



COVID-19: Impacts on WMSD Operations

December 10, 2020



Executive Orders

- E.O. 2020-12 defined “Essential Services.”
 - Required each government body to determine its Essential Governmental Functions.
 - Most WMSD operations deemed non-essential
- E.O. 2020-18 ordered Arizonans to limit time away from home except for participation in essential activities.
 - E.O. 2020-18 went into effect March 31, 2020 at 5:00 p.m.
 - Impacted WMSD operations starting April 1



Essential vs Non-essential

- Field operations considered non-essential
 - Only essential operations were consumer complaints relating to motor fuel quality, credit card skimmers, and safety concerns (e.g. leaking fuel dispenser)
- Most office operations coincided with field operations
- State Metrology Laboratory considered essential
 - Metrology lab continued full operation while incorporating COVID-19 precautions
 - Lab not open to the public, visitors by appointment only



Telework

- All office staff and field staff started telework on April 1, 2020.
 - Telework goal was to be productive and keep staff working
 - Limited technology equipment for office staff to use at home
 - Most office functions able to be completed at home
 - Initially difficult to assign telework to field staff
 - Field staff participated in online NIST webinars
 - “Operation Scope Out” project assigned to field staff
 - Follow-up on overdue invoices



Telework Adjustments

- Google Workplace
 - Google Meet
 - Google Chat
 - Google Docs/Sheets
- Virtual meetings, first Zoom then Google Meet
- Virtual assignments, worksheets
- Telephone challenges



Budget

- Governor's Office concerned about decreased revenue due to COVID-19
- Original budget deficit calculated at over \$1B
- WMSD was asked to incorporate a 5-10% cut from General Fund monies when developing FY21 budget
- WMSD initially cut 8.91% from FY21 GF budget
- So far budget cuts have not been necessary
- AZDA (incl. WMSD) reverted FY20 monies back to the General Fund

