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