MEMORANDUM

Date: April 1, 2020

To: The Honorable Chairman and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator

Re: **Information Regarding Food and Pharmacy Supplies to the Vulnerable Older Population**

At the last Emergency Meeting of the Board there was considerable discussion with regard to the issue of protecting the senior vulnerable population from COVID-19. I asked two staff to follow up with further research and questions and to provide more information on these issues.

I am enclosing a report from Diana Durazo, Special Projects Manager dated April 1, 2020 (Attachment A) on the subject of the various services that deliver meals and or groceries. I also asked her to work with our GIS staff to identify the geographical locations of our population by age and census track. This was done to identify all of the various homeowners associations with populations who are seventy or above. Our information is attached and is self-explanatory, we will continue to work with all parties to try and develop a more systematic and streamlined delivery of food and other essential supplies to the vulnerable population primarily though organized homeowners association. Our first organized groups of homeowners will be those coordinated through the Green Valley Council. We are providing the same GIS information to each City and Town also they may be able to work with their associations.

I also asked Patrick Cavanaugh, Deputy Director for Economic Development to inquire with the large retail outlets to determine what they might be able to do to lessen the early queuing of older individuals gaining access to their facilities (Attachment B). As you can tell from Mr. Cavanaugh's response we have had little assistance in contacting retailers to answer our questions.

CHH/mp

c: Jan Lesher, Chief Deputy County Administrator
Francisco García, MD, MPH, Deputy County Administrator and Chief Medical Officer,
Bob England, MD, MPH, Health Services Director
Diana Durazo, Special Projects Manager
Patrick Cavanaugh, Deputy Director, Economic Development

ATTACHMENT A

MEMORANDUM

Date: April 1, 2020

To: C.H. Huckelberry
County Administrator

From: Diana Durazo
Special Projects Manager

Re: **Information Request on Delivery of Food and Essentials to Vulnerable Older Population**

At the March 26, 2020 Special Meeting, the Board expressed concerns over the inadvertent health exposure of our elderly and vulnerable residents in retailers' efforts to set aside certain times for their shopping, creating long lines with little to no crowding management. The question was asked whether the County can do something to assist in or expand grocery and essentials delivery systems.

The County provided a link on the website explaining existing delivery services in Tucson and fee structures. Below is a table briefly summarizing these services. Retailers who use one of the listed delivery providers below, such as Fry's partnering with SHIPT, were not listed separately.

Vendor	Delivery Service	Delivery Fee	Service Fee	Membership or Discount	Product Pricing
Instacart	Same-day delivery to many zip codes.	$3.99 for orders over $35	5%	Unlimited deliveries over $35: $9.99/month or $99/year	Retailer markups on instacart items
SHIPT	Same-day delivery for 6 big retailers	$7	Select retailers add service fee at checkout	Deliveries free for orders over $35: $14/month or $99/year	Markups on products
Walmart	Deliveries to some zip codes. Select delivery day and time	$7.95-$9.95 Free delivery if order over $50	-	Unlimited deliveries: $12.95/month or $98/year.	No markups
Safeway	Delivery to many zip codes	$3.99 - $9.99 depending on delivery window	$3.95 - $4.95	-	Retailer markups for online products

Fee structures are within range of each other, with free delivery conditions and memberships being almost equal. The variation comes in the markups some of these services impose on products ordered online, as opposed to in-store purchases. Safeway is currently exploring ways to reduce delivery costs in order to be able to offer competitive product pricing for online orders.

Delivery services for medication are problematic in that the above delivery providers do not deliver prescription medication. CVS and Walgreens do offer same or next day delivery services with their respective apps that offer prescription refills online and free delivery for eligible prescription medication.

The problem today is that many of these services are at capacity in trying to meet supply and delivery demands. The recent stay at home orders and the recent reports of Instacart, Amazon and Whole Foods employees contemplating strikes and walk outs due to fears of exposure, companies not doing more to protect employees and pay, will only exacerbate an already stressed system.

