



CAP & COVID-19

How Arizona's Largest Water Utility Responded to the Coronavirus Pandemic

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WRRC Brown Bag Webinar

November 13, 2020

YOUR WATER. YOUR FUTURE.

Agenda

- Background
- Timeline
- Meeting our Essential Mission to Deliver Water
- Protecting the Workforce
- Resources
- Challenges
- What's next?
- Takeaways

Central Arizona Project

336-mile aqueduct stretches from Lake Havasu to Tucson

14 pumping plants lift water nearly 3,000 feet

10 siphons, 3 tunnels

Lake Pleasant/New Waddell Dam & Pump Generating Station

Delivers approximately 500 billion gallons of water annually

Delivery began in 1985 in Maricopa County

Construction complete in 1993



CAP Service Area

3 counties – Maricopa, Pinal, Pima

23,790 square miles

< 8" annual rainfall

~5 million people
(approx. 80% of Arizona's population)

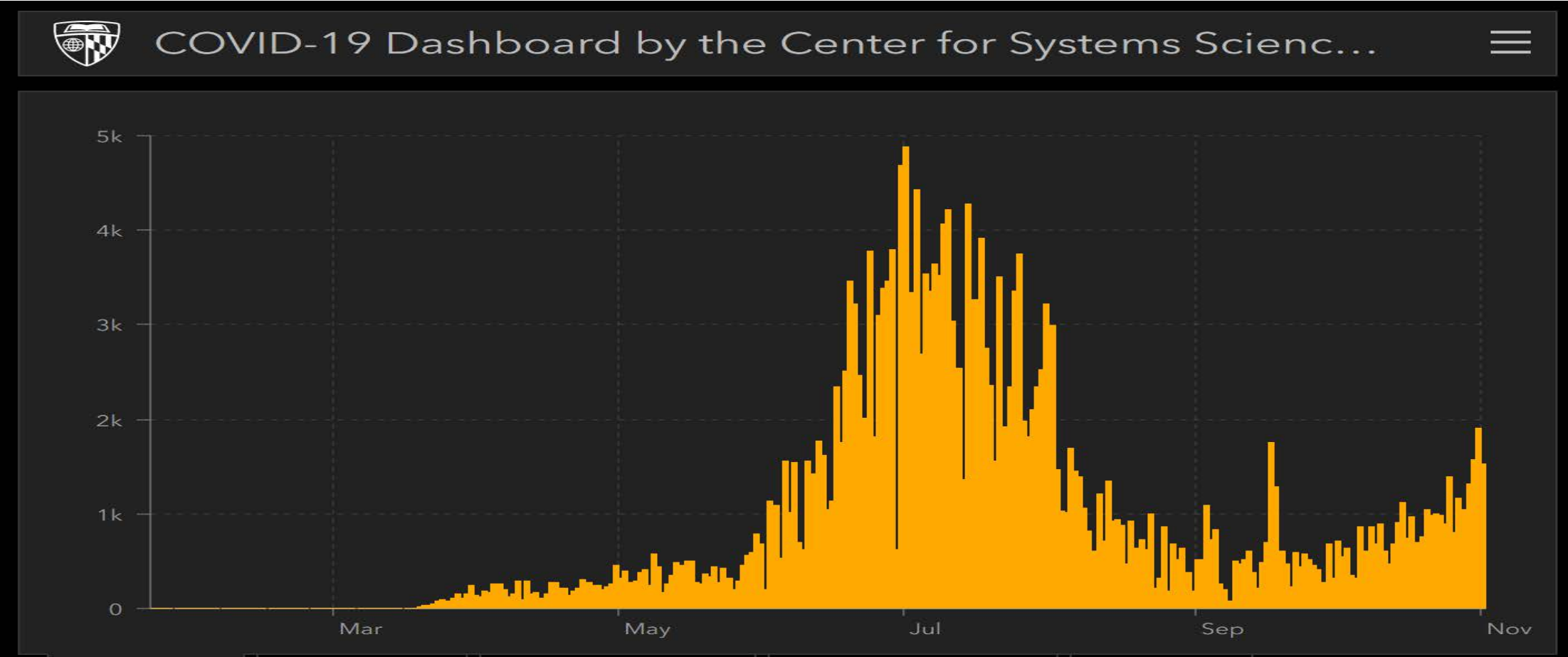
Serves municipal/industrial, agricultural
tribal water users

