

# **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%

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 Rosoonse Status: Partial & Completed Filter: None Mar 25, 2020 2:08:15 PM

1. Have you minimized the # of employees that re	or to work daily? - Comments - Answer	Respond
	half of our employees are working one day. The other half the next day.  Not as of this ensuit, but we are planning to do so and may start formore for at least 2 weeks.	Anonymo
	Yes at City Halliso in Public Utilities We have minimized number of staff for record daily. If working they are broken into small groups or solo and the remainder are on-call from home.	Anonymo
	All employees are working. Minimal staff.	Anonymo
	We have filed not to minimize the if of employees that report to work however it has happened due to City Hail dosing and some not feeling well (not necessarily COVID-19) related but quarantimed for precaution. Not yet.	Anonymo Anonymo
	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 Intimer, 2 groundsmen, and 1 substation person. This is a daily rotation.	Anonymo Anonymo
		Anonymo Anonymo Anonymo
	Only if my are box. We have dividing 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 employee's duties have been drastically reduced to essential services and utility emergencies. The Police Department is operating as usual. Not at this time.	Anonymo
	We are being caudious and working around the daily challenges. In a city with a staff of R.H. its difficult in maintain the seam expend or exprise which thaving expendence and samitation employee brone last week. They are here this week. Going forward we will contain the property of the seam expendence and samitation employee brone last week. They are here this week. Going forward we will contain the property of the seam expendence and samitation employee brone last week. They are here this week. Going forward we will contain the property of the seam expendence and samitation employee brone last week. They are here this week. Going forward we will contain the property of the seam expendence and samitation employee brone last week. They are here this week.	Anonymo des Anonymo
2. Have you modified your business hours of ope	ation / It So, now - Johnments Answer	Respond
	Custome Service is closed from 12-1 daily Mile are working on rotating shift is 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 the Cumenty, no one is a liceded in City Hall and we are conducting in the business through the direct when will now.	Anonymo Anonymo
	Have staggered schedules in joine. Our business burn are still the same for field crevs but City Hall Utility Cataliers 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.	Anonymo Anonymo
	Our hours are the same. However our incides have been closed for no walk in staffic since 316. By appointment by 40 at Dy Hall. By a	Anonymo Anonymo
	Not all this time.  Not all this time.	Anonymo Anonymo Anonymo
	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 country to respond to issues to reduce staff interaction. Not vet.	Anonymo
	Electric Department 4 - 1/2 days, other departments have also made adjustments.  We have dozed the fields body to dudied explanationers. No person to person contact.	Anonymo
	Same hours. City Hall is closed to the public until further notice. Staff is responding to calls and accepting payments through the utility drop-box.	Anonymo
	City Hall is closed and has minimum staffing. The Customer Service drive through is only open until 6 pm.  Yes, Public work, electric and administration efficient after works 4-10 brus draws that should be supported by the state of the customer of the customer of the state of the customer of the customer of the customer of the state of the customer of the customer of the customer of the state of the customer of the	Anonymo
3. Are you allowing employees to telecommute or	We have closed Cly Hall to the public until March 31st. However, our staff is still working our normal business hours (8-5). Staff that is able to televork is doing do. work remotely? — Comments  We have closed Cly Hall to the public until March 31st. However, our staff is still working our normal business hours (8-5). Staff that is able to televork is doing do. work remotely? — Comments	Anonymo
	Answer  We are limited in the numbers who can telecommute and who can work from home.	Anonymo
	Employees who can felecommunicativank enotely are also following the every other day protocol.  Yield on the law this capability.	Anonymo Anonymo Anonymo
	Those who can belocommute 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 opposity to.	Anonymo
	Could be considered on a case-by-case basis. Not at this time.	Anonymo Anonymo
	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.	Anonymo
	Noti yet. Julio peptilic.	Anonymo Anonymo
	Not all time.  Not all time.  On the sixth of the sixth o	Anonymo Anonymo
	We have all administration personnel working remotely.  If they have been explored as bornoone with COVID* 54.  If they have been explored as bornoone with COVID* 54.	Anonymo
	Not after the true to the up of the	Anonymo Anonymo Anonymo
	vioring to by to right out now the can do this. Most or our strawer is server cased and we do not naive liquips to provide to employees eitner.  Some employees accentrating this cybin securities of the company of the	Anonymo Anonymo
4. Have you modified or suspended your service of	Answer	Respond
	Through the month of March and most likely April. Suspended for now.	Anonymo
	We have suspended cut-offs. We have suspended cut-offs. We have suspended cut-offs.	Anonymo Anonymo
	Suspended out off for non-payment till April 1st, will re-evaluate then.  We have not has to consider this at this time.  Not yet.	Anonymo Anonymo Anonymo
	We are diving no non-pay disconnects at this time. Out of ending no non-pay disconnects at this time. Out of entered for 30 days.	Anonymo
	Extended to April 3.  We conflict to Sectioned but are being flowble en: our payment arrangement rules on a case-by-case basis.	Anonymo Anonymo Anonymo
	No non-pay disconnects are being worked at this time.  No non-pay disconnects are being worked at this time.	Anonymo
	We are not cutting off and have suspended the cut on prepaid as well.	Anonymo
	For water only.  All late fees and residential disconnections will be suspended all late fees.  All late fees and residential disconnections will be suspended from April 1 - April 30.	Anonymo
	We have suspended all cut off from March 16 - April 10. No cut-offs of Cays, then re-evaluate.	Anonymo Anonymo Anonymo
	We are not disconnicting. Temporary suggested classifier from payment. Temporary suggested classifier from payment.	Anonymo
	We have supported utility and let for the month of March and will it e-valuate group toward.  We have supported utility and let for the month of March and will it e-valuate group toward.  We have supported utility and let for the month of March and will it e-valuate group toward.  We have supported utility and let for the month of March and will be evaluate group toward.  We have supported utility and of the group to March and will be supported to the support of the	Anonymo Anonymo
	wine will added to guidely the state of the	Anonymo Anonymo Anonymo
	Has not been decided to date.  Not under 10 to the overside the date.  No coul-off for the weeks and no late free fise for the period.	Anonymo
	No utility disconnects will be performed for the current billing cycle. Future disconnects will be decided at a later date. No disconnects until April 0, but that will probably be extended. Supermided disconnects for decide Value for it month for both bill cycles.	Anonymo Anonymo
	Suspended disconnects for electric & water for 1 month for both bill cycles.  We continue to work with our customers on an an-ended basis.	Anonymo
5. Have you modified your payment options for co	We have suspended cut-offs until further notice.	Anonymo
	Answer  Online and drive-thru only.  Phriscia parements can be done only through drive-thru window. Already offered debilizedit card parement by telephone.	Respond
	Physical payments can be done only through drive-this unifour. Mexical primer deall-credit care payment by Helphone.  Physical payments can be done only through drive-this unifour. Mexical primer deall-credit care payment by Helphone.  Calcitances can pay a confirming to the primer of the primer	Anonymo Anonymo
	In person payments in the lobby. Drive through is open.	
		Anonymo Anonymo
	No modification of payments yet. Will revailuate at the end of the month. Most likely late fees will be waived.  We dight have to modify as all the levels are leave vested online bill gar, which there boxes, showe payments, mail payments, drive through windows.	Anonymo
	No modification of payments yet. Will revealuate at the end of the month. Nost likely last fees will be waived.  We didn't have be unifying as all the lock already existed - online bill pay, night drop boxes, phone payments, mall payments, drive through windows.  Limited to online, drop box.  The lock have increased for revalue in presuments but our drive the total or for surface produced for the produced for t	Anonymo Anonymo Anonymo
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	The modification of alignments yet. Will remainle all the mod of the modes. Where all between the collection of the properties of the prop	Анопутем на полутем н

