City Council 3.1
Emergency Operations Center Update

Slow and reduce the spread of COVID-19, and support our most at-risk people

Roadmap through the Epidemic: City Response – Highest Priority Actions

1. Compliance with Public Health Orders ("Shelter in Place")	+ Education, enforcement and engagement
2. Continuity of Essential City Services	+ Ensuring essential services are provided safely for the duration of the epidemic
3. Support for At-Risk Communities and Populations ▪ Food & Necessity Distribution and Feeding – Senior Support and Services – Medically At-Risk Support and Services ▪ Homeless Support and Services (Shelter Delivery and Quarantine) ▪ Local Assistance for: – Individuals and Families – Small Business and Non-Profit Support	+ County wide food distribution, focusing first on the most at-risk and then, scale and sustain + Support seniors in isolation + Support medically at-risk populations in isolation + Increase shelter, hygiene services and health support to homeless population + Local assistance for individuals and families + Support small businesses and develop understanding of new forms of assistance (e.g. SBA) and begin to operationalize
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Enabling Actions Supporting the Response

5. Silicon Valley Strong Campaign	+ A public campaign amplifying public health messages, raising funds, and volunteers
6. Communications and Engagement with Community	+ Messaging to broader community with focus on engaging our most at-risk communities in multiple languages
7. Funding and Cost-Recovery ▪ Maximizing Cost-Recovery (CalOES and FEMA) ▪ Securing Funding State, Federal and Private Grants	+ Coordinated approach to federal, state, local, and privately raised funds with a focus on effective response and cost recovery for the City organization
8. Future Planning	+ Understanding future trajectory and impacts of COVID-19

Compliance with County Public Health Orders

Compliance Branch Completed Activities

Compliance Actions	Activity to-date (March 26 – April 20)
Shutter parks, or at least consider shuttering some (and be clear about why).	**9 Regional Parks and 19 Parking Lots** shuttered over Easter Weekend. Alum Rock Park and Communications Staircase, as well as all Park amenities closed until further notice. Park Rangers now primary enforcement in Parks.
Radio PSA in multiple languages to clarify county orders	**304 Radio PSAs** aired on 8 Radio Stations in 4 languages (English, Spanish, Vietnamese and Mandarin)
Key messages on appropriate outdoor behavior or alternatives	Used the results of the Behaviorally Informed messaging, created and disseminated Park Warning and Park Closure signage for PRNS and EPIO use.
Engage local trusted messengers to convey clear messages about health orders through social media.	**44 Unique Social Media Posts** and Influencer Videos - 331,002 Impressions (53% higher than average) - 22,268 Engagements (141% higher than average) - 9,255 Influencer Videos were watched to the end (15% of Total Views)
Framed messaging that makes use of Behaviorally Informed testing.	Worked with the Behavioral Insights Team, conducted testing, tabulated results and implemented messaging for top 3 most prioritized touchpoints in English, Vietnamese and Spanish. Shared recommended messaging with City stakeholders
Prepping council members with messaging they can use in their communities.	**4 Messaging Toolkits** developed and distributed: Public health to Mayor & Council, Public health to City Departments, Park compliance to Mayor & Council, Temporary park closure to Mayor & Council

Santa Clara County residents are effectively “sheltering-in-place”

Since baseline (Jan 3 – Feb 6), travel has decreased dramatically throughout the region. Places such as retail & recreation and transit stations have seen the greatest decrease, while Parks have seen the smallest decrease in trips.

People are also spending more time at their residences.

