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# MEMORANDUM

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Date: August 4, 2020

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

From: C.H. Huckelberry   
County Administrator

Re: **COVID-19 Mask and Safety Measure Complaints and Compliance**

Attached is the standard weekly report for COVID-19 mask and safety measure complaints received by the Pima County Health Department, which are now being posted to the [www.pima.gov/facecoverings](http://www.pima.gov/facecoverings) webpage. Below are the weekly numbers over time. As you can see, mask complaints were down substantially last week from weeks prior. Safety measure complaints for restaurants, attractions, and pools associated with lodging, gyms and fitness centers, have been gradually declining since early July. In particular, it is worth noting that although 554 mask complaints and 257 safety measure were received, only a fraction of those required site visits due to a second complaint. Of those requiring site visits, only 4 were deemed non-compliant with the mask rules, and none of the safety measure complaints have resulted in 3 or more violations of the same or similar nature requiring enforcement action.

	Total	June 23-30	July 1-9	July 10-16	July 17-23	July 24-30
<b>Mask Resolution Complaints</b>						
Mask related complaints received	554	112	158	126	106	52
Required a site visit due to 2 or more complaints	40	1	2	10	17	10
Determined to be out of compliance during a site visit and posted to web	4	0	0	1	1	2
<b>Proclamation Safety Measure Complaints</b>						
Proclamation complaints received	257	72	74	47	31	33
Required a site visit due to 2 or more complaints	38	0	11	11	8	8
Resulted in third or subsequent violations of the same or similar nature, and require enforcement action	0	0	0	0	0	0

While we are never going to see 100 percent compliance with the mask requirements, if employees are wearing masks, the establishment is requiring or actively encouraging

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customers to wear masks via signage and other means, and the majority of customers are wearing masks, that is considered a success.

CHH/dr

c: Jan Leshar, Chief Deputy County Administrator  
Dr. Francisco Garcia, MD, MPH, Deputy County Administrator & Chief Medical Officer,  
Health and Community Services  
Carmine DeBonis, Deputy County Administrator for Public Works  
Dr. Terry Cullen, Public Health Director, Pima County Health Department  
Loni Anderson, Consumer Health and Food Safety Division Manager, Pima County  
Health Department  
Nicole Fyffe, Executive Assistant to the County Administrator  
Diana Durazo, Special Projects Manager, County Administrator's Office



Date: August 3, 2020

**Re: COVID-19 Mask and Safety Measure Complaints July 24, 2020 through July 30, 2020**

### Mask Complaints

Resolution No. 2020-49 requires face coverings when continuous physical distancing of 6 feet from others cannot be maintained.

For the period of July 24, 2020 through July 30, 2020:

- 52 mask related complaints received
- 10 required a site visit because of 2 or more complaints
- 2 were determined to be out of compliance during a site visit and will be posted on the County's COVID-19 website [www.pima.gov/facecoverings](http://www.pima.gov/facecoverings), and subject to enforcement action if violations continue.

### Complaints Regarding Proclamation Safety Measures

The Board's May 21 Proclamation was updated on July 15 to conform to the Governor's Executive Order, and includes safety measures for restaurants, attractions, and pools associated with lodging, gyms and fitness centers.

For the period of July 24, 2020 through July 30, 2020:

- 33 Proclamation complaints received
- 11 resolved through phone calls and emails
- 8 required a site visit due to complaints, none of which will require a virtual follow-up visit as there were no issues that could not be corrected during the site visit.
- 0 have resulted in third or subsequent violations of the same or similar nature, and therefore none require enforcement action at this time.

### Proclamation Assessments

On-site Proclamation assessments include those occurring as part of routine inspections, those occurring in response to complaints and those occurring in response to requests under the "Ready to Serve" program.

- 65 onsite assessments completed, including 8 in response to complaints.

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### Intake and Response Process

All complaints receive a response and the establishments are contacted directly, but only complaints deemed to be violations during a site visit are assessed for future enforcement action with continued non-compliance. Complaints are submitted via a form posted at <https://web1.pima.gov/applications/covid19/businessreporting/>. If a second complaint is received 48 hours after first contact was made with the establishment, then a site visit is made to investigate the complaint and provide additional education. If it is a mask complaint, and the establishment is deemed to be in violation of the mask requirements during the site visit, it is posted to the County's COVID-19 website, and the establishment is notified that future violations of the same or similar nature will result in enforceable action. If it is a Proclamation complaint, during the site visit a full Proclamation assessment is conducted. First and second Proclamation violations of the same or similar nature will result in written warnings. Third and subsequent Proclamation violations of the same or similar nature will result in enforceable action. Repeat offenders will be referred to the Board of Supervisors for enforcement. Repeat offenders located in Marana and Sahuarita will first be referred to the Town Managers prior to forwarding to the Board for enforcement.