The delivery services described above are door-to-door services. The County reached out to a couple wholefood distributors to see what impacts they have experienced. Merit Foods in Tucson is a wholefood distributor that serves and delivers to local restaurants. Given the orders from the Mayor and the Governor, businesses such as Merit Foods are struggling with large inventory and declining business. In response to that, Merit Foods has begun selling to large families, residential HOAs, assisted living centers and groups that can order in bulk with one payment at wholesale pricing. The delivery costs are built into the bulk orders. Merit Foods does not do door-to-door delivery but will deliver bulk orders to particular locations. For example, they deliver to HOA front offices, assisted living center parking lots or other similar central locations, where the group can receive the bulk delivery and then redistribute into smaller food and essentials boxes. Merit can sometimes help with providing boxes as well and work with groups on where to deliver. While I was not able to speak directly with Sysco Foods representatives, it has been reported that they are working with food banks in the Phoenix area and also making deliveries in Tucson every day. This is a viable option where groups are well-organized and have staff or volunteers that can then redistribute food and essentials to their clients or residents following all COVID-19 guidelines.

Locating Vulnerable Populations

Our GIS staff developed a map showing population by age based on Census tracts. Map A (Attachment 1) shows the distribution of population aged 70 and above in unincorporated Pima County. Map B (Attachment 2) shows population over 70 with the known Homeowner's Associations (HOA) overlay. Included is the list of HOAs labeled 1 through 150 for reference on the map. The overall range of residents over 70 in these HOAs is 2 to 1,328 for the 150 HOAs listed (Attachment 3). There are 35 HOAs with over 100 residents age 70 and above, of which four have over 400. The difficulty lies in identifying populations that lie outside of an organized HOA or group.

Ongoing Efforts

I spoke with Arnold Palacios and Daniel Tylutki on how Community Services, Employment and Training (CSET) might be able to assist in this effort. There is an extensive network of partner agencies that we can reach out to that provide similar delivery services to older residents. Their focus is to assist low-income and at-risk populations, but there is overlap where ideas and alternatives can be explored without duplication of efforts.

I also reached out to Mark Clark, with Pima Council on Aging (PCOA), to see what their response has been to COVID-19 and what issues are coming up. His concern, as well as ours, is about finding supplies to meet the growing demand. This includes personal hygiene and cleaning supplies. PCOA and partners have closed nutrition sites, as they too were a place where large numbers of seniors were gathering to eat; these have been turned into direct deliveries in order to continue providing meals. The various interfaith community services groups and Mobile Meals, among others, are continuing to provide food and essentials and working to acquire supplies where possible. Through Regional Transportation Authority (RTA) monies, volunteers are able to be reimbursed for mileage in cases. Mark said PCOA can work with the County on this effort if needed. It is my understanding that PCOA and other agencies and organizations were scheduling a call to discuss the large federal infusion of funds to see where these can be used best, including for this issue. CSET would also be involved.

Just as additional information, a recent article reported that the United Kingdom (UK) government's response to COVID-19 and the growing concern of services reaching their most vulnerable populations, involved giving supermarkets access to a database to help reprioritize food deliveries for the elderly and vulnerable customers. With delivery services overwhelmed, the UK is looking to ensure that food is reaching their most vulnerable. Supermarkets are now looking to partner with their local taxi companies and delivery services. They are also looking at using couriers. Supermarkets are going to cross-reference names on the database with their current online customers to prioritize delivery times. The government is also looking to partner food distributors with their local charities and volunteer base. The government has also ordered supermarkets to manage their customer lines and crowds.

Accessibility to food and essentials under current orders and limitations of vulnerable populations and identification and location of these residents is an incredibly difficult issue. Given the information and reports, some steps that might be taken or requested now can be for retailers to explore the option of prioritizing deliveries to elderly residents. Instead of setting aside times for elderly cueing in line, they can set aside times for deliveries to them. We can connect suppliers, such as food distributers, with demand via our website and other visible mediums to reach residents located outside of HOAs or groups that are difficult to identify and locate. Perhaps a group can be created through CSET (unless there is one already) to work with partner agencies that can assist in this effort and determine how and if federal and state funds can be used to address outreach and delivery to the most vulnerable residents without creating duplicate efforts. This can also include expanding or assisting the Food Bank's and

