

Item 3.1

City Manager's COVID-19 Update

Dave Sykes, City Manager

Kip Harkness, Deputy City Manager, Emergency Operations Center Director

Lee Wilcox, Deputy City Manager, Emergency Operations Center Director

May 4, 2021

For City COVID-19 information: <https://www.sanjoseca.gov/covid19>

UNSUNG HEROES



EOC Volunteer Branch in Partnership with Silicon Valley Council of Non-Profits
Pablo Haake, Brandy Maldonado, Aurelia Bailey, Paul Meyere

City Manager's COVID-19 Update

May 4, 2021

- Emergency Operations Center Update**
- Vaccination Support Update**
- Return to Onsite Work and Reopening of City Facilities**

San José City Roadmap | FY 2021-2022 | Approved by Council on March 16, 2021

Legend: ■ COVID-19 Response ■ Enterprise Initiatives

Enterprise Priority
Emergency Management + Preparedness <i>C+ER: Community + Economic Recovery</i>
Creating Housing + Preventing Homelessness <i>C+ER: Community + Economic Recovery</i>
Safe, Vibrant, + Inclusive Neighborhoods + Public Life <i>C+ER: Community + Economic Recovery</i>
The Future of Downtown
Building the San José of Tomorrow: Private Development Services
Smart, Sustainable, + Reliable City: 21st Century Infrastructure

Project							
Vaccination Taskforce	<i>C+ER</i> Food + Necessities Distribution	<i>C+ER</i> Digital Equity					
<i>C+ER</i> Rental Assistance	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services					
<i>C+ER</i> Re-Employment + Workforce Development	<i>C+ER</i> Small Business Recovery	<i>C+ER</i> Child Care Learning Pods	Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety	
Google Development							
Align Zoning with General Plan	Development Services Transformation	Major Real Estate Development Projects					
Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge				

Strategy	
North San José Strategy	
Equity Strategy Development	Neighborhood Services Access Strategy
BART + High-Speed Rail Strategy	
Lowering PG&E Above Market Costs for Clean Energy	

Policy	
Soft-Story Building Earthquake Retrofit Policy	
Encampment Management + Safe Relocation Policy	
Build Back Better + Recovery Taskforce + Al Fresco Forever	

Enterprise Priority Foundational
Strategic Fiscal Positioning + Resource Deployment
Powered by People

Project					
Federal + State Stimulus Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis		
Continuity of City Services	Workplace Safety	Employee Health + Wellness	Drive to Digital	Effective Teams	

Strategy	
Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance
City Workforce Diversity + Skill Building	

Policy



Emergency Operations Center Highlights – April 2021

Childcare	Volunteers	Food + Necessities	Community + Economic Recovery	Homeless Support + Services	BeautifySJ Response	Digital Inclusion + Equity
<p>R.O.C.K. ‘n’ Learn (Session 10)</p> <ul style="list-style-type: none"> ✓ Operating 37 cohorts ✓ 19 Community Center, Library, Park locations ✓ 410 children current enrolled <p>Summer Programming</p> <ul style="list-style-type: none"> ✓ Camp San Jose – 52 cohorts available (624 capacity/wk) ✓ Camp San Jose Strong Jr. – 16 cohorts available (192 capacity/wk) <p>Scholarships</p> <ul style="list-style-type: none"> ✓ \$600,000 available (PRNS) ✓ \$1.5 million additional (CDBG) 	<p>Silicon Valley Strong</p> <ul style="list-style-type: none"> ✓ 1,100+ volunteers since January 2021 <p>Vaccination Efforts Support</p> <ul style="list-style-type: none"> ✓ 960+ volunteer hours ✓ AACI Vaccine Event 4/16 for unhoused residents (127 volunteers) ✓ D5 Vaccine Event (62 volunteers) 	<ul style="list-style-type: none"> ✓ Completed Spring Break Feeding Program with Santa Clara County Office of Education ✓ Renewed contracts with 29 food network partners ✓ Surpassed milestone of over 100 million meals served since beginning of pandemic ✓ Nearly 6 million meals provided to vulnerable San Jose residents during the month of April 	<p>Local Business Recovery</p> <ul style="list-style-type: none"> ✓ 250+ local business owners briefed (American Rescue Plan) ✓ #BizChatSJ Kickoff (Biweekly virtual "office hours" for businesses) ✓ Started training partners and City staff on the Relief and Rescue Tool Kit with COVID19 financial assistance programs <p>Equity Driven Assessments</p> <ul style="list-style-type: none"> ✓ Completed equity-driven needs assessment of small businesses impacted by Covid-19; partnered with the Latino Business Foundation ✓ First iteration of Neighborhoods Map prioritizing communities of concern completed <p>10 Rental Assistance Webinars</p> <ul style="list-style-type: none"> ✓ 5 landlords and tenant webinars (outreach to 347+) ✓ 3 County staff webinars (98 in attendance) ✓ 2 case manager webinars for community based partners (24 in attendance) 	<ul style="list-style-type: none"> ✓ 8,700+ encampment meals served ✓ 1,600 unsheltered vaccinated ✓ 356 individuals served at South Hall ✓ 80 individuals served at Monterey/Bernal Emergency Interim Housing ✓ 107 individuals served at Rue Ferrari Emergency Interim Housing ✓ 34 individuals served at Camden (21 minors and 53% female) 	<p>Encampment Trash Program</p> <ul style="list-style-type: none"> ✓ 100+ encampments received bi-weekly service ✓ Nearly 600+ trash pickups ✓ 8 inter-agency cleanups ✓ 30+ escalated actions ✓ 420+ tons collected across Tier 3 sites <p>Illegal Dumping Pickup</p> <ul style="list-style-type: none"> ✓ 2,300+ assignments completed (22% proactive) ✓ 247 tons collected 	<p>SJ Access Hotspots + Device Lending</p> <ul style="list-style-type: none"> ✓ 12,800 Student hotspots in use through 32 local education agencies ✓ 3,000 Public and partner circulating hotspots ✓ NEW circulating laptops (600) and tablets (12) available <p>Community + Civic Wifi Enhancements</p> <ul style="list-style-type: none"> ✓ Expanded access in East Side Community ✓ Completed & operationalized at 9 libraries, 7 community centers <p>Digital Literacy</p> <ul style="list-style-type: none"> ✓ 70 learners completed Family Learning Center Digital Literacy Classes (Nov-April cohorts)

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Strategic Fiscal Positioning + Resource Deployment
Powered by People

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Starting with our most vulnerable, ensure at least 85% of San Jose residents are vaccinated by August 1, 2021



**Connect Our
Community to
Vaccinations**



**Advocate for
Equity, Scale, +
Speed**



**Connect Our
Employees to
Vaccinations**

Vaccination Task Force Roadmap | January – June 2021

Objectives	Initiatives						
Connect Our Community to Vaccinations	Vaccination Campaign Planning + Rollout to Residents (>65+)	Vaccination Campaign + Rollout Planning to Residents (<65)	Expand Vaccination Sites in CSJ	Vaccination Information Dissemination to CSJ Residents	Support from Community Partners	Council District Inclusion	Streamlining Communications with Santa Clara County
Advocate for Equity, Scale, + Speed	Identify Areas of Policy Change or Funding Advocacy	Develop Legislative, Policy, Funding Requests					
Connect Our Employees to Vaccinations	CSJ Employee Vaccination Prioritization List	Vaccination Communication to CSJ Employees	Internal Administration of Vaccinations to CSJ Employees				

Priority Higher ●—————● Lower

■	High Value + High Speed
■	High Value
■	High Speed
■	Additional Target

Vaccination Task Force Roadmap

April
January – ~~June~~ 2021

Objectives	Initiatives						
Connect Our Community to Vaccinations	Vaccination Campaign Planning + Rollout to Residents (>65) ✓	Vaccination Campaign + Rollout Planning to Residents (<65) ✓	Expand Vaccination Sites in CSJ ✓	Vaccination Information Dissemination to CSJ Residents ✓	Support from Community Partners ✓	Council District Inclusion ✓	Streamlining Communications with Santa Clara County ✓
Advocate for Equity, Scale, + Speed	Identify Areas of Policy Change or Funding Advocacy ✓	Develop Legislative, Policy, Funding Request ✓					
Connect Our Employees to Vaccinations	CSJ Employee Vaccination Prioritization ✓	Vaccination Communication to CSJ Employees ✓	Internal Administration of Vaccinations to CSJ Employees ✓				

Priority Higher ●—————● Lower

■	High Value + High Speed
■	High Value
■	High Speed
■	Additional Target

Starting with our most vulnerable, 85% of San Jose residents are vaccinated by August 1, 2021



**Connect Our
Community to
Vaccinations**



**Advocate for
Equity, Scale, +
Speed**



**Connect Our
Employees to
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Keeping the focus on our most vulnerable, 85% of San Jose residents are vaccinated by August 1, 2021



**Build Vaccination
Capacity through
Equity, Speed, +
Scale**



**Maximize
Information,
Education, +
Engagement**

Updated Vaccination Task Force Roadmap | May – August 2021

Objectives	Initiatives						
Build Vaccination Capacity through Equity, Speed, + Scale	Onboard + Deploy 200 Vaccine Champions	Expand to 20 Mobile Vaccination Sites	Fire Department Support for Non-Profit Vaccination Events	Partner with 10 Healthcare Providers to Run Vaccination Events	Fire Department In-Home Vaccination Support	Fire Department Support for County-led Vaccination Events	Train 20 Staff through HealthLink for Appointment Assistance
Maximize Information, Education, + Engagement	Create a Latinx, Black, Asian American/Pacific Islander Communications Strategy	Rollout Outreach Technology	Vaccination Canvassing in 40 Priority Census Tracts	Communications Support to County + Healthcare Partners	Create a Youth + Young Adults Communications Strategy	Increase Vaccination Event Coordination with County	

Priority Higher ●-----● Lower

■	High Value
■	High Speed
■	Additional Target

Building Capacity for Community Vaccinations

Healthcare Providers

04/10 Vaccination Event @ San Andreas Regional Center

- Persons with Disabilities
- **300 Johnson & Johnson Doses**

04/16 Vaccination Event @ San Jose City Hall

- Unhoused/ Persons with Disabilities
- **540 Moderna Doses**
- ~500 meals, toiletry bags
- 176 Volunteers
- 70 stimulus checks
- 20 Injectors (8 San Jose Firefighters)

04/18 Vaccination Event @ Foxdale Village Apartments

- Latinx, Low-Income
- **366 Pfizer Doses**
- ~300 meals
- ~70 Volunteers

County

Mobile Vaccinations (Pop-Up)

