



MEMORANDUM

Date: April 30, 2020

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

From: C.H. Huckelberry
County Administrator 

Re: **Library Curbside Service, Food Distribution and Computer Sites**

Please see the attached map and memorandum from the Library Director that indicates the locations for computer services, curbside book service and food distribution services.

These locations have been correlated with low-income census track data. As you can see, our library system is attempting to provide services to those who have the highest level of socio-economic disadvantage.

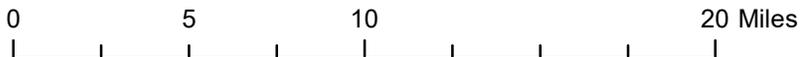
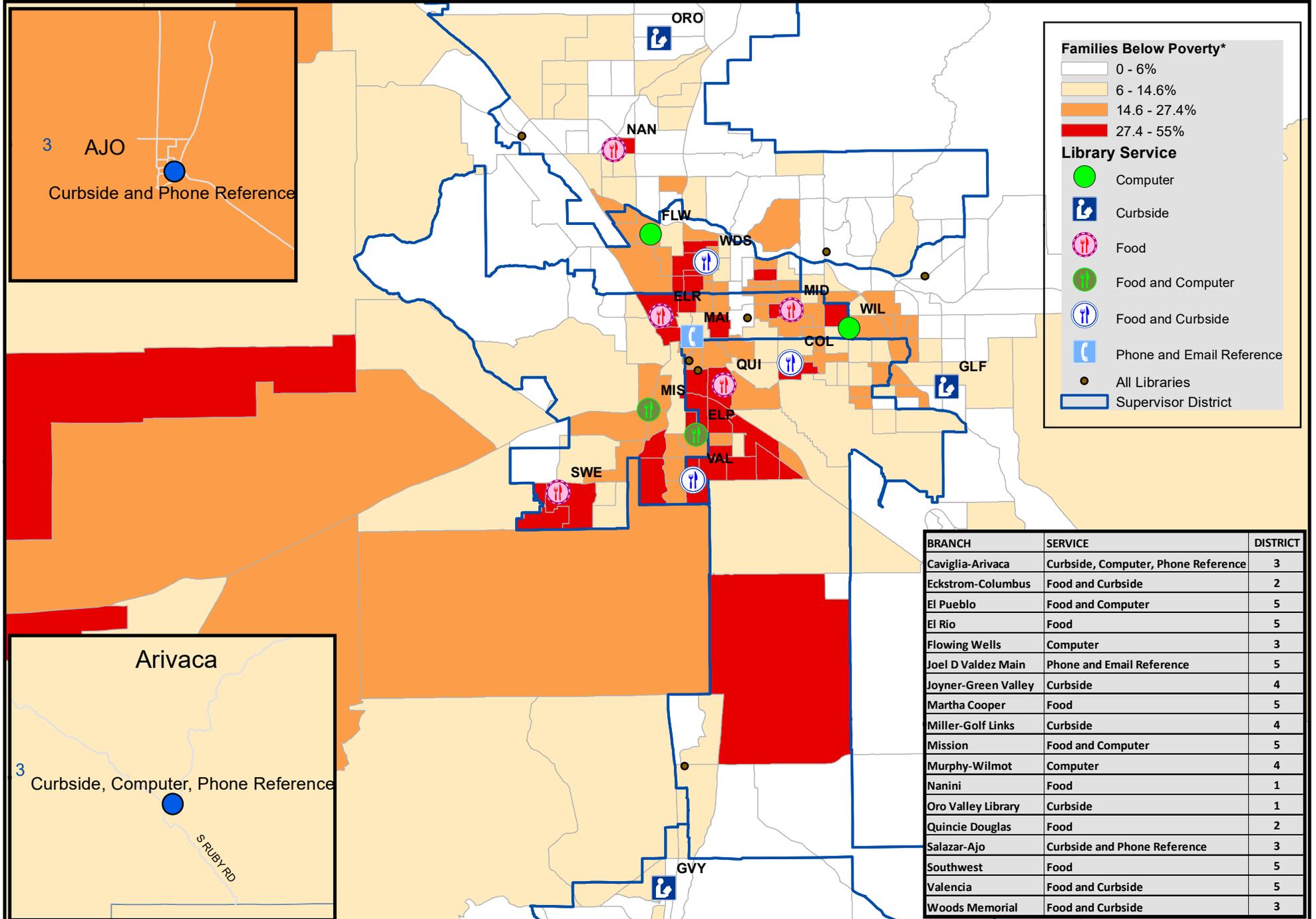
Please contact me if you have any questions regarding this proposed program that we intend to implement in the future.

CHH/anc

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer,
Health and Community Services
Amber Mathewson, Director, Library District

Pima County Public Library Curbside, Food Distribution, and Proposed Computer Sites



* 2014-2018 American Community Survey, Census Tract



MEMORANDUM



DATE: April 24, 2020

TO: C.H. Huckelberry, County Administrator
Dr. Francisco Garcia, Deputy County Administrator

PIMA COUNTY PUBLIC LIBRARY

FROM: Amber Mathewson,
Library Director, Pima County Public Library

A handwritten signature in blue ink, appearing to read 'AM'.

SUBJECT: Library Update, Curbside Service and Computer Access

Library services since building closures:

- **Askalibrarian** email service was never put on hiatus. Library staff were called back to provide our **Infoline** Service (791-4010) with multilingual staff to help those who have no other access to information. 200 calls received in the first three days (67 were regarding pick their library books) and processed over 400 new library cards through both services
- Library staff have started our **Ready, Set, School** (school readiness program) streaming online, in English (starting 4/17) the first session has 500 views on Facebook Live. Spanish (starting 4/27).
- **Wifi** remains on at all libraries from 6am-10 pm so individuals with devices have access to connection. Signs are posted so that people do not congregate and maintain social distance while using Wifi.
- We have increased all of our **online offerings** including purchasing more “copies” of digital materials.

