

# Travis Central Appraisal District



EMERGENCY MEETING

Board of Directors

March 25, 2020

9:00 a.m.

# TRAVIS CENTRAL APPRAISAL DISTRICT

## BOARD OFFICERS

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BRUCE GRUBE  
VICE CHAIRPERSON  
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## NOTICE OF EMERGENCY MEETING

### NATURE OF EMERGENCY:

**The March 24, 2020 Stay Home-Work Safe Order 20200324-007 by the Mayor of the City of Austin, the County Judge Order No. 2020-5: Relating to the Declaration regard COVID-19, the March 19, 2020 “Declaration of a Public Health Disaster in the State of Texas” issued by the Commissioner of the Department of State Health Services and Governor Abbott’s March 19, 2020 Executive Order GA-08 related to the communicable disease known as COVID-19.**

On March 16, 2020, due to COVID-19, in accordance with Texas Government Code 418.016, Governor Abbott announced the suspension of various provisions of the Open Meetings Act that require government officials and members of the public to be physically present at a specified meeting location. Pursuant to that suspension, members of the public will not be allowed to attend this meeting in person. The public may hear and view this meeting while in progress online at <https://zoom.us/j/362812703>

An electronic copy of the agenda and agenda packet can be found at <https://www.traviscad.org/meetings>

**The Board of Directors of the Travis Central Appraisal District will convene at 9:00AM on Wednesday, March 25, 2020 via videoconference.**

1. CALL TO ORDER
2. ESTABLISHMENT OF QUORUM
3. CITIZENS COMMUNICATION – **Public comment will be allowed via teleconference link provided above; no in-person input will be allowed. All public comment will occur at the beginning of the meeting starting at 9:00 AM. To speak remotely, at this meeting, persons must register online at <https://www.traviscad.org/speaker-registration>**
4. REGULAR AGENDA
  - a. DISCUSSION AND POSSIBLE ACTION REGARDING DISTRICT OPERATIONS DURING THE EMERGENCY CREATED BY THE CONTAGIOUS RESPIRATORY VIRUS KNOWN AS COVID-19, INCLUDING:
    - i. CHANGES AFFECTING THE DISTRICTS EMPLOYEES
      1. ON-SITE EMPLOYEE AND WORKER STAFFING PLAN
      2. OFF-SITE OR REMOTE EMPLOYEE AND WORKER STAFFING PLAN
      3. EMPLOYEE BENEFITS DURING THE EMERGENCY
      4. ESTIMATED FINANCIAL AND LEVEL OF SERVICE IMPACTS
    - ii. CHANGES TO THE DISTRICTS METHOD OF PROVIDING INFORMATION AND SERVICES TO THE PUBLIC
      1. TAXPAYER INFORMAL MEETING PLAN
        - a. SUSPENSION OF FACE-TO-FACE MEETINGS

- b. IMPLEMENTATION OF NON FACE\_TO\_FACE MEETINGS (e.g. VIA TELEPHONE OR INTERNET)
- 2. OTHER SERVICES TO THE TAXPAYER
  - a. SUSPENSION OF FACE-TO-FACE INTERACTIONS
  - b. IMPLEMENTATION OF NON FACE-TO-FACE INTERACTIONS (e.g. VIA TELEPHONE OR INTERNET)
- b. DISCUSSION AND POSSIBLE ACTION TO ADD ITEMS TO FUTURE AGENDAS
- c. ADJOURNMENT

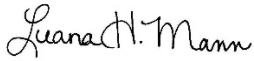
**THE BOARD MAY MEET IN EXECUTIVE SESSION TO DELIBERATE ANY MATTER AUTHORIZED BY TEXAS GOVERNMENT CODE SEC. 551.001 *et seq* [THE TEXAS OPEN MEETING ACT] INCLUDING:**

- SEC. 551.071; Consultation with attorney regarding pending or contemplated litigation, settlement offers, and matters on which the attorney has a duty to advise the Board under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas.
- SEC. 551.072; Deliberations regarding real property
- SEC. 551.074; Personnel matters; to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of the Chief Appraiser or other public officer or employee; or to hear a complaint or charge
- SEC. 551.076; Deliberations regarding security devices

***The Travis Central Appraisal District is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. Please call 512-834-9317 extension 313 for information.***

**CERTIFICATE OF POSTING**

I, Leana Mann, Director of Operations of the Travis Central Appraisal District, do hereby certify that on the 24th day of March, 2020, by 8 o'clock pm this Notice of Emergency Meeting was posted at the District's Offices, located at 8314 Cross Park Drive, Austin, Texas 78754. This Notice of Emergency Meeting was posted in a place readily accessible to the general public at all times prior to the meeting and posted on the District's website.



By:

Printed Name: Leana Mann

Title: Director of Operations

# **EMERGENCY MEETING**

**Travis County- ORDER 2020-5**



**ORDER**  
**BY**  
**THE COUNTY JUDGE OF TRAVIS COUNTY**

**County Judge Order No. 2020-5: Relating the Declaration regard COVID-19**

**Whereas**, on March 6, 2020, a Declaration of Local Disaster was issued by Travis County Judge Sarah Eckhardt to allow the County of Travis ("County" or "Travis County"), Texas to take measures to reduce the possibility of exposure to COVID-19 and promote the health and safety of Travis County residents; and

**Whereas**, on March 13, 2020, a Declaration of State of Disaster was issued by Governor Abbott to take additional steps to prepare for, respond to, and mitigate the spread of COVID-19 to protect the health and welfare of Texans; and

**Whereas**, the COVID-19 virus is contagious and spreads through person-to-person contact, especially in group settings; and

**Whereas**, on March 15, 2020, the Centers for Disease Control and Prevention ("CDC") recommended that organizers (whether groups or individuals) cancel or postpone in-person events that consist of 50 people or more throughout the United States; and

**Whereas**, on March 16, 2020, President Trump acknowledged the gravity of the COVID-19 pandemic, releasing strict new guidelines to limit people's interactions, including that Americans should avoid groups of more than 10 people; and

**Whereas**, on March 19, 2020, Governor Abbott issued Executive Order GA 08 Relating to COVID-19 Preparedness and Mitigation stating people shall avoid social gatherings in groups of more than 10 people and closed all schools until April 3, 2020; and

**Whereas**, on March 20, 2020 and on March 21, 2020, due to the substantial risks to the public, County Judge issued orders deeming it in the public interest to prohibit anywhere in the City of Austin, Social Gatherings of more than 10 people; to prohibit gatherings of more than 10 people for other than social purposes, unless social distancing could be maintained and controlled and to identify critical infrastructure;

**Whereas**, based in part on credible modeling by University of Texas Austin, further restriction of movement of persons is necessary to reduce the substantial risk of harm to the public and, therefore, as long as this Order is in effect, all individuals anywhere in the Travis County are required to shelter in place, except to perform certain essential activities, or to perform work in or obtain service from an Essential Business, Essential Government Functions or service, or in Critical Infrastructure.

**NOW THEREFORE, I, COUNTY JUDGE OF TRAVIS COUNTY, PURSUANT TO THE AUTHORITY VESTED BY TEXAS GOVERNMENT CODE CHAPTER 418, HEREBY FIND AND ORDER THAT:**

**SECTION 1. Stay at Home or Place of Residence.** All individuals currently living within Travis County, including but not limited to all of the cities and municipalities within the boundaries of Travis County and specifically listed in Exhibit A, are ORDERED to shelter at their place of residence except as allowed by this Order. All persons may leave their residences only to perform certain Essential Activities, or to perform or obtain services from Essential Businesses, Government Functions or services, or Critical Infrastructure as defined below. The County Judge deems it is in the public interest to issue this Order and it is effective as of 11:59 p.m. on March 24, 2020, and continuing until 11:59 p.m. on April 13, 2020, unless terminated or modified by a subsequent Order.

**SECTION 2. Non-Essential Business operations must cease.** All businesses or operations with facilities in Travis County, except Essential Businesses as defined below, are required to cease all activities within the County except Minimum Basic Operations as defined below and operations consisting exclusively of employees or contractors performing activities at their own residences (i.e., working from home).

All **Essential Businesses, Essential Government Functions and services, and Critical Infrastructure** are strongly encouraged to remain open and operate within the requirements of Exhibit B to the greatest extent feasible.

**SECTION 3. Prohibited Activities.** All public and private gatherings of any number of people occurring outside a single household or dwelling unit are prohibited, except for the Essential Activities or to perform or obtain services from an Essential Business, Government Function or services, or Critical Infrastructure, as defined below. Nothing in this Order prohibits the gathering of members of a household within the household's dwelling unit.

**SECTION 4. Travel.** All travel, including, but not limited to, travel on foot, bicycle, scooter, motorcycle, automobile, or public transit is prohibited, except for purposes of Essential Activities or to perform or obtain services from an Essential Business, Government Function or service, or Critical Infrastructure, as defined below. To the greatest extent feasible, people riding on public transit shall comply with Requirements in Exhibit B.

**SECTION 5. Prior Orders.** This Order is issued in accordance with and incorporates by reference declarations, findings, and recitations set out in the preamble to this Order and prior Orders issued by County Judge Eckhardt except that where any such previous Orders or Declarations are in conflict with this Order, this Order prevails.

**SECTION 6. Definitions and Exemptions.**

- a. **Individuals experiencing homelessness** are exempt from this Order except that, to the extent individuals are using shared or outdoor spaces, they shall, to the greatest extent feasible, maintain social distancing of at least six feet from any other person, consistent with the Social Distancing Requirements, as defined in Exhibit B. Individuals experiencing homelessness are strongly urged to obtain shelter. Governmental and other entities are strongly urged to make such shelter available as soon as possible and to the maximum extent practicable and to use COVID-19 risk mitigation practices in their operation.