- Outreach/Canvassing
- Social Media
- Vaccination Sites

In-Home Vaccinations

- San Jose Firefighters serving as Injectors

Vaccine Champions

- Hiring 200 multi-lingual staff to support non-clinical operations

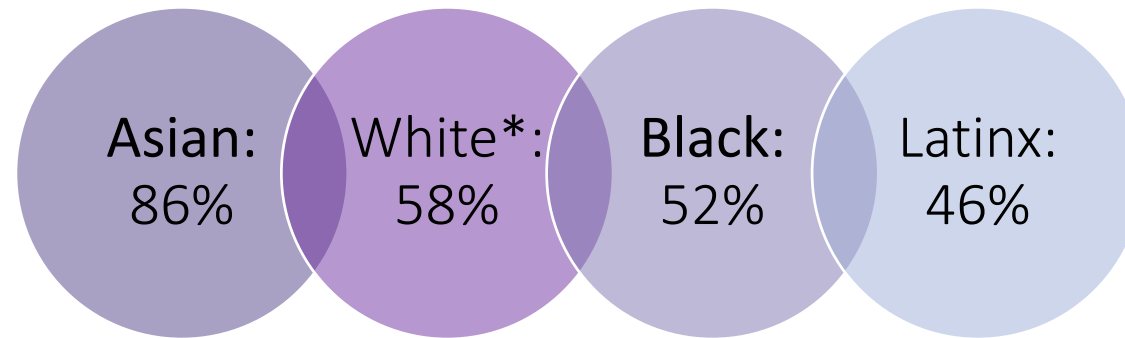


Thank you,
San Jose Fire
Department!



New Challenge is Access and Acceptance, Not Supply

The remaining 33% of County residents that are unvaccinated are disproportionately Latinx, low-income, young, and, among San José residents, are concentrated in the Eastside and near Downtown



Vaccination Rate by Race/Ethnicity, Residents 16+,
Countywide, as of 4/29

*May include residents of other ethnicities, such as Latinx

Reaching Remaining Unvaccinated Residents

A targeted and strategic approach is required to reach unvaccinated residents and break down existing barriers

- Latinx, African American/ African Ancestry, Vietnamese, and Filipino Communications + Language Capacity
- Neighborhood Canvassing in 46 Priority Census Tracts
- Evening/Weekend Outreach and Events
- Partnering with Community-Based Organizations, Small Business, and Faith-Based Organizations

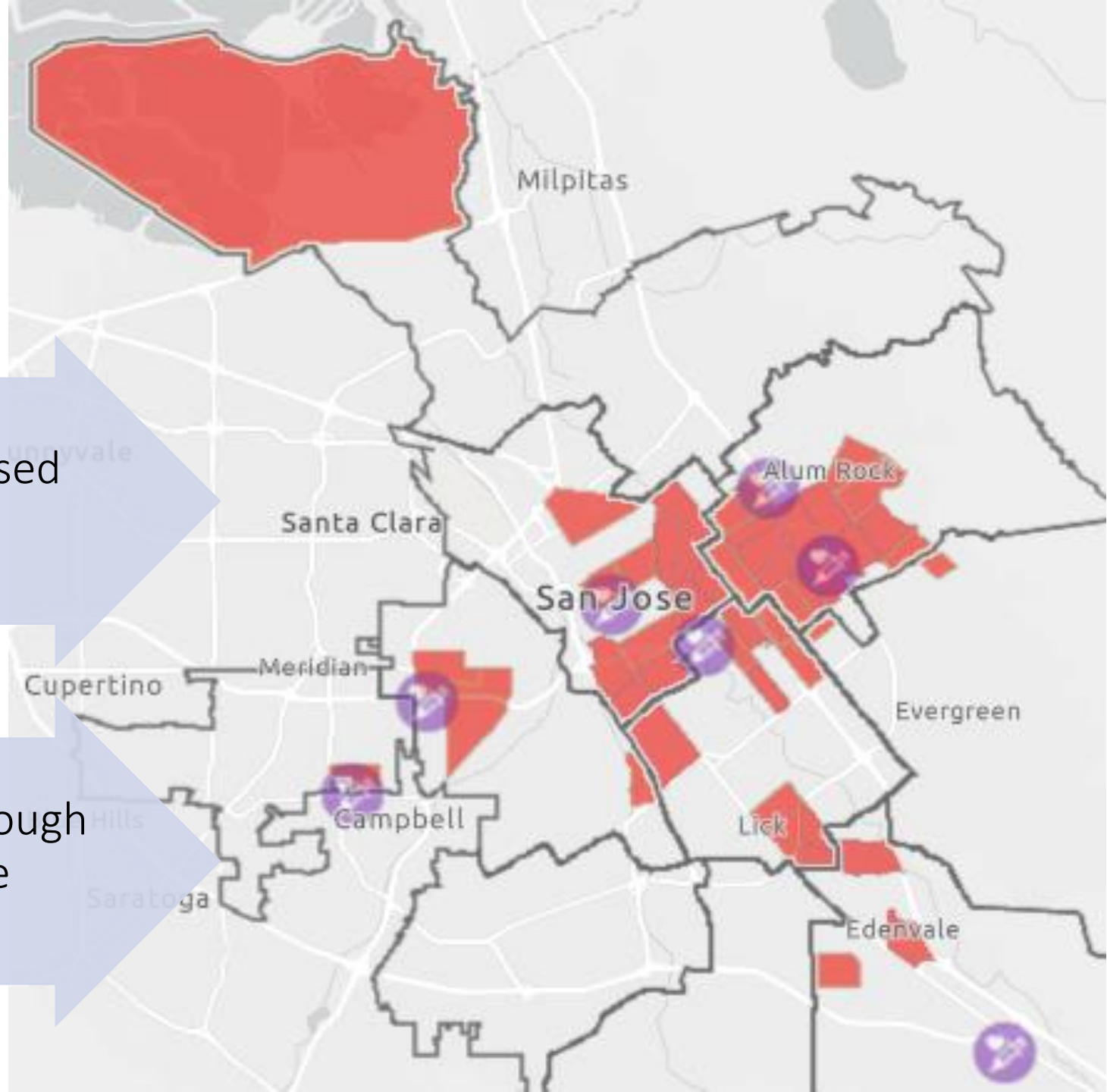
Place- Based Vaccinations For Our Most Vulnerable

13,800+

- Homes Canvassed

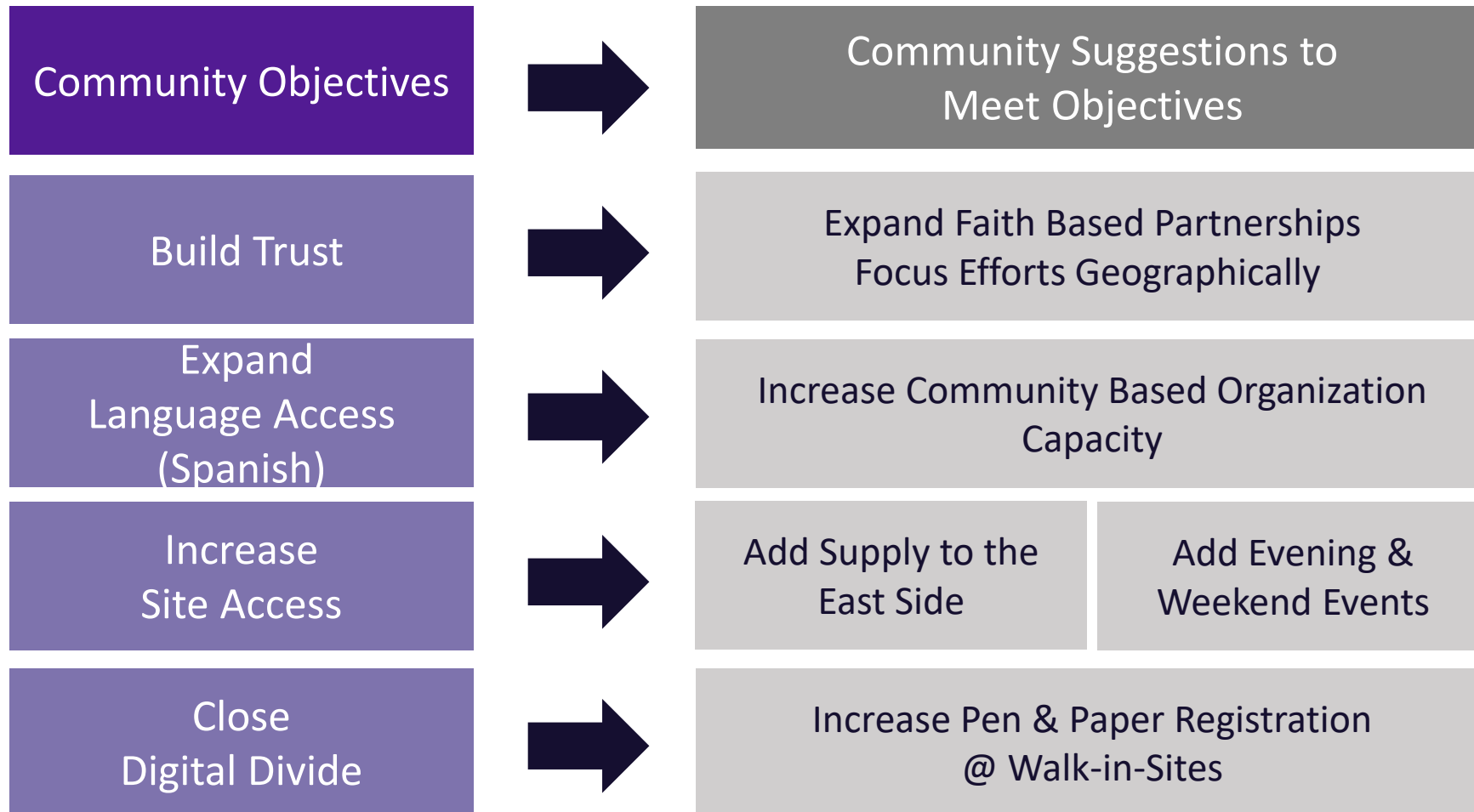
2,000+

- Residents Vaccinated through City of San Jose Partnerships



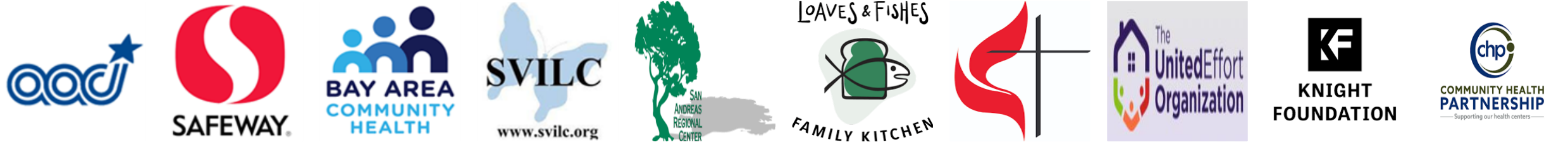
Increasing Vaccination Rate in Latinx Community

