



# City Council Presentation

## City of San José COVID-19 After Action Report

Tuesday, March 21, 2023

**PRESENTERS:**

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## After Action Report Overview & Content

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# Purpose of the After Action Report

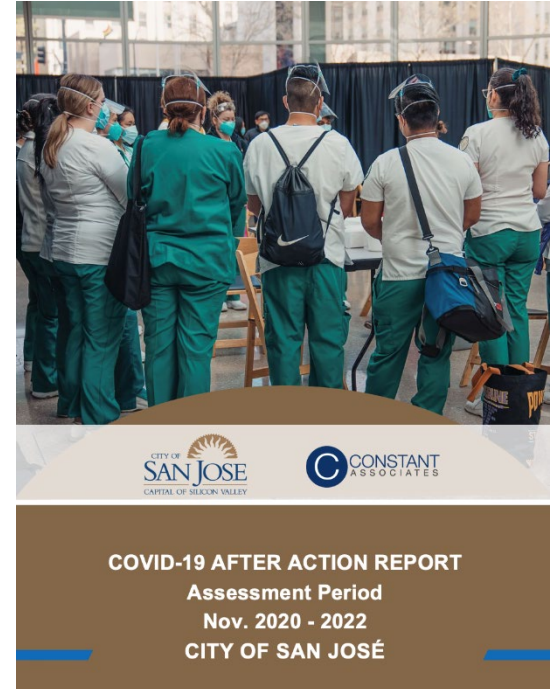
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- Memorialize efforts
- Meet federal requirements
- Enhance ability to respond to future incidents



# After Action Report Overview

- **Time period covered:** November 2020 to 2022
  - December 2019: Pandemic Response Plan referenced
  - January 24, 2020: Pandemic Response Team initiated
  - May 4, 2021: Operational Assessment Report covering January to October 2020 was adopted by City Council





# Notable Strength Example 1

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- Finding 2.2: City Council sessions shifted to virtual.
  - City bodies were able to continue their business.



## Notable Strength Example 2



**Protect yourself and the community**  
Protégase y proteja a la comunidad 保護您自己和社區  
Để bảo vệ bản thân và cộng đồng

**Free COVID-19 Vaccines!**  
¡Vacunas COVID-19 gratis! 免費新冠疫苗!  
Chích vắc-xin COVID-19 hoàn toàn MIỄN PHÍ!

[SccFreeVax.org](https://SccFreeVax.org)



- Finding 4.1: Most communication that provided critical information was translated into multiple languages.
  - City communication activities prioritized health equity for its entire population.



## Notable Strength Example 3

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- Finding 5.2: The City effectively communicated food distribution services to the public.
  - There was a peak of nearly eight million meals distributed in October 2020 and consistently close to five million meals distributed through 2021 and 2022.

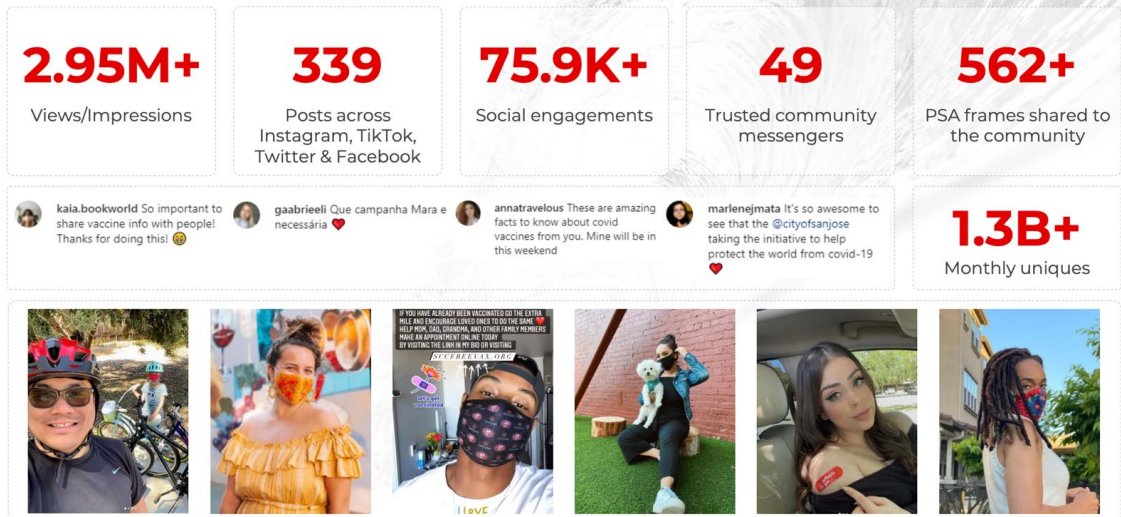




## Notable Strength Example 4

- Finding 6.1: The City created a Vaccine Campaign Task Force and supported County vaccination efforts.
  - By 7/19/2021, 85% San José residents were vaccinated with at least one dose.