Library staff are working in many other departments providing essential services:

17 assigned to CSET (including dislocated worker hotline)

6 at Emergency Operations Center (EOC)

1 at the treasurer's office

1 at Pima Animal Care Center (PACC)

13 taking temperatures

1 at Abrams Building

1 library delivery driver takes food from Adult Detention to Casa Maria 7 days a week and three library delivery drivers are helping to pick-up donated PPE and any other items for pick from the EOC like hand sanitizer from Phoenix.

New Service:

- 11 Library members approved to sew **masks will begin April 27**

Food services to **10 library sites will begin Monday, April 27** and run Monday-Friday for 4 weeks. This particular food service program will finish up the last week of May. This is a collaboration with the Community Food Bank.

Snacks provided are all **shelf-stable and pre-packaged** except for whole fruits included in snack bags. All snack bags will be packaged before staff arrive at library snack sites on Monday morning. We will also receive produce coming up from the Border.

We have **15 staff members** who have volunteered to return to work to provide this service.

Food Distribution Locations:

- Columbus
- El Pueblo
- El Rio
- Martha Cooper
- Mission
- Nanini
- Quincie Douglas
- Southwest
- Valencia
- Woods

Curbside Service and Access to computers:

All Library branch managers who are not leave for health reasons have been called back to work this week to help **create the plan for Curbside service and limited access to computers**. Previously they were working 4-8 hours per week to manage time cards. Please see the attached plans for both of these services.

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Curbside Pickup of Holds at Pima County Public Library

Overview

While many individuals need access to computers, our regular library users are at home and continually reach out to us regarding access to our physical materials, namely books and DVDs. In this time where individuals are at home with the entire family, it is important for Pima County Public Library to get the materials off the shelf and in the hands of the public. (see the table on the last page of this report)

Many Libraries around the nation are successfully providing curbside delivery of materials to their customers and we can look to their example for successful implementation. This process allows library staff to return to work in a safe environment and allows patrons safe access to materials.

- Curbside pickup will allow people to pick up items they have reserved online.
- Pickup will be available at eight libraries only. These locations were chosen because they will work well with the logistics of curbside pickup. (See table below for these locations)
- Items are sitting in libraries on hold or in processing. Items on hold or in transit will be moved the items to one of the eight libraries for pickup.
- The hold period for materials is extended to give people more time to get to these pickup locations. The increase is from one week to two weeks.
- We have already increased the number of holds people can have on physical items from 15 to 20 to allow them some flexibility in managing their holds lists.
- If people bring a few items to return when they pick up their holds, we will accept them and quarantine them for later check in. (48-73 hrs or current standard)

Donated materials will not be accepted at this time.

Safety

The safety of customers and staff are of the utmost importance to us.

- The service will be **contact-free**.
- Staff will wear **masks and gloves**.
- Kits with disinfectant wipes and hand sanitizers will be provided for each team working together. Staff will use cleaning wipes and hand sanitizer before and after each interaction.

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Phases of Implementation

Phase I (current)

- Identify the pickup locations based on suitability of the building and parking lot
- Allow customers to place holds again
- Increased hold limit to 20
- Designated the pickup locations online
- Changed locations in the backend of our circulation system to have holds move to their pickup locations
- Begun communication with customers

Phase II

- Physically move holds to the pickup locations
- Plan the pickup logistics at the eight locations
- Create signage for staff and customers
- Create staff schedules

Phase III

- Set up location logistics, signage, furniture
- Equip locations with safety kits
- Staff return to work
- Train staff on procedures

Phase IV

- Announce details of service to customers
- Send notices to customers with holds
- Being curbside service

Logistics

While the details are still being finalized, we know that staff and customers will do the exchange of holds **outside**, and that **customers will not leave their vehicles**.

One Example

Maricopa County Library District instructions to customers:

STEP ONE: CLICK IT

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Curbside service will begin on *Wednesday, April 22* by distributing items currently on hold. Starting on Monday, *May 4*, cardholders can begin reserving items that are available only at their local MCLD library. Holds can be made online or by phone.

STEP TWO: PARK IT

After you have been notified that your items are available for pickup, drive to your library **during curbside hours** and follow the signs for where to park. You do not need to call ahead or book an appointment. Stay in your car and a staff member will greet you from a safe [distance](#). Be sure to have your library barcode number available.

STEP THREE: POP IT

We'll go get your items. Pop open your trunk and our staff will place your items directly in your vehicle!

The health of all who enjoy our libraries remains our top priority. Learn more about everything you need to know about Curbside Pickup and [how we're keeping everyone safe](#)