Listening and Responding to the Latinx Community's Needs



Focus on Our Most Vulnerable Vaccination Schedule and Completed Events:				Neighborhoods/ Population Served
03/05	Complete	AACI (2 nd Dose)	AACI @ Story Road 9AM -4 PM	Santee + Ferrari-Pinoche, Mayfair North
03/09	Complete	ACCI (1 st Dose)	AACI @ Moorpark Road 9AM -4 PM	Washington-Guadalupe, Burbank Buena Vista
04/10	Complete	Safeway (J&J Dose)	San Andreas Regional Center 9AM-4 PM	Population: Persons with Disabilities
04/16	Complete	AACI (1 st Dose)	City Hall Rotunda 9AM -4 PM	Luna Park, Horace Mann, 13th St + Julian-St James Population: Persons with Disabilities/Unhoused
04/18	Complete	Safeway (1 st Dose)	Project Access at Foxdale Village 9AM -4 PM	Cassell/Hillview North
05/04	Scheduled	County Public Health	Children of the Rainbow Park 1 PM- 7 PM	Alexander/Alexian/Alum Rock
05/08	Scheduled	Bay Area Community Health	Rosemary Elementary School 9 AM- 4 PM	Cadillac/Winchester
05/09	Scheduled	Safeway (2 nd Dose)	Project Access at Foxdale Village 9 AM-4 PM	Cassell/Hillview North
05/14	Scheduled	AACI (2 nd Dose)	City Hall Rotunda 9AM -4 PM	Luna Park, Horace Mann, 13th St + Julian-St James Population: Persons with Disabilities/Unhoused

Continued Focus on Our Most Vulnerable Pending Vaccination Events:				Neighborhoods/ Population Served
Date TBD		Partnership with Santa Clara County Public Health	St. James Park	Downtown San Jose /Horace Mann/Hensley/Ryland
Date TBD		Partnership with Santa Clara County Public Health	Solari Park	Seven Trees/Rancho/Los Arboles
Date TBD		Partnership with Santa Clara County Public Health	Biblioteca LatinoAmerica Library	Washington-Guadalupe/East Virginia/Hollywood/Goodyear-Majestic
Date TBD		Partnership with Santa Clara County Public Health	Tully Library	Summerside/Stonegate East & West
Date TBD		Partnership with Vista Center for the Blind and Visually Impaired	Vista Center for the Blind and Visually Impaired	Bascom-Forest/Buena Vista Population: Persons with Disabilities
Date TBD		Partnership with Santa Clara County Public Health	Hillview Library	Downtown San Jose /Horace Mann/Hensley/Ryland
Date TBD		Partnership with Santa Clara County Public Health	Mayfair Community Cener	Seven Trees/Rancho/Los Arboles



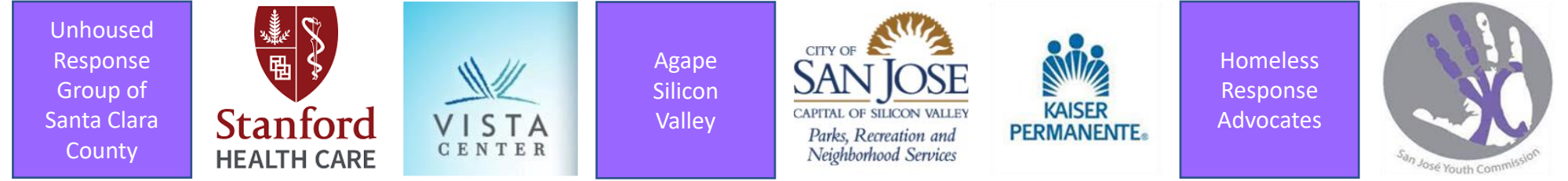
Public Defender Office



Office of Supportive Housing

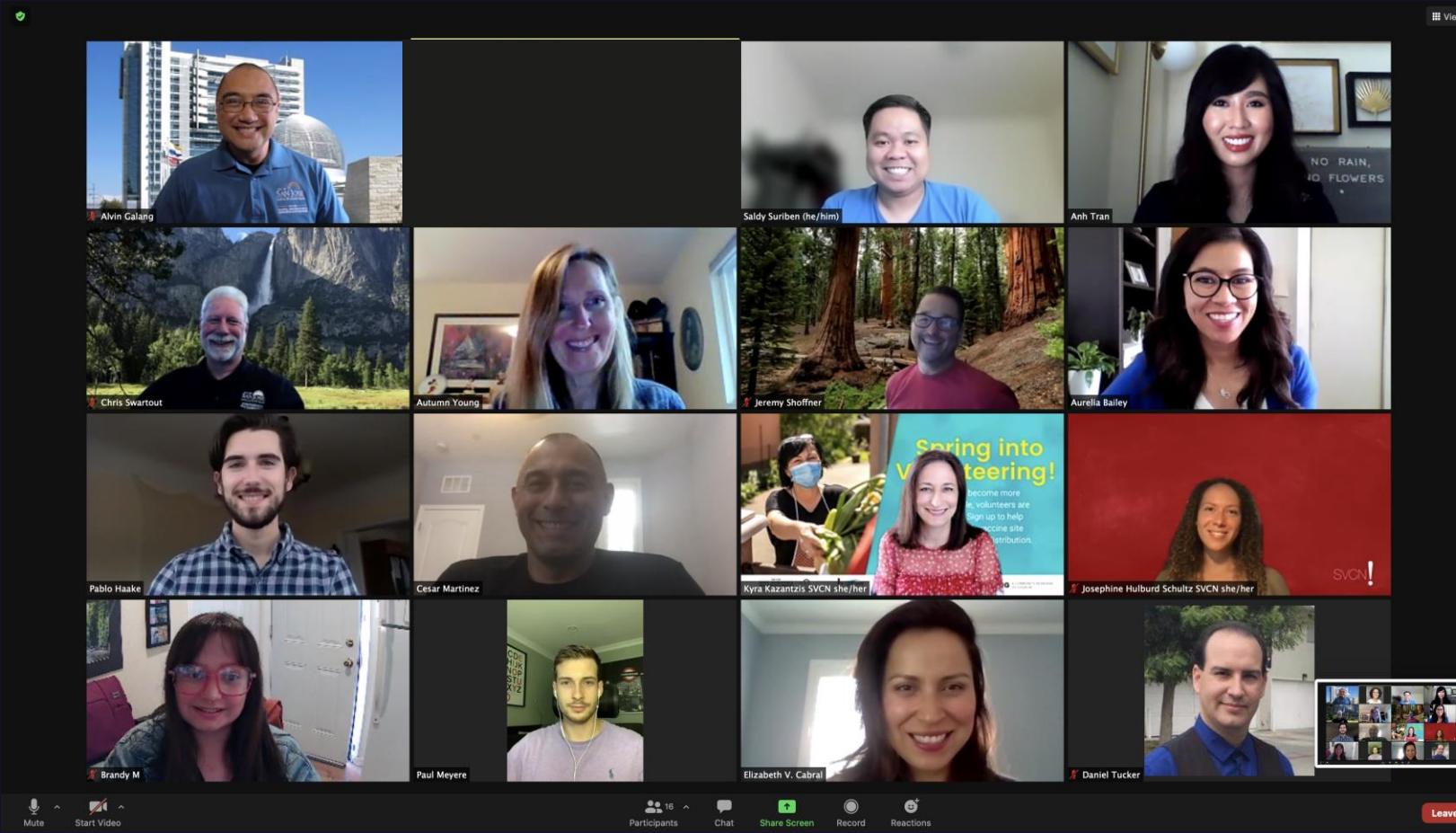


Project Hope & Grace Programs



Together, We Can Do More

Thank You Vaccination Taskforce and All of Our Partners!



Anh Tran	M. Matlow	E. Aghasian	M. Meric
Cesar Martinez	B. Broida	R. Anderson	B. Blean
Elizabeth Cabral	S. Swale	A. Ochoa	D. Whyte
Daniel Tucker	BC A. Summers	L. Marroquin	T. Nguyen
Aurelia Bailey	R. Ira	T. Rollins	D. Crespin
D. Williams	B. Doan	P. Reggiardo	R. Cone
M. Roberts	W. Tyson	A. Ibarra	C. McBride
M. Chekouras	J. Luna	M. Murray	A. Bruni
Alvin Galang	O. Tovar	E. Orfanel	G. Newnom
Saldy Suriben	M. Hidalgo	B. Aufdenkamp	E. Rocha
Paul Meyere	M. Del Bando	D. Mun	B. Larsen
Chris Swartout	B. Guy	D. Poblete	J. Hsu
Autumn Young	D. Scocca	G. Charekian	T. Vo
Pablo Haake	T. Gallau	M. Garcia	G. Gullo
Brandy M	E. Aghasian	W. Rivera	S. Trotter
Jeremy Shoffner	J. Clausen	M. Muldoon	P. Caponio
Kyra Kazantzis	J. Corona	S. Campbell	S. Pelot
Josephine Hulburd	T. Thierry	D. Lang	J. Padron
Schultz	C. England	S. Nguyen	E. Bratcher
B. Cloutier	J. Scheib	D. Duong	A. Haferbecker
J. Seaton	K. Danielsen	K. Healy	K. Harper
J. Dobson	DC S. Coscarelli	D. Saracino	M. Minoia
E. Trinidad	C. Son	T. Ho	M. Ramirez
E. Diaz	S. Piercy	M. Maas	J. Savage
. Nave	M. Moules		
J. Orsborn			



**Return to
Onsite Work
and Reopening
of City Facilities**

City COVID Response now in Stage 8 – Stay the Course and Stay Safe

Lower Risk and Fewer Restrictions as the epidemic is brought under control



Stay at home

Move back into work and life

Move to better normal

STATE RISK TIER	-	Tier 1 – Widespread	Tier 2 – Substantial	Tier 3 – Moderate	Tier 4 – Minimal	-
CITY RESPONSE STAGE	Stage 5 Extremely high risk to local population	Stage 6 Initial Reopening	Stage 7 Expanded Reopening	Stage 8 Substantial Reopening	Stage 9 Near Full Reopening	Stage 10 Move to Recovery and Better Normal
What happens in this Stage?	Regional Stay at Home Order All essential City services continue Some City services suspended	Stay at Home order lifted Re-opening of select City Services, programs, and facilities that were suspended	Progressively decreased restrictions allow further resumption of City operations, with non-essential indoor activities still mostly closed.	Further easing of restrictions and expansion of operations, resulting in closer to normal conditions, with some non-essential indoor activities open with modifications.	Easing of restrictions to greatest extent possible without a fully vaccinated population, return to modified normalcy where most indoor activities are open with modifications recovery begins	Most people vaccinated reaching “herd immunity” effort shifts to equitable recovery, monitoring vaccine effectiveness and conducting iterative planning for the next pandemic.