- b. **Essential Activities.** For purposes of this Order, individuals may leave their residence only to perform any of the following “Essential Activities.” But people at high risk of severe illness from COVID-19 and people who are sick are urged to stay in their residence to the extent possible, except as necessary to seek medical care.
- i. **For Health and Safety.** To engage in activities or perform tasks essential to their health and safety, or to the health and safety of their family or household members (including, but not limited to, pets), such as, by way of example only and without limitation, seeking emergency services, obtaining medical supplies or medication, or visiting a health care professional;
  - ii. **For Necessary Supplies and Services.** To obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others, such as, by way of example only and without limitation, groceries and food, including pet supplies and food, supplies they need to work from home, household consumer products, and products necessary to maintain the safety, sanitation, and essential operation of residences;
  - iii. **For Outdoor Activity.** To engage in outdoor activity, such as, by way of example and without limitation, walking, hiking, or running provided the individuals comply with Requirements as set forth in Exhibit B. ;
  - iv. **For Certain Types of Work.** To perform work providing essential products and services at an Essential Business, Government Service, or Critical Infrastructure, or to otherwise carry out activities specifically permitted in this Order, including Minimum Basic Operations; or
  - v. **To Take Care of Others.** To care for a family member or pet in another household.
  - vi. **To perform or obtain services from an Essential Business, Government Function or service, or Critical Infrastructure,** as defined in this Order.
  - vii. **To return home** from or to another jurisdiction (i.e. returning home from a closing university).
- c. **Essential Government Functions.** “Essential Government Functions” means all services, including necessary administrative and support services, needed to ensure the continuing operation of the government agencies and provide for the health, safety and welfare of the public and all agencies that provide for the health, safety and welfare of the public. Each government body shall determine its Essential Government Functions and identify employees and/or contractors necessary to the performance of those functions. Essential Government Functions of Travis County are listed in Exhibit D. To the extent feasible, all Essential Governmental Functions shall be performed in

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compliance with the Requirements in Exhibit B. This Order does not apply to the Federal or State Government.

- d. **Essential Critical Infrastructure:** Essential Critical Infrastructure means all public and private facilities and assets, including both physical and cyber systems, and other functions and sectors vital to the security, governance, public health, safety, and economic continuity of the County of Travis, and municipalities set forth in Exhibit A; and is set forth in Exhibit C; and
- e. **Essential Businesses.** For the purposes of this Order, “Essential Businesses” means:
  - i. **Healthcare Operations.** Healthcare Operations includes but is not limited to hospitals, clinics, dentists, pharmacies, pharmaceutical and biotechnology companies, other healthcare facilities, healthcare suppliers, mental health providers, substance abuse service providers, blood banks, medical research, laboratory services, or any related and/or ancillary healthcare services. Home-based and residential-based care for seniors, adults, or children are also considered healthcare operations. Healthcare operations also includes veterinary care and all health and welfare services provided to animals. This exemption shall be viewed broadly to avoid any impacts to the delivery of healthcare. Healthcare operations do not include fitness and exercise gyms and similar facilities. Healthcare operations do not include elective medical, surgical, and dental. Healthcare operations do not include retail outlets selling electronic cigarette products and cannabidiol products;
  - ii. **Stores that sell Groceries and Certain Other Essential Supplies.** Grocery stores, supermarkets, big-box stores, farmers’ markets, food banks, convenience stores, liquor stores, and other establishments engaged in the retail sale of canned food, dry goods, fresh fruits and vegetables, pet supplies, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning and personal care products). This includes stores that sell groceries and also sell other non-grocery products, and products necessary to maintaining the safety, sanitation, and essential operation of residences;
  - iii. **Food Cultivation.** Food cultivation, including farming, livestock, and fishing;
  - iv. **Social Services and Charitable Organizations.** Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;
  - v. **News Media.** Newspapers, television, radio, and other news media services;
  - vi. **Gas Stations and Businesses Needed for Transportation.** Gas stations, automobile dealerships, auto-manufacturing and assembly, auto-supply, auto-repair, and other related facilities;



- vii. **Financial Institutions.** Banks and related financial institutions, consumer lenders, sales and finance lenders, credit unions, appraisers, title companies;
- viii. **Hardware and Supply Stores.** Hardware stores and businesses that sell electrical, plumbing, and other material necessary to support Essential Businesses, Critical Infrastructure, and Essential Government Functions;
- ix. **Critical Trades.** Plumbers, electricians, exterminators, pool cleaners, and other service providers only to the extent that services are necessary to maintaining the safety, sanitation, and essential operation of residences, essential activities, Essential Businesses, Essential Government Services, and Critical Infrastructure, including but not limited to utilities such as electricity, gas, water and wastewater, and other public works. Critical Trades does not include discretionary maintenance or improvements;
- x. **Mail and Delivery Services.** Businesses providing mailing and shipping services, including post office boxes;
- xi. **Educational Institutions.** Educational institutions—including public and private K-12 schools, colleges, and universities—for purposes of temporarily closing facilities including dormitories, facilitating distance learning or performing critical research or essential functions, provided the Requirements in Exhibit B are maintained to the greatest extent possible;
- xii. **Restaurants for Consumption Off-Premises.** Restaurants and other facilities that prepare and serve food, but only for delivery or carry out. Schools and other entities that typically provide free food services to students or members of the public may continue to do so under this Order on the condition that the food is provided to students or members of the public on a pick-up and takeaway basis only. Schools and other entities that provide food services under this exemption shall not permit the food to be eaten at the site where it is provided, or at any other gathering site;
- xiii. **Supplies to Work from Home.** Businesses that supply products needed for people to work from home;
- xiv. **Supplies and Service for Essential Businesses, Critical Infrastructure and Essential Government Functions.** Businesses or services that supply other Essential Businesses, Critical Infrastructure, and Essential Government Functions with the support or supplies necessary to operate; including but not limited to janitorial services, laundry services, computers, audio and video electronics, hardware, paint, electrical and plumbing material, sanitary equipment, medical equipment, and food and beverages and must comply with the requirements for Exhibit B;
- xv. **Food Delivery Services.** Businesses that ship or deliver groceries, food, goods or services directly to residences;

- xvi. **Transportation.** Airlines, taxis, and other private transportation providers (such as Uber and Lyft) that provide transportation services necessary for the performance of essential activities, Essential Businesses, Critical Infrastructure, Essential Government Functions, and Essential Travel.
- xvii. **Home-Based Care and Services.** Home-based care for seniors, adults, or children, including caregivers who may travel to provide care;
- xviii. **Residential Facilities and Shelters.** Residential facilities and shelters for seniors, adults, children and animals;
- xix. **Professional Services.** Professional services, such as legal or accounting services, insurances services, and real estate services when necessary to assist in compliance with legally mandated activities and only to the extent that service can be provided with Minimum Basic Operations as defined below;
- xx. **Information Technology Services/Telecommunications Services.** IT and IT services and their essential services vendors, including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, web-based services, and critical manufacturing, as well as,- telecommunications services, internet access and broadband/communications services; and
- xxi. **Childcare Facilities.** Childcare facilities providing services that enable employees exempted in this Order to work as permitted. To the extent possible, childcare facilities must operate under the following mandatory conditions:
  - 1. Childcare must be carried out in stable groups of 10 or fewer (“stable” means that the same 10 or fewer children are in the same group each day).
  - 2. Children shall not change from one group to another.
  - 3. If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other.
  - 4. Childcare providers shall remain solely with one group of children.
- xxii. **Moving Supply Services.** Businesses that provide residential and/or commercial moving services and necessary moving supplies; and
- xxiii. **Hotels and Motels.** Hotels and motels, to the extent used for lodging or delivery or carry-out food services; and
- xxiv. **Funeral Services.** Funeral, mortuary, cremation, burial, cemetery, and related services, provided that social distancing of six feet per person is maintained to the greatest extent possible; and

f. **Minimum Basic Operations.** For the purposes of this Order, “Minimum Basic Operations” include the following, provided that employees comply with Requirements in Exhibit B while carrying out such operations:

- i. The minimum necessary activities to maintain the value of the business’s inventory, ensure security, process payroll and employee benefits, or for related functions; or
- ii. The minimum necessary activities to facilitate employees and clients of the business being able to continue to work and to receive services remotely from their residences.

g. **Residences.** For purposes of this Order, residences include hotels, motels, shared rental units, and similar facilities.

**SECTION 7.** The County Judge SUSPENDS all deadlines imposed by local law, rule, or other regulation until May 1, 2020.

**SECTION 8.** That the Travis County Sheriff’s Office, the Travis County Fire Marshal’s Office, and other peace officers, are hereby authorized to enforce this order. A violation of this order may be punishable through criminal or civil enforcement. A violation of this order is a misdemeanor punishable by a fine not to exceed \$1,000 or confinement in jail for a term not to exceed 180 days, or both fine and confinement. A violation of this order may be enforced by the filing of a probable cause affidavit alleging the criminal violation with the appropriate court or by issuing a citation to the person violating, that contains written notice of the time and place the person must appear before a magistrate of this state, the name and address of the person charged, and the offense charged.

**SECTION 9.** The Austin Public Health Department and the Travis County Clerk will post this Order on their website. In addition, the owner, manager, or operator of any facility that is likely to be impacted by this Order is strongly encouraged to post a copy of this Order onsite and to provide a copy to any member of the public asking for a copy. If any subsection, sentence, clause, phrase, or word of this Order or any application of it to any person, structure, gathering, or circumstance is held to be invalid or unconstitutional by a decision of a court of competent jurisdiction, then such decision will not affect the validity of the remainder of this Order and its application.