350,000 acres of irrigated
agriculture

11 Native American tribes



Arizona Daily COVID-19 Cases Reported

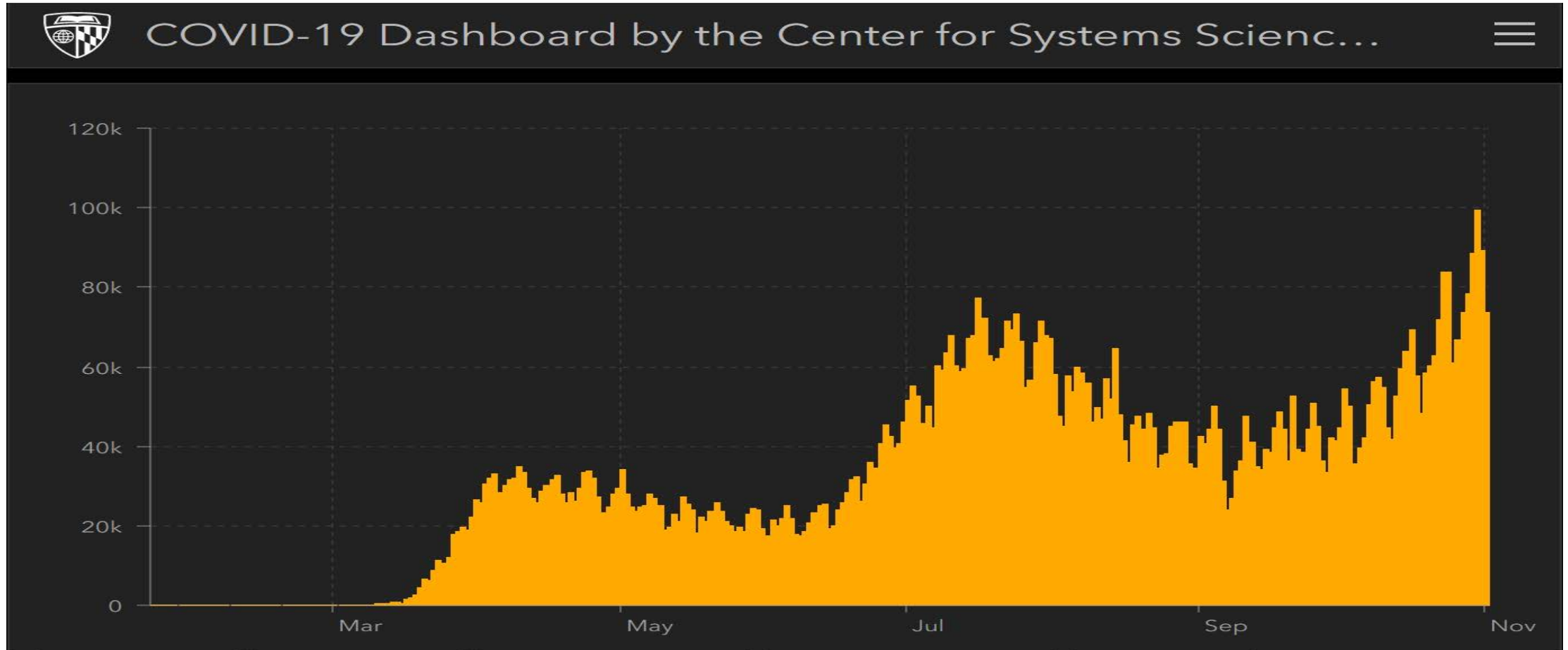


The Center For Systems Science and Engineering (CSSE) at Johns Hopkins University



