

Item 3.1

City Manager's COVID-19 Update

Kip Harkness, Deputy City Manager, Emergency Operations Center Director
Lee Wilcox, Chief of Staff, Emergency Operations Center Director

April 28, 2020

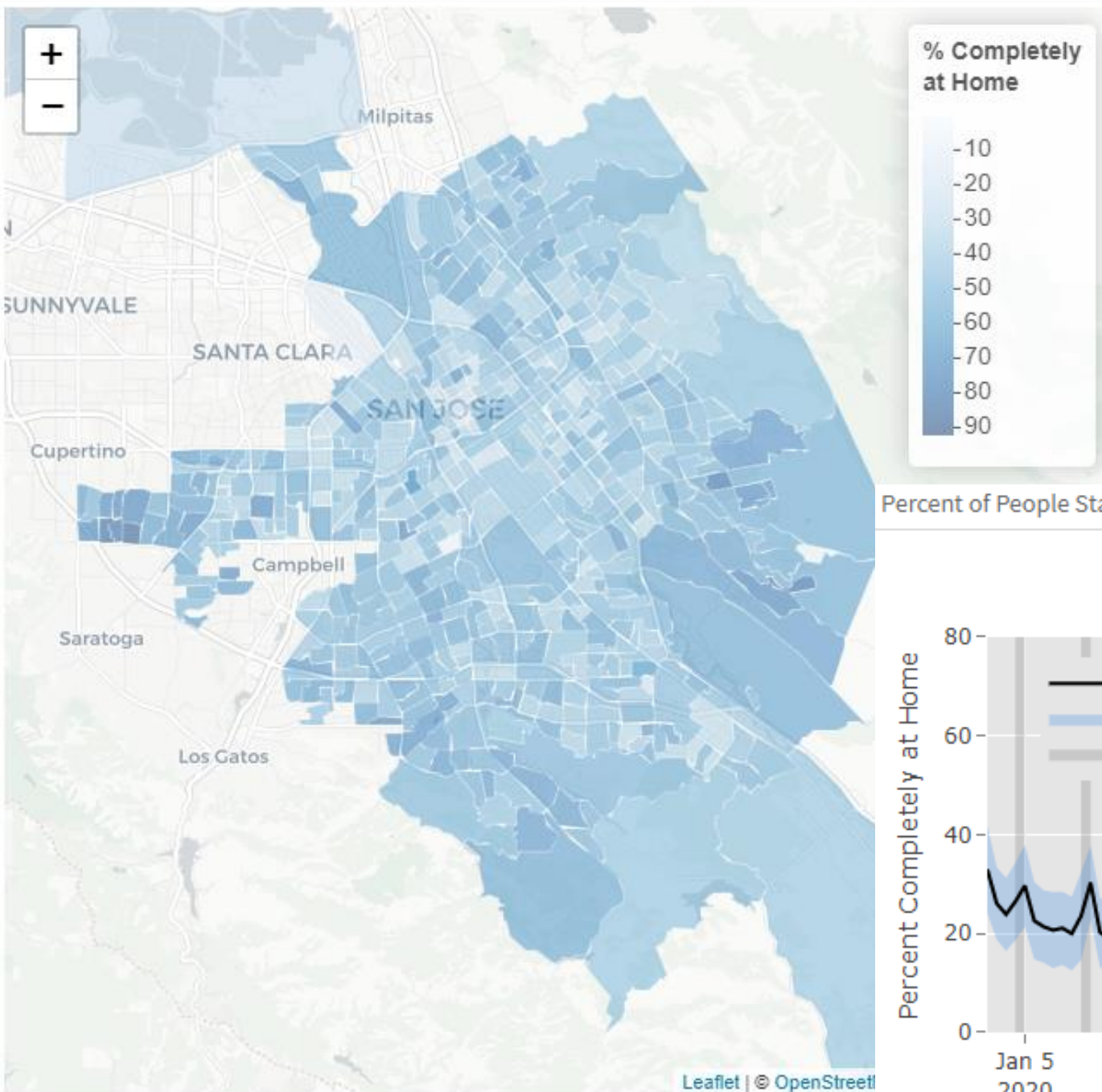
Slow and reduce the spread of COVID-19, and support our most at-risk people

