

Volusia County Government Activities
COVID-19/Coronavirus
March 14 – 20, 2020

Aviation and Economic Resources

The 2020 marketing & branding campaign has been suspended. Digital billboards messages will be replaced with a community unity message. Fourteen hand sanitizer stations are located throughout the main terminal facility. Travel sized hand sanitizer sprays are being handed out at the airline gates to departing passengers while the supply lasts. Individual size hand sanitizers and wipes have been ordered and will be shared with terminal tenants to provide to passengers and guests. Other sanitizing items have been ordered but are not due to arrive until mid to late April. Janitorial service has been increased to ensure all common use and public use areas are regularly cleaned, especially high touch areas such as handrails, restrooms and soap dispensers. Soap dispensers are being regularly checked and refilled due to the increased frequency of hand washing. The volunteer Ambassador program has been suspended until further notice. Meetings in the McGee Room are being limited to no more than ten people. Airport generated meetings are being conducted by teleconference. The Airport participates in regularly scheduled calls with the Florida Department of Health, Florida Department of Transportation and the American Association of Airport Executives to stay advised of changes or updates as they relate to measures being taken related to COVID-19.

Business Services

Revenue

Reduced lobby hours to half days beginning March 23 - communicated via press release and on all revenue web pages. Posted notices on each entry door to each revenue office with a list of services that are available online with the associated links, as well as a flyer asking those who are sick, recently traveled, etc. to conduct their business online. Received approval for and began waiving the online convenience fee for payments by “e-check” in order to encourage online payments. Communicated the free “e-check” option via press release and on all revenue web pages. Began allowing tag and title customers to drop off their work and waiving the mail fee for mailing their decal or plate to their home in order to reduce the number of people in the lobbies. Beginning Monday, March 23, will require all auto dealers to drop off their work, rather than waiting in the lobby. Removed seating from lobby areas and asked that customers wait outside when possible. Ordered latex free nitrile gloves for front line staff. Cancelled all staff meetings until further notice, and moved to conference calls where feasible.

Community Services

Community Assistance

Housing & Grants Administration- An on-line Summer Camp application submittal will begin March 20. Application information is available at <https://www.volusia.org/services/community-services/community-assistance/applications.stml>. All Advisory Board meetings (CFAB and AHAC) will be held by teleconference. Davis-Bacon labor standards construction interviews will be conducted via telephone when possible. Construction draw inspections will be verified through photographs or video. All loan closings will be held via teleconference and regular mail. Staff is awaiting guidance from the U.S. Department of Housing and Urban Development and other grantor agencies regarding approved methodology for public meetings.

Human Services- Starting March 23, Human Services will conduct client phone interviews/appointments to complete assistance applications. The client may then mail, drop-off, or upload their required documents on our secure portal so the caseworker may verify eligibility. This will decrease person-to-person interaction. Clients in need of assistance may call 386-239-7757 to schedule a phone interview.

Library

Due dates for all checked out materials have been extended to May 1. All blocks preventing checking out items from e-content providers OverDrive, Hoopla, Axis 360, and Flipster Magazines have been removed temporarily. This is to allow as much access to library services as possible while limiting exposure for our staff and patrons during the COVID-19 situation.

Parks, Recreation and Culture

Park staff coordinated the Healthy Kids Running Series for their series of events at Gemini Springs Park. They utilized the Oak Tree area from 12-5 p.m. on March 15. About 50 kids participated in the event. There were multiple style running events as well as obstacle courses developed for this activity.

Veterans Services

Starting March 23, Veterans Services offices will go to appointment only services.

Votran

Has increased cleaning of facilities and buses and retrained maintenance staff on cleaning of equipment, facilities, and buses. Additionally, staff is testing foggers and associated chemicals to be used as additional methods of cleaning the buses. Additional temporary staff has also been hired for this purpose. Nursing homes, and assisted living facilities have issued



protocols that are resulting in lower trips, and have resulted in our employees being screened before entering such facilities. We are scheduling fewer paratransit trips. Staff is reviewing our staffing plans daily for needed adjustments. Ridership is down significantly.

County Manager's Office

Community Information

It's all hands on deck for Community Information, which has ramped up efforts to spread information about the coronavirus and the county's response. Staff is working closely with Volusia County Emergency Management and the Florida Department of Health.

Finance

Information Technology

Temporarily issued 800 MHz radio units to Advent Health for use in COVID-19 response coordination. Deployed a new Virtual Private Network (VPN) solution, nearly quadrupling the number of employees who can simultaneously remote-connect to the County's network, in order to better support employees needing to work from home. Worked with the State Department of Management Services to increase the number and capacity of virtual meeting spaces that can be used by the County. Working with Beach Safety to deploy a new GIS product called "Drone2Map" which allows same-day aerial photography captured by a drone to be part of a GIS mapping analysis product.

Growth and Resource Management

Environmental Management

In order to protect our citizens from the spread of COVID-19, Environmental Management has canceled all public programs through March 31. This includes Explore Volusia, Volunteer Volusia, and programs at the Marine Science Center and Lyonia Environmental Center. Effective 4 pm March 19, the Marine Science Center will be closed to the public. Employees will continue to work seven days a week to care for the sick and injured turtles and seabirds in their care. They will also accept new animals.

Ocean Center

Increased sanitation of all surfaces in public areas, at the Ocean Center, continues as they are still hosting Tax, Tag & Title's Daytona Beach office and lots of public (by ones and twos) come into their lobby area. Much of the staff time has been working with clients on postponements and cancellation of events. They hope to minimize cancellations and are pushing postponements – the situation is very fluid. On both the revenue and expense side employees are tracking all COVID-19 related losses and additional expenses.