WE WERE HERE DEC.

WE WERE HERE OCT.

WE ARE HERE NOW

Powered by People : Objectives



Safe Workplace

Enabling employee and customer safety through modified facilities, practices, and deployed resources.



Employee Health & Wellness

Provide resources and develop practices that facilitate employees to be physically healthy, mentally well, and financially supported



Drive to Digital

Replace face-to-face, paper, and manual transactions with automated processes and digital self-service that enables safety, creates efficiencies and delivers a high-quality user experience



Effective Teams

Deliver tools and resources to support development of effective virtual, hybrid, and on-site teams

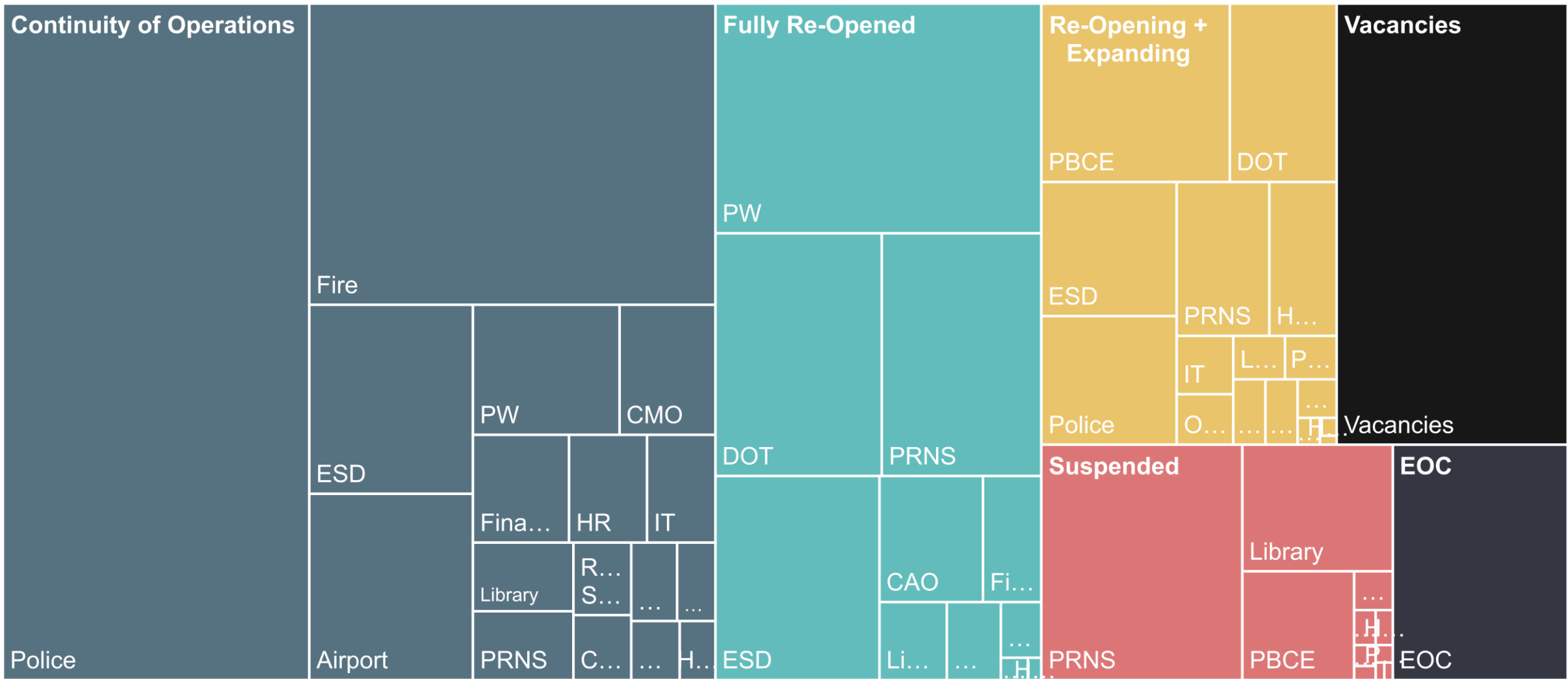
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- Fully Re-Opened** | <100% at SIP, Now 100%
- Re-Opening + Expanding** | <100% at SIP, Now 25-99%
- Suspended** | 0% at SIP, Now 0%
- EOC** | New City Services, Now 100%

City Operations Sized by Effort

Effort = # of City Staff

264 Total Services

October 2020



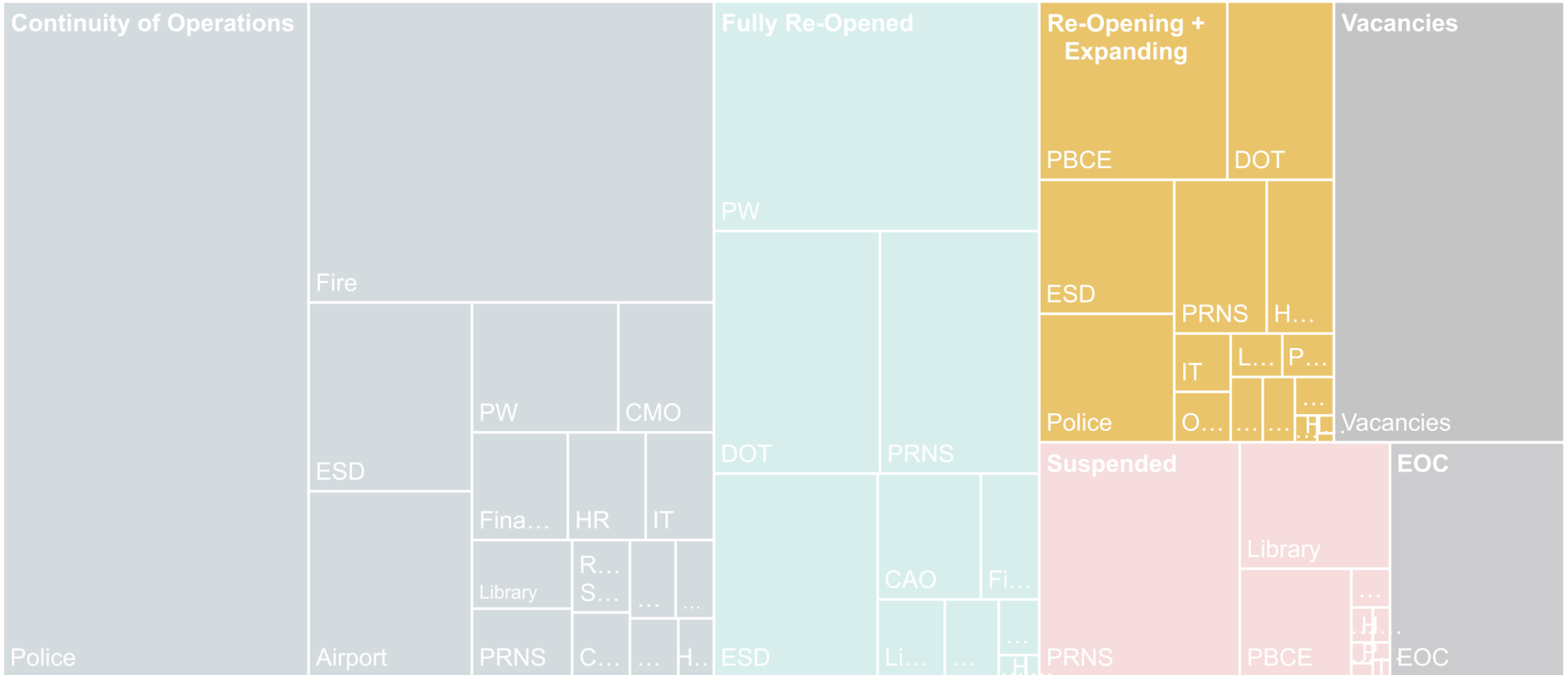
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Services not yet fully back

Insight: Very few services below 75% operation

56 Total Services

October 2020



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99-75% Operational

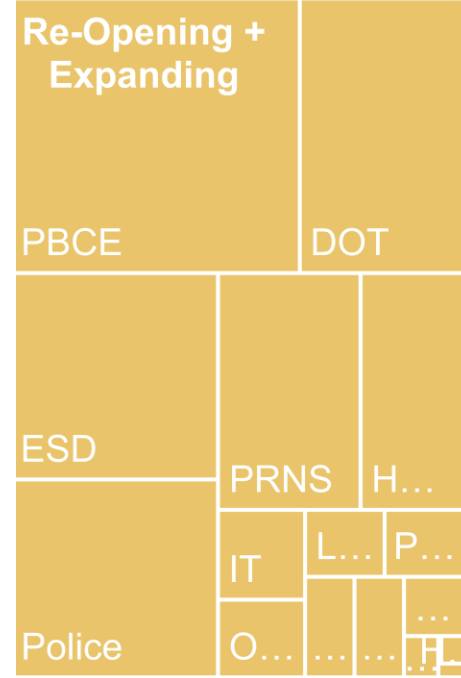
- PBCE**
 - Community Code Enforcement
 - Special Programs Code Enforcement
 - Building Development Services
 - Planning Development Services
 - Financial Management + Administration
 - Development Services Support
 - Permit Issuance Signatures
 - Community Meetings
- Police**
 - Crime Prevention + Community Education
 - Regulatory Services
 - Records
- Department of Transportation (DOT)**
 - Administrative Services + Permit Issuance
 - Neighborhood Traffic Safety Engineering Services
 - Transportation Planning + Policy
 - Off-Street Garages, Parking Lots, + Meters
- Housing**
 - Rent Stabilization
 - Grants
 - Policy Development
 - Housing Production
 - Asset Management
 - Housing Administration
- Parks, Recreation, + Neighborhood Services**
 - Sports Field Maintenance + Reservations
 - Recreation + Community Services Administration
 - PRNS Management + Administration
- Information Technology (IT)**
 - Customer Technology Support
 - City Customer Contact Center
- Environmental Services Department (ESD)**
 - Stormwater Enforcement
 - Climate Smart San José
 - Environmental Service Financial Management
 - Laboratory Services
 - Stormwater Administration
- Library**
 - Virtual Library Services
 - Deliveries + Receiving
 - Access to Physical Library Materials
- Human Resources (HR)**
 - Health, Safety, + Worker's Compensation
- City Manager's Office (CMO)**
 - Smart City, Digital Inclusion, + Broadband Oversight
- Public Works**
 - Animal Care + Services: Licenses
- City Auditor**
 - Performance Audit
- Economic Development**
 - Arts, Cultural, + Regional Workforce Events
 - Non-Mandated Regional Workforce Development