Proposed Pima County Public Library Curbside Pickup Locations

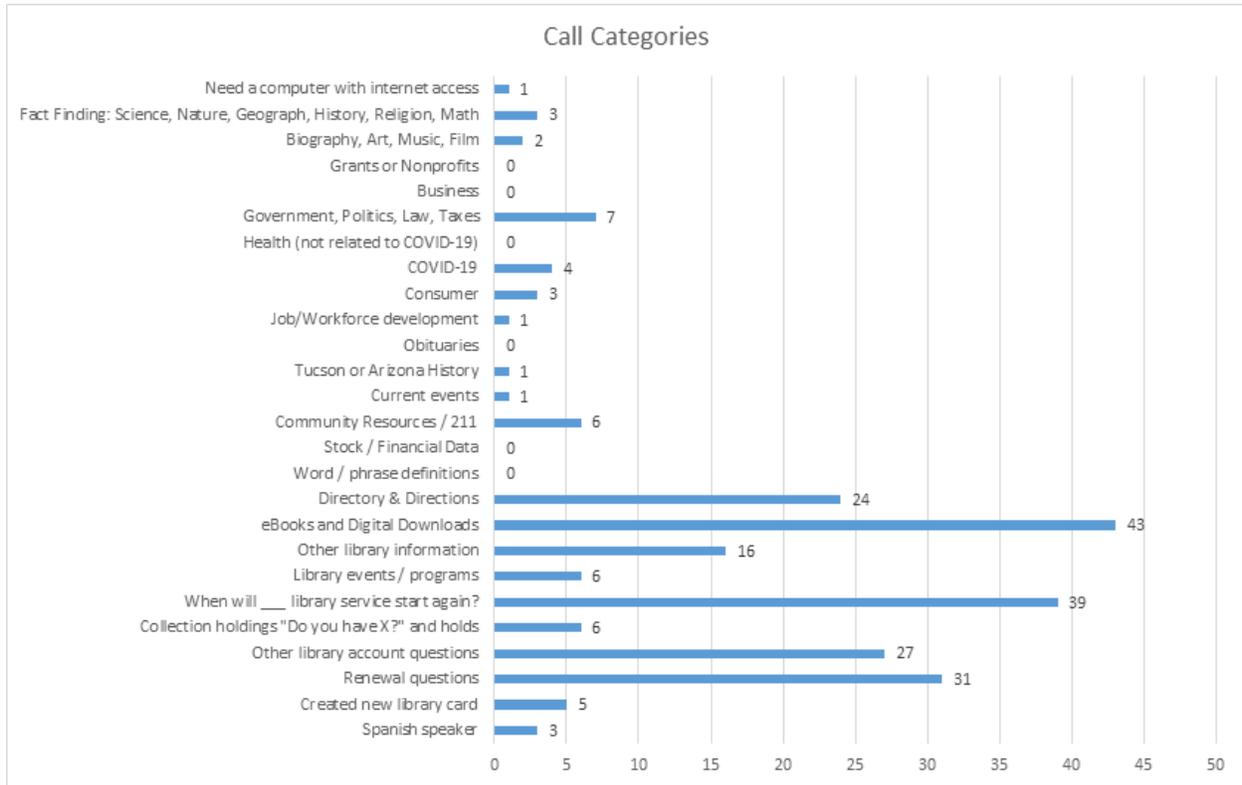
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IF HOLDS ARE HERE	PICK UP WILL BE HERE
Himmel Park Library Martha Cooper Library Sam-Lena South Tucson Library Dusenberry-River Library	Eckstrom-Columbus Library
Sahuarita Library	Joyner-Green Valley Library
Kirk-Bear Canyon Library Murphy-Wilmot Library	Miller-Golf Links Library
Nanini Library Dewhirst-Catalina Library Wheeler Taft Abbett, Sr. Library	Oro Valley Public Library
El Pueblo Library Mission Library Quincie Douglas Library Southwest Library	Valencia Library
Flowing Wells Library El Rio Library Joel D. Valdez Main Library Santa Rosa Library	Woods Memorial Library
	Caviglia-Arivaca Library
	Salazar-Ajo Library
	Bookmobile

In the first three days Infoline answered 200 calls. 74 on Wednesday, 63 on Thursday, and 64 Friday. With the relaunch of the service, we created a survey to see what kinds of questions our customers were asking.

Here is a breakdown of their questions so far:

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List of the library services customers are calling to ask us about when they are starting again:

"is the library open"

"will we reopen next week"

Are you open?

available in person "business"

Book club

Children's programs with a certain staff

curb side pick up

curbside pick up and drop off

Curbside pickup

Drop off items before leaving the state

dropping off books when they come for curbside pickup

I need books! When are you going to open!

If books are available at other branches and there are 58 holds on an item. Will staff go to those branches to pick them up to fulfill holds?

ILL

library reopen

library reopen

Need to turn in items before they leave out of the state

Part time resident needing to drop off items.

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pick up holds
picking holds
picking up hold
picking up holds
picking up holds
print in person
printing
return items
return items
return items
returning items
Snow Bird Drop off
Snow Birds leaving
Snowbirds asking about dropping off materials
tax help
tax help
Wanted to donate books
What to do with checked out items and really wants the library to open
When are you opening
When can books be dropped off
when can they drop off items, when will they have access to the library, suggestion about letting people come back to the library.
When can we drop off items
when the library will reopen
when will library reopen?
When will we open up and when can I return my items.
When will we reopen
Will we be opening up soon? Time frame?

Pima County Public Library Report:

Proposed Plan for Limited Public Computer Use

Libraries are institutions of knowledge and information. In today's digital age, libraries are also the largest providers of free access to computers and internet in communities nationwide. Public libraries continually fight to minimize the digital divide and create equitable access to information. Access to information through technology creates opportunity, facilitates learning, and provides a pathway to success. The current economic crisis, brought on by the spread of COVID-19, has placed a sharp focus on the inequities of access to information and technology in our community.

Pima County Public Library has provided technology access to our community members for many years. All 26 library locations offer Wi-Fi from 6am-10pm, seven days per week. Individuals can even use the Wi-Fi while sitting in the parking lot. We also offer more than 1,200 public computers, STEM kits for use with youth and adults, and hundreds of digital resources for school-aged learning, English language learning, adult education, small business and non-profit support, and job help.

Given the current health crisis, the closure of our libraries was warranted. Social distancing was a virtual impossibility with more than 400,000 people visiting our 26 library locations each month. However, this closure significantly impacted those individuals who relied on the Library for access to technology and information. These community members used Library computers more than 70,000 times per month during January and February of this year.