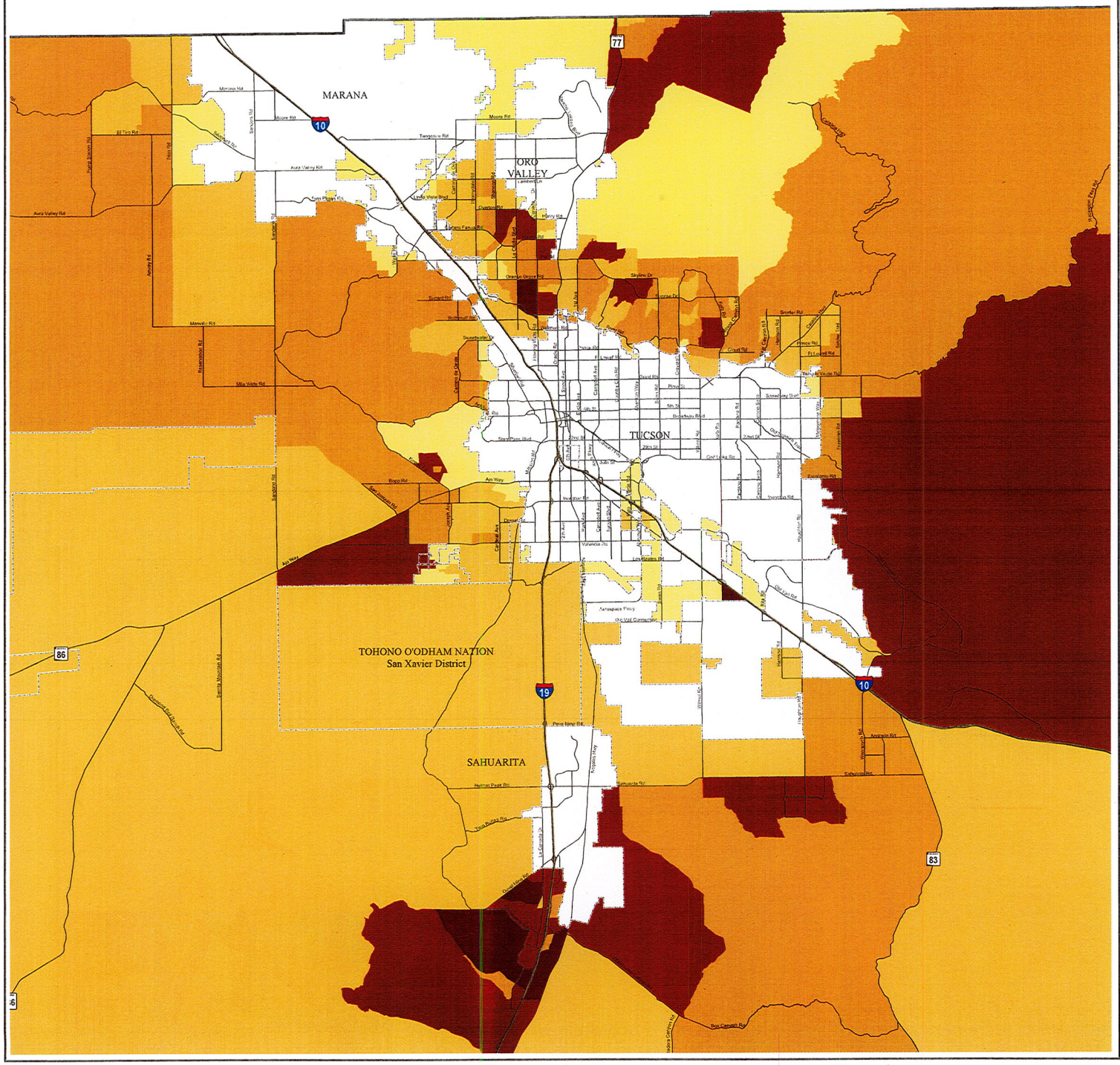
Salvation Army's current food distribution network. These are just suggestions and would need to be run through CSET as they work with and understand ongoing discussions and efforts from our local organizations and agencies.

Please let me know if additional information is needed.