Grocery & pharmacy

-26% compared to baseline

Parks

-17% compared to baseline

Workplace

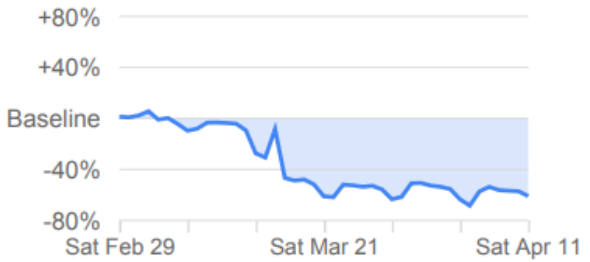
-48% compared to baseline

Residential

+20% compared to baseline

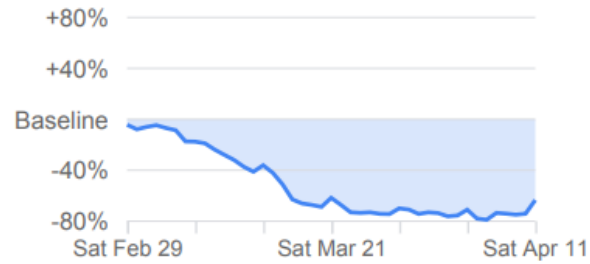
Retail & recreation

-61% compared to baseline



Transit stations

-63% compared to baseline



Data courtesy of Safegraph.

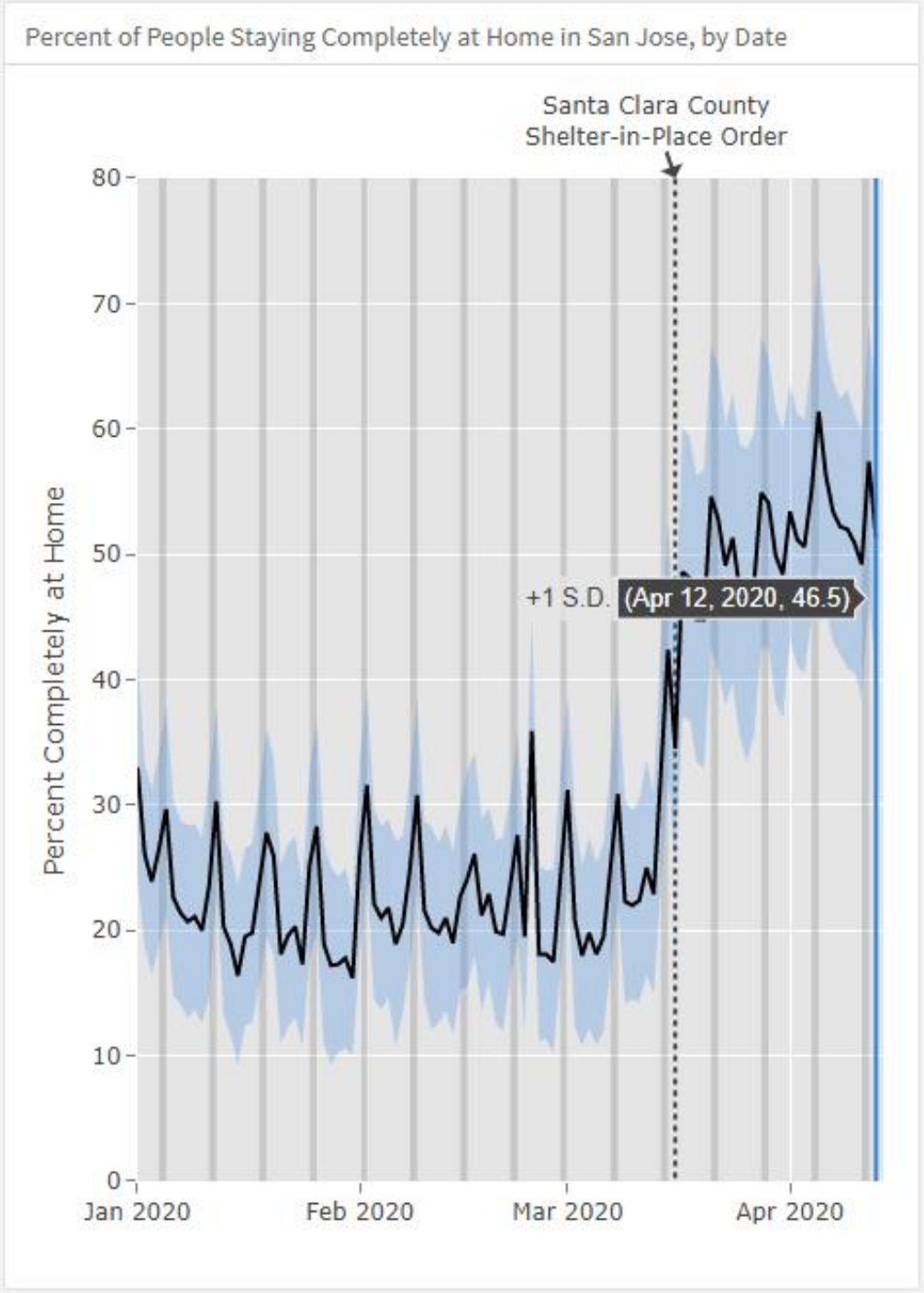
Date:

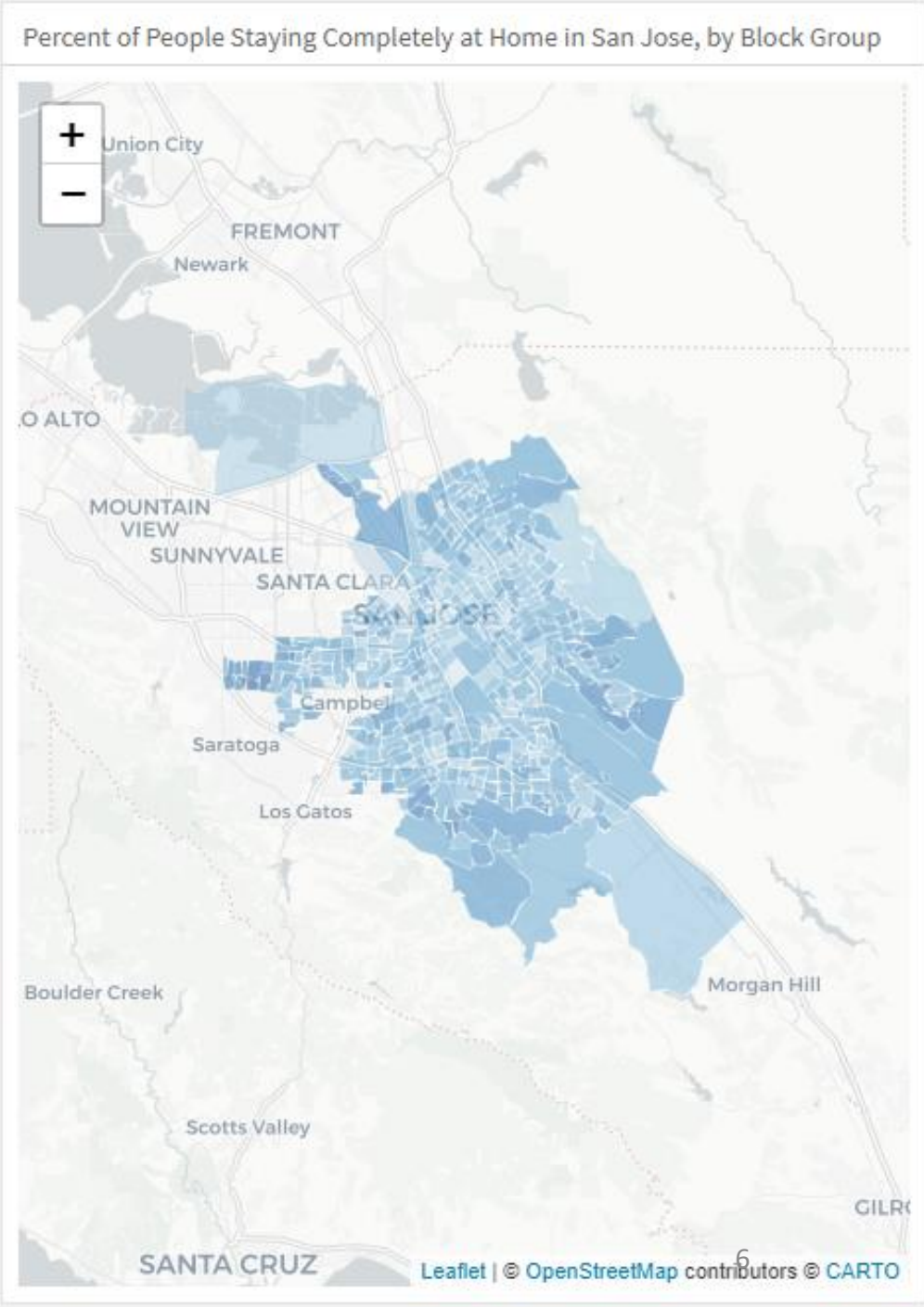
01/01 04/13

01/01 01/23 02/14 03/07 03/29 04/13