40 out of 56

75-50% Operational

- Environmental Services Department (ESD)**
 - Pretreatment
 - ESD Communications
 - Policy, Legislative Advocacy, + Education
- Parks, Recreation, + Neighborhood Services**
 - Senior Services
- Library**
 - Volunteer Services
- City Manager's Office (CMO)**
 - Non-COVID Immigrant Affairs Support
 - COVID Policy Research + Development
 - COVID Intergovernmental Relations
- Community Energy**
 - Community Programming + Events

9 out of 56



50-25% Operational

- Department of Transportation (DOT)**
 - On-Street Parking Compliance Enforcement + Vehicle Abatement
- City Manager's Office (CMO)**
 - Major Communications Campaigns
 - Non-COVID Communications
- Parks, Recreation, + Neighborhood Services (PRNS)**
 - Youth Gang Prevention
 - Anti-Graffiti + Anti-Litter
- Fire**
 - Fire Capital
- City Attorney's Office (CAO)**
 - Jury Trials

7 out of 56

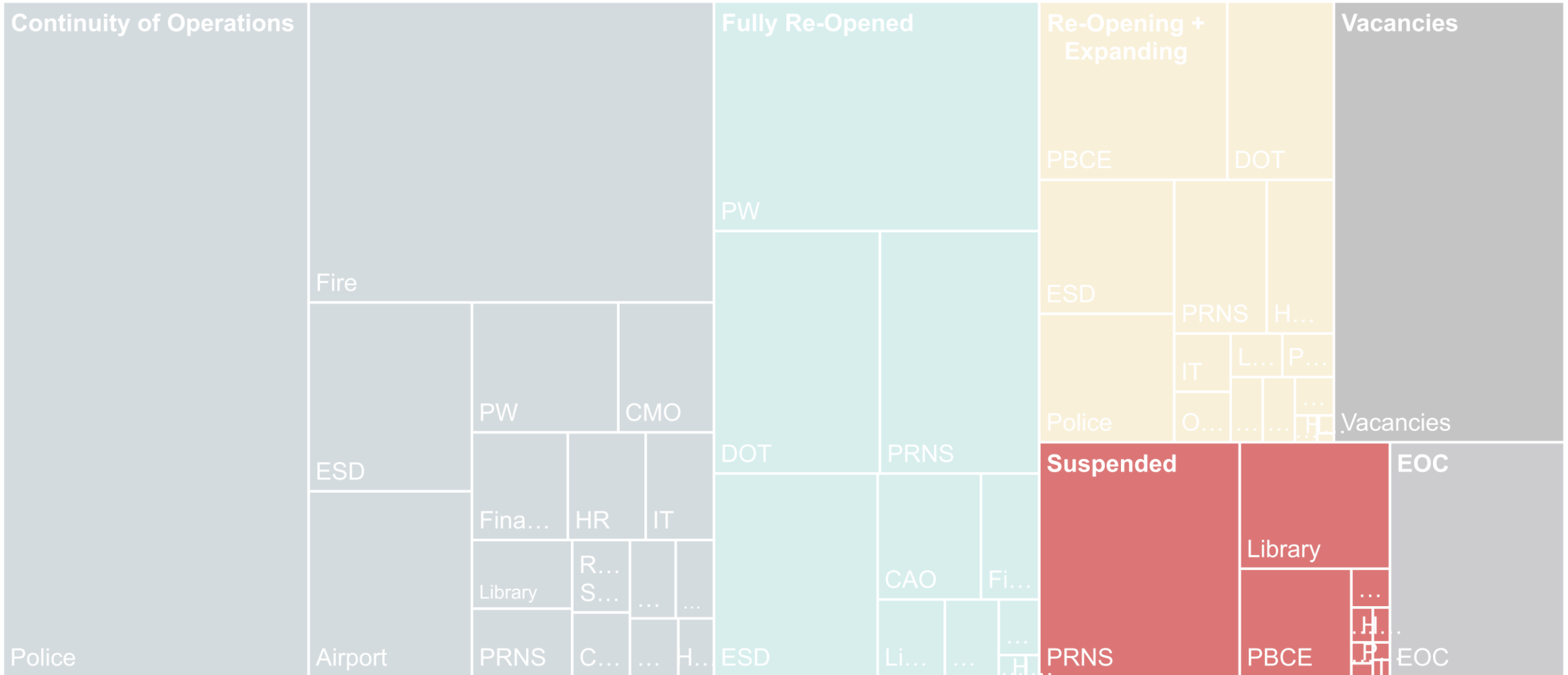
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Services that are suspended

Insight: Complex services involving public safety

21 Total Services

October 2020



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21 Total Services

October 2020

Planning, Building, + Code Enforcement (PBCE)

- Planning Development Services: Customer Plan Pick-Up
- Planning Development Services: Phone Line
- Multiple Housing Code Enforcement
- In-Person Permit Center

Housing

- Property Inspections

Parks, Recreation, + Neighborhood Services (PRNS)

- Happy Hollow Park + Zoo
- Family Camp
- Non-COVID Community Center Operations
- Aquatics

Finance

- Cashiering

Fire

- In-Person Fire Development Services

Environmental Services Department (ESD)

- Community Events

Information Technology (IT)

- City Hall Front Desk Support

Library

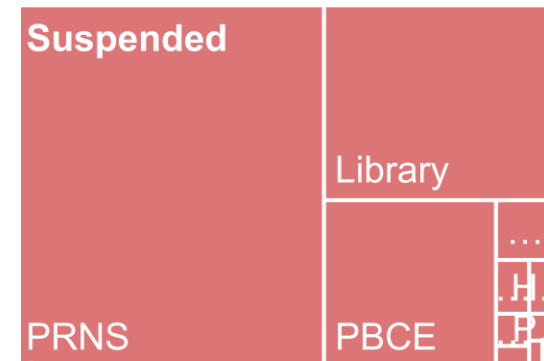
- Access to Library Buildings + Collections
- Technology Access
- Partner Services + Programs
- Community Room Access
- Public Programming
- Library Access Common Use

City Manager's Office (CMO)

- Emergency Public Education + Training

Public Works

- Environmental Innovation Center Maintenance



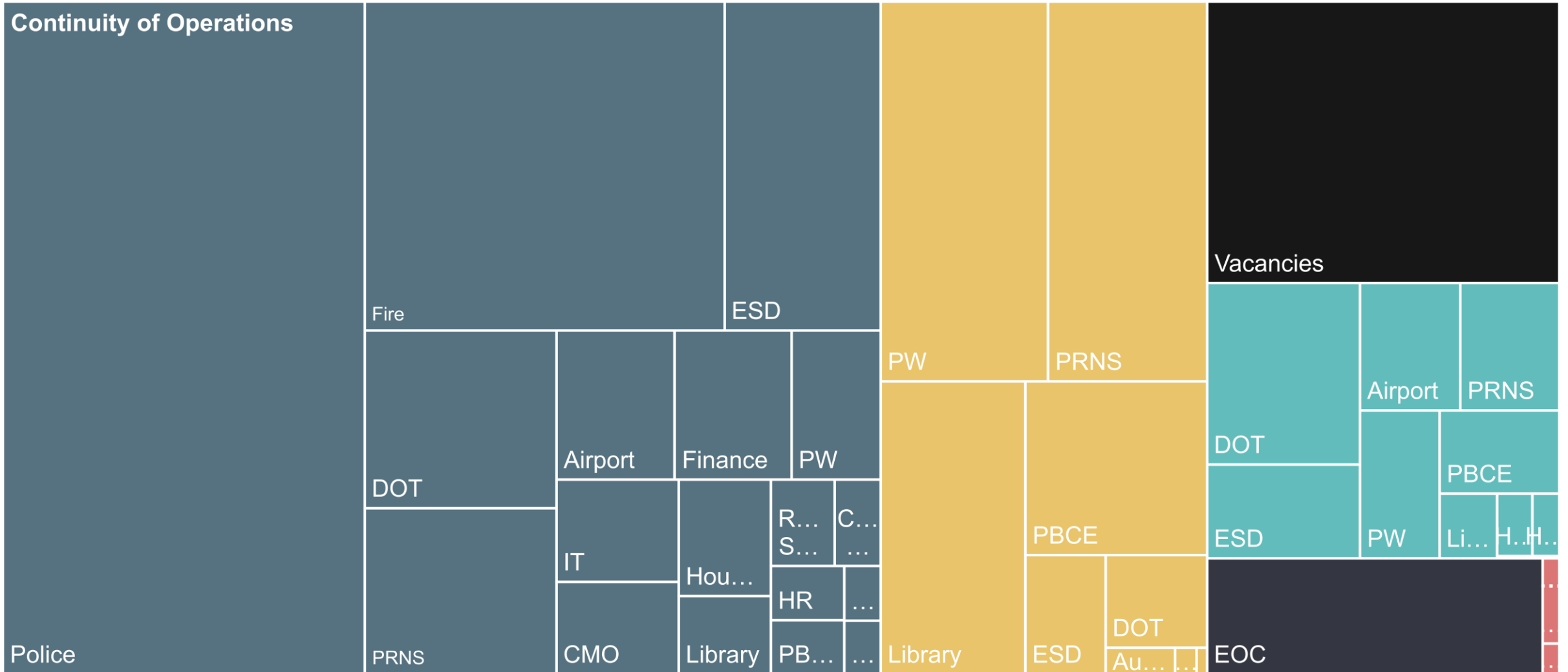
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City Budget Programs Sized by Effort