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 <ul style="list-style-type: none">Food & Necessity Distribution and Feeding<ul style="list-style-type: none">Senior Support and ServicesMedically At-Risk Support and ServicesHomeless Support and Services (Shelter Delivery and Quarantine)Local Assistance for:<ul style="list-style-type: none">Individuals and FamiliesSmall Business and Non-Profit Support	<ul style="list-style-type: none">County wide food distribution, focusing first on the most at-risk and then, scale and sustainSupport seniors in isolationSupport medically at-risk populations in isolationIncrease shelter, hygiene services and health support to homeless populationLocal assistance for individuals and familiesSupport small businesses and develop understanding of new forms of assistance (e.g. SBA) and begin to operationalize
4. Powered by People – Support our people so they can act <ul style="list-style-type: none">Ensure Safety of City Staff Performing Essential ServicesFamilies Support for City Staff Performing Essential Services (including childcare)Redeploying Staff to Essential Services and Response	<ul style="list-style-type: none">Support safety of City Staff performing essential servicesPrioritize testing, child care, and other support services for staff performing essential servicesTemporarily re-assign staff in non-essential services to essential or emergency management functions

Enabling Actions Supporting the Response

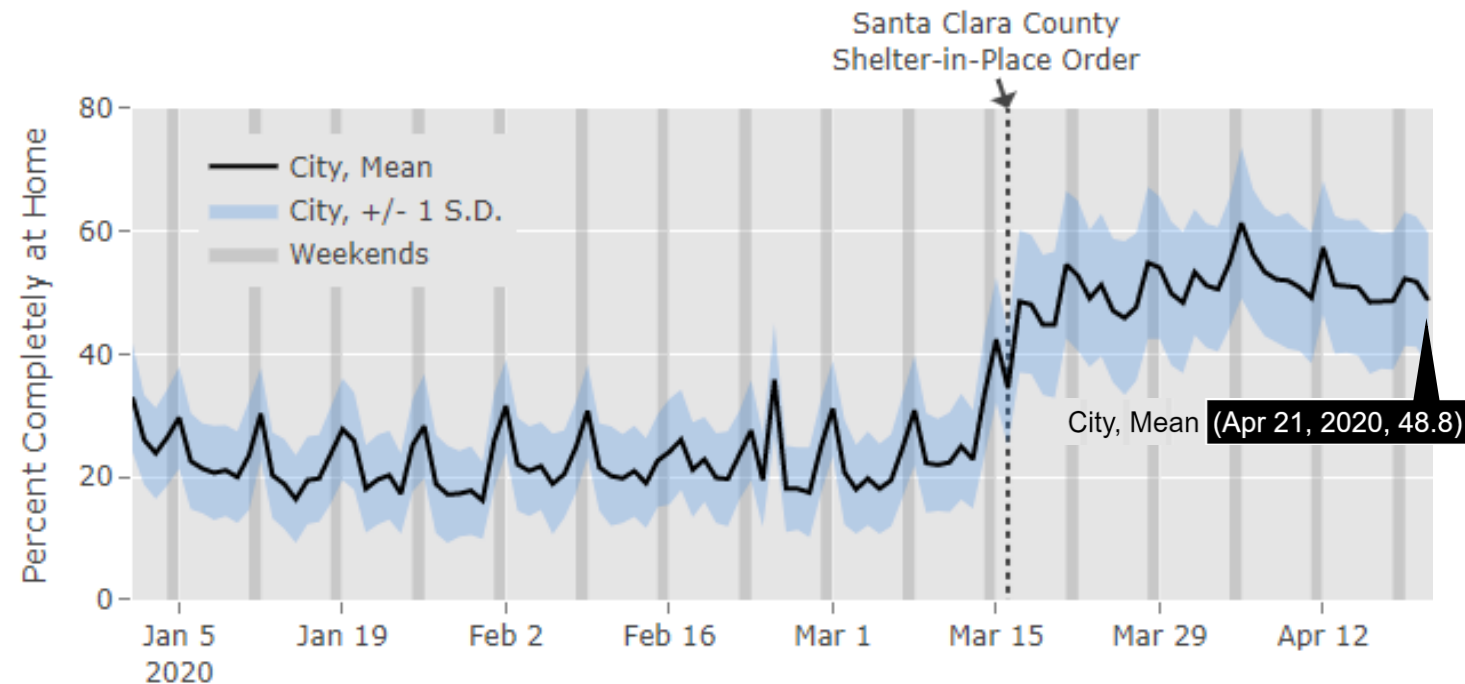
5. Silicon Valley Strong Campaign	+ A public campaign amplifying public health messages, raising funds, and volunteers
6. Communications and Engagement with Community	+ Messaging to broader community with focus on engaging our most at-risk communities in multiple languages
7. Funding and Cost-Recovery <ul style="list-style-type: none">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