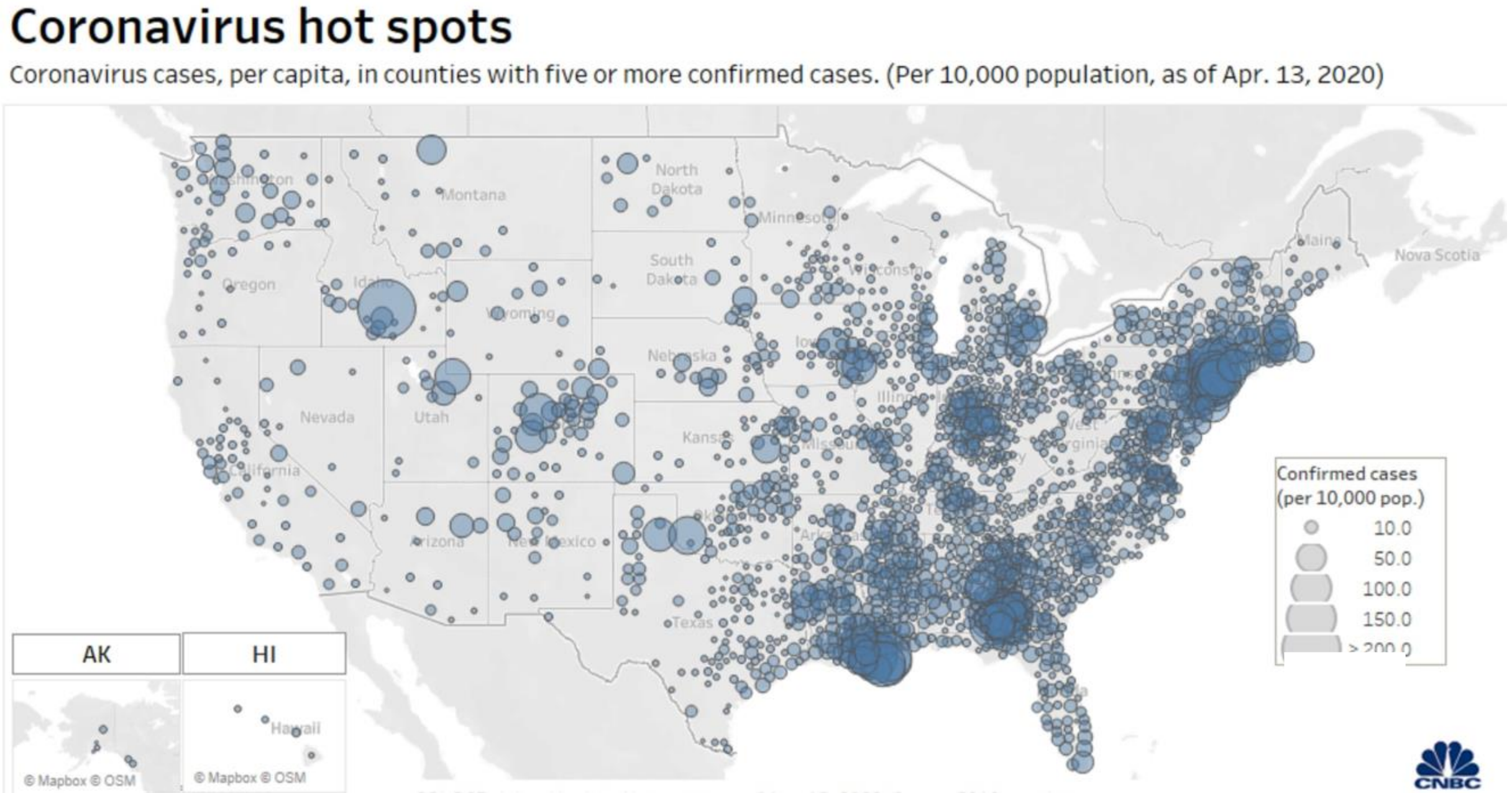
Data on San Jose specifically shows high compliance across the City