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273 Budget Programs

April 2021



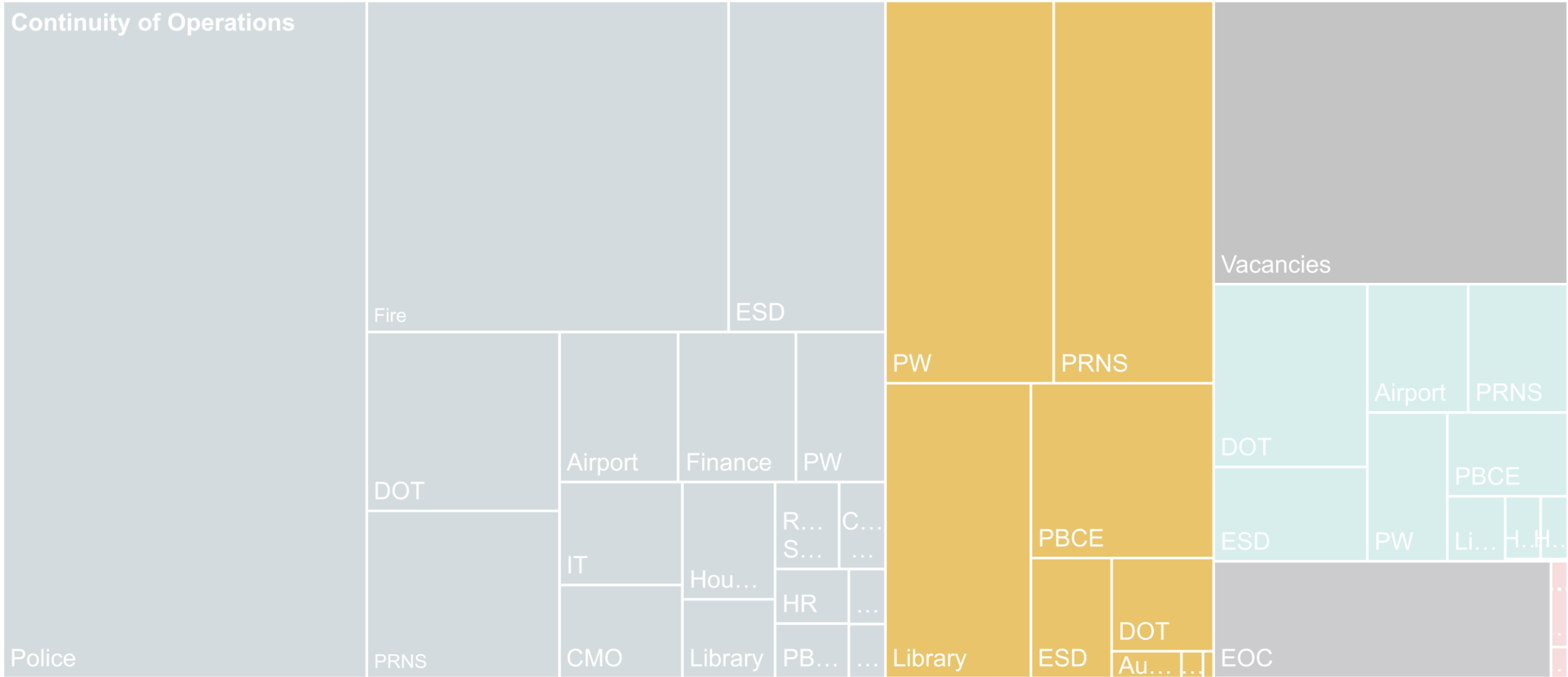
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Services not yet fully back

Insight: Many involve people in physical spaces

45 Total Programs

April 2021



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99-75% Operational

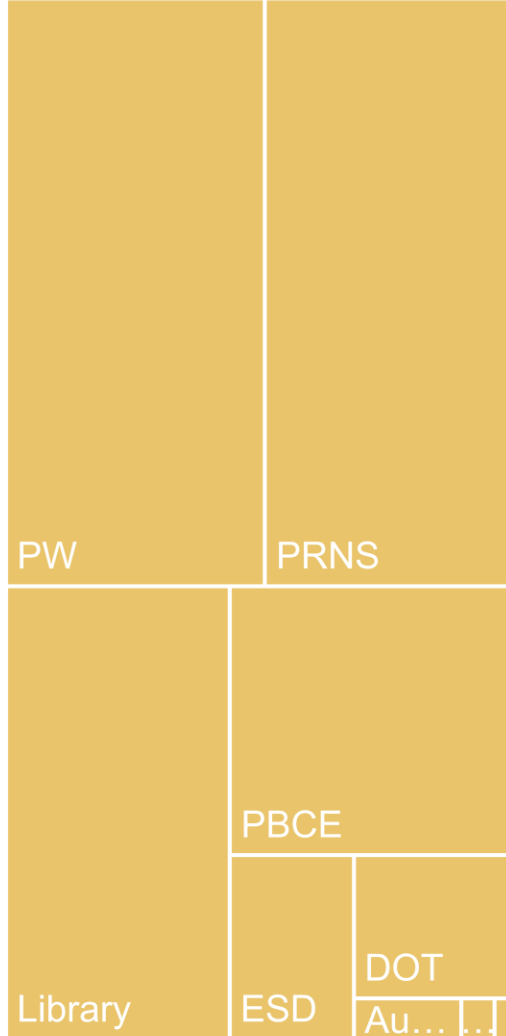
- Auditor**
 - Performance Audits
- City Manager's Office (CMO)**
 - Management + Administration
- Planning, Building, + Code Enforcement**
 - Code Enforcement Administration
 - Community Code Enforcement
 - Solid Waste Code Enforcement
 - Building Development Services
 - Management + Administration – Community + Economic Development
 - Management + Administration – Neighborhood Services
 - Other Departmental – Community + Economic Development
- Environmental Services**
 - Stormwater Policy + Compliance
 - Environmental Compliance + Safety
 - Policy, Legislative Advocacy, and Education
 - Environmental Services Communications
- Economic Development**
 - City Property Acquisition + Sales
- Public Works (PW)**
 - Public Works Development Services
 - City Facilities Architectural Services + Capital Project Administration
 - Transportation, Sanitary, + Storm Sewer Capital
 - Animal Licensing + Customer Services
 - City Facilities Repairs + Minor Capital Improvements
 - Energy + Water Conservation
 - Facility Maintenance + Operations – Non City Hall
 - Information Technology – Strategic Support
 - Management + Administration – Neighborhood Services
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- Parks, Recreation, + Neighborhood Services (PRNS)**
 - Anti-Graffiti + Anti-Litter
 - Happy Hollow Park + Zoo
 - Sports Fields Maintenance + Reservations
 - Volunteer, Adopt a Park, + Community Gardens

28 out of 45

75-50% Operational

- Environmental Services**
 - Pretreatment
 - Stormwater Enforcement
- Transportation**
 - On-Street Parking
 - Traffic Safety (Permit Center)
- Library**
 - Early Education + Family Learning
 - Partners in Reading / Adult Literacy
- Public Works**
 - Facility Maintenance + Operations – City Hall
- Parks, Recreation, + Neighborhood Services**
 - Community Center Operations
 - Youth Gang Prevention + Intervention
- Community Energy**
 - Local Energy Programs

10 out of 45



50-25% Operational

- Planning, Building, + Code Enforcement (PBCE)**
 - Multiple Housing Code Enforcement
- Transportation**
 - On-Street Downtown Operations
- Parks, Recreation, + Neighborhood Services (PRNS)**
 - Park Activation / Placemaking
 - PRNS Re-Use
 - Senior Services

5 out of 45

25-1% Operational

- Library**
 - Access + Borrower Services
- Parks, Recreation, + Neighborhood Services (PRNS)**
 - Aquatics