The recommendations in this proposal consider the best timing for implementation aligned with direction provided by County Administration, guidance from the Pima County Health Department, executive orders from Governor Ducey, plans outlined by the White House, best practices from the Institute of Museums and Library Services, and research from respected health organizations including the National Institutes of Health, the Centers for Disease Control, and research hospitals like Johns Hopkins. Factors included in the implementation of health and safety protocols for the workplace as determined by OSHA and the CDC, the availability of personal protective equipment and disinfecting supplies, required changes to physical spaces, configuration changes to technology systems, the establishment of traffic flow patterns into and out of the

building, and the feasibility of providing computer assistance in various formats while following social distancing guidelines will influence the outcome of this plan.

Ideal Library Locations

The library locations identified in this section were chosen for the following reasons:

1. Regional services in areas of high need in the community
2. Direct access to computer commons area with minimal changes to facility
3. Direct access to restrooms and library entrance/exit for ease of traffic control
4. Library collection can be kept separate from customers
5. Libraries will not be used to provide curbside services

Attachment A includes the floor plans for Mission Library (15 computers), El Pueblo Library (8-10 computers), Flowing Wells Library (10-12 computers), and the Murphy-Wilmot Library (18-20 computers). These floor plans include markings to demonstrate computers to be used and the traffic flow patterns for customers.

Health and Safety Protocols for the Workplace

The Library has implemented cleaning and disinfection protocols as identified by the Centers for Disease Control (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>). We have purchased EPA approved disinfectant, additional gloves, and the appropriate supplies to maintain the cleanliness of our facilities. We have received a limited supply of hand sanitizer (we have requested additional sanitizer through the EOC) and we cannot purchase masks. For this reason, Library staff will sew cloth face coverings for use by our employees. The Library will also work with County Facilities to inform professional cleaning staff of the requirements for disinfecting our facilities (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>).

Required Personal Protective Equipment and Supplies

Given the recommendations of the CDC and the Pima County Health Department, both staff and customers should utilize personal protective equipment (cloth face covering and gloves) and supplies for disinfection of the computers and surrounding areas. The Library may experience issues with the

availability of PPE and cleaning supplies for disinfection because of the extremely high demand for use with healthcare workers and first responders. We cannot guarantee 100% safety from COVID-19, but the implementation of these protocols will help to create the healthiest environment possible for staff and customers.

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Required PPE-Library Staff

Library staff will follow the County's campaign of "Act Like You Got It." All employees must adhere to the disinfection protocols detailed in this report. To meet this requirement, employees will be provided with:

1. A cloth face covering. <https://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=563362>
2. Vinyl gloves for use when cleaning and handling materials/transactions for customers
3. Appropriate disinfection supplies to maintain the cleanliness of staff and public high touch areas.

Required PPE-Library Customers

Customers will be asked to wear a cloth face covering when entering the library. The library will not provide the cloth face covering or masks. The potential need for computer assistance will create staff/customer interactions that cannot adhere to the 6ft social distance protocol. This requirement is in line with the County's current campaign "Act Like You Got It" and will eliminate any perceived discrimination on the part of the Library, our staff, and Pima County.

Disinfection Protocols-Library Staff

1. Wash and sanitize hands immediately upon entering the building, continuing to do so frequently throughout the day.
2. Wear gloves when touching or receiving materials from a customer. Avoid touching your face.
3. Always wash and sanitize hands after removing gloves.
4. A cloth face covering that covers the nose and mouth is required when engaging with a co-worker(s) or the public. <https://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=563362>

- a. Notify a supervisor immediately if you do not have access to a cloth face covering.
 - b. The cloth face covering is meant to protect other people in case you are infected. **You can spread the virus to others even if you do not feel sick**
 - c. Wear your cloth face covering all day, except when eating or in an office alone.
5. Adhere to the social distance guideline of 6ft between people. Do not congregate.
6. Do not share work stations. This helps to prevent the spread of the virus.
- d. Disinfect your computer work station often. Use only the appropriate wipes for the computer keyboard, mouse, and monitor.
 - e. Disinfect your telephone, desktop, pens, stapler, scissors, etc... throughout the day.
7. Clean and disinfect staff and public high touch areas.
- f. Use the appropriate disinfectant frequently throughout the day. Make sure to disinfect:
 - i. Door handles, light switches, faucet handles, paper towel dispensers
 - ii. Countertops, vending machine buttons, chair arms, tables
 - iii. Copy machine buttons, orbital scanners, receipt printers

Attachment B is workplace signage for use by all library staff.

Disinfection Protocols-Library Customers

Customers will follow the disinfection protocols posted throughout the building. Supplies will be provided at computer stations for customer use. The following areas will have signage appropriate to the requirements.

Entrance and Waiting:

1. Pima County Protocol signage
2. Library Social Distancing signage
3. Directional signage

Restrooms:

1. Handwashing signage

Computer Stations:

1. Self-service disinfection protocols
2. Directional signage

Exit:

1. Directional signage

Required Changes to Physical Spaces

The provision of limited computer use to the public will require specific changes to each facility. These changes will include, but are not limited to, implementation of metered traffic flow patterns, changes in furniture and shelving placement, installation of physical barriers, and the installation of self-serve sanitation stations near each computer.

Management of Traffic Patterns: Entrance and Exit

Stanchions and signage will be used to manage the entrance and exit of customers at each location. The signage and physical barriers will allow for easy paths to follow and one-way traffic. The traffic patterns will also maximize interior space and exterior overhang areas to allow customers to wait in shaded areas. Currently, the Library is gathering quotes for the purchase and/or rental of required traffic flow equipment. The items should be received in mid- to-late May.

Management of Social Distancing: Physical Barriers

The Library will install physical separators between computer stations and at customer service desks.

These separators will increase the number of computers to be used simultaneously. They will also provide additional safety for library staff and customers as they use computers and receive assistance. Separators have been ordered and should be received before mid-May.