DD/dr

Attachments

ATTACHMENT 1



AT RISK POPULATION: Ages 70 Plus by Census Block Groups in Unincorporated Pima County

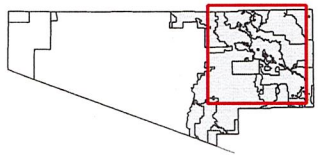
Total Persons

- 0 - 85
- 86 - 232
- 233 - 474
- 475 - 929
- 930 - 1494

Total Population = ~62,230

Sources: American Community Survey & Esri, 2019

Pima County Index Map



Index Map Scale 1:1,500,000 for Arch E Print

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PIMA COUNTY

GEOGRAPHIC INFORMATION SYSTEMS

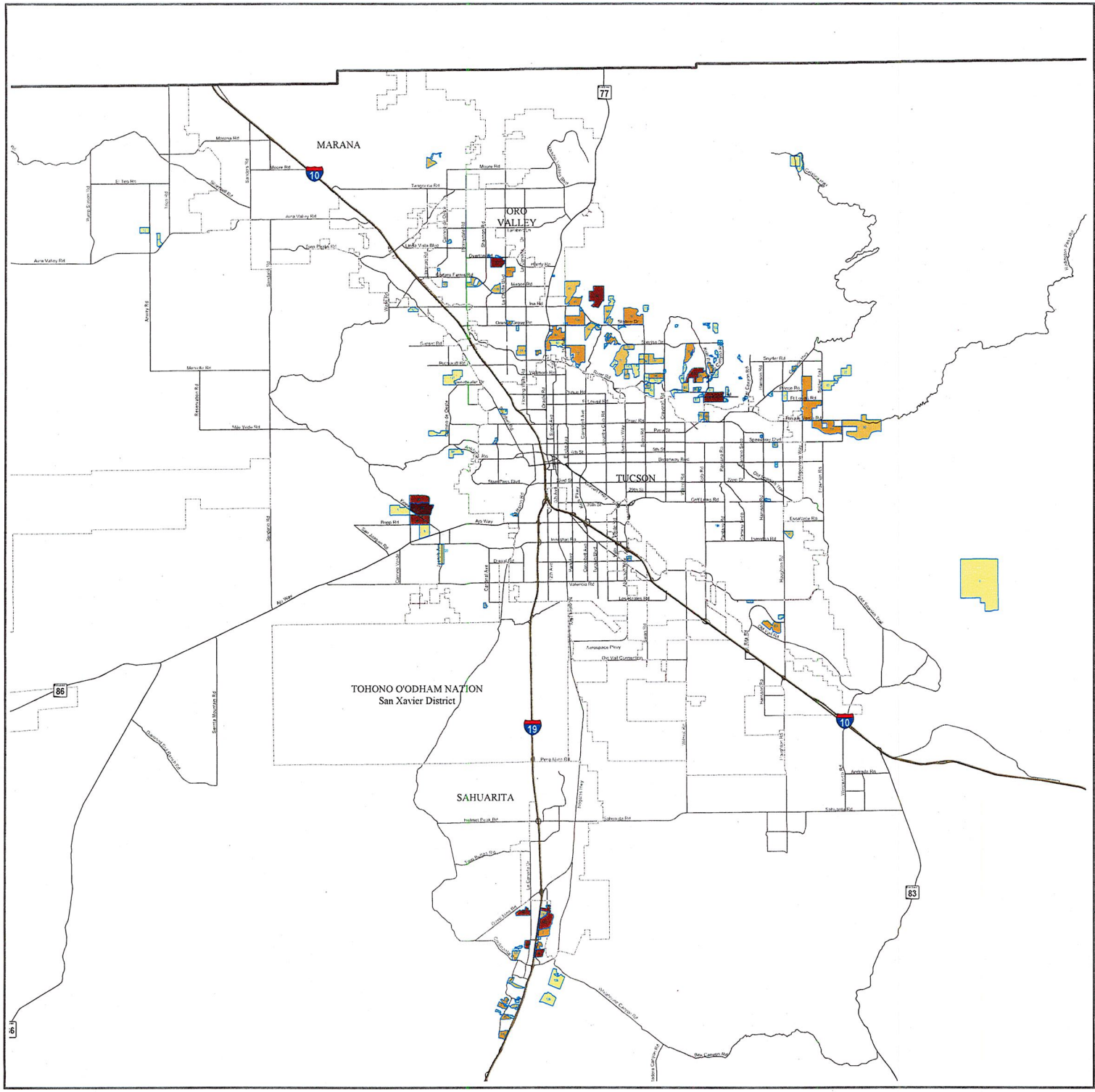
Pima County Information Technology Dept.
33 North Stone Avenue - 15th Floor
Tucson, Arizona 85701-1429
(520)740-6570 - FAX:(520)798-3429