Weekend compliance with Shelter-in-Place is declining

As of data up to April 19, the peak in at-home behavior continues to be on Sunday April 5. Since then the rate of non-compliance on Saturdays and Sundays is continually dropping.

Percent of People Staying Completely at Home in San Jose, by Date



We are feeding people *and* building more capacity

MEALS DELIVERED IN PAST WEEK	Estimated Weekly Meals	Increase From Beginning of COVID-19 Response
<i>Food Providers</i>	#	%
Second Harvest to Community Based Organizations (CBO)	2,083,333	+57%
City/County Senior Nutrition Program (SNP)	14,609	+74%
Senior Meals On Wheels (MOW)	24,702	+32%
School Sites	419,002	+332%
City/County Targeted Homeless Placements	12,949	+407%
Meal Delivery (CBOs, other vulnerable populations)	170	-49%*
MEALS DELIVERED IN PAST WEEK	2,554,765	+75%
<i>New Capacity in Contractual Pipeline</i>	<i>794,051</i>	
TOTAL CURRENT + PIPELINE CAPACITY	3,348,816	

* Reduction is due to a decrease in demand, but available capacity has not decreased.

We are sheltering the homeless

3,118

Beds/Units
Countywide

→ *50% Increase Since Start
of COVID-19 Response*

2,400

Beds filled as of
04/15

334

Beds reserved for
COVID-19 positive

44

Currently filled
(13.1% filled)

Homelessness Dashboard

Number of Sites

Shelters Operating 24 x 7

10

Recovery Residences 24 x 7

45

Seasonal Shelters Extended

4

Day Centers Operational

4

Hygiene Stations

27

Restrooms in Parks 24 x 7

10

Keeping the Workforce Engaged During the COVID-19 Pandemic

Rosario Neaves, Director of Communications,
Emergency Public Information Officer

Communications Objectives



Public Health Education

Continuing to deploy an effective health messaging campaign to prevent the loss of life and the spread of the novel coronavirus (COVID-19) in San José while reinforcing our commitment to preserving our residents' livelihoods.



Continuity of Operations

Inform the public and key stakeholders about the ongoing status of essential City services and operations

- Public safety
- Critical infrastructure
- Services for at-risk populations



Employee Engagement

Keep the workforce engaged with regular, reliable, timely information to essential and non-essential staff.

Power of Internal Communications: Guiding Principles

Honest and transparent: No spin

Authentic: Stay true to the unique voice of the City of San Jose and our employees