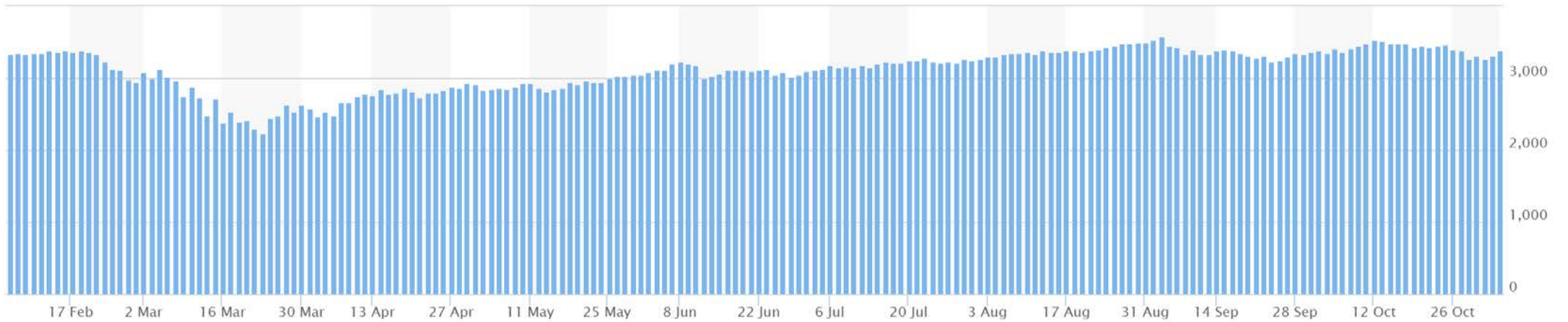
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U.S. Daily COVID-19 Cases Reported



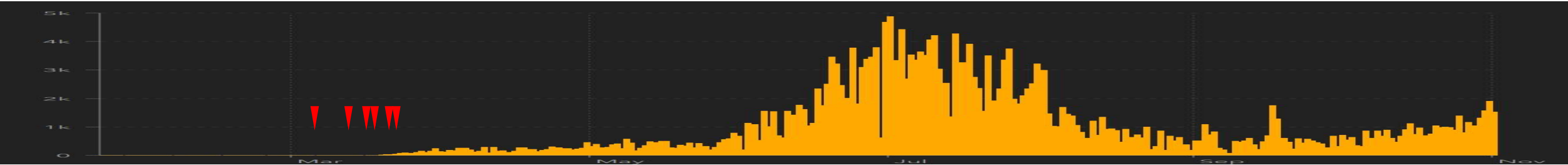
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CAP & COVID-19 Timeline



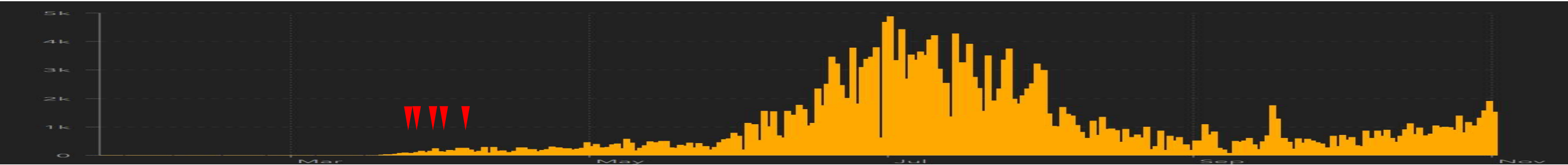
S&P 500 Index

CAP & COVID-19 Timeline



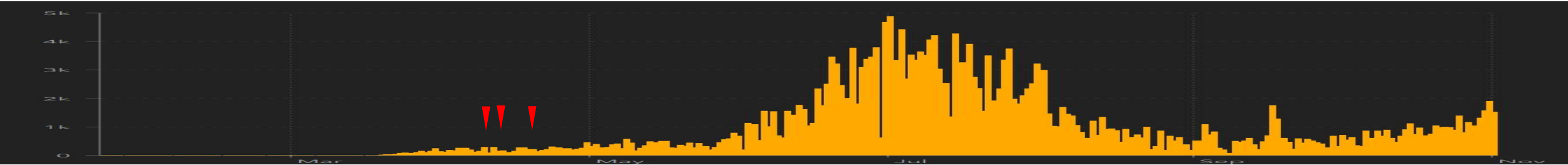
- March 4 Two AZ COVID-19 cases confirmed from out-of-state with no confirmed community spread
- March 10 CAP COVID-19 Travel Advisory
- March 13 March 19 CAP Committee meetings cancelled and April 2 Board meeting converted to virtual
- March 14 **“Keep the Water Flowing” & “Keep the Employees Safe and Working”**
- March 16 Governor Ducey closes AZ schools through March 27
- March 17 Administrative, Technical and Professional employees (ATP) to begin working from home over the following three day for two additional weeks
Field employees are to continue on their regular schedule (4x10 Mon-Thu) with social distancing precautions