N

0 2 miles

4/1/2020

ATTACHMENT 2



AT RISK POPULATION: AGES 70 and Up Homeowner Associations

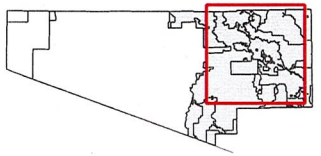
Homeowner Association - County

Population over 70

- 0 - 24
- 25 - 90
- 91 - 232
- 233 - 441
- 442 - 1328

Source: Esri, 2019

Pima County Index Map



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0 2 miles

3/30/2020

ATTACHMENT 3

Map Label	Homeowner Associations	Population 70 & above
39	TUCSON ESTATES HOA INC	1328
81	TUCSON MOUNTAIN SANCTUARY HOA	441
127	TUCSON MOUNTAIN SANCTUARY HOA	441
136	TUCSON MOUNTAIN SANCTUARY	441
96	TUCSON ESTATES NO 2 OWNERS ASSN	358
130	SUNRISE MOUNTAIN RIDGE HOA	343
23	GREEN VALLEY VILLAS WEST	319
132	GREEN VALLEY COUNTRY CLUB ESTATES POA	305
105	VILLAGES OF GREEN VALLEY HOA INC	303
19	SABINO VISTA HOA	300
8	GREEN VALLEY FAIRWAYS PROPERTY OWNERS ASSN	285
33	THE BLUFFS II HOA	281
43	SIN VACAS PROPERTY OWNERS ASSN	268
104	GREEN VALLEY COUNTRY CLUB NORTH HOA	262
51	CORONADO FOOTHILLS HOA	232
72	CATALINA FOOTHILLS ESTATES NO 7 ASSN	198
112	CANOA ESTATES INC	184
89	COLONIA VERDE HOA	183
74	CRESTA LOMA ESTATES	163
65	LA PALOMA ESTATES HOA	162
125	LA PALOMA ESTATES HOA	162
2	GREEN VALLEY FAIRWAYS PROPERTY OWNERS ASSN	156
78	QUAIL CANYON TOWNHOMES ASSN	154
110	GREEN VALLEY DESERT HILLS NO 4 INC	154
134	SANTA CATALINA ESTATES PROPERTY OWNERS ASSN	146
115	SAN IGNACIO VISTAS INC	129
64	SAGUARO HEIGHTS HOA	123
30	LA CHOLLA HILLS HOMEOWNERS ASSOCIATION, INC.	121
103	HACIENDA DEL ORO ASSN	119
70	SUNRISE MOUNTAIN VIEW ESTATES HOA	118
25	CANOA SECA ESTATES, INC.	116
116	FORTY NINERS COUNTRY CLUB ESTATES HOA	112
146	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	106
7	GREEN VALLEY FAIRWAYS PROPERTY OWNERS ASSN	104
1	BEL AIR RANCH ESTATES	102
45	SHADOW ROC HOA	96
79	QUAIL CANYON HOMEOWNERS MASTER ASSN	96
24	RIVERSIDE TERRACE HOA	90
53	LA CHOLLA RIDGE HOMEOWNERS' ASSOCIATION	77
27	AJO TOWNSITE HOA	70
16	PONTATOC CANYON ESTATES HOA	65
135	INDIAN RIDGE HOMEOWNERS ASSN	65
98	SAGUARO CANYON HOMEOWNERS ASSN	58
91	ROSEWOOD ESTATES III HOA	57
133	GREEN VALLEY COUNTRY CLUB ESTATES POA	57
36	COPPER RIDGE HOA	55