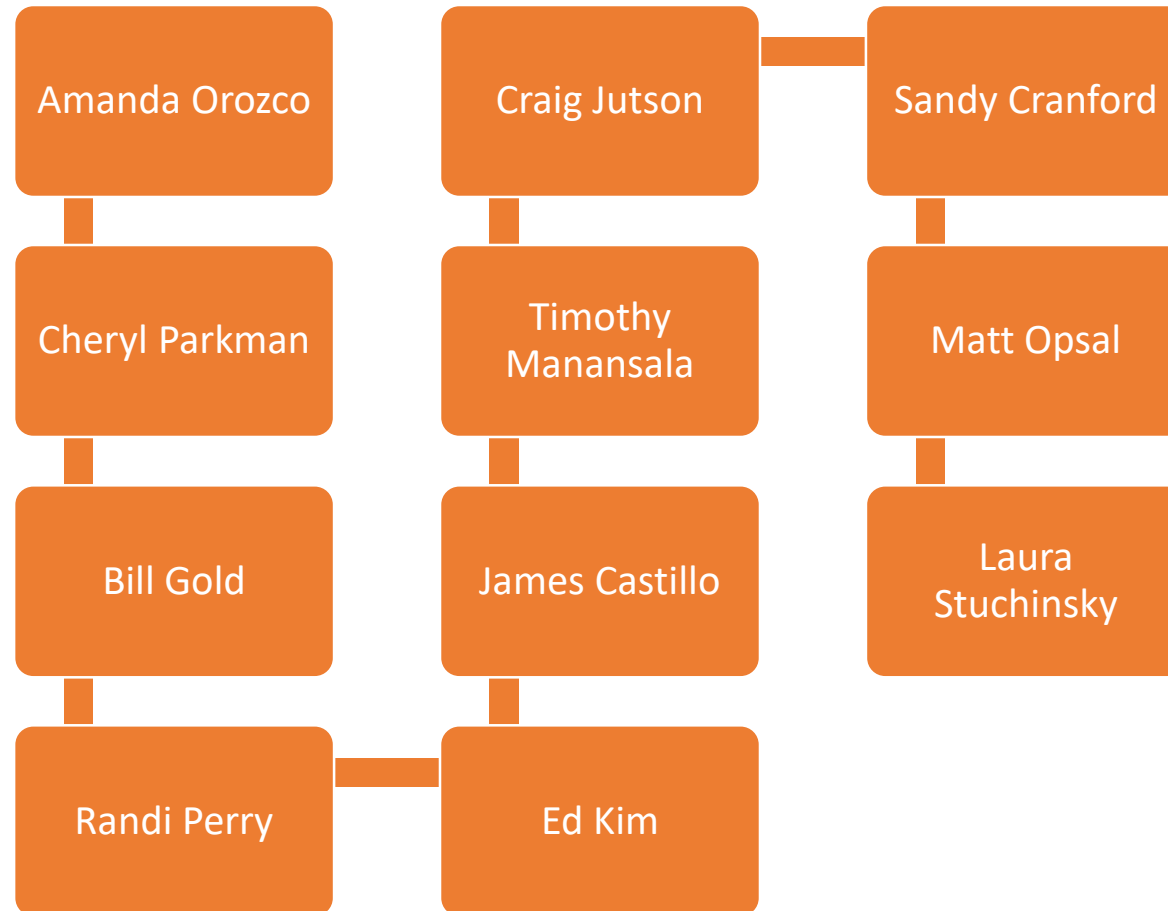
Meaningful: Focus on moments that matter most to the organization and culture

