



MEMORANDUM

Date: September 3, 2020

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

From: C.H. Huckelberry
County Administrator *CHH*

Re: **Mask and Safety Measure Complaints Related to County Proclamation or Resolution**

Please see the attached report that briefly indicates the number of complaints received regarding County measures enacted to reduce the spread of COVID-19. This report covers a one-week period from August 21 to August 27.

In my August 24, 2020 COVID-19 Update memorandum, I provided total complaint information since enactment of either the Board's proclamation or the resolution regarding masks. The attached provides a weekly break down of these complaints received through the County's public complaint portal.

CHH/anc

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer,
Health and Community Services
Terry Cullen, MD, MS, Public Health Director, Pima County Health Department
Loni Anderson, Division Manager, Pima County Health Department
Nicole Fyffe, Executive Assistant to the County Administrator



Date: September 2, 2020

Re: **COVID-19 Mask and Safety Measure Complaints August 21, 2020 through August 27, 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 August 21, 2020 through August 27, 2020:

- 50 mask related complaints received
- 15 required a site visit because of 2 or more complaints
- 4 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, 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 August 21, 2020 through August 27, 2020:

- 29 Proclamation complaints received
- 11 resolved through phone calls and emails
- 22 required a site visit due to complaints, 7 of which will require a virtual follow-up visit as there were 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.

- 85 onsite assessments completed, including 9 in response to complaints.

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.