**SECTION 10. Savings Clause.** If any provision of this Order or its application to any person or circumstance is held to be invalid, then the remainder of the Order, including the application of such part or provision to other persons or circumstances, shall not be affected and shall continue in full force and effect. To this end, the provisions of this Order are severable.

**SECTION 11.** This Order incorporates by reference the following:

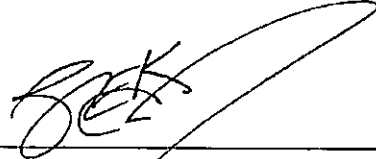
Exhibit A: List of Cities and Municipalities Within Travis County Jurisdiction Covered by this Order

Exhibit B: Recommendations and Requirements by the Austin Travis/ County Health Authority

Exhibit C: Critical Infrastructure Definition and Obligations

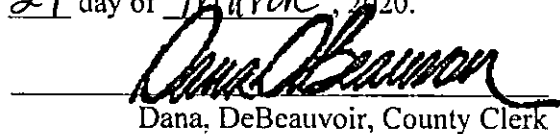
Exhibit D: Essential Government Functions for Travis County

**ORDERED** this the 24<sup>th</sup> day of March, 2020, in the County of Travis, Texas.

A handwritten signature in black ink, appearing to be "J. E. H.", written over a horizontal line.

County Judge  
County of Travis, Texas

Filed with the Clerk of Travis County, this 24<sup>th</sup> day of March, 2020.

A handwritten signature in black ink, appearing to be "Dana DeBeauvoir", written over a horizontal line.

Dana, DeBeauvoir, County Clerk

**Exhibit A: List of Cities and Municipalities within Travis County  
Jurisdiction covered by the Order**

- City of Austin
- City of Bee Cave
- City of Cedar Park
- City of Creedmoor
- City of Elgin
- City of Jonestown
- City of Lago Vista
- City of Lakeway
- City of Leander
- City of Manor
- City of Mustang Ridge
- City of Pflugerville
- City of Rollingwood
- City of Round Rock
- City of Sunset Valley
- City of West Lake Hills
- Village of Briarcliff
- Village of Point Venture
- Village of San Leanna
- Village of The Hills
- Village of Volente
- Village of Webberville

## **Exhibit B: Austin/Travis County Health Authority Requirements and Recommendations**

### **1) COVID-19 Positive Individuals, Suspected Positives, those being tested, and Household Members**

- COVID-19 Positive Individuals, Suspected Positives, those currently being tested, and Untested Individuals with cough and/or fever:
  - Prohibited from leaving residence without a surgical or similar mask to prevent the spread to others.
  - The following activities are permitted while wearing a mask:
    - Seeking emergency medical care related or unrelated to COVID-19. In doing so, you shall notify first responders at the time of the call to 9-1-1 or prior to presentation to other healthcare resources.
    - Walking or exercising alone in the immediate vicinity of your residence.
  - Prohibited from leaving Travis County without prior notification to Austin Public Health.
  - Shall practice social distancing within the residence, observe hygiene practices for prevention of household spread in accordance with CDC guidelines
  - Shall notify Austin Public Health if the residence does not allow for physical separation from other household contacts (separate room)
  - Shall notify Austin Public Health if a member of your household is over the age of 60 and/or if they have underlying medical conditions identified by the CDC of increasing the risk of complications from COVID-19
  - Shall remain in home quarantine for no less than 7 days following the onset of their illness and at least three days (72 hours) after the conclusion of their illness (resolution of fever without medications and improvement in cough and shortness of breath).
- Household Members of COVID-19 Positive Individuals, Suspected Positives, those currently being tested, or Untested Individuals with cough and/or fever.
  - Prohibited from leaving residence without a surgical or similar mask to prevent the spread to others.
  - The following activities are permitted while wearing a mask:
    - Seeking emergency medical care related or unrelated to COVID-19. In doing so, you shall notify first responders at the time of the call to 9-1-1 or prior to presentation to other healthcare resources.
    - Walking or exercising alone in the immediate vicinity of your residence.
  - Prohibited from leaving Travis County without prior notification to Austin Public Health.
  - Shall practice social distancing within the residence, observe hygiene practices for prevention of household spread in accordance with CDC guidelines
  - Shall notify Austin Public Health if the residence does not allow for physical separation from other household contacts (separate room)
  - Shall notify Austin Public Health or your Primary Care Provider if you develop symptoms consistent with COVID-19 as defined by the CDC.
  - Shall remain in home quarantine for no less than 14 days following the last exposure to individuals with confirmed or suspected COVID-19.

**2) Vulnerable Populations Shall: Limit Outings**

- Vulnerable populations include people who:
  - Are 60 years old and older; or
  - Have certain health conditions such as heart disease, lung disease, diabetes, kidney disease, Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS), and weakened immune systems.
- For vulnerable populations, don't go to group gatherings unless it is essential. If you can telecommute, you should. Avoid people who are sick.

**2) Workplace and Businesses If Allowed Shall Minimize Exposure**

- Suspend nonessential employee travel.
- Prohibit employees working within six (6) feet of one another unless necessary to provide continuity of essential services, including minimizing or canceling in-person meetings and conferences.
- Require employees to stay home when they are sick and maximize flexibility in sick leave benefits.
- Permit sick employees to stay home without providing a doctor's note.
- Utilize telecommuting options to minimize person-to-person interaction.
- Alter schedules for employees so not all employees are present at one time but are present at alternative days and times, unless necessary to provide continuity of essential services.
- Shall ensure that queuing inside and outside of the business or workplace can maintain six (6) feet of separation between customers.

**3) Allowable Events**

- Cancel or postpone all gatherings.
- Do not attend any events or gatherings if sick.
- For events that aren't cancelled, we require:
  - Having hand washing capabilities, hand sanitizers, and tissues available;
  - Frequently cleaning high-touch surface areas like countertops, doorknobs, and handrails; and
  - Finding ways to create physical space (minimize of six (6) feet between people) to minimize close contact as much as possible.

**4) Schools and Daycare: Safety First**

- Do not have your child attend school or daycare if sick.
- If you have a child with chronic health conditions, consult the child's doctor about school and daycare attendance.
- Frequent re-education of students and staff regarding personal hygiene measures (handwashing, etc.) and ensuring that appropriate signs are posted.
- Schools shall equip all classrooms with hand sanitizers and tissues.
- Reschedule or cancel events that are not essential, even if the events would otherwise comply with the Order.
- Explore remote teaching and online options to continue learning.

- Schools should develop a plan for citywide school closures and families should prepare accordingly, including preparation for the possibility of closure for the remainder of the academic year.

**5) Grocery Stores and Pharmacies**

- Increase the use and capability of drive-thru, curbside, or delivery services.
- Limit or restrict the number of customers permitted in a store at one time.
- Minimize the number of employees working within six (6) feet of one another.
- Provide hand washing capabilities, hand sanitizers, and tissues.
- Frequently clean high-touch surface areas like countertops, doorknobs, and handrails with CDC recommended surface cleaners for COVID-19.
- Shall ensure that queuing inside and outside of the business or workplace can maintain six (6) feet of separation between customers.



## **Exhibit C: Critical Infrastructure Designations and Obligations**

1. **“Critical Infrastructure”** is defined as all public and private facilities and assets, including both physical and cyber systems, and other functions and sectors vital to the security, governance, public health, safety, and economic continuity of Travis County.
2. Critical Infrastructure, includes but is not limited to the following:
  - a. banking and financial institutions;
  - b. transit and transit facilities, transportation services, equipment and facilities;
  - c. power, water, telecommunications, natural gas, public utilities and sanitation services;
  - d. critical manufacturing including primary metals, machinery, electrical equipment and components, health and safety products and equipment, and transportation equipment;
  - e. information and communications, including press;
  - f. emergency services;
  - g. public health and medical services;
  - h. fire and law enforcement;
  - i. public works;
  - j. agriculture and food;
  - k. airport facilities and operations;
  - l. sanitation services;
  - m. government buildings or facilities.
  - n. Construction, including public works construction, and construction of affordable housing or housing for individuals experiencing homelessness, social services construction, and other construction that supports essential uses, including essential businesses, government functions, or critical infrastructure, or otherwise as required in response to this public health emergency; and

### **3. RECOMMENDATIONS FOR EMPLOYEES:**

- a. Employees who work in and around Critical Infrastructure should refrain from reporting to work when falling within any of the following criteria and should follow the initial self-quarantine recommendations:
  - i. Has signs or symptoms of a respiratory infection, such as a cough, shortness of breath, or sore throat;
  - ii. Has a fever greater than 99.6°F;
  - iii. In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19 and did not have the appropriate personal protective equipment designated by the Centers for Disease Control and Prevention (CDC); is under investigation for COVID-19; or is ill with a respiratory illness; or
  - iv. has traveled to an area the World Health Organization or CDC considers a “Hotspot.”