	City fall justifiering is still grown within a soletion ores. One person per department on a rotation basis. All but the frost includy of City Hall Included the City of the City of City of the City of City	Anonymous Anonymous
		Anonymous Anonymous
	With exception of the Police Department. To the public. To the public.	Anonymous Anonymous Anonymous
	We closed all oily buildings last Tuesday; cancelled all city sponsored and permitted events as well.  We are still operational; however, some offices have closed their libbies.	Anonymous Anonymous
8. Are you cancelling Public Meetings in your Co	We closed all oily buildings last Threaday, cancelled all oily sponsored and permitted events as well.  We are still growings through experience closed their lobbles.  City Isall is closed to the public.  Cammunity's Comments.	Anonymous
	Answer  We have encoded 87A and will most likely cancel more or hold them with vally	Respondent
	Some Public Meetings such as Planning & Zoning have been cancelled. We are still playing it by ear on Council Meetings. The meetings are modified, online or on an emotified on all n.	Anonymous Anonymous 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. We have accordated our April meeting both the work session and council meeting.	Anonymous Anonymous
	we misk contensed only inclinating, to war of we make about her board on the country.  Caraciling some public meetings that are not imperative. Will conduct council meetings via Zoom.  Our Commission liketing was caraciled.  We cannelled our March board meeting.	Anonymous Anonymous
	We cancelled our March board meeting. 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. Not yet for Council meeting. All public park events or special events have been cancelled or denied thru April.	Anonymous Anonymous
	We have cancelled the first commission meeting in April. All public meetings are cancelled.	Anonymous Anonymous Anonymous
	Not yet. Most have cannoticed themselves. We support State and National recommendations for public meetings but no local restrictions.	Anonymous Anonymous
	Not yet	
	We have not cancelled our monthly Mayor and Council meeting instead we have been doing them virtual, and live on Facebook.  All but Cly Council meetings which will be held by audio conference.  Committee meetings, not City Council meetings, What can be handed with emails and conference calls still happen.	Anonymous Anonymous
	Edministration fellowage, for U. () Cultob's freedings with can be enurance was means and connervoir caus sun rapper.  We cancelled not not count or feeling of period of the country of the electrification o	Anonymous Anonymous
	We cancelled out that council meeting for April and working to have beleconference in place for Zind meeting if needed. Public versit, meetings, galierings are cancelled for it in early 2 feeded. Public versit, meetings, applierings are cancelled for the next 74 events.	Anonymous Anonymous Anonymous
9. Are you communicating COVID-19 Information	Public events, meetings, gatherings are cancelled for the next 7-8 weeks.  A connected our DUNs meeting for March. We are not are use about April. As for Council meetings, we will continue to hold those via teleconference.  No public via social mediation eventable? Comments	
	Answer We issued a declaration for local state of emergency on Saturday, the 21st. It was posted on both. Not posting specific information regarding state, etc. Local paper, our Excebook site, local radio and local TV scroll channel.	Respondent Anonymous
	TV channel primarily. Some social media.	Anonymous Anonymous
	We are using social media and our company website. Social Media Social and social and social media and social company website.	Anonymous Anonymous
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	social media and website	Anonymous Anonymous Anonymous
	communicating via all social media platforms. Both	Anonymous
10. Company Name: - Responses	website and Facebook	Anonymous
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Company Name:	Asserts	
Company Name:	Covington	
Company Name:	Pizgerald	
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