Date: September 30, 2020

Re: COVID-19 Mask & Safety Measure Complaints September 18 through September 24, 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 September 18, 2020 through September 24, 2020:

- 84 mask related complaints received
- 9 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 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 September 18, 2020 through September 24, 2020:

- 8 Proclamation complaints received
- 3 resolved through phone calls and emails
- 9 required a site visit due to complaints, 2 of which will require a virtual follow-up visit as there were issues that could not be corrected during the site visit.
- 0 resulted in a third or subsequent violations of a 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.

- 60 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.