2 out of 45

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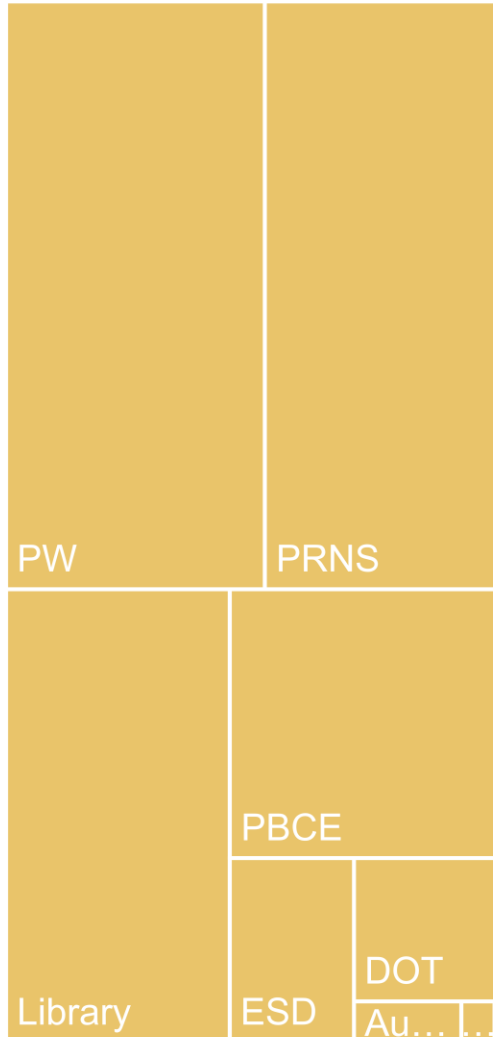
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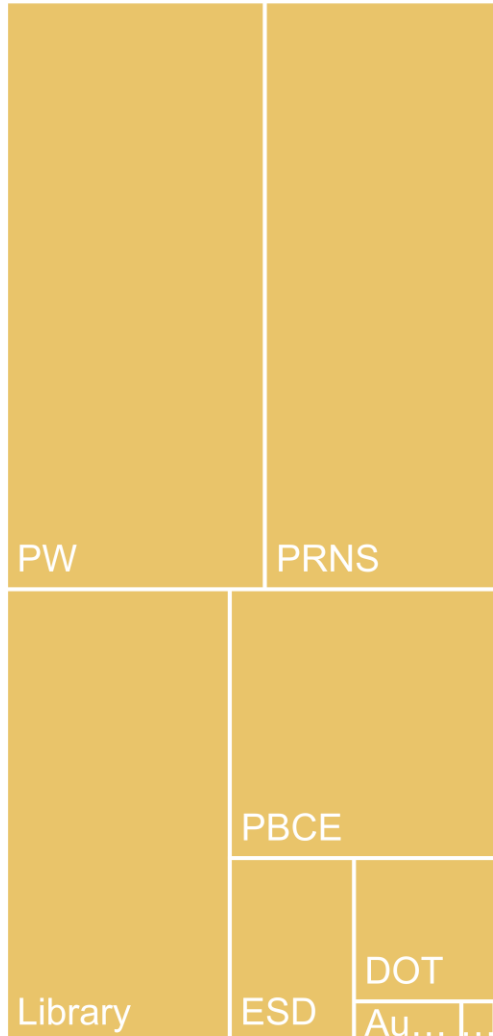
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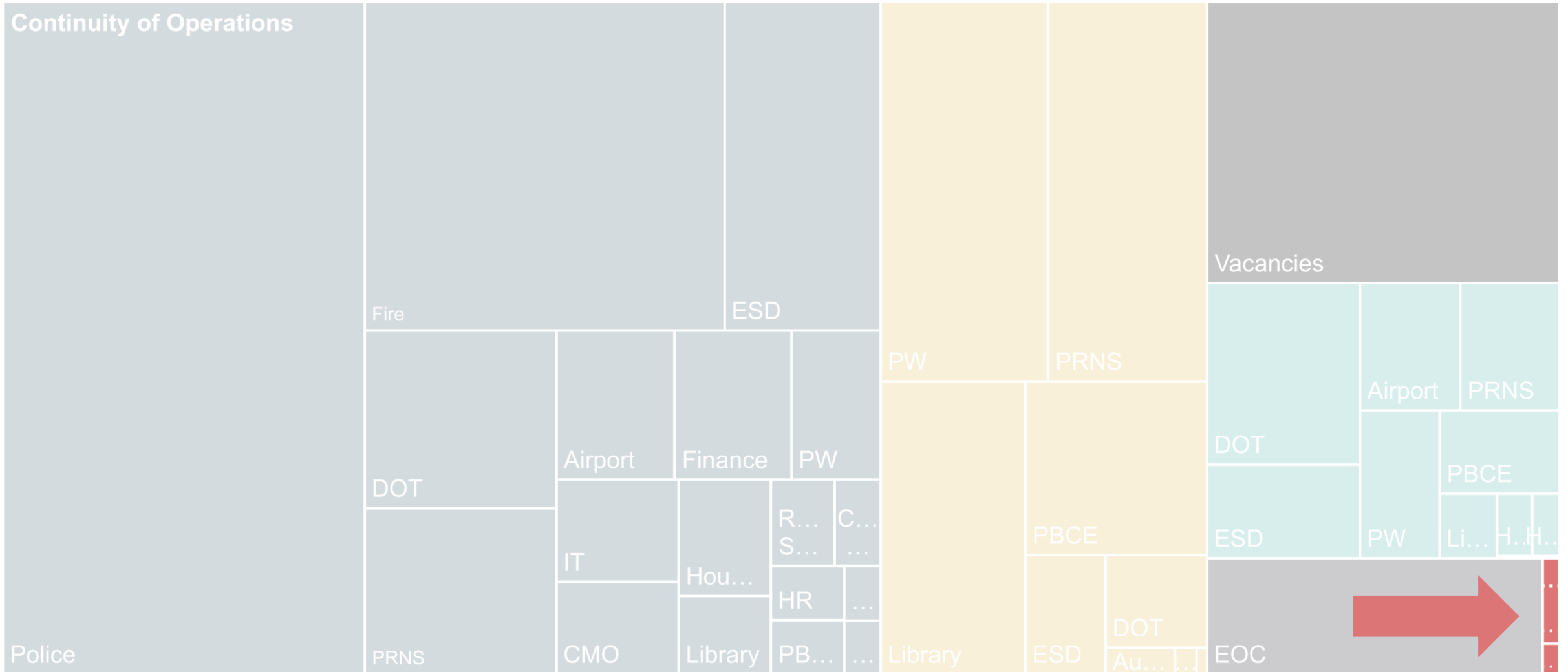
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Finance

- Cashiering

Parks, Recreation, + Neighborhood Services

- Family Camp

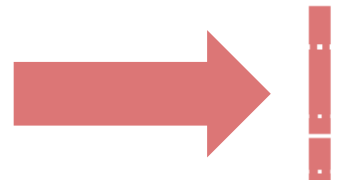
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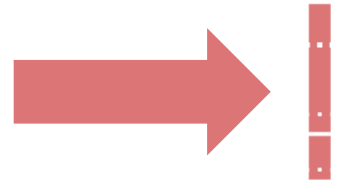
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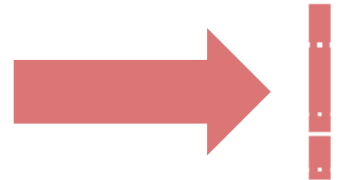
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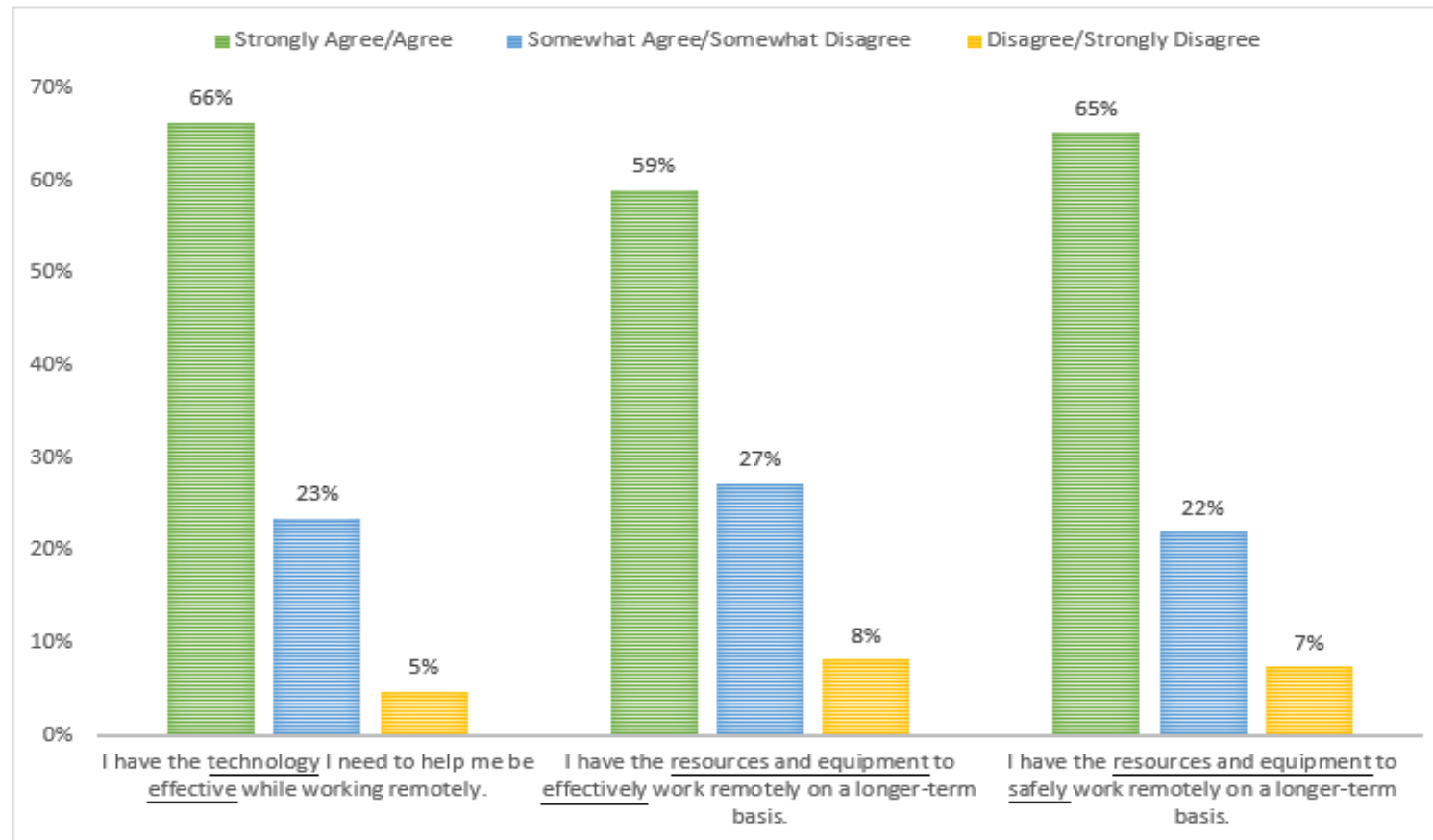
Our Employees – October



- 40% continued to work in the field
- 20% in a City facility
- 40% working remote
- 679 of vacancies in Oct 2020
- 381 staff in the EOC in October