Engaging: Tap into stakeholders' passions; mix up communication channels

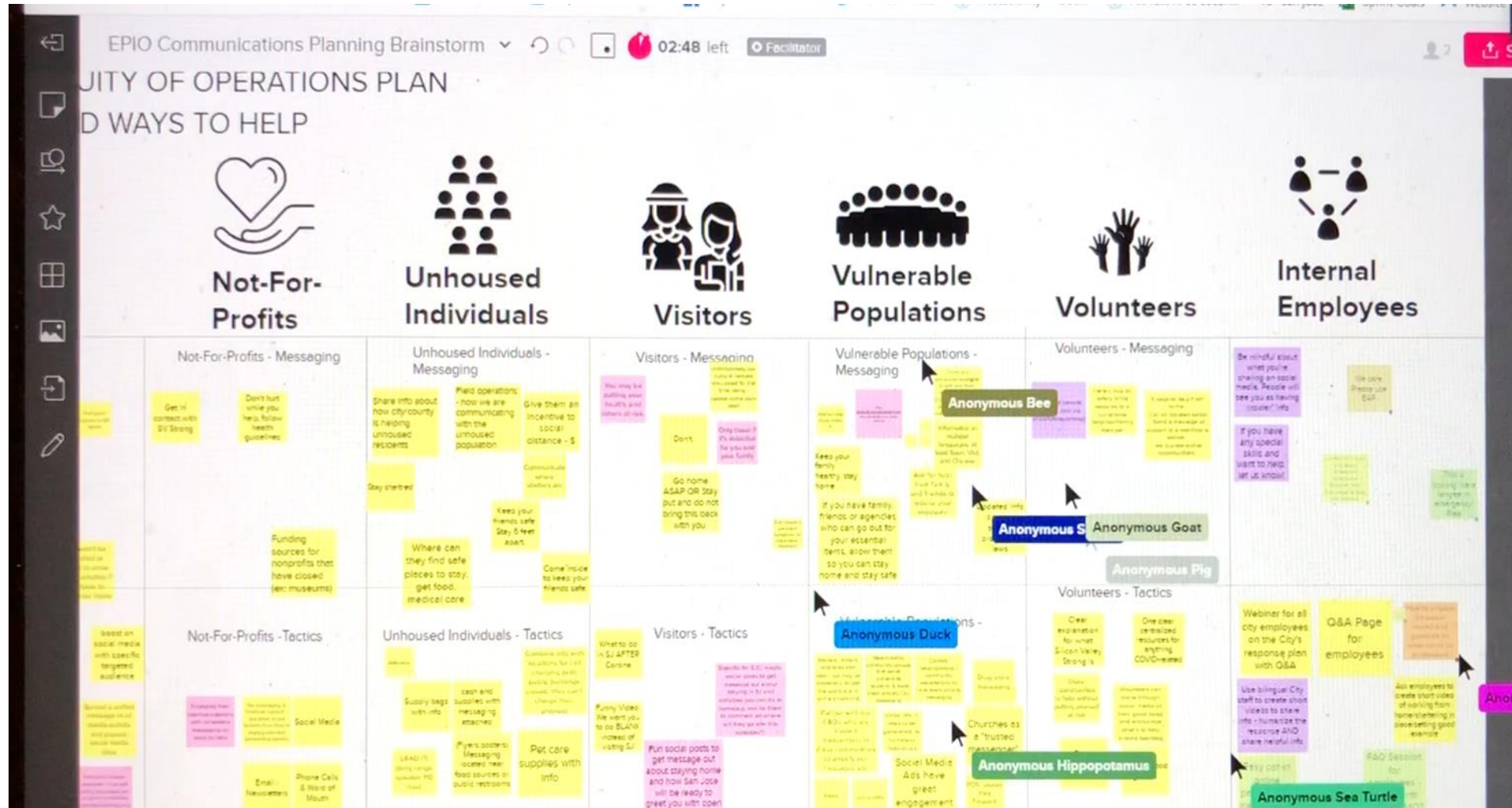
Compelling: People relate to and remember stories and examples

Adapted from FleishmanHillard's Internal Communications Practice Group

EPIO: Internal Communications Unit



Generating New Ideas



Employee Flash Reports

INTERNAL FLASH REPORT #6 – COVID-19 Mitigation and Response

Updates for City of San José Employees

Reports to City Council April 7, 2020

- City Manager Dave Sykes presented an update to the City Council on Tuesday, April 7, regarding the City's response to COVID-19. View the entire presentation on the [City's YouTube Channel](#). Dave and officials from the City's EOC discussed the City's efforts to provide food and emergency shelter to those in need and highlighted the hard work of staff throughout the organization.
- Budget Director Jim Shannon also presented a report to the City Council on Tuesday, April 7, on the estimated budgetary impacts of COVID-19. This report can be found on the [City's YouTube Channel](#).

Safety Updates

The Health and Safety Division within the Human Resources Department (HR) has coordinated with department partners to develop a [Cloth Face Covering Guidance document](#). If you have any questions regarding this document, please contact your Department Safety Officer and the City's Safety Officer, Joe Gregory (joe.gregory@sanjoseca.gov).

The EOC Safety Branch has also created a [SharePoint webpage](#) with many other useful resources.

Employee Benefits Information Flyer

The Benefits Division within HR has created a flyer to consolidate information regarding medical benefits, Employee Assistance Program (EAP), Flexible Spending Accounts, and Deferred Compensation. This flyer can be accessed by [clicking this link](#). Please contact HRBenefits@sanjoseca.gov if you have any other benefit questions.

EMPLOYEE FLASH REPORT #9 – COVID-19 Mitigation and Response

DATE/TIME OF REPORT: April 21, 2020, 3:00 PM

FOR SUPERVISORS: If you supervise employees who do not have access to e-mail, please consider posting in common areas or sending to personal accounts.

Updates for City of San José Employees

Employee Assistance Program (EAP)

City employees are likely experiencing many different emotions while our community is confronting COVID-19. The [Employee Assistance Program \(EAP\)](#) was established to offer free, confidential counseling and professional assistance to benefited employees and their eligible dependents.

