



---

# MEMORANDUM

---

Date: July 20, 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 July 10, 2020 through July 16, 2020**

## Background

This report covers COVID-19 mask and safety measure complaints received by the Pima County Health Department for the period of July 10, 2020 through July 16, 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 10, 2020 through July 16, 2020:

- 126 mask related complaints received
- 10 required a site visit because of 2 or more complaints
- 1 was determined to be out of compliance during a site visit and will be posted on the County's COVID-19 website, 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 10, 2020 through July 16, 2020:

- 47 Proclamation complaints received
- 29 resolved through phone calls and emails
- 11 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.

- 80 onsite assessments completed, including 11 in response to complaints.

### Intake and Response Process

While all complaints receive a response and the establishments are contacted directly, only complaints deemed to be violations during a site visit will be 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.

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