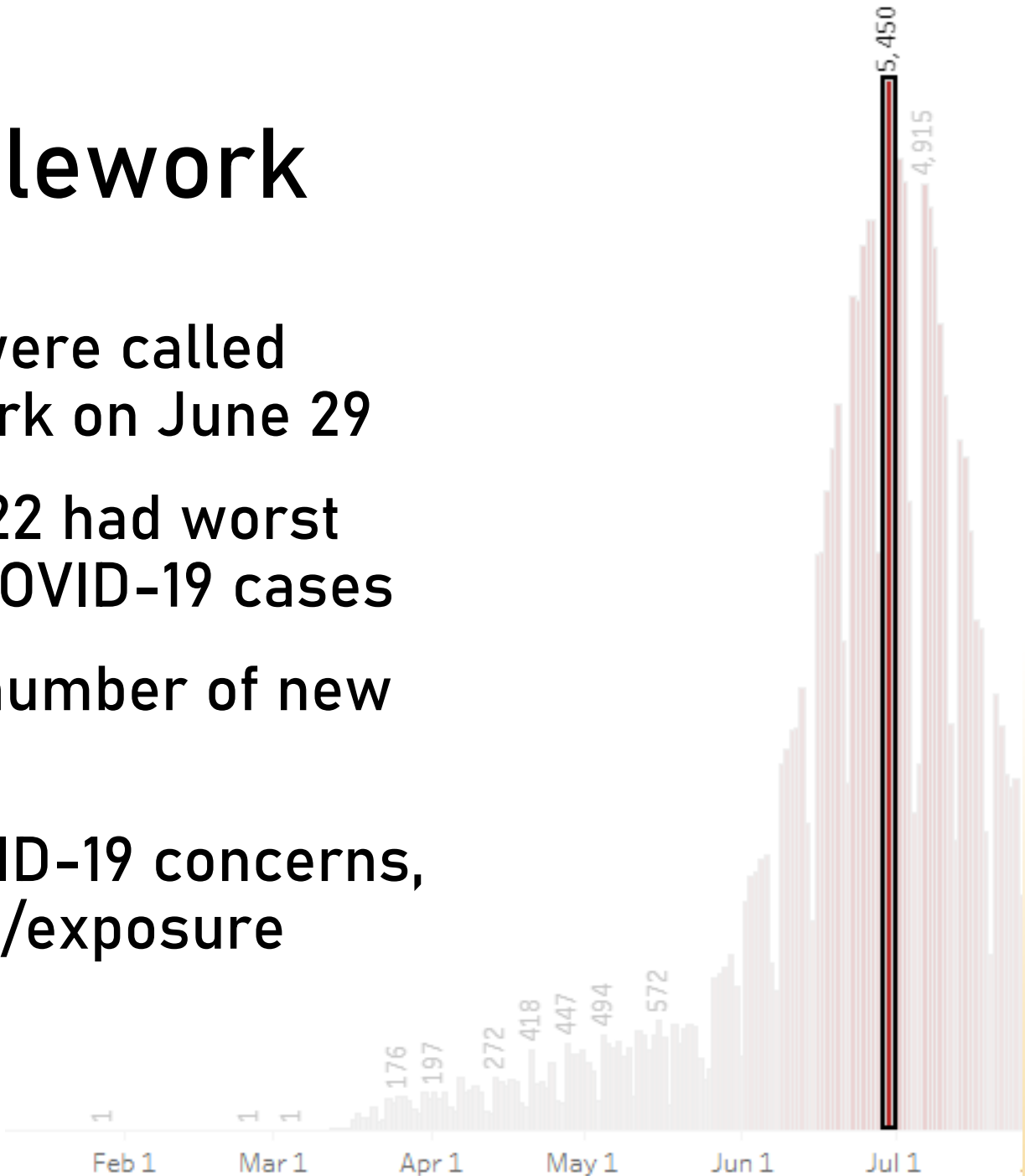


Return to the Field, Part I

- Initially difficult to obtain protective equipment/supplies to implement COVID-19 precautions.
- COVID-19 Precautions SOP developed and implemented
- Once enough equipment/supplies obtained, decision was made to resume limited field ops on June 22
 - Overall, field staff were ready to return to the field
 - Field staff given option to continue telework if desired
 - Field ops limited to “outdoor” inspections
 - Refrained from conducting retail inspections due to consumer demand and social distancing concerns

Back to Telework

- All field staff were called back to telework on June 29
- Week of June 22 had worst escalation in COVID-19 cases
- June 29 peak number of new cases at 5,450
- Employee COVID-19 concerns, possible cases/exposure





Return to the Field, Part II

- Resumed limited field operations on July 22
- COVID-19 cases on significant decline
- Eventually incorporated retail complaints, then full retail inspections
- Currently conducting all inspections with COVID-19 precautions in place
 - Working with regulated locations to ensure we follow COVID-19 requests/requirements



Impact to Metrics

- Telework period lasted 57 work days (approximately 28% of the 201 days a year that investigators are on duty)
- Very few inspections conducted during Q4 of FY20
- WMSD completed 7,775 inspections in FY20 compared with 10,191 in FY19
- Now working to catch up
- Scorecard metric for FY21 changed to inspecting all fuel dispensing sites and grocery scales on 3+ year list
 - Currently on-track to meet this goal



State Metrology Laboratory

- Continued operations without any issues
- New Assistant State Metrologist in April
- Took on additional workload due to metrology labs being closed or having reduced capacity
- Completed 9,348 (agency record) calibrations from October 2019 to October 2020
- Total of 9,542 calibrations completed in FY20 (also an agency record)



Back to Limited Field Ops

- COVID-19 numbers are up again
- Beginning 12/10/2020 staff instructed to focus on “outdoor” inspections
- Still responding to all complaints as usual
- Starting to plan telework assignments for field staff in the event that stay-home order is issued



Future

- Continue to implement COVID-19 precautions until Arizona enters into Phase III of reopening plan
- Office staff will continue to telework, may become permanent in the future
- WMSD invested in additional technology equipment for office staff
 - New laptops, docking stations, headsets, etc.
 - Tech upgrades paid for through fleet reduction savings
- Virtual participation in NCWM, WWMA