cases appear to spread here.
Lobbies are closed. We also closed our parks to visitors starting 3/16.
Some - City Hall, PD and Fire are all open. Limited access. All other closed.
Senior Center, Community Center and City Hall.
The lobby is closed to customers but drive thru remains open and CSRs continue to answer the phones.
All government buildings are closed to the public.
Officially the only City facilities presently closed are City Hall, parks and the civic center.
Have closed all city facilities to the public.
We have closed all city parks and city community centers. We have also closed the front lobby to City Hall.
The billing office is only letting three (3) customers in at a time in the lobby. City Parks are closed.
We closed City Hall, Municipal Court, Recreation Center and Utilities Department.
All commission facilities including head quarters and commission chambers are closed to visitors.
All buildings except City Hall and PD.
All facilities are closed to the public.
Not at this time.
Walk-in traffic to the facilities to the public.
All facilities have been closed to the public.
City Hall is closed to the public and has been since March 16.

	City Hall building is still open with a skeleton crew. One person per department on a rotation basis.	Anonymous
	All but the front lobby of City Hall	Anonymous
	Not closed, just restricted from public access.	Anonymous
	With the exception of the Police Department.	Anonymous
	To the public.	Anonymous
	We closed all city buildings last Tuesday, cancelled all city sponsored and permitted events as well.	Anonymous
	We are still operational; however, some offices have closed their lobbies.	Anonymous
	City Hall is closed to the public.	Anonymous
8. Are you cancelling Public Meetings in your Community? - Comments		
	Answer	Respondent
	We have cancelled BZA and will most likely cancel more or hold them virtually.	Anonymous
	Some Public Meetings such as Planning & Zoning have been cancelled. We are still playing it by ear on Council Meetings.	Anonymous
	The meetings are modified; online or call in.	Anonymous
	Looking into holding our next meeting remotely, Microsoft Teams, Webex.	Anonymous
	Most have been, but our Council meeting will still go forward as of right now.	Anonymous
	We have cancelled our April meetings, both the work session and council meeting.	Anonymous
	Cancelling some public meetings that are not imperative. Will conduct council meetings via Zoom.	Anonymous
	Our Commission Meeting was cancelled.	Anonymous
	We cancelled our March board meeting.	Anonymous
	We have limited gatherings to 10 people and the public has been urged to stream the Council meetings. It has not been finalized as to whether our next Council meeting will be by teleconference or not.	Anonymous
	Not yet for Council meeting. All public park events or special events have been cancelled or denied thru April.	Anonymous
	Until further notice.	Anonymous
	We have cancelled the first commission meeting in April.	Anonymous
	All public meetings are cancelled.	Anonymous
	Not yet. Most have cancelled themselves.	Anonymous
	We support State and National recommendations for public meetings but no local restrictions.	Anonymous
	Not yet.	Anonymous
	We have not cancelled our monthly Mayor and Council meeting instead we have been doing them virtual, and live on Facebook.	Anonymous
	All but City Council meetings which will be held by audio conference.	Anonymous
	Committee meetings, not City Council meetings. What can be handled with emails and conference calls still happen.	Anonymous
	Either cancelling or holding them via teleconference.	Anonymous
	We cancelled our first council meeting for April and working to have teleconference in place for 2nd meeting if needed.	Anonymous
	Public events, meetings, gatherings are cancelled for the next 7-8 weeks.	Anonymous
	We cancelled our DDA's meeting for March. We are not sure about April. As for Council meetings, we will continue to hold those via teleconference.	Anonymous
9. Are you communicating COVID-19 information to public via social media or website? - Comments		
	Answer	Respondent
	We issued a declaration for local state of emergency on Saturday, the 21st. It was posted on both. Not posting specific information regarding stats, etc.	Anonymous
	Local paper, our Facebook site, local radio and local TV scroll channel.	Anonymous
	TV channel primarily. Some social media.	Anonymous
	Communicating via social media website, and to local media.	Anonymous
	We are using social media and our company website.	Anonymous
	Social Media	Anonymous
	Social media and website.	Anonymous
	Website, Facebook, Instagram & press releases.	Anonymous
	Facebook and website	Anonymous
	social media and website	Anonymous
	communicating via all social media platforms.	Anonymous
	Both	Anonymous
	website and Facebook	Anonymous
10. Company Name - Responses		
Company Name:	Cartersville	
Company Name:	Adel	
Company Name:	Acworth	
Company Name:	Covington	
Company Name:	Fitzgerald	
Company Name:	Elberton	
Company Name:	Mansfield	
Company Name:	Norcross	
Company Name:	Monroe	
Company Name:	Newnan	
Company Name:	Palmelle	
Company Name:	Sylvania	
Company Name:	Crisp County	
Company Name:	LaGrange	
Company Name:	Ellaville	
Company Name:	Blakely	
Company Name:	Cairo	
Company Name:	Doerun+	
Company Name:	Douglas	
Company Name:	Fairburn	
Company Name:	Fort Valley	
Company Name:	Griffin	
Company Name:	Jackson	
Company Name:	Lawrenceville	
Company Name:	Marietta	
Company Name:	Norcross	
Company Name:	Thomasville	
Company Name:	Whigham	
Company Name:	East Point	
Company Name:	Grantville	
Company Name:	Calhoun	
Company Name:	Hogansville	
Company Name:	College Park	
Company Name:	Forsyth	
Company Name:	Moultrie	
Company Name:	Sylvester	
Company Name:	Oxford	