CAP & COVID-19 Timeline



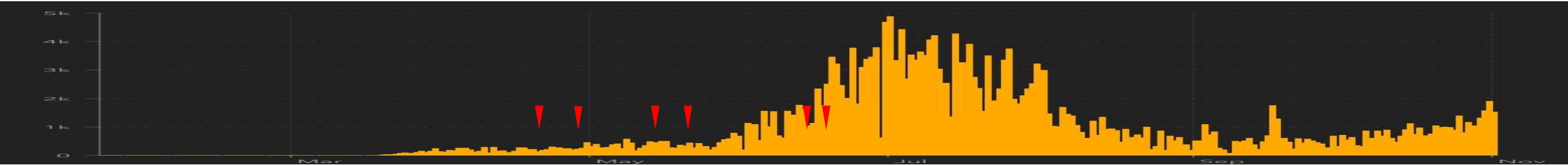
- March 23
Clarification that employees working from home may return to the office for essential work tasks or to obtain supplies
Governor Ducey issues Executive Order on Essential Services/ Essential Infrastructure Operations
- March 24
Congress passes Families First Coronavirus Response Act (FFCRA) - additional FMLA and Paid Leave effective April 2
Governor Ducey extends school closures to April 10
- March 30
Governor Ducey issues "stay at home" order through April 30
CAP extends work from home through "at least" April 30
- April 1
CAP field employees to begin "split shift" (two separate 3-day work weeks) effective April 13
- April 6
CAP develops COVID infection "scenarios" at the workplace to assist supervisors in decision-making

CAP & COVID-19 Timeline



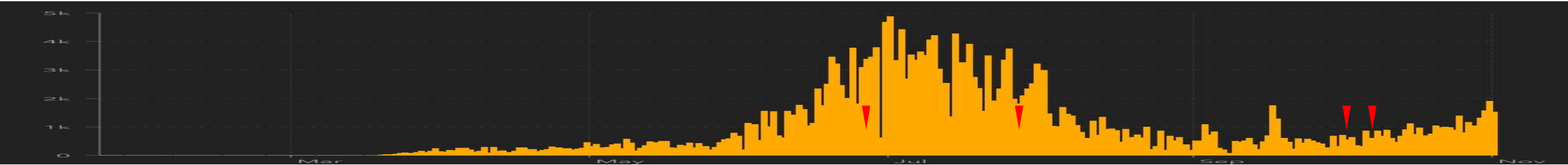
- April 7
 - CAP Travel Advisory expanded to include all personal travel (mandatory 14-day quarantine)
 - CAP encourages employees to include wearing of cloth masks along with other social distancing and personal hygiene practices
 - CAP guidance on distribution and use of sanitization and disinfectant products
- April 9
 - CAP expands facility sterilization and disinfection
 - CDC clarifies that essential infrastructure employees may be permitted to work following potential exposure if asymptomatic and additional precautions are implemented**
 - AZ Department of Health issues guidelines for prioritization of COVID testing
 - CAP provides information to employees on available testing sites
- April 16
 - CAP determines it will not apply for funding from the Coronavirus Aid, Relief, and Economic Security (CARES) Act

CAP & COVID-19 Timeline



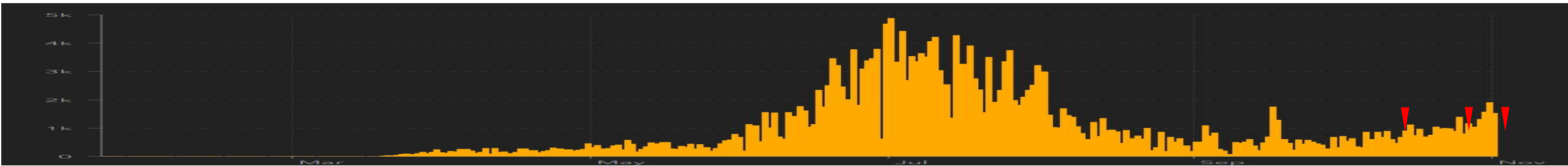
- April 20 CAP extends “work from home” horizon to May 30
- April 30 Governor Ducey extends “stay at home” order through May 15
- May 13 CAP extends alternative work schedules to August 29 (driven by CAP Summer Outage)
- May 20 CAP lifts mandatory 14-day quarantine for domestic travel based on CDC guidelines (monitor symptoms) and expiration of Ducey “stay at home” order – domestic travel for work remains restricted
- June 18 CAP issues clarification for employees working from home who come into the office to minimize employee interaction and aid in contact tracing
- June 22 **CAP experiences its first positive confirmation of a COVID-19 infection – working from home and away from the CAP work site – employee quarantined, monitored symptoms and returned to work**