To view the interactive dashboard visit: https://stanfordfuturebay.shinyapps.io/sanjose/

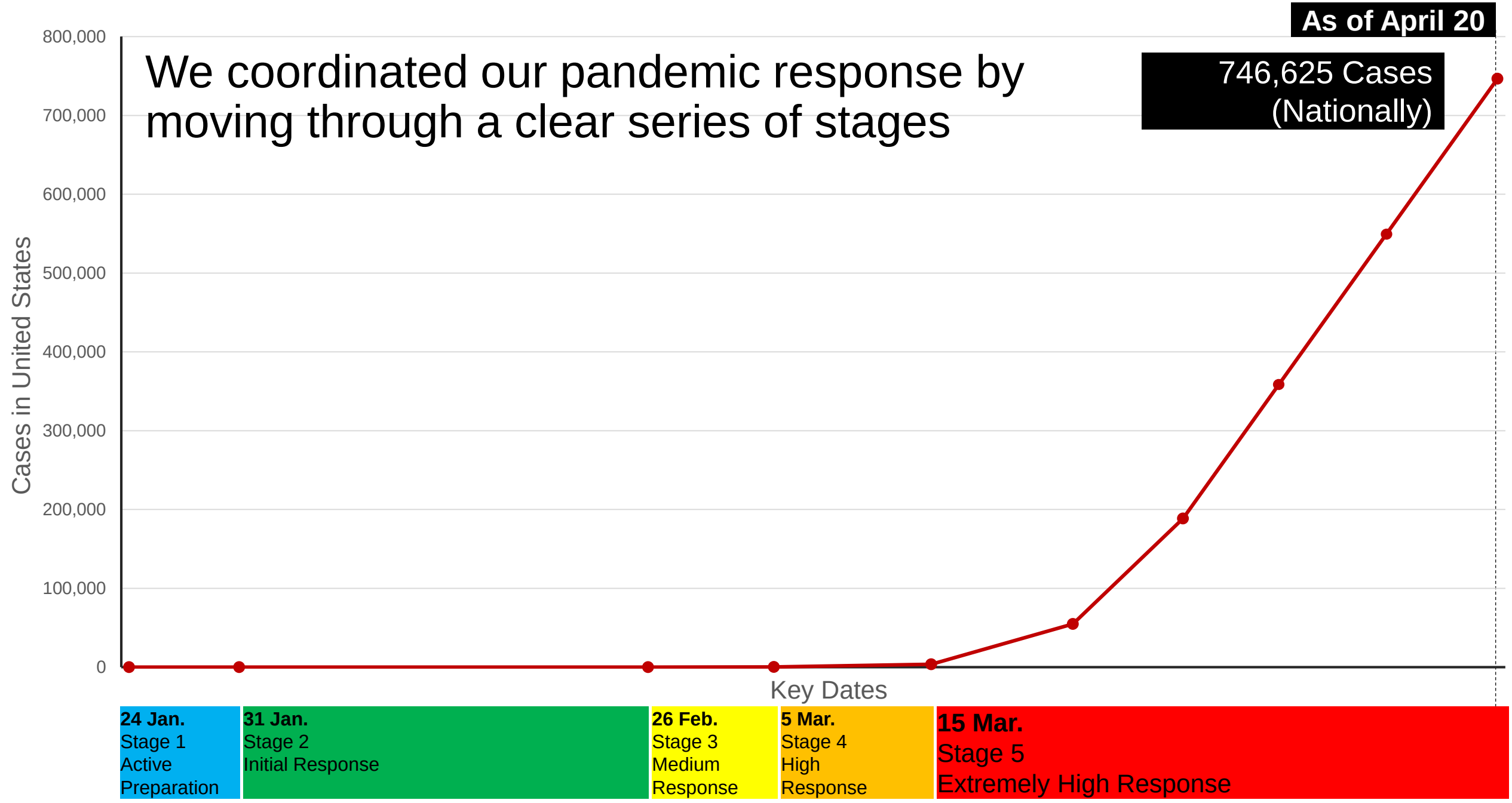




Our collective action is slowing the spread of COVID-19



Recovery Into Resilience


As of April 20
We coordinated our pandemic response by moving through a clear series of stages
746,625 Cases (Nationally)
800,000
700,000
600,000
500,000
400,000
300,000
200,000
100,000
0
Cases in United States
Key Dates
24 Jan. Stage 1 Active Preparation
31 Jan. Stage 2 Initial Response
26 Feb. Stage 3 Medium Response
5 Mar. Stage 4 High Response
15 Mar. Stage 5 Extremely High Response

We will move together through recovery to resilience in the same way

Lower risk of infection, greater public health capacity, fewer restrictions

Move back into work and life | **Vaccine scaling** | **New normal, prepare for next pandemic**

INDICATORS	Stage 6 Initial Reopening No Vaccine	Stage 7 Expanded Reopening No Vaccine	Stage 8 Near Full Reopening No Vaccine	Stage 9 Full Reopening Vaccine Scaling	Stage 10 New Normal - Prepare for Next
Infection Risk	Infection risk and Status of the outbreak regionally and nationally				
State and County Orders	Orders and guidance from County and State governments				
Public Health Capacities	Advances in scaling testing, tracing, quarantine, and vaccine capacity				