#### 4. REQUIREMENTS FOR EMPLOYERS:

- a. Employers include public and private employers located and operating in and out of Critical Infrastructure. To prevent stigma and discrimination in the workplace, employers shall only adhere to the recommendations described in this Order to determine risk of COVID-19. Employers should contact their own human resources advisors and shall not make determinations of risk based on race, color, religion, sex, sexual orientation, gender identity, age, familial status, disability, marital status, student status, creed, national origin. To the extent possible, employers should maintain confidentiality of people with suspected or confirmed COVID-19.
- b. Employers shall follow the Requirements and Recommendations in Exhibit B, as applicable.
- c. Employers shall only allow persons in and around Critical Infrastructure that are: (1) essential employees not subject to any of the criteria in 3.a. above, (2) customers or members of the public to the extent Social Distancing can be maintained and the Recommendations in Exhibit A are followed, and (3) persons with legal authority to enter such as law enforcement.
- d. Prior to allowing employees into its facility, employers shall ask all employees if they meet any of the criteria in 3.a. above, and shall direct employees to return home if the employee is exhibiting symptoms and presenting a threat of infecting other employees at the Critical Infrastructure facility.
- e. Employers shall immediately separate an employee who becomes sick or demonstrates a temperature greater than 99.6°F while at work from other employees and send that employee home.
- f. Human resources departments at Critical Infrastructure facilities shall create alternate work plans to help employees remain productive while keeping the workforce safe and healthy.
- g. Employers are strongly encouraged to require employees (either those exhibiting symptoms or all employees) to undergo non-invasive temperature readings prior to entering a Critical Infrastructure facility; however, **employers are not mandated to take the temperature of employees prior to entrance to its facility**. If the employer does take employees' temperatures and/or has first-hand knowledge that the employee's temperature exceeds 99.6°F, then the employer shall prohibit the employee from entering the facility or property.
- h. Employers shall create and implement an infectious disease response plan

**5. FUTURE REQUIREMENTS FOR TEMPERATURE SCREENING OF CRITICAL INFRASTRUCTURE EMPLOYEES.**

When there are sufficient supplies and a need is determined by the Health Authority, it may be ordered that employers screen the temperature of all employees entering facilities. Notice of this requirement will be posted on Austin/Travis County Public Health Authority and the Travis County websites. Whenever possible, the Health Authority will attempt to provide written notice by email to impacted entities

## Exhibit D: Essential Functions or Services of Travis County

Essential Government Functions” means all services, including necessary administrative or other support services, needed to ensure the continuing operation of the government agencies and provide for the health, safety and welfare of the public and all agencies that provide for the health, safety and welfare of the public.

Each government body shall determine its Essential Government Functions and identify employees and/or contractors necessary to the performance of those functions.

To the extent feasible, all Essential Governmental Functions shall be performed in compliance with the Requirements in Exhibit B. This Order does not apply to the Federal or State Government.

Essential Governmental Functions include, but are not limited:

- a. transit and transit facilities, transportation services, equipment and facilities;
- b. power, water, telecommunications, natural gas, public utilities, janitorial and sanitation services;
- c. information and communications, including new media and press;
- d. emergency services;
- e. public health and medical services;
- f. fire and law enforcement; including corrections;
- g. public works;
- h. court operations, such as community supervision and pre-trial service, clerk, court reporters
- i. critical road, equipment, technology and infrastructure maintenance or repair



202080467

FILED AND RECORDED

OFFICIAL PUBLIC RECORDS

*Dana DeBeauvoir*

Dana DeBeauvoir, County Clerk  
Travis County, Texas

Mar 24, 2020 12:36 PM

Fee: \$0.00

MARTINE

Came to hand and posted on a Bulletin Board in the Courthouse,  
Austin, Travis County, Texas on this the 24<sup>th</sup> day of

March 20 20

Dana DeBeauvoir

County Clerk, Travis County, Texas

By *E. Martinez* Deputy

E. MARTINEZ

County Judge Order No. 2020-05  
Exhibit D: Essential Government Functions



# **EMERGENCY MEETING**

**City of Austin- ORDER 20200324-007**

**STAY HOME – WORK SAFE**

**ORDER 20200324-007**

**BY**

**THE MAYOR OF THE CITY OF AUSTIN**

DCC RECEIVED AT  
MAR 24 '20 9:28

**Whereas**, on March 6, 2020, a Declaration of Local Disaster was issued by Mayor Steve Adler to allow the City of Austin to take measures to reduce the possibility of exposure to COVID-19 and promote the health and safety of Austin residents; and

**Whereas**, on March 13, 2020, a Declaration of State of Disaster was issued by Governor Abbott to take additional steps to prepare for, respond to, and mitigate the spread of COVID-19 to protect the health and welfare of Texans; and

**Whereas**, the COVID-19 virus is contagious and spreads through person-to-person contact, especially in group settings; and

**Whereas**, on March 15, 2020, the Centers for Disease Control and Prevention (“CDC”) recommended that organizers (whether groups or individuals) cancel or postpone in-person events that consist of 50 people or more throughout the United States; and

**Whereas**, on March 16, 2020, President Trump acknowledged the gravity of the COVID-19 pandemic, releasing strict new guidelines to limit people’s interactions, including that Americans should avoid groups of more than 10 people; and

**Whereas**, on March 19, 2020, Governor Abbott issued Executive Order GA 08 Relating to COVID-19 Preparedness and Mitigation stating people shall avoid social gatherings in groups of more than 10 people and closed all schools until April 3, 2020; and

**Whereas**, on March 20, 2020, and March 21, 2020 due to the substantial risks to the public, Mayor Steve Adler issued an order deeming it in the public interest to prohibit anywhere in the City of Austin, Social Gatherings of more than 10 people; and also to prohibit gatherings of more than 10 people for other than social purposes, unless social distancing could be maintained and controlled; and to identify critical infrastructure;

**Whereas**, further restriction of movement of persons is necessary to reduce the substantial risk of harm to the public and, therefore, as long as this Order is in effect, all individuals anywhere in the City of Austin are required to shelter in place, except to perform certain essential activities, or to perform work in or obtain services from an Essential Business, Essential Government Service, or in Critical Infrastructure.

**NOW THEREFORE, I, MAYOR OF THE CITY OF AUSTIN, PURSUANT TO THE AUTHORITY VESTED BY TEXAS GOVERNMENT CODE CHAPTER 418, HEREBY FIND AND ORDER THAT:**

**SECTION 1. Stay at Home or Place of Residence.** Effective as of 11:59 p.m. on March 24, 2020, and continuing until April 13, 2020, unless terminated or modified by a subsequent Order, the Mayor of the City of Austin, Texas, deems it in the public interest to issue this Order and **ORDERS** that all individuals currently living within the City of Austin shelter at their place of residence except as allowed by this Order. To the extent individuals are using shared or outdoor spaces, they shall, to the greatest extent feasible, maintain social distancing of at least six feet from any other person, consistent with the Social Distancing Requirements, as defined in Section 6 below, and as is set out in the Austin/Travis County Health Authority Requirements in Exhibit A, incorporated in this Order by reference. All persons may leave their residences only to perform certain Essential Activities, to perform work in or obtain services from an Essential Business, Essential Government Service, or in Critical Infrastructure, or to engage in Essential Travel or Minimum Basic Operations all as defined in Section 6 below.

**SECTION 2. Non-Essential Business and Operations Must Cease.** All businesses or operations with a facility in the City of Austin, except Essential Businesses and Essential Government Functions as defined in Section 6 below, are required to cease all activities at facilities located within the City except Minimum Basic Operations as defined in Section 6 below. For clarity, businesses may also continue operations consisting exclusively of employees or contractors performing activities at their own residences (i.e., working from home).

**All Essential Businesses Essential Government Service, and Critical Infrastructure.** are strongly encouraged to remain open, especially those that provide the basic necessities for food, water, and shelter. To the greatest extent feasible, Essential Businesses shall comply with Social Distancing Requirements as defined in Section 6 below.

This Order shall not be construed to hinder the ability of the industries identified in the U.S. Department of Homeland Security Cyber and Infrastructure Security Agency's ("CISA") Essential Critical Infrastructure Workforce Memorandum dated March 19, 2020 to continue their operation appropriately modified to account for CDC workforce and consumer protection guidance, and the list of industries identified on that memorandum is incorporated in this Order by reference.

**SECTION 3. Prohibited Activities.** All public and private gatherings of any number of people occurring outside a single household or dwelling unit are prohibited, except for the limited purposes as expressly permitted by this Order. Nothing in this Order prohibits the gathering of members of a household or dwelling unit.

**SECTION 4. Travel.** All travel, including, but not limited to, travel on foot, bicycle, scooter, motorcycle, automobile, or public transit, is prohibited except for purposes of Essential Travel, performing Essential Activities or going to work in an Essential Business, Government Facility, or Critical Infrastructure. as defined in Section 6 below. To the greatest extent feasible, people riding on public transit shall comply with Social Distancing Requirements as defined in Section 6 below.

**SECTION 5. Prior Order.** That the findings and recitations set out in the preamble to this ORDER are found to be true and correct and they are hereby adopted by the Mayor and made a part hereof for all purposes. This Order rescinds and replaces prior Order No. 20200321-006.

**SECTION 6. Definitions and Exemptions.**

- a. **Individuals experiencing homelessness** are exempt from this Order except that, to the extent individuals are using shared or outdoor spaces, they shall, to the greatest extent feasible, maintain social distancing of at least six feet from any other person, consistent with the Social Distancing Requirements, as defined in this Section, below. Individuals experiencing homelessness are strongly urged to obtain shelter. Governmental and other entities are strongly urged to make such shelter available as soon as possible and to the maximum extent practicable and to use COVID-19 risk mitigation practices in their operation.
- b. **Essential Activities.** For purposes of this Order, individuals may leave their residence only to perform any of the following "Essential Activities." But people at high risk of severe illness from COVID-19 and people who are sick are urged to stay in their residence to the extent possible except as necessary to seek medical care.
  - i. **For Health and Safety.** Individuals may engage in activities or perform tasks essential to their health and safety, or to the health and safety of their family or household members (including, but not limited to, pets), to work for or obtain services at any "Healthcare Operations," as defined in Section 6.f.i., below;
  - ii. **For Necessary Supplies and Services.** Individuals may obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others, such as, by way of example only and without limitation, groceries and food, including pet supplies and food, supplies they need to work from home, household consumer products, and products necessary to maintain the safety, sanitation, and essential operation of residences;
  - iii. **For Outdoor Activity.** Individuals may engage in outdoor activity, such as, by way of example and without limitation, walking, hiking, bicycling, or running provided the individuals comply with Social Distancing Requirements as defined in this Section;
  - iv. **For Certain Types of Work.** Individuals may perform work providing essential products and services at an Essential Business, Government Service, or Critical Infrastructure, or to otherwise carry out activities specifically permitted in this Order, including Minimum Basic Operations; or
  - v. **To Take Care of Others.** Individuals may care for a family member or pet in another household.