Installation of Self-Serve Sanitation Stations

Each computer station will have signage providing direction for self-service disinfection. Supplies will be placed at each station and mounted appropriately to prevent the theft of items. Sanitation station equipment will be ordered and should be received by mid- to late-May. The Library continues to order disinfectant supplies. We continue to have difficulty getting hand sanitizer and disinfectant wipes.

Movement of Furniture, Book Displays and Shelving

Each location will be evaluated for required furniture, book displays, and shelving movement. While the movement may be minimal, the completion of work will require coordination with Facilities Management. Only one location requires the movement of shelving to implement this plan.

Configuration Changes to Technology Systems

Public computers must be reconfigured to adjust for the new parameters of use. The settings changes for the computer management system will create a self-service environment and improve social distancing. These changes must be implemented in coordination with County ITD, Library Technology staff, Library Website staff, and our computer/print management vendor, TBS. This reconfiguration will take until mid-May to implement.

Using the Computer Management System for Social Distancing

We can use the computer management system to set session limits and allow use in a responsible manner. Each computer will be configured to allow for self-service use. Computers will be turned off and rotated for use as appropriate.

Configuration of Print Management System: Free Printing, Copying, and Faxing

Printing, copying and faxing from our Toshiba multi-function devices will be a highly sought service. We will provide printing, copying, and faxing for free to eliminate the need direct customer interaction through the exchange of cash. These services will be free only during the state of emergency as identified by the Board of Supervisors.

Configuration of Computer Sign-up Station: Self-Service

Library Technology staff, County ITD, and TBS are working on the details and needed configuration changes for this process. We are also evaluating other options in case this reconfiguration cannot occur. Regardless of how this is handled, the needed changes can be implemented by mid-May.

In-Person Service: Feasibility of Providing Computer Assistance

Many individuals who use computers at the library require assistance to accomplish basic tasks like opening a browser, navigating a website, and completing required forms for education, employment applications, AZDES unemployment claims, and the Census. For many, English is not their primary language. The Library will utilize the following in the provision of computer assistance:

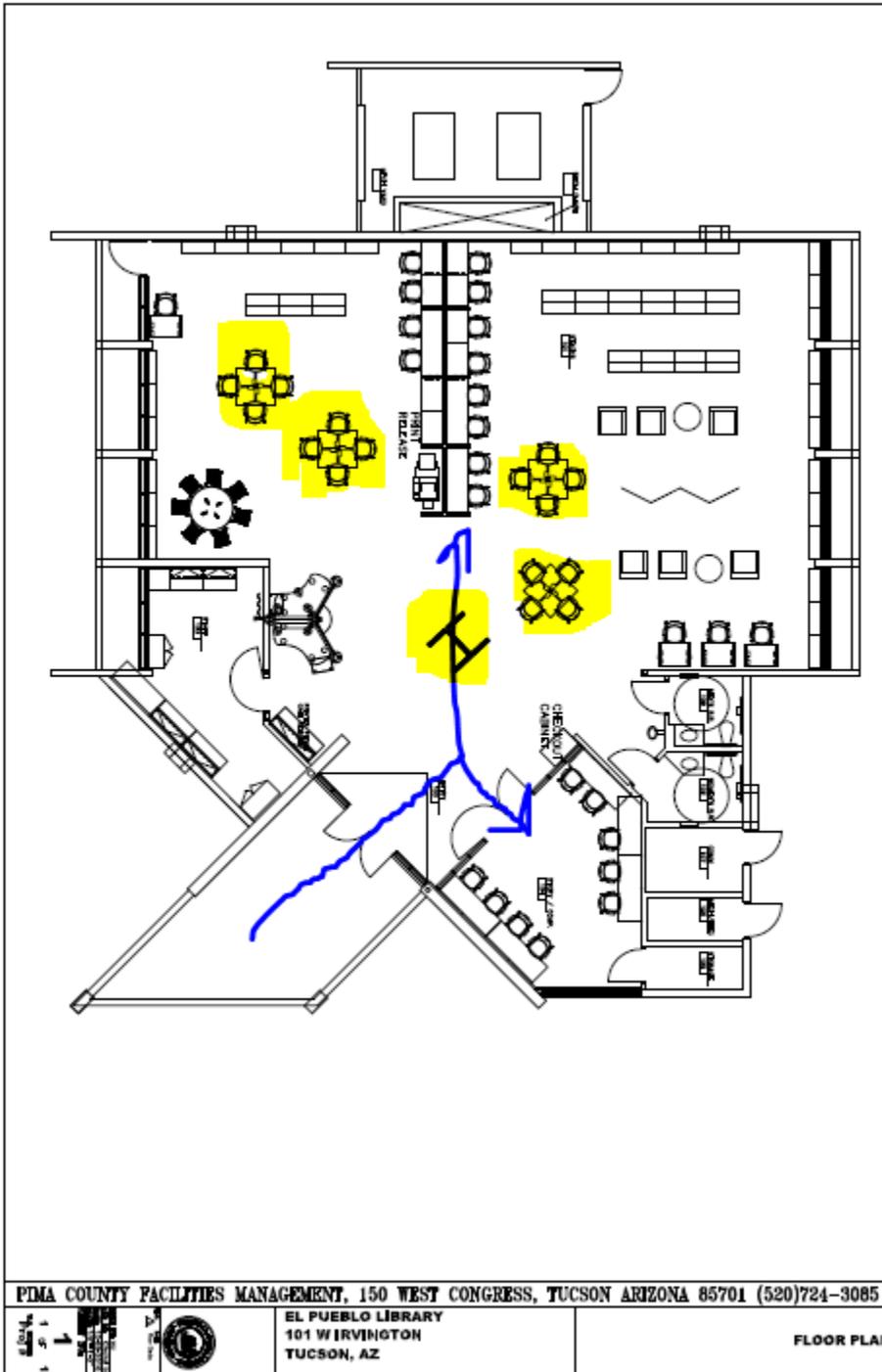
1. Posted signage with directions for computer access in both English and Spanish
2. Directions on the Library website for quick connection to AZDES, Pima Works, the Census, resume writing, and online assistance through Brainfuse
3. Conversations with a librarian via telephone to answer questions related to the computer
4. Remote access to public computer to allow for direct assistance without the need to stand near someone