CAP & COVID-19 Timeline



- June 27** **CAP experiences its first positive confirmation of a COVID-19 infection at a CAP field site, triggering contact tracing and deep disinfection**
CAP issues communications protocols to managers and supervisors to use in the event of confirmed infections to provide necessary information to employees, but, at the same time, protect personal information
- July 23** CAP extends alternative work schedules to January 3
CAP has had a total of 10 confirmed infections, about 10 close contacts (with no subsequent events) and about 30 “other events”
- Sept 29** CAP experiences 2 more confirmed infections in the community and 3 close contacts
- October 8** CAP issues stern reminder on all previously issued practices, including social distancing, use of masks, following personal hygiene practices, visiting closed CAP facilities, etc.

CAP & COVID-19 Timeline



- October 14 CAP notifies field employees that they will be returning to their pre-COVID schedule by January 3
- October 26 CAP experienced its 13th positive infection – from the community
- November 2 CAP experienced its 14th positive infection – from the community

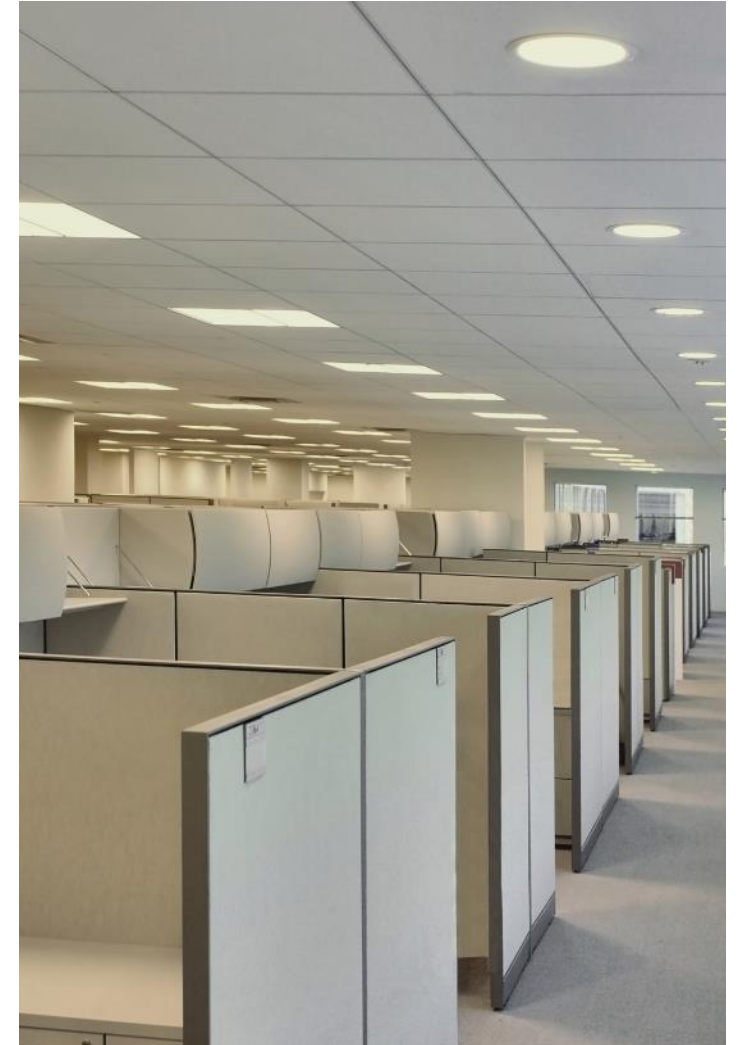
Meeting Our Essential Mission

- Approximately 50% of CAP employees are “Operations & Maintenance” or “field employees” – work is tied to the facilities
- Due to the geographic footprint of CAP, there is some ability to create distance among field employees
- Some work is completed in close quarters
- Overnight stay (hotel) is preferable for much of the work to cut down on driving time
- A significant amount of project work involves non-CAP contractors



Meeting Our Essential Mission

- Although CAP had never done so outside of business continuity exercises, it was believed that administrative, technical and professional employees (ATP) could complete most of their work remotely for an extended period of time
- Certain meetings and events would need to be converted to virtual meetings (e.g., Board meetings); others would be cancelled
- ***Meeting the mission and keeping employees safe were unified into joint guiding principles***