- c. **Critical Infrastructure.** As defined in Exhibit B, incorporated in this Order by reference.
- d. **Essential Government Functions.** All sworn Police Department, Fire Department, and Emergency Medical Services personnel, emergency management personnel, and emergency dispatchers; all court personnel, child protection and child welfare personnel; all military personnel; all personnel working for companies (including their subcontractors) who perform under contract to the Department of Defense providing materials and services to the Department of Defense; all personnel working for companies (including their subcontractors) who perform work under contract to State or Federal Governmental Entities for which they are required under state or federal law to remain open; and all law enforcement personnel, housing and shelter personnel, and others working for or to support Essential Businesses or Critical Infrastructure are categorically exempt from this Order. This Order does not apply to the Federal or State Government.

For purposes of this Order, “Essential Government Functions” means all services needed to ensure the continuing operation of the government agencies and provide for the health, safety and welfare of the public and all agencies that provide for the health, safety and welfare of the public. Each governmental body shall determine its Essential Government Functions and identify employees and/or contractors necessary to perform those functions. To the extent feasible, all Essential Governmental Functions shall be performed in compliance with Social Distancing Requirements as defined this Section,

- e. **Businesses Covered by this Order.** For the purposes of this Order, covered businesses include any for-profit, non-profit, or educational entities, regardless of the nature of the service, the function they perform, or its corporate or entity structure.
- f. **Essential Businesses.** For the purposes of this Order, “Essential Businesses” means:
  - i. **Healthcare Operations.** Healthcare Operations and Critical Infrastructure, including but not limited to caregivers, hospital and laboratory personnel, and pharmacy employees, including hospitals, clinics, dentists, pharmacies, pharmaceutical and biotechnology companies, other healthcare facilities, healthcare suppliers, home healthcare services providers, mental health providers, and related retail sales or any related and/or ancillary healthcare services. “Healthcare Operations” also includes veterinary care and all healthcare and life-saving services provided to animals. This shall be construed broadly to avoid any impacts to the delivery of healthcare, broadly defined. “Healthcare Operations” does not include fitness and exercise gyms or other similar facilities and does not include retail outlets that specialize in the selling of electronic cigarette products or cannabidiol products;
  - ii. **Stores that sell Groceries and Certain Other Essential Supplies.** Grocery stores, supermarkets, big-box stores, farmers’ markets, food banks, convenience stores, liquor stores and other establishments engaged in the retail

sale of canned food, dry goods, fresh fruits and vegetables, pet supplies, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning and personal care products). This includes stores that sell groceries and also sell other non-grocery products, and products necessary to maintaining the safety, sanitation, and essential operation of residences;

- iii. **Food Cultivation.** Food cultivation, including farming, livestock, and fishing;
- iv. **Social Services and Charitable Organizations.** Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;
- v. **News Media.** Newspapers, television, radio, and other news media services;
- vi. **Gas Stations and Businesses Needed for Transportation.** Gas stations, automobile dealerships, auto-manufacturing and assembly, auto-supply, auto-repair, and other related facilities;
- vii. **Financial Institutions.** Banks and related financial institutions, consumer lenders, sales and finance lenders, credit unions, appraisers, title companies, pawnshops, entities that issue bonds, insurance companies, underwriters, agents, brokers, and related insurance claims and agents;
- viii. **Hardware and Supply Stores.** Hardware stores and businesses that sell electrical, plumbing, and other material necessary to support Essential Businesses, Critical Infrastructure, and Essential Government Functions;
- ix. **Critical Trades.** Plumbers, electricians, exterminators, pool cleaners, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences, essential activities, Essential Businesses, Essential Government Functions, or Critical Infrastructure, including but not limited to utilities such as electricity, gas, water and wastewater, and other public works;
- x. **Mail and Delivery Services.** Businesses providing mailing and shipping services, including post office boxes;
- xi. **Laundry Services.** Laundromats, dry cleaners, and laundry service providers;
- xii. **Restaurants for Consumption Off-Premises.** Restaurants and other facilities that prepare and serve food, but only for delivery or carry out. Schools and other entities that typically provide free food services to students or members of the public may continue to do so under this Order on the condition that the food is provided to students or members of the public on a pick-up and takeaway basis only. Schools and other entities that provide food services under this exemption shall not permit the food to be eaten at the site where it is provided, or at any other gathering site;

- xiii. **Supplies to Work from Home.** Businesses that supply products needed for people to work from home;
- xiv. **Supplies for Essential Businesses, Critical Infrastructure and Essential Government Functions.** Businesses that supply other Essential Businesses, Critical Infrastructure, and Essential Government Functions with the support, supplies, or components necessary to operate including but not limited to computers, audio and video electronics, microelectronics, semiconductors, hardware, paint, electrical and plumbing material, sanitary equipment, medical equipment, and food and beverages;
- xv. **Food Delivery Services.** Businesses that ship or deliver groceries, food, goods or services directly to residences;
- xvi. **Transportation.** Aircraft, taxis, and other private transportation providers (such as Uber and Lyft) that provide transportation services necessary for the performance of essential activities, Essential Businesses, Critical Infrastructure, Essential Government Functions, or Essential Travel;
- xvii. **Home-Based Care and Services.** Home-based care for seniors, adults, or children, including caregivers who may travel to provide care;
- xviii. **Residential Facilities and Shelters.** Residential facilities and shelters for seniors, adults, children, and animals;
- xix. **Professional Services.** Professional services, such as legal or accounting services, insurances services, and real estate services when necessary to assist in compliance with legally mandated activities or to further Essential Businesses, Essential Government functions, or Critical Infrastructure;
- xx. **Information Technology Services.** IT and IT services and their essential services vendors, including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, web-based services, and critical manufacturing as well as telecommunications services, internet access, and broadband/communications services;
- xxi. **Moving Supply Services.** Businesses that provide residential and/or commercial moving services and necessary moving supplies;
- xxii. **Hotels and Motels.** Hotels and motels, to the extent used for lodging or delivery or carry-out food services;
- xxiii. **Funeral Services.** Funeral, mortuary, cremation, burial, cemetery, and related services, provided that social distancing of six feet per person is maintained to the greatest extent possible;

- xxiv. **Educational Institutions.** Educational institutions—including public and private K-12 schools, colleges, and universities—for purposes of facilitating distance learning, performing critical research, or performing other essential functions, provided that social distancing of six-feet per person is maintained to the greatest extent possible; and
- xxv. **Childcare Facilities.** Childcare facilities providing services that enable individuals exempted in this Order to work as permitted. To the extent possible, childcare facilities must operate under the following mandatory conditions:
  - 1. Childcare must be carried out in stable groups of 10 or fewer (“stable” means that the same 10 or fewer children are in the same group each day).
  - 2. Children shall not change from one group to another.
  - 3. If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other.
  - 4. Childcare providers shall remain solely with one group of children.
- g. **Minimum Basic Operations.** For the purposes of this Order, “Minimum Basic Operations” include the following, provided that employees comply with Social Distancing Requirements as defined in this Section, to the extent possible, while carrying out such operations:
  - i. The minimum necessary activities to maintain the value of the business’s inventory, ensure security, process payroll and employee benefits, or for related functions; or
  - ii. The minimum necessary activities to facilitate employees of the business being able to continue to work remotely from their residences.
- h. **Essential Travel.** For the purposes of this Order, “Essential Travel” includes travel for any of the following purposes. Individuals engaged in any Essential Travel must comply with all Social Distancing Requirements as defined in this Section.
  - i. Any travel related to the provision of or access to Essential Activities, Essential Governmental Functions, Essential Businesses, Critical Infrastructure, or Minimum Basic Operations;
  - ii. Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons;
  - iii. Travel to or from educational institutions for purposes of receiving materials for distance learning, for receiving meals, or any other related services;
  - iv. Travel to return from or to a place of residence from outside the jurisdiction (e.g., returning home from a closing university);
  - v. Travel required by law enforcement or court order;

- vi. Travel by church staff/clergy for the purpose producing of remote delivery of religious services or other ministries requiring travel; or
  - vii. Travel required for non-residents to return to their place of residence outside the City. Individuals are strongly encouraged to verify that their transportation out of the City remains available and functional prior to commencing such travel.
- i. **Residences.** For purposes of this Order, residences include hotels, motels, shared rental units, and similar facilities.
  - j. **Social Distancing Requirements.** For purposes of this Order Social Distancing Requirements include maintaining at least a six-foot distance from other individuals, washing hands with soap and water for at least 20 seconds as frequently as possible or using hand sanitizer, covering coughs or sneezes (into the sleeve or elbow, not hands), regularly cleaning high-touch surfaces, and not shaking hands.

**SECTION 7.** The City of Austin SUSPENDS all deadlines imposed by City Code, ordinance, rule, or other regulation until May 1, 2020.

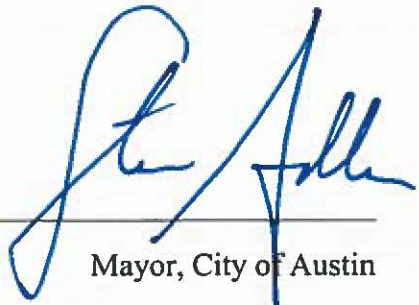
**SECTION 8. Enforcement.** Peace officers, City of Austin Code Department inspectors, and the Office of the Austin Fire Marshal, are hereby authorized to enforce this order. Persons who violate this Order violate Austin City Code section 2-6-24. A violation of this order may be punishable through criminal or civil enforcement. A violation is a misdemeanor punishable by a fine not to exceed \$1,000 and/or confinement in jail for a term not to exceed 180 days. A violation of this order may be enforced by the filing of a probable cause affidavit alleging the criminal violation with the appropriate court or by issuing a citation to the person violating, that contains written notice of the time and place the person must appear before a magistrate of this state, the name and address of the person charged, and the offense charged.