113	CANOA RIDGE INC	53
144	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	49
148	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	49
71	CATALINA FOOTHILLS HOA NO 10	48
107	PORTILLO RIDGE HOA	48
123	RANCHO ESCONDIDO HOA	48
145	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	48
52	FOOTHILLS TOWNHOMES ASSN INC	43
15	AJO HEIGHTS HOA	39
54	CATALINA FOOTHILLS ESTATES NO 8 ASSN	35
92	SUNSET SHADOWS NO 2 HOMEOWNERS ASSN	33
109	DESERT HILLS ESTATES INC	33
86	RIO CANCION HOA, INC	31
119	TUCSON NATIONAL ESTATES IMPROVEMENT ASSN	31
48	FOOTHILLS NO 1 HOA	30
93	PULTE HOMEOWNERS ASSN	30
10	HERITAGE HIGHLANDS AT REDHAWK MASTER HOA	29
85	TANURI HILLS HOA	29
100	HORTON HOMES AT RITA RANCH HOA	29
101	MISSION VIEW HOMEOWNERS ASSOCIATION	28
62	CATALINA PUEBLO ASSN	27
90	LA CEBADILLA ESTATES ASSN	27
32	DESERT WILLOW ESTATES HOA	26
42	MORNINGSIDE HOMEOWNERS ASSN	26
41	COBO CATALINA FOOTHILLS HOA	25
99	CIELITO LINDO DU TUBAC HOA	25
63	VENTANA SERENA ASSN	24
60	CATALINA FOOTHILLS CONDOMINIUMS ASSN	22
97	MIRABELLA HOA	22
12	WHITE FENCE FARMS HOA	21
49	MONTE CIELO HOA	20
139	RIVERBEND ESTATES HOA	19
140	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	19
106	MADERA VISTA TOWNHOUSES HOA	18
141	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	18
67	SAGUARO HEIGHTS HOA	17
87	RIVERBEND RANCH ESTATES HOA	17
20	SUNRISE VALLEY TOWNHOMES HOA INC	16
83	AGUA CALIENTE HOA	16
88	SILVER CREEK HOA	16
138	SABINO VISTA ESTATES I AND II HOA	16
58	SUNRISE PATIO HOMES RESUBDIVISION HOA	14
28	KACHINA RIDGE HOA	13
55	CANYON VIEW ESTATES HOA	13
66	ENCANTO CANYON II HOA	13
77	LA PUERTA ON HACIENDA DEL SOL ASSN	13
5	MILLSTONE MANOR NO. 2 NEIGHBORHOOD ASSN	11
9	VETERANS ACRES HOA	11

95	BRISTOL PARK HOA	11
3	GREEN VALLEY FAIRWAYS PROPERTY OWNERS ASSN	10
22	AGUA CALIENTE HOA	10
73	VILLAGES OF VENTANA HOA	10
69	ENCANTO CANYON II HOA	9
137	VISTA SERENA	7
17	TELESIS ESTATES NO 2 HOA	6
131	TUCSON FOOTHILLS ESTATES HOA	6
102	SUNRISE MEADOW AT RITA RANCH ASSOCIATION	5
117	DESERT HILLS NO.1 TOWNHOMES INC	5
129	RIO VERDE VISTA HOMEOWNERS ASSN	5
142	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	5
21	CALLE LAMPARA TOWNHOUSES ASSN	4
31	VISTA OESTE HOMEOWNERS ASSN	4
4	GATES PASS AREA NEIGHBORHOOD ASSN	3
147	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	3
11	SUMMERHAVEN HOA	2
44	COBBLESTONE HOA	2
57	SUMMERSET HOA	2
124	LOMA SABINO PINES HOA	2
50	BRIDLEWOOD WEST HOA	1
6	X9 RANCH OWNERS ASSN	0
13	MARANA WATER COMPANY	0
14	STONE CREEK HOA	0
18	ANTHONY ESTATES HOA	0
26	CANOA CANYON ESTATES INC	0
29	ALTA MIRA VILLAGE HOA	0
34	HACIENDA DEL JOVEN ESTATES HOMEOWNERS ASSOCIATION	0
35	AGUA LINDA HOA	0
37	SABINO CREEK HOA	0
38	BEAR CANYON RANCH HOA	0
40	KENNEDY PARK HILLS HOA	0
46	SUNRISE VALLEY TOWNHOMES HOA INC	0
47	SABINO SHADOWS HOA INC	0
56	VENTANA CANYON COMMUNITY ASSOCIATION	0
59	VENTANA CANYON LAKE ESTATES HOA	0
61	MONTEBELLA HOA	0
68	CAMINO REAL VISTAS HOA	0
75	BONITA RIDGE AMENDED PLAT II HOA	0
76	VENTANA RIDGE HOMEOWNERS ASSN	0
80	CANYON RANCH CASITAS HOA	0
82	SABINO SHADOWS HOA INC	0
84	SABINO SHADOWS HOA INC	0
94	TWIN HILLS ESTATES HOA	0
108	MADERA FOOTHILLS ESTATES HOA	0
111	ENCANTO ESTATES HOA INC	0
114	CANOA VISTAS II INC	0
118	SKYLINE COUNTRY CLUB HEIGHTS HOA	0