### #ThisIsOurShotSJ #StayHealthySJ Metrics



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San José Social Media Vaccination Campaign [https://knightfoundation.org/wp-content/uploads/2021/07/20jul2021\\_Knight-x-SanJose\\_COVID19-Vaccine-Program-Pilot-Case-Study-submitted.pdf](https://knightfoundation.org/wp-content/uploads/2021/07/20jul2021_Knight-x-SanJose_COVID19-Vaccine-Program-Pilot-Case-Study-submitted.pdf)

City of San José COVID-19 AAR





## Notable Strength Example 5

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- Finding 8.1: The housing and homeless response team further refined and strengthened its relationship with the County while quickly adapting shelter programs.
  - Created a hotline to assist people in finding available shelters and options for medical respite.



## Overview of the Improvement Plan

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# Improvement Plan Purpose

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- Key recommendations identified
- Quality improvement and learning
- Prepare the City for future disaster responses
- Avoid repeating the same errors



# Notable Recommendation 1

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- Area for Improvement 1.4: There was limited training or qualification requirements for EOC staff.
  - Recommendation 1.4.1: Multi-Year Training and Exercise Plan
    - **Progress:** Multi-Year Training and Exercise Plan was approved by the Emergency Management Working Group in December 2022.





## Notable Recommendation 2

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- Area for Improvement 1.7: There were conflicting job duty expectations on staff working within the EOC.
  - Recommendation 1.7.1: Within the Continuity of Operations Plan for the City, consider identifying the number/type of continuity personnel needed to maintain essential functions and the number/type of response personnel needed.
  - Progress: This recommendation is underway as of December 2022 as the City of San José Continuity of Operations Plan is updated.



## Notable Recommendation 3

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- Area for Improvement 2.5: The library system was expected to reopen without the appropriate staff available.
  - Recommendation 2.5.1: Explore working with City departments to expand the number of people who may be sent to the EOC in the event of an activation.



## Notable Recommendation 4

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- Area for Improvement 3.4: Staff experienced burnout.
  - Recommendation 3.4.1: Work with Human Resources and Office of Employee Relations to create guidance.



## Notable Recommendation 5

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- Area for Improvement 8.3: City staff reported lacking the resources to adequately support people with disabilities and individuals with Access and Functional Needs.
  - Recommendation 8.3.1: Identify ways to improve staff's ability to support persons with disabilities and individuals with Access and Functional Needs.
  - **Progress:** Disability Affairs Officer is scheduled to work with an external contractor to train all City staff on Americans with Disabilities Act compliance and accessibility.





## Notable Recommendation 6

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- Area for Improvement: 10.3: As staff shifted from response activities to day-to-day job duties, it was difficult to add recovery activities to staff responsibilities.
  - Recommendation 10.3.2: Explore necessary training for staff members performing community recovery roles or provided just-in-time training.



## Next Steps

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# Next Steps

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**Recommendation:** Accept the 2023 COVID-19 After Action Report and Improvement Plan.

**Evaluation and Reporting:** The Office of Emergency Management will provide regular updates on After Action Report and Improvement Plan recommendations progress to the Emergency Management Working Group Operations Team. It will also provide an update every August as part of the Office of Emergency Management Work Plan Priorities Annual Report presented to the Public Safety, Finance, and Strategic Support Committee.

# Keeping San José **STRONG**

## Protecting our City



**700+** city employees delivered essential services & resources to San José residents

Coordinated **\$212 million** in American Relief funds for our community

## Health & Wellness



**176 million** total meals delivered in San José

**700+** food and necessity resource flyers in 4 languages

## Education/ Childcare



San José Public Library issued more than **15,000 eLibrary Cards** since March 2020

Awarded **\$8.72 million** in scholarships, program subsidies, and partnership support

## Digital Inclusion



San José Access Initiative

Circulating **4k** computers & Wi-Fi hotspots

Distributed **15,800 Wi-Fi hotspots** to K-12 students, families & the public

## Vaccinations



**1st largest city** in the U.S. to reach **85%+** vaccinations with support from SCC Public Health

**200+** vaccination sites in SCC, with the majority of them in San José

**25,000+** vaccinations delivered with City partners

## Bringing Services to You

**16x** increase of electronic plan reviews (EPR) permits via online Permit Services

**121+** listed resources keeping communities connected with at home activities via the Virtual Recreation Center

## Small Businesses/ Employment

**22,000+** business tenants protected by the commercial rent eviction moratorium

**30k** San Jose based businesses secured business loans & grants totaling a value of **\$2.65 billion**



## Communications

Designed **100+** materials in **4+** languages

Over **39.5 million** impressions through targeted social media postings



## Housing/ Homelessness



**3** new emergency interim housing communities = **346 beds** homeless individuals, couples & families with children.

Provided **housing stability** for COVID-19 impacted tenants by prohibiting evictions for past due rent & preventing rent increases



## Thank You...

- Emergency Operations Center Staff
- Field Staff
- Community Partners