**SECTION 9 Posting of this Order.** The Austin Public Health Department will post this Order on its website.

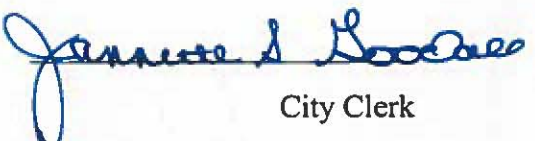
**SECTION 10. Savings Clause.** If any provision of this Order or its application to any person or circumstance is held by a court of competent jurisdiction to be invalid or unconstitutional, then the reminder of the Order, including the application of such part or provision to other persons or circumstances, shall not be affected and shall continue in full force and effect. To this end, the provisions of this Order are severable.



**ORDERED** this the 24th day of March, 2020, in the City of Austin, Travis County, Texas,  
in witness whereof I subscribe my name and cause to be affixed the seal of the City of Austin.

  
\_\_\_\_\_  
Mayor, City of Austin

Filed with me, the City Clerk of the City of Austin, this 24th day of March, 2020, by Mayor  
Steve Adler, whose signature I hereby attest under my hand and the seal of the City of Austin.

  
\_\_\_\_\_  
City Clerk

## **Exhibit A**

### **Austin/Travis County Health Authority Requirements**

#### **1) COVID-19 Positive Individuals, Suspected Positives, those being tested, and Household Members**

- COVID-19 Positive Individuals, Suspected Positives, those currently being tested, and Untested Individuals with cough and/or fever:
  - Prohibited from leaving residence without a surgical or similar mask to prevent the spread to others.
  - The following activities are permitted while wearing a mask:
    - Seeking emergency medical care related or unrelated to COVID-19. In doing so, you shall notify first responders at the time of the call to 911 or prior to presentation to other healthcare resources.
    - Walking or exercising alone in the immediate vicinity of your residence.
  - Prohibited from leaving Travis County without prior notification to Austin Public Health at [APH.Preparedness@austintexas.gov](mailto:APH.Preparedness@austintexas.gov).
  - Shall practice social distancing within the residence, observe hygiene practices for prevention of household spread in accordance with CDC guidelines
  - Shall notify Austin Public Health at [APH.Preparedness@austintexas.gov](mailto:APH.Preparedness@austintexas.gov) if the residence does not allow for physical separation from other household contacts (separate room)
  - Shall notify Austin Public Health at [APH.Preparedness@austintexas.gov](mailto:APH.Preparedness@austintexas.gov) if a member of your household is over the age of 60 and/or if they have underlying medical conditions identified by the CDC of increasing the risk of complications from COVID-19
  - Shall remain in home quarantine for no less than 7 days following the onset of their illness and at least three days (72 hours) after the conclusion of their illness (resolution of fever without medications and improvement in cough and shortness of breath).
- Household Members of COVID-19 Positive Individuals, Suspected Positives, those currently being tested, or Untested Individuals with cough and/or fever.
  - Prohibited from leaving residence without a surgical or similar mask to prevent the spread to others.
  - The following activities are permitted while wearing a mask:
    - Seeking emergency medical care related or unrelated to COVID-19. In doing so, you shall notify first responders at the time of the call to 911 or prior to presentation to other healthcare resources.
    - Walking or exercising alone in the immediate vicinity of your residence.
  - Prohibited from leaving Travis County without prior notification to Austin Public Health at [APH.Preparedness@austintexas.gov](mailto:APH.Preparedness@austintexas.gov).
  - Shall practice social distancing within the residence, observe hygiene practices for prevention of household spread in accordance with CDC guidelines
  - Shall notify Austin Public Health at [APH.Preparedness@austintexas.gov](mailto:APH.Preparedness@austintexas.gov) if the residence does not allow for physical separation from other household contacts (separate room)

- Shall notify Austin Public Health at [APH.Preparedness@austintexas.gov](mailto:APH.Preparedness@austintexas.gov) or your Primary Care Provider if you develop symptoms consistent with COVID-19 as defined by the CDC.
- Shall remain in home quarantine for no less than 14 days following the last exposure to individuals with confirmed or suspected COVID-19.

## **2) Vulnerable Populations Shall Limit Outings**

- Vulnerable populations include people who:
  - Are 60 years old and older; or
  - Have certain health conditions such as heart disease, lung disease, diabetes, kidney disease, Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) and weakened immune systems.
- For vulnerable populations, don't go to group gatherings unless it is essential. If you can telecommute, you should. Avoid people who are sick.

## **3) Workplace and Businesses, if allowed, shall Minimize Exposure**

- Suspend nonessential employee travel.
- Prohibit employees working within six (6) feet of one another, unless necessary to provide continuity of Essential Activities, including minimizing or canceling in-person meetings and conferences.
- Require employees to stay home when they are sick and maximize flexibility in sick leave benefits.
- Permit sick employees to stay home without providing a doctor's note.
- Utilize telecommuting options to minimize person-to-person interaction.
- Alter schedules for employees so not all employees are present at one time but are present at alternative days and times, unless necessary to provide continuity of Essential Activities.
- Shall ensure that queuing inside and outside of the business, facility or workplace can maintain and control six (6) feet of separation between customers.

## **4) Essential Activities and Gatherings**

- Except as permitted by the Order, all other private or public gatherings are prohibited while this Order is in effect and should be postponed to the future.
- At a minimum for all Essential Activities, the following is required during the entire duration of the activity:
  - Do not attend any activity if sick;
  - Have hand washing capabilities, hand sanitizers, and tissues available;
  - Frequently cleaning high-touch surface areas like countertops, doorknobs, and handrails; and
  - Physical space (minimize of six (6) feet between people) must be maintained to minimize close contact as much as possible.

## **5) Schools and Daycare: Safety First**

- Do not have your child attend school or childcare if sick.
- If you have a child with chronic health conditions, consult the child's doctor about school and childcare attendance.



- Frequent re-education of students and staff regarding personal hygiene measures (handwashing, etc.) and ensuring that appropriate signs are posted.
- Schools and childcares shall equip all rooms with hand sanitizers and tissues.
- Reschedule or cancel events that are not essential, even if the events would otherwise comply with the Order.
- Explore remote teaching and online options to continue learning.
- Schools should develop a plan for citywide school closures and families should prepare accordingly, including preparation for the possibility of closure.

**6) Grocery Stores, Pharmacies and Liquor Stores shall:**

- Establish controls to require a minimum of six feet of distance between patrons in lines queuing outside and inside stores. Controls may include, but are not limited to, requiring each person to take a shopping cart or placing markers on the floor.
- Increase the use and capability of drive-thru, curbside, or delivery services.
- Limit or restrict the number of customers permitted in a store at one time.
- Minimize the number of employees working within six (6) feet of one another.
- Provide hand washing capabilities, hand sanitizers, and tissues.
- Frequently clean high-touch surface areas like countertops, doorknobs, and handrails.

**EXHIBIT B**  
**Critical Infrastructure Designations and Obligations**

1. "Critical Infrastructure" is defined as all public and private facilities and assets, including both physical and cyber systems, and other functions and sectors vital to the security, governance, public health, safety, and economic continuity of the City of Austin.
2. Critical Infrastructure, includes but is not limited to the following:
  - a. banking and financial institutions;
  - b. transit and transit facilities, transportation services, equipment and facilities;
  - c. power, water, telecommunications, natural gas, and public utilities;
  - d. critical manufacturing including components for primary metals, machinery, electrical equipment and components, health and safety products and equipment, and transportation equipment;
  - e. auto and vehicle parts manufacturing and assembly plants;
  - f. technology manufacturing companies;
  - g. information and communications, including press;
  - h. emergency services;
  - i. public health and medical services;
  - j. fire and law enforcement;
  - k. public works;
  - l. agriculture and food;
  - m. airport facilities and operations;
  - n. sanitation services;
  - o. other City government buildings or facilities, as designated by the City Manager;
  - p. Construction, including public works construction, and construction of affordable housing or housing for individuals experiencing homelessness, social services construction, and other construction that supports essential uses, including essential businesses, government functions, or critical infrastructure, or otherwise as required in response to this public health emergency; and
  - q. Personnel and industries identified in the U.S. Department of Homeland Security Cyber and Infrastructure Security Agency's ("CISA") Essential Critical Infrastructure Workforce Memorandum dated March 19, 2020, to continue their operation appropriately modified to account for CDC workforce and consumer protection guidance.
3. **Recommendations for Employees:**
  - a. Employees who work in and around Critical Infrastructure should refrain from reporting to work when falling within any of the following criteria and should

follow the initial self-quarantine recommendations:

- i. Has signs or symptoms of a respiratory infection, such as a cough, shortness of breath, or sore throat;
- ii. Has a fever greater than 99.6°F;
- iii. In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19 and did not have the appropriate personal protective equipment designated by the Centers for Disease Control and Prevention (CDC); is under investigation for COVID-19; or is ill with a respiratory illness; or
- iv. has traveled to an area the World Health Organization or CDC considers a "Hotspot."

