City of Shoreline COVID-19 Response Teams
Structure and Purpose

Response Team (City Manager, Assistant City Manager, Emergency Management Coordinator, Community Services Manager, CMO Management Analyst, Communication Program Manager, HR Director, Police Chief, or designee, Fire Chief, or designee)
- Overall coordination for the event
- Discuss Policy Considerations and Make Decisions; also work through Leadership Team
- Coordinate internal communication through HR Director and external communication through Communications Program Manager

Leadership Team; meeting twice weekly (Leadership Team Members and Emergency Management Coordinator, Community Services Manager, CMO Management Analyst, Communication Program Manager)
- Information sharing and vetting of Response Team direction
- Continuity of Operations Planning and other Business Operations Planning
  - Outline Key Business Functions
  - Assess Workplace Exposure Risk
  - Formulate Telecommuting and City Closure Planning

Policy Development Team (City Manager, City Attorney, Assistant City Attorney)
- Focus is on development of emergency policies and orders

Human Resources Team (City Manager, Assistant City Manager, HR Director, Senior Human Resources Analyst)
- Other subject matter experts to be pulled in as needed – IT, Payroll, Legal, Facilities, Etc.
- Coordinate internal communications
- Focus on HR policies and implementation strategies
  - Development of Emergency Employee Policies and FAQs
  - Development of Infection Control Measures, including preparation for social distancing, employee screening and management of impacted employees
  - Development of other employee policies and protocols

External Communication Team (Communication Program Manager, Communications Specialist, Intergovernmental Program Manager, Web Developer, City Clerk, Neighborhoods Coordinator)
- Communication Coordination and Messaging
- Establishment of Communication Protocol

Wastewater Utility Billing and Customer Service Team (Administrative Services Director, Finance Manager, City Clerk, other Utility staff)
- Develop operational protocols around customer service and utility bill pay in City Closer environment
- Coordinate with RWD on policy changes – no credit card charge; waive late fee, etc.
- Develop overall manage

Permitting/Inspection/Plan Review Team (**Planning and Community Development Director, Permit Services Manager, Building Official, Planning Manager, Other Planning Staff)**
- Develop operational protocols for permitting, inspections and plan review with closure of permit center

Criminal Justice Response Team (CMO Management Analyst, City Attorney, Police Chief, Police Captains, City Prosecutor, City Public Defender, District Court Judges and Staff)
- Coordinate operations for District Court operational protocols
- Coordinate jail booking protocols and potential jail transport
- Coordinate law enforcement support

Business Support Response Team (Economic Development Program Manager, Administrative Services Director, Budget and Tax Manager, B&O Tax Analyst, City Clerk)
- Conduct survey about business impacts and provide results to appropriate agencies for the SBA programs available in response to COVID-19 emergency
- Coordinate communications regarding business impact tools and programs
- Develop and coordinate communications about B&O tax policy changes, business licensing requirement changes, etc.
- Identify potential economic development supports during the COVID-19 emergency

Resource and Time Tracking Team (Grants Coordinator, Emergency Management Coordinator, Facilities Manager, Administrative Services Director, HR Director, Payroll Manager, IT staff, others)
- Develop systems to support potential emergency reimbursement requests to the State and Federal government
- Develop systems for staff time tracking
- Develop system for resource tracking
- Communicate tracking systems and requirements to staff