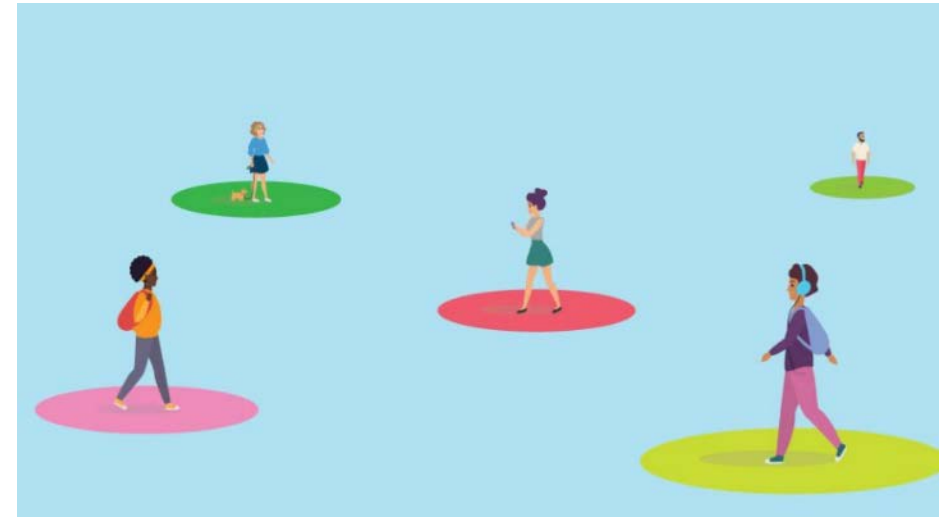
Meeting Our Essential Mission

- Admin employees were sent to work from home in mid-March over a period of three days
- Field employees were put on split shifts in mid-April (2x 3 days with a 4th shared “flex day”)
- Social distancing and wearing of masks where possible
- Most overnight travel was cancelled; blocks of hotel rooms were reserved 24/7 in some cases
- Conservative quarantine protocols put in place, but could be replaced by “monitor symptoms” in order to accomplish critical work



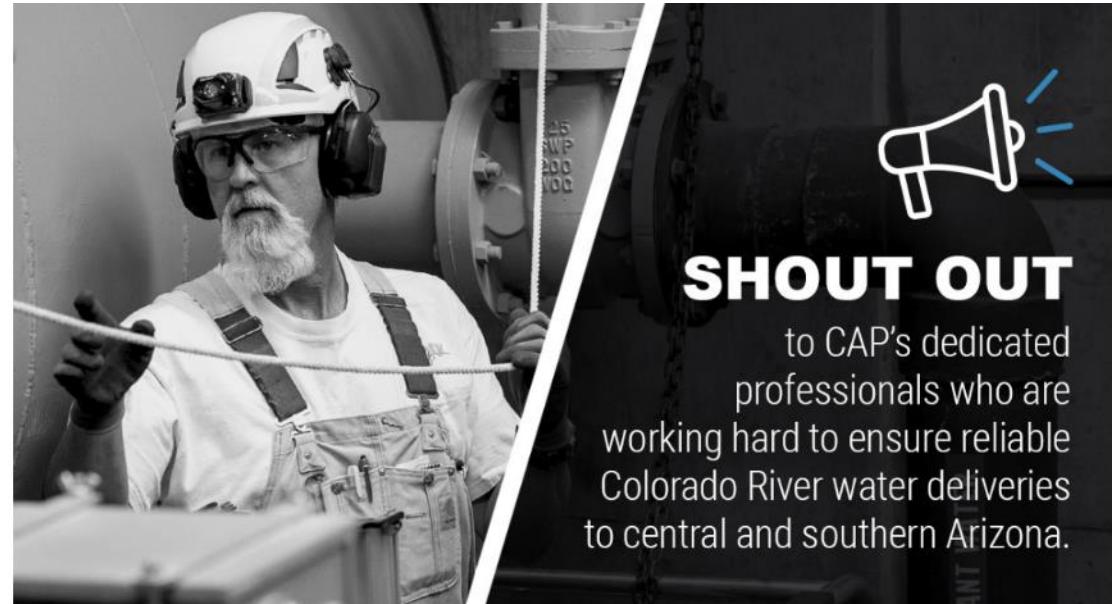
Protecting the Workforce

- Unification of the safety of the workforce with CAP's ability to deliver water
- Limits on travel, quarantine upon return
- Follow emerging leading practices from CDC, AZ Health Dept, County Health Departments
 - Personal Hygiene
 - Social Distancing
 - Use of cloth face masks, covering nose and mouth



Protecting the Workforce

- Early implementation of work from home and other actions to reduce employee density
- Development of exposure scenarios to support decision-making
- Info on masks, sanitation supplies and testing
- Frequent communications from management and emotional support events
- **#WATERHEROES**



SHOUT OUT

to CAP's dedicated professionals who are working hard to ensure reliable Colorado River water deliveries to central and southern Arizona.