#### **4. REQUIREMENTS FOR EMPLOYERS:**

- a. Employers include public and private employers located and operating in and out of Critical Infrastructure. To prevent stigma and discrimination in the workplace, employers shall only adhere to the recommendations described in this Order to determine risk of COVID-19. Employers should contact their own human resources advisors and shall not make determinations of risk based on race, color, religion, sex, sexual orientation, gender identity, age, familial status, disability, marital status, student status, creed, national origin. To the extent possible, employers should maintain confidentiality of people with suspected or confirmed COVID-19.
- b. Employers shall follow the Requirements in Exhibits A and B, as applicable.
- c. Employers shall only allow persons in and around Critical Infrastructure that are: (1) employees not subject to any of the criteria in 3.a. above, (2) customers or members of the public to the extent Social Distancing can be maintained and the Requirements in Exhibit A are followed, and (3) persons with legal authority to enter such as law enforcement.
- d. Prior to allowing employees into its facility, employers shall ask all employees if they meet any of the criteria in 3.a. above, and shall direct employees to return home if the employee is exhibiting symptoms and presenting a threat of infecting other employees at the Critical Infrastructure facility.
- e. Employers shall immediately separate an employee who becomes sick or demonstrates a temperature greater than 99.6°F while at work from other employees and send that employee home.
- f. Human resources departments at Critical Infrastructure facilities shall create alternate work plans to help employees remain productive while keeping the workforce safe and healthy.

- g. Employers are strongly encouraged to require employees (either those exhibiting symptoms or all employees) to undergo non-invasive temperature readings prior to entering a Critical Infrastructure facility; however, **employers are not mandated to take the temperature of employees prior to entrance to its facility.** If the employer does take employees' temperatures and/or has first-hand knowledge that the employee's temperature exceeds 99.6°F, then the employer shall prohibit the employee from entering the facility or property.
- h. Employers shall create and implement an infectious disease response plan.

**5. FUTURE REQUIREMENTS FOR TEMPERATURE SCREENING OF CRITICAL INFRASTRUCTURE EMPLOYEES.**

When there are sufficient supplies and a need is determined by the Health Authority, it may be ordered that employers screen the temperature of all employees entering facilities. Notice of this requirement will be posted on Austin/Travis County Public Health Authority and the Travis County websites. Whenever possible, the Health Authority will attempt to provide written notice by email to impacted entities

# **EMERGENCY MEETING**

**Travis County- Employee FAQs for COVID-19**

## **FREQUENTLY ASKED QUESTIONS FOR TRAVIS COUNTY EMPLOYEES REGARDING COVID-19**

***Updated 3/19/2020***

*The following provides an overview of common questions associated with the impact of the Coronavirus (COVID-19) as it relates to travel, leave and telework. This situation is rapidly developing and modifications may come quickly. This information may be updated often accordingly.*

*At this time, all current policies pertaining to employee absences may continue to apply. Circumstances are being continuously monitored and the Commissioner's Court will determine if modifications need to be made. Departments are encouraged to be as flexible as is reasonable and appropriate in their application of the County's leave policies during this time. Please contact Travis County Human Resources Management Department and/or the Travis County Attorney's Office for advice on specific situations.*

### **What is Travis County doing to ensure that the employees keep health and safety in mind with the Coronavirus (COVID-19) issue?**

Travis County wants to ensure our employees and our community are provided the appropriate resources to be informed, safe, and healthy. We are ensuring that our policies, practices and procedures are updated and communicated timely so that we are able to ensure that our employees are able to deliver on the needs Travis County depends on us to deliver. Employees are provided a central source of information at Travis Central with internal and external resources as well as this FAQ to ensure that they have the most updated information to be informed, safe and healthy. Policies are reviewed regularly for any anticipated changes to leave, travel, and work operations relative to the latest COVID-19 information. This situation is rapidly evolving and employees are encouraged to exercise patience and remain in close communication with their manager and the county website for updates.

### **Will I need to use my leave accruals if I get sick from COVID-19?**

Travis County recognizes that employees need to have time away from work when they are ill, need to seek medical attention, or need to provide care for a family member who is ill or needs assistance in getting medical attention. Employees who are sick or think they may be sick, should stay home. Employees should use accrued sick leave in these instances, including instances of COVID-19. Employees who are unable to use accrued sick leave, may use other leave if available. We are currently evaluating allow those employees that need it to become negative with sick balances which will allow for better salary continuation. Your County Executive/Elected or Appointed Official will evaluate all forms of leave relevant to the circumstances.

### **Is COVID-19 considered a “serious health condition” under FMLA?**

You should treat COVID-19 as you would any other illness. It may be a qualifying event if it meets the serious health condition criteria (for example, in-patient hospitalization or complications resulting from the illness). For the most up to date information about eligibility and procedures to request FMLA, see the [Family Medical Leave Act information](#) on Travis Central.

### **What if the schools or dependent care closes due to related to COVID-19?**

In addition to sick leave, Travis County provides accrued leave for individuals to address personal issues. Employees who need leave to manage dependent care issues should work with their appropriate supervisors to balance the needs of their specific circumstance with Travis County’s business operations. Leave available for employees would include vacation, personal leave or any earned compensatory leave. Resources for dependent care in the area will be posted on Travis Central in the employee information area as they become available.

### **Will I be allowed to telework given that there are COVID-19 concerns?**

On March 16, 2020, Judge Sara Eckhardt issued an [order directing](#) Travis County Executives, Elected Officials, and Appointed Officials to implement temporary teleworking arrangements for employees whose job duties were conducive to working from home. Teleworking would allow Travis County employees to work from a remote location to perform County work without diminishing its quality or the level of service to the general public. This does not take the place of any existing arrangements with Elected Officials or Appointed Official departments and resources available should be considered. Employees should visit with their County Executive/Elected or Appointed official to discuss work suitability, equipment available, telework site requirements and employee eligibility requirements. See Subchapter G of Travis County’s policy [here](#). Your department/office may have a telework policy specific to them. If so, you should refer to that policy instead. At all times, telework will need to be approved by the County Executive/Elected or Appointed official. Employees needing training for telework can view the telework guide at <https://employees.traviscountytexas.gov/TC-telework-tips.pdf>, or visit the Learning area of SAP and search for the Telework course. For ITS support, contact the ITS Helpdesk at 512 854-9175.

### **What type of training/development is available for employees?**

The following on-line overview (no VPN connection required) at <https://bit.ly/2wa2eXW> will provide all of the options available at Travis County and outside for learning and development. Employees can also access the SAP Learning Management System from the external website at [traviscountytexas.gov](https://traviscountytexas.gov). Select Employees from the bottom of the screen and log into SAP and select SAP Employee Self-Service.

### **What if my role is not eligible to telework and modified operations impact me working?**

Travis County employees who are designated essential by the appropriate County Executive, Elected Official, or Appointed Official and perform essential duties for the Travis County community are expected to report to work as scheduled unless otherwise notified. Regular leave policies and

procedures should be followed for employees who are unable to report to work. If an employee is unable to telework and unable to perform their assigned work, departments and offices are encouraged to look for special assignments and development/training for the employee for continued work. If continued work is unavailable, County Executive/Elected and Appointed officials may use special county-approved designated leave coded as COVID-19 administrative leave.

**What if I am not sick but concerned to come to work and coming into contact with someone who is?**

You may request to use leave accruals or request telework options. Upon request, your manager will determine what is appropriate and reasonable based upon all the relevant factors.

**What happens if a manager observes an employee at work who exhibits symptoms of COVID-19?**

Managers, in consultation with the County Executive or designee, will use reasonable judgment when requesting employees be sent home with suspected COVID-19 symptoms which, according to the CDC website includes fever, cough, shortness of breath. The employee may be sent home and require a medical certification before the employee is allowed to return to work. In that event, the employee should use sick leave or other accruals. County Executives/Elected or Appointed Officials will also evaluate other forms of leave if necessary.

**What happens if I've come in contact with a confirmed COVID-19 case or traveled into a CDC area to avoid?**

Employees who have come in contact with a confirmed COVID-19 case or traveled into a CDC area listed as Level 2 or 3 risk assessed area should notify their appropriate supervisor via phone and self-quarantine for 14 days. Employees with symptoms should contact their medical provider for further instructions. Travis County health plan participants have various telemedicine options available and should call 512 854-0404 for further assistance. Leave options should be discussed with supervisors at that time.

**What current policies would apply to employee leave?**

[Travis County Code Chapter 10 –](#)

§ 10.002 Hours of Work

§ 10.037 Sick Leave

§ 10.036 Vacation Leave

§ 10.044 Personal Holidays



§ 10.042 Leave Without Pay

§ 10.038 Family Medical Leave

§ 10.055 – 10.060 Workers Compensation

§ 10.045 Leave With Pay

**What if the County closes due to health and safety concerns? Will I be required to use my leave?**

Appropriate leave designations and communications will be shared with employees at that time. Currently we are not anticipating any reasons to stop offering County services completely. Employees should visit with their County Executive/Elected/Officials for the latest information.

**Will I be provided Personal Protective Equipment if I interact with the public?**

Personal Protective Equipment (PPE) is most commonly used within critical environments such as healthcare and emergency response roles where individuals, typically patients, are known to have or suspected to have infections that represent an increased risk for contact transmission. Travis County wants to ensure that our resources are allocated to those roles that have a high probability for known exposure, which would be in health and emergency settings. Employees working with the general public outside of a health or emergency response setting should ensure that they clean their hands often, ensure frequently touched surfaces in the workplace are cleaned, such as workstations, countertops, and doorknobs.

**If I contract COVID-19 at work, is that a worker's compensation issue?**

Workers Compensation guidelines and policies are defined by both the county policies and the State of Texas guidelines. Our workers compensation procedures have very specific times for reporting, testing and evaluation prior to being determined if the injury is a work-related injury. As with all worker's compensation issues, the County would need to evaluate specific cases of work-related injuries within the Workers Compensation policies and guidelines before determining if an issue is work-related.