CITY RESPONSE	Stage 6	Stage 7	Stage 8	Stage 9	Stage 10
Saving Lives	*Key Actions:* Protecting our community and our workforce				
Saving Livelihoods	*Key Actions*: Resuming city services safely, reopening our economy				
Preserving Fiscal Health	*Key Actions:* Building a long-term recovery capability				

COVID-19 Recovery First Principles

Compassion in Action

Open, Candid, and Direct

One Team

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Recovery

Federal & State Update

CARES Act 1.0

(Passed)

CARES Act 1.5

(Senate & House Floor Vote)

CARES Act 2.0

(In Negotiation)

Local Assistance

Food + Necessities Distribution Objectives

Feed Our Most Vulnerable

Maximize Existing Food Networks

Scale for a Widespread Food Crisis

We are feeding people

	Estimated Weekly Meals	*Increase From Beginning of COVID-19 Response*
Food Providers	#	%
Second Harvest to Community Based Organizations (CBO)	1,666,667*	**+25%**
City/County Senior Nutrition Program (SNP)	13,248	**+58%**
Senior Meals On Wheels (MOW)	23,545	**+26%**
School Sites	296,584	**+206%**
City/County Targeted Homeless Placements	9,050	**+255%**
Meal Delivery (CBOs, other vulnerable populations)	170	**-49%****
MEALS DELIVERED IN PAST WEEK	**2,009,264**	

* Represents estimate from Second Harvest as of 04/17/20.
** Reduction is due to a decrease in demand, but available capacity has not decreased.