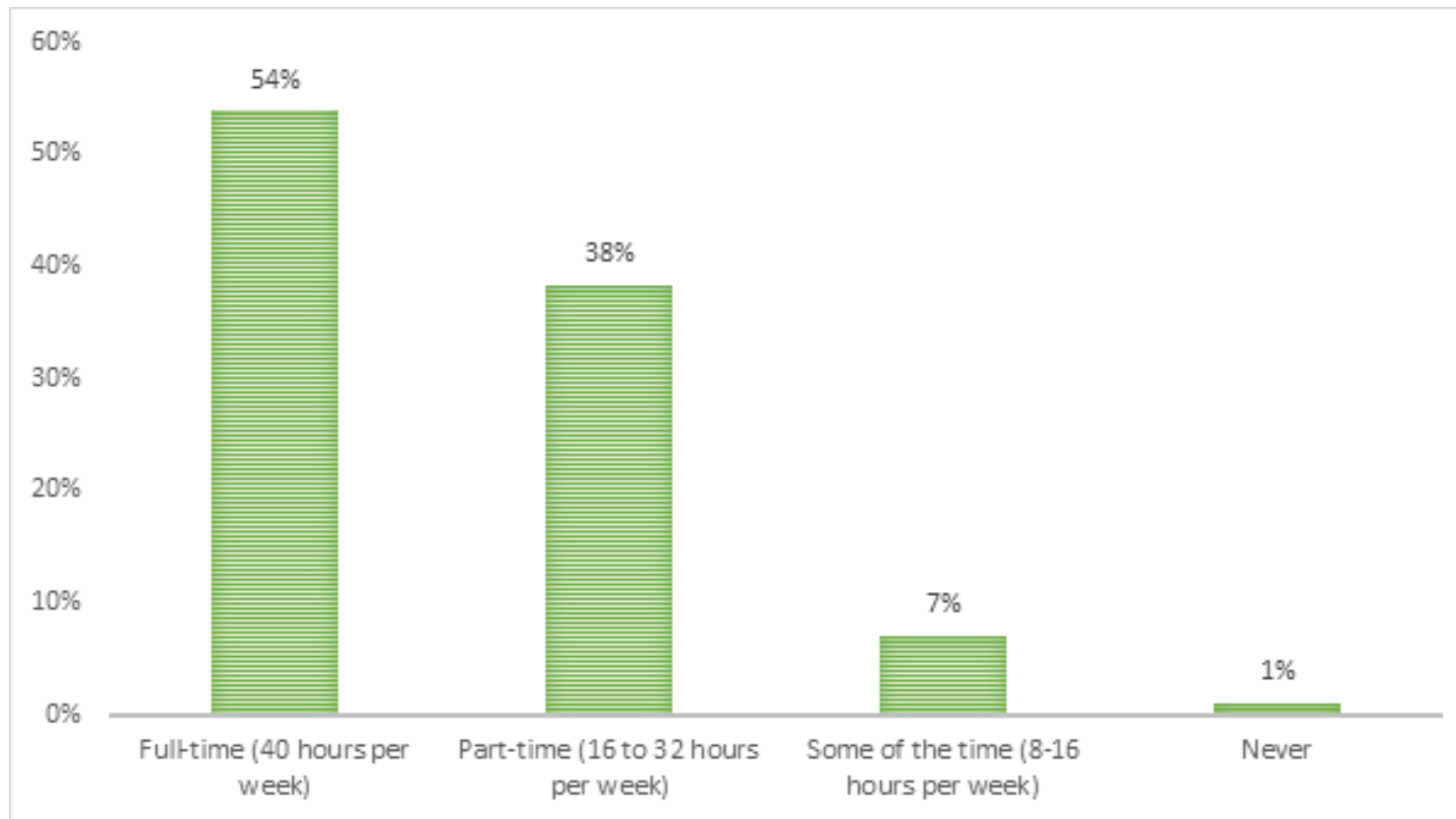
Employee Experiences

Remote Employees: Level of Agreement



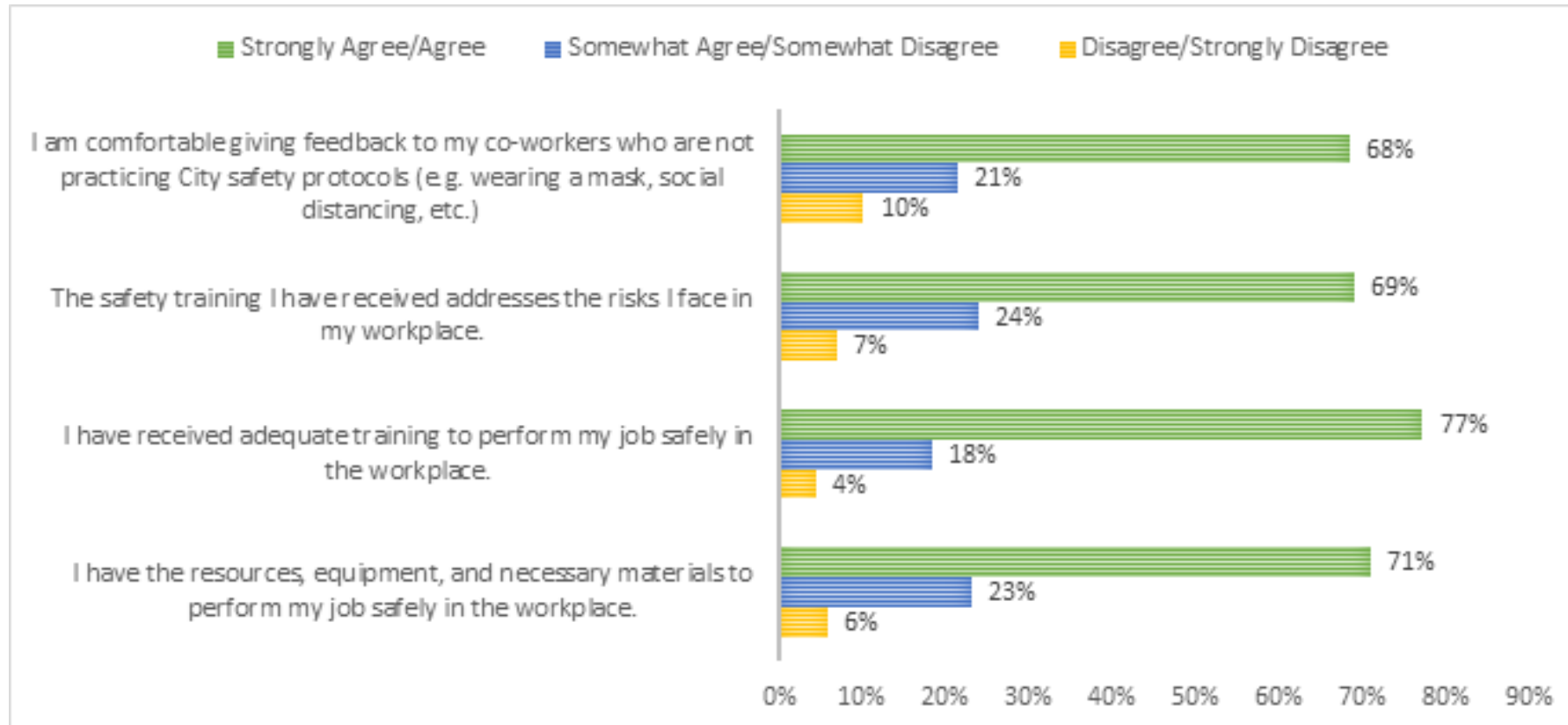
Employee Experiences

Remote Employees: How often would you prefer to continue working remotely?



Employee Experiences

Field/City Facility/Community Employees: Level of Agreement



Guiding Principles & Considerations for Resuming On Site Work

5 Guiding Principles

1. **Employee Health, Safety and Wellbeing** at the center of what we do
2. Start with the end in mind of **effective, efficient service delivery**
3. Remote work is here to stay; **many workplaces will be hybrid**
4. Use **office time** for what it does best; Use **home time** similarly
5. Invest in **technology and process improvements** as supports



SAN JOSE

Continuing to Re-Open & Expand Services

Significant Progress with Vaccinations

- General population
- Employees
- Continue safety protocols (masking)

Continue to Follow the County's Lead (move to yellow tier)

- Prioritize the most impacted services & communities
- Not an on/off switch – accelerate where we can now



Returning On Site

City Hall - Tentative Timeline (complex re-opening)

- **Employees:** Early July soft opening
- **Public:** Early August, depending on public health guidance

Other Considerations

- Social Distancing & Shared/Common Spaces
- Technology
- Iterate to understand hybrid work
- Establishing a goal for % of employees working remote

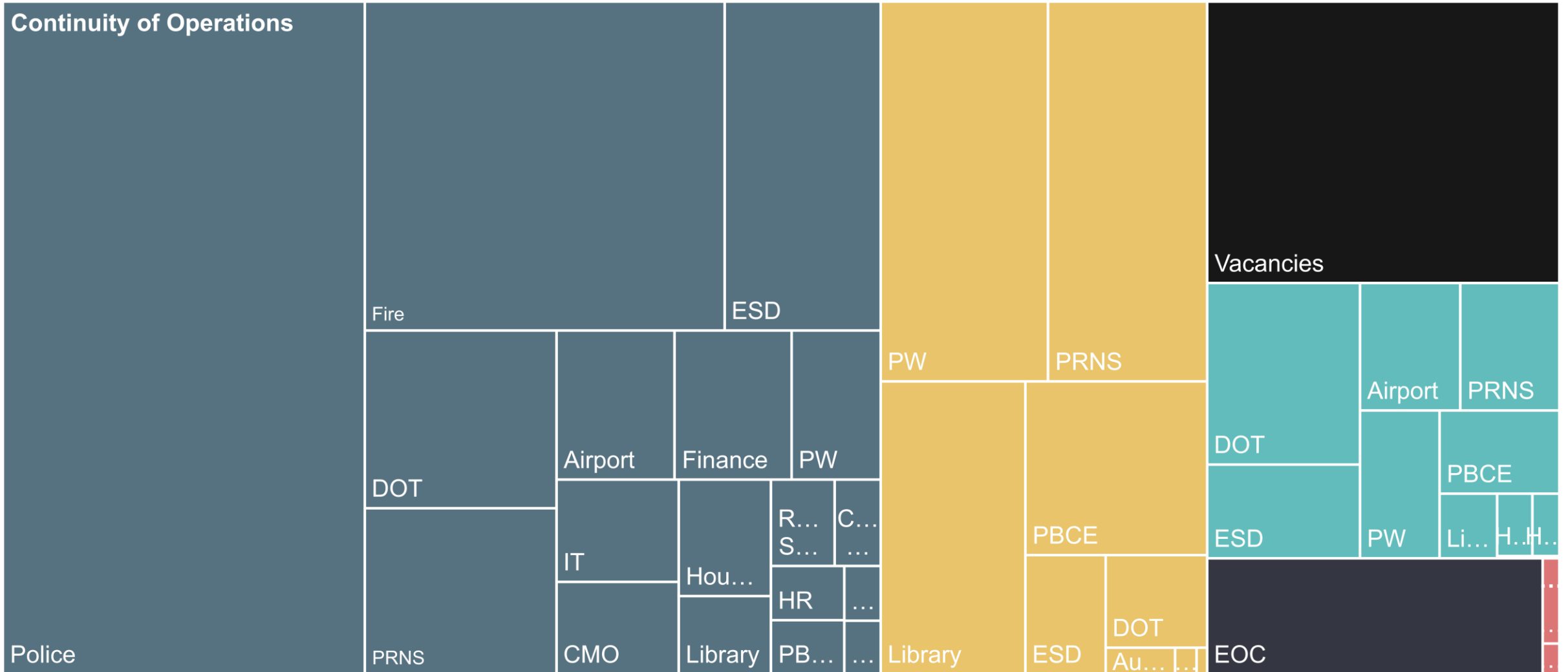
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City Budget Programs Sized by Effort

Effort = # of City Staff

273 Budget Programs

April 2021



Item 3.1

City Manager's COVID-19 Update

Dave Sykes, City Manager

Kip Harkness, Deputy City Manager, Emergency Operations Center Director

Lee Wilcox, Deputy City Manager, Emergency Operations Center Director

May 4, 2021

For City COVID-19 information: <https://www.sanjoseca.gov/covid19>