

DATE: March 23, 2020

TO: Mayor and Councilmembers

FROM: Luis Pedroza, Management Services Director/City Treasurer

CC: Jerene Watson, City Manager; Dawn Prince, Deputy City Manager; Leadership Team

SUBJECT: ACT CALL CENTER RESPONSE TO COVID-19

The report is to provide information on a complaint by a citizen to the City that ACT Call Center was not doing enough to protect its employees from COVID-19.

DISCUSSION:

On March 19, 2020 City Clerk received a call from a concerned citizen that stated that she was worried for her mother and grandmother's health who worked at ACT Call Center. She stated that ACT doesn't use hand sanitizer or Lysol disinfectant and asked if the City would do anything about it. She also mentioned that if nothing was done, she would go to the news and report it.

After receiving this message, I reached out to the Call Center the same day and spoke to the person in charge of operations Manny Martinez, HR Manager at ACT. I let him know of the complaint and he provided to me ACT's response to the COVID-19 concerns were in accordance to the CDC guidelines. ACT has not closed its facility but has taken the following actions regarding COVID-19 concerns:

- Reviewing confirmed cases
- Separating workers; are not working side by side
- Sanitizer is mandatory, they have plenty of supply
- Sending those home with symptoms
- No jobs on the line, if calling in sick
- Using gloves on keyboard, wiping down and sanitizing
- They use disinfecting spray
- Signage from CDC about washing hands

Mr. Martinez also let us know that ACT has contracts from phone carriers that provide customer service and are crucial during this time. I let Mr. Martinez know that we would put this information out to the public to assist in getting facts out to the public. The person that complained did not leave a name or number, so the City was not able to contact her after we obtained the information from ACT.

RECOMMENDATION / CONCLUSION:

This report is for information only.