OBJECTIVES

12-week

Feed Our Most Vulnerable

Maintain 400k meals per day

Maximize Existing Food Networks

Unlock X meals per day

Scale for a Widespread Food Crisis

Increase grocery and prepared meal output of greater than 3,000,000 “meals” per week

KEY RESULTS

3-week

- ❑ Identify More Translators [Ed]
- ❑ Identify and Address Health Inequities through Data [Andrea]
- ❑ Team agreement on capacity metrics, how will we measure capacity and supply [Jill]
- ❑ Establish communication structure with CBOs [Jill]
- ❑ Provide Immediate Food Support to City + County Team in the EOC on Day-to-Day Issues [Aurelia]
- ❑ Validate CBO capacity to receive, prepare and distribute groceries and prepared meals [Jerry]

- ❑ Stack Rank and Execute all Contracts across Meal Producers, Distributors, and Client Agencies (SCC + 13 Cities) [J.]
- ❑ Validate Second Harvest Business Architecture [Jerry]
- ❑ Support Gaps Related to Second Harvest's Needs [Jerry]
- ❑ Timely + Accurate Information for Requests [Ed]
- ❑ Clear Understanding of Communications Needs, Including Contact Database and Purpose [Ed]
- ❑ Benchmark + Assess Capacity of Safety Net [Sarah]
- ❑ Modify Technology Solution Based on Second Harvest Gap Analysis [Jerry]
- ❑ Support to Create a Sustainable Process to Ensure Food Tracking Site Capacity and Meal Production Capacity [Aurelia]
- ❑ Integrate business architectures of Revolution, Second Harvest and other food suppliers [Jerry]

- ❑ Sign "At Scale" Contracts with Food Distribution Partner (Revolution Foods), Philanthropy + Logistics Partner (World Central Kitchens) [Dolan]
- ❑ Jurisdictional Reimbursement Agreements Completed [Dolan]
- ❑ Build Future Scenarios to Help Suppliers/Providers Improve Food Distribution [Sarah]
- ❑ Support Resilient Food Industry + Workforce [Sarah]
- ❑ Project Charter with OKRs, Org Chart, Roles Identified and Staffed [Dolan]
- ❑ Establish "Reimbursement by Design" Templates and Checklists to Apply to all Agreements and Business Ops [J.]
- ❑ Establish Food Distribution Contracts + Cash Flow team with POCs in Logistics, Recovery, and Documentation [J.]

Food + Necessities Distribution Branch
Apr 14 – May 05, 2020 OKRs

100% goal met | > 65% goal met | < 65% goal met

Food + Necessities Distribution Branch

EOC Leadership

EOC
Kip Harkness + Lee Wilcox

EOC Operations
Angel Rios

Advisory

Non-Profit Leadership Council

Food Policy Advisory Committee
Chair: Angel Rios

Branch Leadership

Branch Lead
Dolan Beckel

Branch Co-Lead
Neil Rufino

Asst. to Branch Leads
Erik Jensen

Resource Requests
Mike Jones

Other Branches

Liaisons

Council: Jared, Sal
Businesses: Nathan, Blage

Liaison Branch
Kim Walesh

County EOC
Aurelia Bailey

Municipalities
Zulma Maciel

Branch Units

Supply Resiliency
Jill North

Kevin Matthews*
Alvina Nishimoto
Revolution Foods
World Central Kitchen

Distribution Operations
Andrea Flores Shelton

Leah Toeniskoetter*
Schools: Laura Buzo
Seniors: Josue Covarrubias
Homeless: CJ Ryan
CBOs: Ed Solis
Volunteers: Mollie Tobias
Municipalities: Zulma
Dashboard: Anu

Business Architecture
Jerry Driessen

David Lindstrom*
Business Needs: Michael F
BPA: Meena
Tech: Krishna S.
County: Ed Bagsik
County Tech: Anthony Tran