120	CAMINO DE OESTE SOUTH HOA	0
121	HIDDEN VALLEY HOA	0
122	MONROE & ASSOCIATES PC	0
126	COLONIA REAL HOA	0
128	PALM GROVE #3 TOWN HOME ASSOCIATION	0
143	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	0
149	FLECHA CAIDA HOMEOWNER'S ASSOCIATION	0
150	CATALINA MADRE IV HOMEOWNERS ASSOCIATION, INC.	0

ATTACHMENT B

MEMORANDUM

March 31, 2020

To: Chuck Huckelberry,
Pima County Administrator

From: Patrick Cavanaugh, PMC
Deputy Director, Office of Economic Development

Subject: Grocery Retailers Survey

In response to Board of Supervisor discussion of COVID 19 policies and issues at grocery stores that occurred at the Board's March 26, 2020 meeting, I have been attempting to contact local, regional and corporate management of grocery stores located in Pima County as an extension of my memo to you of March 23, 2020 **("Service, Capacity and Distribution Issues for Big Box Retailers in Pima County arising from the COVID 19 Pandemic").** My intent was to broaden the scope of my previous memo from big box retailers to include grocery chains such as Safeway, Fry's and Bashas' and pose a series of questions I developed from the Board of Supervisor's March 23, 2020 discussion. (Attachment 1)

Unfortunately, I am unable to contact management or management is unwilling to provide the information I am seeking. Calls to local stores are now referred to corporate management and corporate or regional management phone lines are either busy, routed to voicemail or request are made that email be used instead, which could result in a lengthy response time - or no response at all. In light of the COVID 19 pandemic, some of this may be attributable to the sheer volume of calls retailers are receiving, corporate staff telecommuting and a shift in corporate communication policy brought about by the continuing

bad publicity these corporations have received over the intensifying issues faced by consumers.

Additionally, two of the nine questions were related to a Board of Supervisors direction for a report for the April 2, 2020 meeting related to identification of Pima County neighborhoods that contained age groups and vulnerable populations at risk to COVID 19 exposure and an exploration of possible delivery methods of food and other critical staples to these neighborhood residents. Diana Durazo of your office is finalizing her report on this topic but please be aware that it will not contain responses from the grocery retailers to two questions that would have provided considerable insight for the Board of Supervisors.

After consultation with Economic Development Director Dr. John Moffatt, one solution I can envision would be to utilize a team composed of available Pima County employees to visit a measured sampling of each corporate retailer's stores in Pima County and attempt to answer the questions I have developed through a combination of observation and interviews with store employees. This could potentially require a week to complete and would also require Pima County employees to be in the stores during the current "stay at home" order issued by the Governor of Arizona. Alternatively, I could attempt to email the questions as a survey to the companies, but again, this would likely result in a lengthy response time – or no response at all.

Please let me know how you would like me to proceed.

ATTACHMENT 1

My Name is **(NAME)** and I'm calling on behalf of the Pima County Office of Emergency Management located in Tucson Arizona. We are contacting all of the food and general merchandise retailors operating in Pima County to gather information on distribution issues and policies in relation to the COVID 19 Pandemic. May I ask you some quick questions? It will only take a minute:

Could have your name and title?

(1) Are there any special policies in place at your stores in Pima County related to the COVID 19 Pandemic?

(2) Pima County is concerned about the lack of social distancing occurring in long lines at certain retailers, particularly early morning hours and special hours for older and vulnerable populations.

- Have your stores in Pima County experienced queuing of long lines?
- What do you attribute this to and what you do to encourage social distance in the lines?
- Does it occur at any particular time?

(3) Overall, what limitations are your stores in Pima County experiencing when it comes to the delivery of essential products?

(4) Would you attribute any product shortages at retail locations in Pima County to shortfalls at your distribution centers or to the product suppliers?

(5) Are your stores considering options that would assist older or vulnerable shoppers by offering discounts or reduced prices for delivery services - or have you already done so?

(6) Are there any other special programs intended to assist elderly shoppers or other that are vulnerable to COVID 19 infection?

(7) Are you receiving any support from the National Guard units that were activated to facilitate logistics from warehouse to retail locations?

(8) Are your stores able to meet surging demand?

(9) Is there any assistance local government in Pima County or its municipalities can do to assist you?