**What are options for me if I'm in need of medical care or evaluation?**

Travis County offers plan participants various options which includes virtual visits. Plan participants can connect with a doctor online anytime virtually via the computer or mobile device. Cost varies by plan and type of service. For medical, it is a \$10 copay for the EPO and PPO plan. Consumer Choice and HDHP cost is \$49 per visit and will apply to your deductible. If deductible met, Consumer Choice is \$9.80 copay and HDHP is \$4.90. There is also a Nurseline which is free. Call 877-365-7949 to access a registered nurse. The employee assistance program at 866-327-2400 can also be of assistance with behavioral and life management issues.

**Since there is so much uncertainty and things change every day, what is Travis County's position on travel?**

We know that employees may have business travel already booked, plans to book business travel, or may have their own personal travel plans. Our goal is to make sure that we are able to meet our business essential travel needs while still keeping in mind our employees' well-being. Therefore, we are encouraging all currently approved business travel be limited to essential operations needed to complete primary core functions of a role. Non-essential travel, such as conferences, training, meetings or similar activities should be evaluated, limited, cancelled or rescheduled. Management should visit with employees immediately on how best to ensure planned travel is in the best interest of the County and the employee. Every effort should be made to obtain refunds or credits for cancellations. Questions regarding Travis County policies on travel cancellations and eligible employees' reimbursements should be addressed with your County Executive/Elected or Appointed Official. You may review Travis County travel policies and guidelines at <http://traviscentral/travel>.

Given that we are restricting currently approved business travel and due to unknown future concerns with COVID-19, approval of non-essential business travel is suspended until further notice. Only your County Executive/Elected Appointed Official may approve any exceptions.

**What if I have other HR related questions that are not listed here? Who can I ask?**

Employees with HR-related questions regarding the COVID—19 should visit with their manager first. They will have the latest department information. Managers unable to assist employees will be able to partner with their designated HR department contact or their designated HRMD HR Services contact. Employees can also email [hrservices@traviscountytexas.gov](mailto:hrservices@traviscountytexas.gov) or call HR at (512) 854-9165.

Updated - 3/19/2020 – HRMD(TC)

# **EMERGENCY MEETING**

## **TCAD Informal Meeting Logistics and Communication Plan**

# TRAVIS CENTRAL APPRAISAL DISTRICT

## BOARD OFFICERS

JAMES VALADEZ  
CHAIRPERSON  
BRUCE GRUBE  
VICE CHAIRPERSON  
THERESA BASTIAN  
SECRETARY/TREASURER



MARYA CRIGLER  
CHIEF APPRAISER

## BOARD MEMBERS

TOM BUCKLE  
BRUCE ELFANT  
ANTHONY NGUYEN  
ELEANOR POWELL  
RYAN STEGLICH  
FELIPE ULLOA  
BLANCA ZAMORA-GARCIA

## 2020 Informal Meeting Logistics and Communication Plan – Amended in response to COVID-19

### Timeline and Location

- Informal meetings will generally be held telephonically, Monday through Friday during the month of April, and Monday through Thursday during the month of May. Hours of operation will be 7:45AM to 4:45PM.
- The day of the week for the pilot program is contingent upon community center availability, and will be set on day of the week availability at all four centers can be consistently coordinated.
- The final day for informal meetings will be Saturday, May 30<sup>th</sup> at Travis CAD main office from 8:00AM to 4:00PM.

### Scheduling and Check-In

- Generally, informal meetings will not be scheduled by the appraisal district and will be held as walk-in requests served on a first come first serve basis.
- Property owners will need to upload to the eFile portal or email evidence prior to using the online check-in system to get into queue for a telephone call. Appraisers will call property owners in the order they check in.
- Property owners may check-in for up to five properties at a time.
- The appraisal district is exploring the purchase of a reservation system similar to those used by Texas Department of Motor Vehicles and the Travis County Tax Office.
  - These reservation systems allow property owners to reserve timeslots on-line. When property owners arrive at the location at their reserved time they are given priority in the queue so that they are processed as close to their reserved time as possible.
  - Implementation of the reservation system is dependent upon software cost, additional equipment required, installation and configuration time required.

### Meeting Procedures:

- Informal meetings will be informational telephonic meetings with a staff appraiser.

- The appraiser may educate the property owner on the property tax system, property tax exemptions, how the appraised value was determined, the most common types of evidence presented, the formal hearing process, and answer any other questions the property owner may have.
- The appraiser may review and discuss information and evidence presented by the property owner.
- A property owner may have only one informal meeting with an appraiser.
- Appraisal Roll Corrections
  - The appraiser may document into the CAMA software system for consideration by the informal settlement offer reviewer:
    - the key points and issues made by the property owner (or appraiser)
    - the property owners opinion of value
    - the appraisers recommendation
    - Property characteristic corrections
      - The appraiser may make corrections directly into the CAMA software systems for quantitative items such as:
        - Building square footage (based on building plans presented)
        - Existence of fireplaces and swimming pool,
      - Appraisal roll corrections of qualitative items or items requiring additional analysis will be done by informal settlement offer reviewers and the appraiser may add notes and recommendations. Examples of qualitative items include:
        - Construction quality and condition
        - Effective age
        - Physical, functional, and economic obsolescence

### **Informal Settlement Offers**

- An informal settlement offer that reduces value is NOT guaranteed.
- All informal settlement offers will be based on documented evidence.
- Informal settlement offers will be reviewed for accuracy, fairness and consistency before the offer is made to the property owner.
- The team of informal settlement offer reviewers will be comprised of managers, team leads and senior appraisers.
- Reviewers will examine the property owner and CAD's evidence, and the notes and recommendations from the informal meeting. After analyzing all available data the reviewer will determine the settlement offer amount to be provided to the property owner.
- Informal settlement offers will be provided to property owners on a rolling basis as soon as possible with a goal to have all informal settlement offers for the informal meetings for the week provided by the following Friday.
  - Daily call-in volume, staffing and overtime availability may impact the informal settlement offer release cycle.
- Property owners will need to take action to accept the informal settlement offer to complete the protest.

- Multiple offer acceptance options may be provided to make the documentation of the owners acceptance of the informal settlement offer as convenient as possible:
  - eFile Portal Offer Acceptance–
    - Property owners familiar with the eFile portals may protest on-line and utilize the existing eFile portal to accept informal settlement offers.
    - Advantages of using the eFile portal:
      - Property owner evidence may be uploaded online prior to the informal meeting which will eliminate delays at the informal meeting.
      - Property owner will receive the CAD evidence in advance of the informal meeting.
      - Property owner will receive immediate email notification of the informal settlement offer amount.
  - Email Offer Acceptance –
    - The CAD will develop a process similar to on-line user account setup verification processes where the user is sent an email with a link to click to verify email address.
    - As a part of the check-in process the property owner will be given an opportunity to provide an email address and receive their informal settlement offer via email.
    - After the informal settlement offer reviewer has determined the appropriate settlement offer amount an email will be sent to the email address provided by the property owner with the informal settlement offer amount and a link for the property owner to click on to confirm their desire to accept the settlement offer.
    - Implementation of the email offer system is dependent upon software/development cost, additional equipment required, and installation and configuration time required.
    -
  - Phone Offer Acceptance -
    - The CAD will develop a process similar to credit card activation processes where users call a specific phone number to activate new credit cards.
    - As part of the check-in process the property owner will be given an opportunity to provide a phone number they will call in from to receive their settlement offer by phone and given a phone number to call on Friday of the following week to receive their settlement offer amount.
    - After the informal settlement offer reviewer has determined the appropriate settlement offer amount the information will be available in the informal settlement phone system. Property owners must call from the phone number they provided, which is used for authentication purposes, and provide the property account number. The phone system will then give them the informal settlement offer amount and the opportunity to press a number to accept the offer.

- Implementation of the phone offer system is dependent upon software cost, additional equipment required, and installation and configuration time required.
- Mail –
  - Property owners may request to have the informal settlement offer mailed to them by calling the Customer Service Department on Friday of the following week. An informal settlement offer form will be mailed and the property owner must sign and return the form to the appraisal district. They may return in via mail or drop it off at the appraisal district utilizing the designated drop box.

## **Communication and Media Outreach**

- Outreach will be done to local media to announce:
  - That telephonic informal in-person meetings will be part of the 2020 protest process
  - When people can expect to get their Notices of Appraised Value soon and the protest process is open
  - When important deadlines are approaching
  - When the new TCAD office is open
  - When community outreach events occur
- Digital Infrastructure Development
  - The digital infrastructure surrounding the protest process will be reviewed and new infrastructure will be developed. This includes:
    - Developing an easy-to-use online system for people to get in line for their informal meetings online
    - Developing a protest reference page on the TCAD website that includes links to the online portal and get-in-line system, deadlines, current wait times (if feasible), office hours, and FAQs
- Digital Outreach
  - Digital outreach that will occur during this time will include organic, paid, and influencer digital campaigns that emphasize:
    - Going to the TCAD website to learn more about this year's process
    - Filing protests online
    - Using the online get-in-line system
    - The importance of getting in line early
    - Upcoming deadlines
  - Additionally, the possibility of sending out emails reminders to people who have online accounts will be explored. Ideally, email reminders should be sent out at the following milestones:
    - Outlining next steps once a protest has been submitted
    - Reminding people who haven't come in for their informal hearing or accepted an online offer that they should come in (approximately every two weeks)

- Notifying people who haven't come in for their informal hearing or accepted an online offer of special locations, days and times for hearings (Travis County Community Centers)
- Webinar Outreach
  - Webinar outreach will supplement this campaign. Efforts will include:
    - Reaching out to HOAs and community organizations to attend local meetings to answer questions, emphasize deadlines, and encourage people to act early
    - Hosting an informal training with local realtors to update them on the process and the importance of acting early
    - Working with local elected officials to identify opportunities to distribute information to their constituents