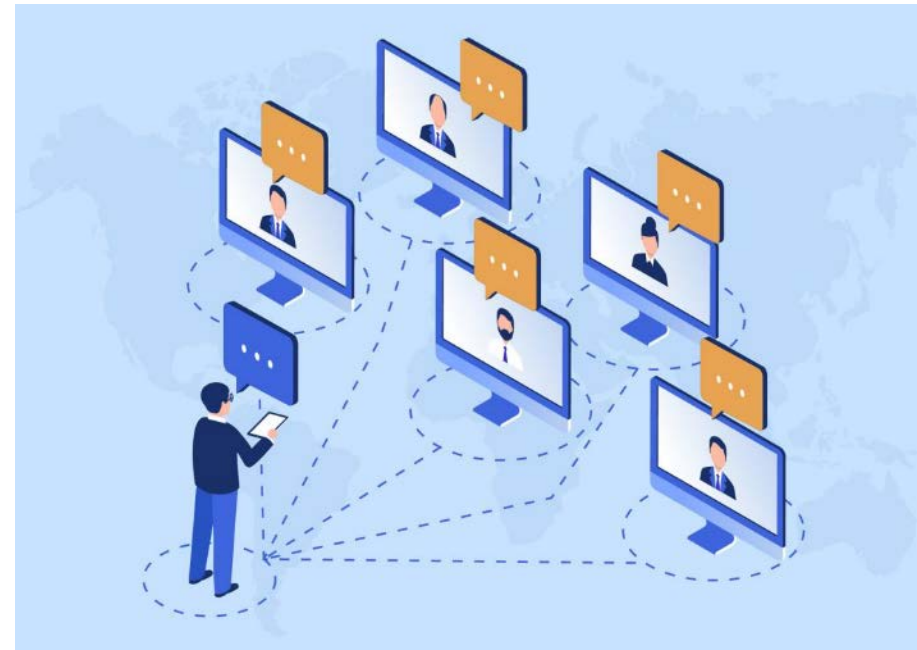
Resources

- Data and leading practices from CDC, Arizona State Health Department, County Health Departments
- Resources on pending and passed Congressional action (law firms, lobbyists, accounting firms, etc.)
- Information on preventing fraud (cyber, PPP and CARES Act funding, PPE, supplies, etc.)
- AMWA, AWWA, WUWC utility practices in responding to COVID



Resources

- Large quantities of virtual training on many topics, COVID-related and not
- Significant uptick in solicitations for work, especially IT, cybersecurity, marketing.
- Chance to “catch up” on lower priority items (e.g., SEO)
- Significant uptick in requests for “15 minutes next week”
- Significant uptick in sales calls/emails, including socks



Challenges

- Shortages of PPE and sanitation supplies
- Timely interpretation and communication of executive orders and Congressional action
- Inconsistencies between CDC and local health departments
- Constantly changing information & inability to find new information when changed
- Confusion on testing



Challenges

- Onboarding of new employees – esp. those working from home
- Progress on capital improvement projects
- Deferral of admin work initially deemed “just too difficult to complete virtually”
- Less efficiency for some things
- Loss of feeling of community
- Distractions working from home (kids, chores, food)



What's Next?

- Field employees to return to regular 4x10 work schedule by January 3
- When will admin employees return to the office and what will that look like?
 - 50/50 plan
- What do we need to do to the facilities to prepare?
 - Common spaces, cleaning
- Waiting, waiting, waiting for something to happen vs. adopting a rubric
- What is the future of telework at CAP?



Takeaways

- Early, decisive action
- Monitor sources of critical information
- Frequent communication with employees and Board
- Unification of employee safety with water delivery mission
- Development of infection scenarios
- Involvement of the entire senior management team
- Maintaining a feeling of community





Questions?

CentralArizonaProject.com ~ CAGRd.com



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