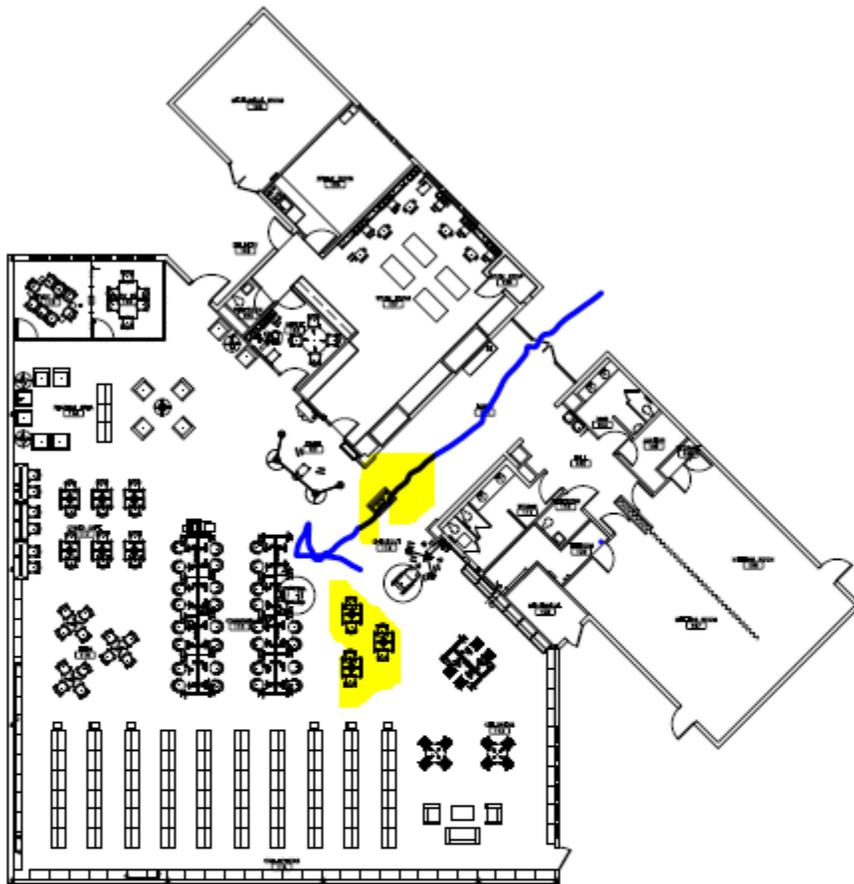
5. Printed materials with screenshots and step-by-step directions for customer use

If staff must assist a customer at the computer station and social distancing cannot be maintained, they will follow the protocols as detailed above.

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ATTACHMENT A: Blue lines indicate traffic flow, yellow highlight indicates needed furniture/shelving moves



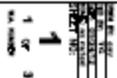


1 FLOOR PLAN  1/16" = 1'-0"

WALL LEGEND (AS INDICATED ON AS-BUILTS)

