COVID-19 Response
RMA Public Plan of Action
As of 3/16/2020

Monterey County Resource Management Agency (RMA) is committed to provide essential public services in compliance with County policy directives to reduce risk of COVID-19 transfer to and among its workforce. This Public Plan of Action may be modified as needed going forward to further ensure full compliance with recommendations and requirements of the County Public Health Officer.

Development will continue, and we request cooperation from our applicants and clients to continue in a safe and responsible manner. As much business as possible will be conducted electronically to avoid direct contact. Staff may be rotated to work remotely, but we remain committed to being responsive to calls and email.

1. **Permit Center/Plan Check/Permit Process:** Effective March 17, 2020, RMA’s front counter operations at 1441 Schilling Place will be closed to walk-in traffic. Permit services will be conducted electronically, including submitting documents, applications, and payment of fees ([https://aca.accela.com/monterey/default.aspx](https://aca.accela.com/monterey/default.aspx)). Members of the public can also apply and pay for entitlements online. Information, including instructions, are included on the RMA webpage at [https://www.co.monterey.ca.us/government/departments-i-z/resource-management-agency-rma-resources/online-permit-information](https://www.co.monterey.ca.us/government/departments-i-z/resource-management-agency-rma-resources/online-permit-information). Consultations can be scheduled using Skype. For people without the ability to Skype or prefer to meet in person, meetings with staff will be by appointment only. Documents/Plans should be submitted on a memory stick. General inquiries submitted by phone (831-755-4800) or email will be responded to within 48 hours. RMA will use social media, our webpage, and signage installed in the building lobby to direct members of the public to address land use matters electronically. We strongly encourage that all land use questions and documents related to permits be submitted as follows:
   - Online Permits at [https://aca.accela.com/monterey/default.aspx](https://aca.accela.com/monterey/default.aspx)
   - By phone at (831) 755-4800

2. **Essential Meetings/Brown Act:** Development continues so government services to process permits continues. The Permit Streamlining Act (PSA) has not been suspended relative to mandated permit process timelines. Therefore, essential meetings such as ZA and PC have three options:
   a. Ask the applicant if they agree to postpone the matter (e.g. one month). If they agree, the PSA timeline is extended by the amount of time they agree to.
   b. Hold the meeting following health guidelines to maintain a 6-foot spacing between people (aka "social distancing"). This may require relocating to a larger venue depending on the number of people involved.
   c. Hold a remote/teleconference type of meeting. County has infrastructure in place to initiate a ZOOM meeting when we set the meeting.
If the number of people exceed ability to meet health guidelines within the meeting venue, the matter shall be continued to another date.

All meetings requiring public or in-person staff interaction scheduled during the week of March 16, 2020 that are not set up to use a web-based format will be cancelled (non-essential) or rescheduled (essential) using a web-based format.

a. Planning Commission
b. Zoning Administrator
c. Advisory Committees (e.g: LUAC)
d. Special Districts - Citizen Committees
e. Historic Resource and Review Board
f. Airport Land Use Commission
g. Meetings that include staff from other departments, developers, applicants and members of the public will be moved to a web-based format as much as feasible. Waiver of Brown Act requirements in compliance with Governor Newsom’s Executive Order will be necessary.

3. **Code Enforcement/Inspections:** Investigations/Inspections will continue adhering to social distancing guidelines. Staff conducting field work shall avoid going inside residences or businesses where there are people. If this is not possible, the inspection will be postponed – scheduled when the site meets these guidelines. All meetings in the field with clients/customers who are presenting symptoms, or which cannot be held using social distance requirements will be postponed. Hearing Officer (Code Enforcement) meetings will be postponed until further notice. Fines will be placed on hold for cases that have inspections or hearings postponed.

4. **Parks/Public Works/Facilities:** RMA staff will work regular hours, however, public contact will be limited or avoided for the following services:
   a. **County Parks.** All County Parks remain open to the public, including parks within special districts (East Garrison, Toro Estates). However, signage will be posted to avoid playground equipment, as it is not being cleaned regularly. Museum(s) in San Lorenzo Park will be closed until further notice.
   b. **Public Works.** Road and Bridge maintenance and capital projects will continue as usual.
   c. **Facilities.** Capital projects will continue as usual. Maintenance duties have been revised to increase wiping down high-traffic contact surfaces (doorknobs, stair handrails, elevator buttons, restrooms, counters, etc). Services are being consulted with the Health Department to review materials and protocols.

Contractor meetings for capital projects will be held outside or remotely.

5. **Customer Meetings/Public Contact:** Until further notice, staff interaction with the public shall be limited to telecom or videoconferencing.

   a. **Public outreach and business meetings**
      i. All in-person Department-sponsored outreach and engagement activities are canceled until further notice.
      ii. Outreach/community meetings by an outside organization can be attended by teleconference or web-based application.
      iii. Options to transition to digital format should be considered, such as post informational videos and FAQs, invite comment, etc via email.

   b. **Conferences and training events**

Topic-focused meetings with applicants, outside groups are typically held in the RMA offices, and include meetings with members of the public, applicants, applicant representatives, and staff. Between now and the end of March, as much as possible, essential and/or time-sensitive meetings
will be held via a digital format where the staff presentation and public participation can occur online. Non-essential meetings will be cancelled or moved to a web-based meeting format or teleconference as feasible.