Comms
Ed Bautista

Carolina Camarena

Business Architecture

EOC Funding, Cash Flow, Contracts

Program Management

Futures Branch
Andrew Ehrich

Food Lead: Sarah Papazoglakis
Data: Rajani Nair

EOC Funding + Contracts
J. Guevara

Patsy Cortez
Uyen Mai
Petra Riguero
Alex Niles

Food Policy Advisory Committee	**Chair:** Angel Rios **SCC:** Michael Balliet **Schools:** Mary Ann Dewan **Second Harvest:** Leslie Bacho, Tracy Weatherby **SVCN/CADRE:** Kyra Kyzantis **Google:** Michiel Bakker **San José:** Dolan, Neil, Sarah
Non-Profit Leadership Council	• Santa Clara County • City of San José • Second Harvest • The Health Trust • Catholic Charities • Sourcewise • First 5 • SVCN

*Deloitte

Emergency Housing

Emergency Interim Housing for At-Risk Homeless Residents

City Council April 21, 2020
Item 3.1

- Proclamation of CA State of Emergency
  Executive Order/SB89 allocated funding, suspend regulations, speed delivery of Emergency Housing
- Santa Clara County
  Shelter at Home Order
  Direction to shelter homeless residents
- City Manager/EOC declared Shelter Crisis
- City Council ratified Shelter Crisis Declaration
  Suspends GP, Zoning, Regulations/Requirements
  Allocates funding, directs City Manager to immediately stand up Emergency Interim Housing

Potential Emergency Interim Housing/Shelter Site Summary

Evaluated Locations	District	Description
Original Priority Emergency Sites		
Story Road at Knox Ave	5	• Parkland restrictions/Deed Restrictions Prohibits Use
Monterey at Bernal	2	• City owned and controlled, Most rapid path to development • Few barriers/access to utilities • Contractor ready to start NOW
2347 1st Street	4	• Path to control/lease not likely during emergency timeframe • Design review by property owner requires negotiation • Remains viable site just not during COVID emergency
Private Land at Hellyer	2	• Donation agreement still being finalized with owner • Hillside slopes, grading requirements, competing needs • Opportunity to stand up immediately compromised
Other Sites Under Review		
Evans Ln at Almaden Expressway	6	• Future affordable housing site • Interim family use, path to permanent housing on-site • Some flood mitigation required
Story Road at Remillard Court 1 & 2	7	• Development Challenges: grading, access, access to utilities • Environmental constraints – flood, former land fill (#1)
Monterey Road at Burnett Ave	2	• Just north of Morgan Hill city limit • Greenbelt, no utilities • Limited resource access: transit, services, food • Potential FEMA trailer stirage site
Los Esteros Road at Grand Blvd	4	• Site limitations: High voltage power lines/towers, marshland, neighboring sites are protected wildlife, flood zone
Yerba Buena Road @ Chisin Street	8	• Development Challenges: hillside, open space issues, no access to utilities • No Resource access: transit, services, food

Green Light	Doesn't Meet COVID 19 Time Restrictions/ Development Challenges	Red Light

Emergency Interim Housing for At-Risk Homeless Residents

City Council April 21, 2020
Item 3.1

Top Sites for Immediate Emergency Housing Deployment COVID-19 and City Shelter Crisis Declaration Response		
Monterey at Bernal	D2	- Most Rapid Path to Development - Few Barriers/Access to Utilities - Contractor Ready to Start Now
Evans Lane	D6	- Future Affordable Housing Site - Interim Family Use, Path to Permanent Housing On-site - School/Resource Proximity
Rue Ferrari/101	D2	- Rapid Caltrans Partnership - Sizeable, level, accessible site - Potential Phased Development

Existing/Developing Bridge Housing Sites		
Mabury	D3	✓ Operational
Felipe/101/280	D7	✓ Under Development

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