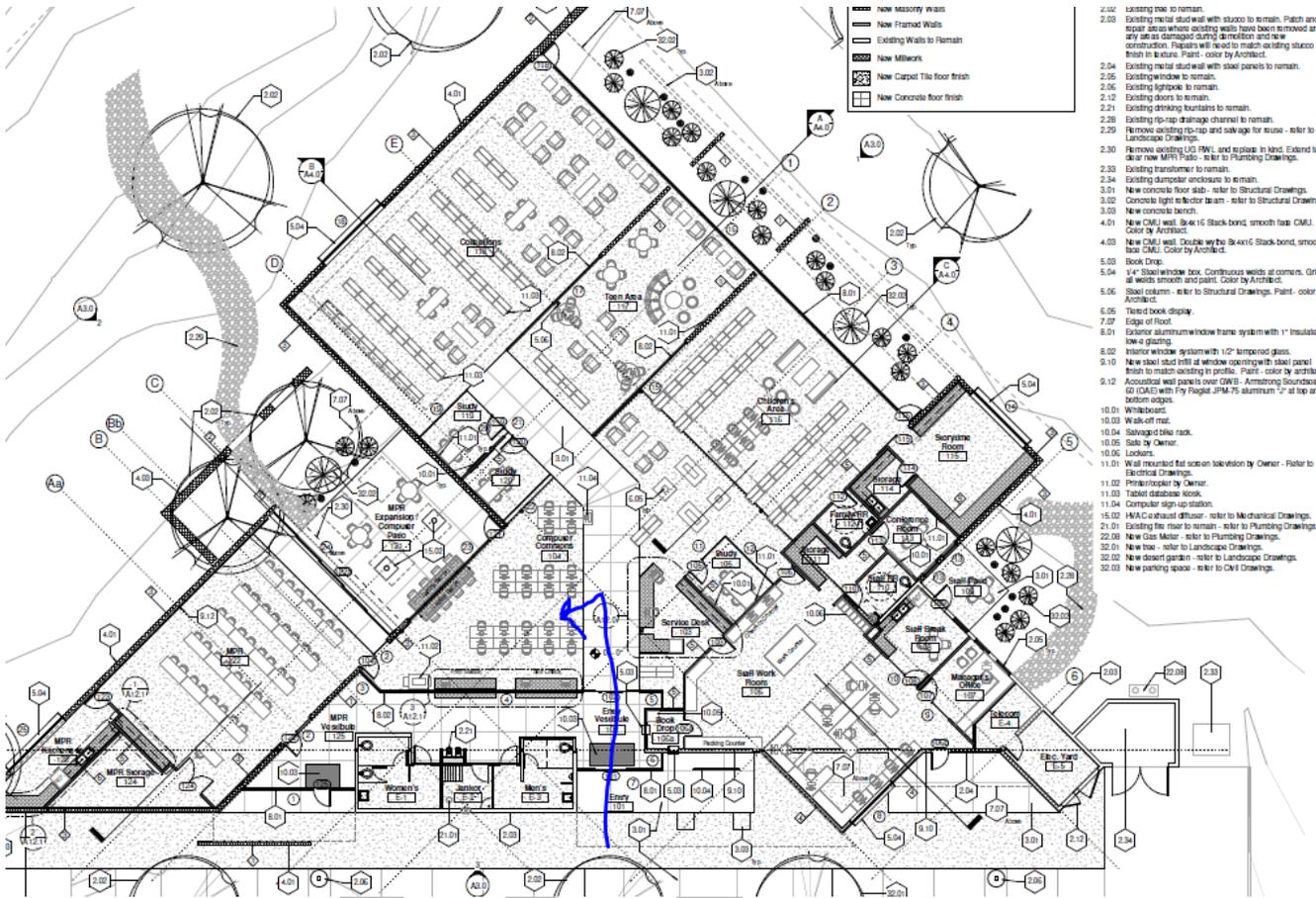
 1-HR PARTITION WALL CONSTRUCTION

PIMA COUNTY FACILITIES MANAGEMENT, 150 WEST CONGRESS, TUCSON ARIZONA 85701 (520)740-3085



Mission Library
TUCSON, ARIZONA

FLOOR PLAN



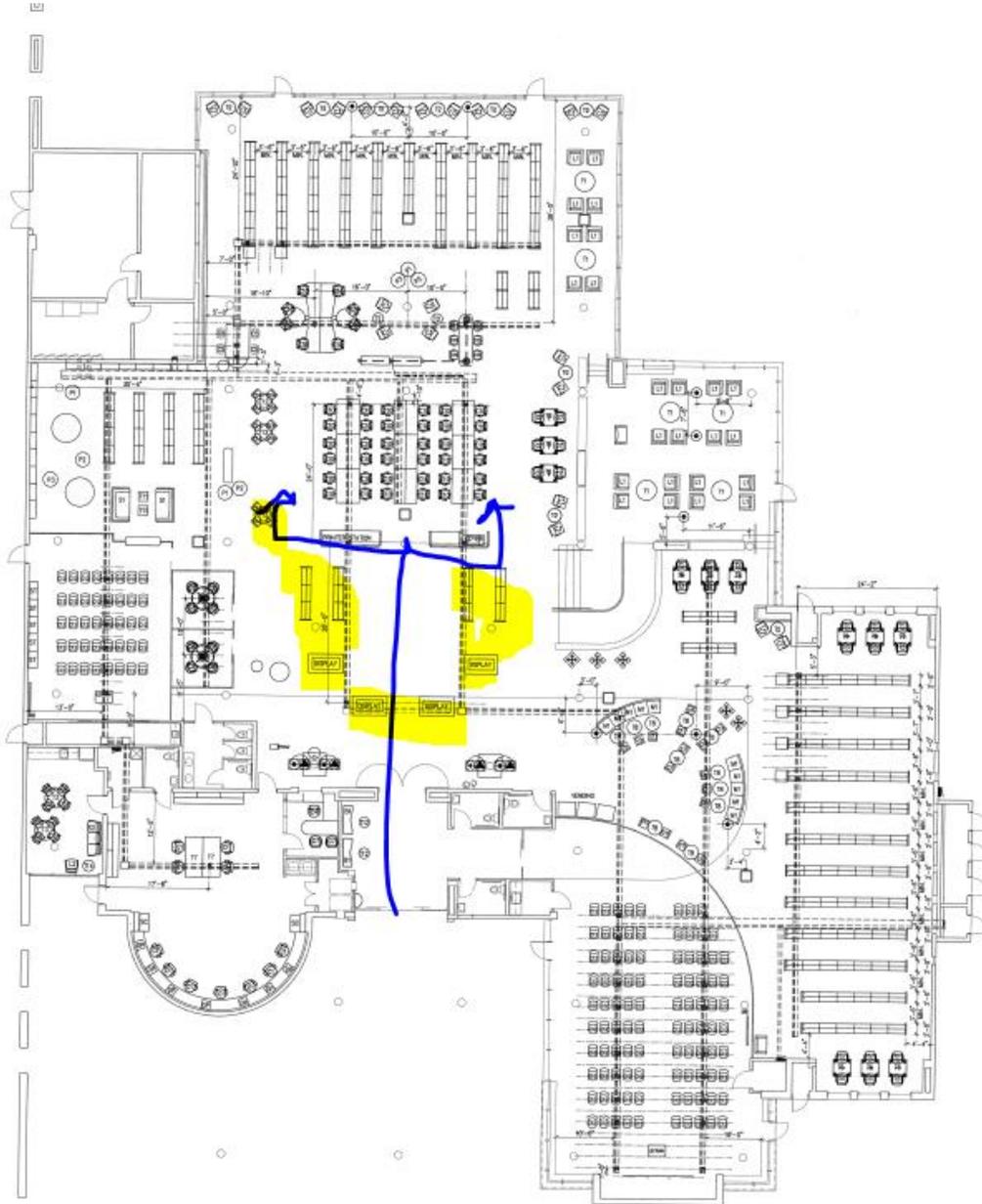
- New Masonry walls
- New Framed Walls
- ▨ Existing Walls to Remain
- New Millwork
- New Carpet Tile floor finish
- New Concrete floor finish

