How COVID-19 is Impacting Grounds Operations: Panel Discussion
Panelists:

Gerry Dobbs, CGM - Ground Manager, University of Texas, El Paso

Mark Feist – Assistant Director of Grounds, Vehicle Maintenance & Support Services, American University

Joe Kovolyan, CGM, CSFM – Grounds Manager, Richland School District

Bruce DeVrou, CGM - Project Manager, Spectrum Health System

Jeff McManus, CGM, Director of Landscape Services, Airport & Golf Services, The University of Mississippi

Josh Koss, CSFM – Assistant Director, Landscape and Fleet Services, San Diego State University
PGMS® PULSE CHECK

PGMS® WILL BE ASKING POLL QUESTIONS AND INTERACTIVE Q&A QUESTIONS THROUGHOUT THE WEBINAR TO GAUGE RELEVANT TOPICS TO BE DISCUSSED DURING THIS WEBINAR AND FUTURE WEBINARS.

FOR Q&A QUESTIONS, PLEASE ENTER YOUR RESPONSES INTO THE Q&A WINDOW.
<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, I am able to return to work and resume normal operations.</td>
<td>18%</td>
</tr>
<tr>
<td>Yes, I am able to return to work but my schedule/operations are modified.</td>
<td>39%</td>
</tr>
<tr>
<td>No, I am still on paid/administrative leave.</td>
<td>9%</td>
</tr>
<tr>
<td>No, I am still working remotely.</td>
<td>21%</td>
</tr>
<tr>
<td>No, I am still using vacation/sick leave.</td>
<td>3%</td>
</tr>
<tr>
<td>None of the above</td>
<td>10%</td>
</tr>
</tbody>
</table>
Poll Question # 2

SELECT WHICH BEST DESCRIBES CURRENT WORK SCHEDULE AND YOUR STAFF’S SCHEDULE:

- Everyone sent home with pay 17%
- Everyone sent home without pay 0%
- Business as usual with modified practices, but we are working 34%
- Split shifts where crews are split up over 7 days a week to lessen exposure 14%
- Split crews coming into work and working less hours 30%
- None of the above 4%
Q&A Question # 1

FOR THOSE WHO ARE ON ADMINISTRATIVE LEAVE FOR THEIR STAFF OR THEMSELVES, HOW ARE YOU ADAPTING TO THE CHANGE?

Please enter responses into the Q&A window

Webinar Responses:
- Prioritizing work to be completed
- Online training and watching children (schools closed)
- Projects around the house
- Remote Working
- Doing what we can from home
Poll Question # 3

How do you feel management (above you) is handling questions, information, communication, etc.?

- Management is transparent and providing frequent updates 76%
- Management is somewhat transparent and providing some updates 23%
- Management is not transparent and not providing any updates 1%
- None of the above 1%
Q&A Question # 2

WHAT ARE SOME OF THE CONCERNS FROM YOUR STAFF IN REGARDS TO DAY-TO-DAY OPERATIONS?

Please enter responses in the Q&A window

Webinar Responses:
- Getting all of the spring flush work completed
- Sharing equipment and tools
- Chaotic events outside the organization make day-to-day business functions difficult to plan
- Is it safe to be at work?
- Concerned about getting sick and spreading to vulnerable family members
- “Fairness” with some staff at institution (university) getting full administrative leave while landscape has to come in because they are essential.
Poll Question # 4

DID YOUR DEPARTMENT OR INSTITUTION HAVE A CRISIS/DISASTER PLAN IN PLACE FOR A PANDEMIC TYPE SITUATION PRIOR TO COVID-19?

- Yes, our institution did. 15%
- Yes, our department did. 1%
- No, but we did have a crisis/disaster plan that was not specific to a pandemic. 63%
- No, we did not. 20%
WHICH OF THE FOLLOWING BEST DESCRIBES YOUR STATE OR COUNTY’S CURRENT COVID-19 STATUS:

- “Shelter-in-place” is in effect 17%
- “Stay-at-home” is in effect 71%
- “Social distancing” is in effect 11%
- None of the above 1%
PANELIST DISCUSSION

Each panelist will provide a 3-5 minute update on what their institution/operation is doing and current/new best practices
WORKPLACE MORALE
POLL QUESTION #5

FOR OPERATIONS THAT ARE WORKING (MODIFIED OR NORMAL OPERATIONS), HOW IS YOUR STAFF HANDLING SOCIAL/PHYSICAL DISTANCING?

- Very good, morale is high 5%
- Good, morale is somewhat high 32%
- Ok, morale is not high nor low 57%
- Poor, morale is low 6%
- Very poor, morale is the lowest it has ever been 0%
WORKPLACE MORALE
POLL QUESTION #6

WHICH OF THE FOLLOWING NEGATIVE IMPACTS DO YOU FEEL MOST AFFECT WORKPLACE MORALE DURING THIS TIME? (SELECT ALL THAT APPLY)

- General uncertainty 83%
- Fear of becoming ill 74%
- Start of the growing season 36%
- Time off (unpaid or using vacation/sick leave) 33%
- Managing family and work life (especially for those who have school aged children at home) 54%
- Physical/social distancing affecting workplace morale 27%
- Feeling unappreciated 21%
Panelist Discussion
Workplace Morale & Remote Working
QUESTIONS FROM PGMS® MEMBERS

1. Distinguishing between essential and non-essential staff
2. Deciding on essential and non-essential landscape tasks
3. State/local shelter in place orders and impacts on staffing
4. Reduced/alternative schedules for front line employees
5. Compensation for staff coming to work vs. staff at home
6. Workplace morale/engagement with limited/no tech experience or hardware to use.
7. Sanitization of mowing equipment, such as steering wheels, hand controls (on ZTRs), ignition switch keys, etc.
THANK YOU!

Please feel free to reach out to PGMS® at info@pgms.org if you have any questions or best practices you would like to share with the membership.