- 2.02 Existing masonry to remain.
- 2.03 Existing masonry to be removed. Patch and repair areas where existing walls have been removed and any left as damaged during demolition and new construction. Repairs will match existing stucco finish in future. Paint - color by Architect.
- 2.04 Existing masonry to be removed.
- 2.05 Existing window to remain.
- 2.06 Existing lightpole to remain.
- 2.12 Existing doors to remain.
- 2.21 Existing drinking fountains to remain.
- 2.28 Existing rip-rap drainage channel to remain.
- 2.29 Remove existing rip-rap and salvage for reuse - refer to Landscape Drawings.
- 2.30 Remove existing LUG RWI, and replace in kind. Extend to clear new MPR Pools - refer to Plumbing Drawings.
- 2.33 Existing transformer to remain.
- 2.34 Existing dumpster enclosure to remain.
- 3.01 New concrete floor slab - refer to Structural Drawings.
- 3.02 Concrete light in vector beam - refer to Structural Drawings.
- 3.03 New concrete bench.
- 4.01 New CMU wall. 8x16 Stack-bond, smooth face. CMU. Color by Architect.
- 4.03 New CMU wall. Double wythe 8x16 Stack-bond, smooth face. CMU. Color by Architect.
- 5.03 Book Drop.
- 5.04 1/4" Steel window box. Continuous welds at corners. Grind all welds smooth and paint. Color by Architect.
- 5.06 Steel columns - refer to Structural Drawings. Paint - color by Architect.
- 6.05 Titled book display.
- 7.07 Edge of floor.
- 8.01 Exterior aluminum window frame system with 1" insulated low-e glazing.
- 8.02 Interior window system with 1/2" tempered glass.
- 9.10 New steel stud in-fill at window opening/wall steel panel finish to match existing in profile. Paint - color by architect.
- 9.12 Acoustical wall panels over GWS - Armstrong Soundsoak 60 (GWS) with Fry Pregel 40M3 aluminum 12" at top and bottom edges.
- 10.01 Walk-off mat.
- 10.04 Salvaged office rack.
- 10.05 Sale by Owner.
- 10.06 Lockers.
- 11.01 Wall mounted flat screen television by Owner - Refer to Electrical Drawings.
- 11.02 Printer/copier by Owner.
- 11.03 Tabled database kiosk.
- 11.04 Computer sign-up station.
- 15.02 HVAC exhaust diffuser - refer to Mechanical Drawings.
- 21.01 Existing fire floor to remain - refer to Plumbing Drawings.
- 22.08 New Gas Meter - refer to Plumbing Drawings.
- 32.01 New tree - refer to Landscape Drawings.
- 32.02 New desert garden - refer to Landscape Drawings.
- 32.03 New parking space - refer to Civil Drawings.


 1500 N. 17th Ave., Suite 100
 Phoenix, AZ 85016
 Tel: 602.998.1100
 Fax: 602.998.1101

Flowing Wells Branch Library Addition
 Reference Floor Plan
 Sheet 11B
 100% Design Development
Preliminary
 Not for Construction

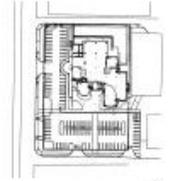
DRAFT



**MURPHY
WILMOT**
BRANCH LIBRARY
EXPANSION & RENOVATION

530 N. WILMOT RD
TUCSON, ARIZONA 85711

027 PLAN



Sakellar Associates
ARCHITECTS AND PLANNERS

100 EAST GOTH STREET • TUCSON, AZ • 85705
PHONE: (520) 837-4338 FAX: (520) 826-9953
WWW.SAKELLAR.COM

CONSULTANT

INTERIOR DESIGN
INTERIOR DESIGNERS, LTD.
240 N. JORDAN COURT • TUCSON, AZ • 85711
PHONE: (520) 325-5287 FAX: (520) 788-8378

AS BUILTS
DATE: *10/15/19*
NAME: *Office*

REVISIONS:

1-13-19 - UPDATE

CONSTRUCTION
DOCUMENTS

DATE:	7-1-2008
JOB NO:	074
DESIGNED BY:	JP
SKETCH BY:	JP
PROJECT BY:	JP

FURNITURE PLAN



While at work, please follow Social Distancing Practices



Hold meetings by Microsoft Teams

Even if people are in the same building, hold meetings via the video conferencing platform to minimize contact.



Keep 6 feet apart

If in-person meetings are unavoidable, meet in large conference rooms where attendees have room to maintain 6 foot distance from each other.



Eat meals alone

It may be tempting to socialize during down time, but stay at a distance and avoid congregating.



Use protective gear

When interacting with other people, take all precautionary steps to stay safe, including staying 6 feet away and wearing a face mask.



MEMORANDUM

Date: April 27, 2020

To: Amber Mathewson, Director
Library District

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to be "CHH", is written over the printed name "C.H. Huckelberry".

Re: **Your April 24, 2020 Memorandum Regarding Library Activities**

I appreciate the update regarding Library curbside service and computer access.

The curbside service component of your recent proposal is approved as all of the safeguards you mentioned appear to be appropriate and reasonable. Please proceed with this phase of gradual return to service.

Regarding limited computer access, such cannot begin until you have some of the supplies available as well as the space separating physical barriers for computers and customer service desks.

As a suggestion, I would like you to consider requiring body temperature checks and hand washing as individuals are allowed access to a library for computer use. First, their temperature would be checked and then directed to wash their hands. After those two steps they can then use the library computer station. The temperature checks would use the same protocols we have established throughout work areas of the County. Individuals exhibiting a high temperature would be excluded to access to the facility and be directed to a physician.

I am sharing this information with the Board of Supervisors so they are aware of planned, gradual reopening of certain library activities.

CHH/anc

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer,
Health and Community Services
Dr. Bob England, Director, Health Department