Important Reminder: City Manager Virtual Townhall Meetings

As a reminder, City Manager, Dave Sykes, will be holding a series of virtual townhall meetings with City staff. The schedule for these townhalls is:

Date	Time	Registration Link
Wednesday, April 22	10:30am – 11:30am	Link
Thursday, April 23	3:00pm – 4:00pm	Link
Friday, April 24	11:00am – 12:00pm	Link
Monday, April 27	6:00pm – 7:00pm	Link

Each of these sessions will contain the same presentations regarding the City's response to COVID-19, the City's current and future budget, and each session will have time for questions from attendees. If you have any questions that you would like answered at these townhalls, please send them to:

SJTownHallwebinar@sanjoseca.gov

Recognizing our Unsung Heroes

EMPLOYEE FLASH REPORT #8 – COVID-19 Mitigation and Response

Unsung Heroes

DOT Sewer Teams



For many City employees, the County's Stay-at-Home order has meant working from home. However, there are many ongoing tasks that have to be done in person. The Department of Transportation's (DOT) sewer teams, continue their work in the field, and perform work that many of us take for granted. That is, until a toilet backs up, or until a neighborhood sewer line overflows. Pandemic or not, the City's sanitary sewer system

operates 24 hours a day, 7 days a week to protect public health. The City's sewer teams work round the clock, including on weekends and holidays. To help crew members maintain physical distance during the pandemic, DOT has further staggered employee work schedules to limit the number of employees working on each shift.

Crews respond to calls for assistance from residents and businesses; clean sewer pipes to prevent backups; repair broken equipment; monitor pump stations to ensure a continuous flow of wastewater; and sweep streets to make sure pollutants stay out of waterways. Late at night, when sewer activity slows, the graveyard crew use video cameras to inspect the pipes for breaks and blockages caused by wipes (*Don't flush them!*), fats, oils, grease, or roots, among other things. The sewer engineering team has also created an algorithm which is

Recognizing our Unsung Heroes



Messengers in our Communities



Search



COVID-19

Get the latest information from the CDC about COVID-19.

[LEARN MORE](#)

Messengers in our Communities





#StayHomeSV

Tùy quý vị ở nhà, quý vị không phải một mình.

Xin quý vị ở nhà.



Chỉ rời khỏi nhà để mua thực phẩm, khám bệnh, hoặc làm công việc thiết yếu.



Xin giữ khoảng 6 ft (hoặc khoảng cách của hai người từ những người khác).





#StayHomeSV

Alguien que amas podría enfermarse.

Protégelos. Quédate en casa.



Solo salgas por comida, salud o trabajo esencial



Mantente a 6 pies (dos grandes pasos) de distancia de los demás



Lávate las manos cuando llegues a casa por 20 segundos.

Virtual Employee Townhalls

The screenshot displays a virtual meeting interface. At the top, a header bar includes a back arrow, the name "Randi Perry", and a row of participant avatars with names "Lee Wilcox" and "Angel Rios". The main video area shows a close-up of a man with glasses and a beard, identified as "Dave Sykes" in the bottom left corner. To the right, a "Question and Answer" panel is active, showing a list of questions and answers. The questions are from "Anonymous Attendee" and "Jeffrey Segol". The interface includes a bottom toolbar with icons for "Unmute", "Start Video", "Participants" (176), "Q&A", "Share Screen", "Chat", "Record", "Closed Caption", and "More". A "Leave Meeting" button is in the bottom right. The Windows taskbar at the very bottom shows the search bar and various application icons, with the system clock indicating 6:44 PM on 4/27/2020.

Question and Answer

Open (5) Answered (9) Dismissed

Anonymous Attendee 06:36 PM

Is the city going to see what help congress may be offering before laying people off?

Answer live Type answer

Jeffrey Segol 06:37 PM

How will critical services be defined for purposes of figuring out where to cut? Will it be defined as whole departments, or by functions within departments? PRNS is handling a lot of the work on food distribution, but had a \$10 million target out of the \$40 million.

Answer live Type answer

Anonymous Attendee 06:39 PM

if there are layoffs, when will we know of that decision?

Answer live Type answer

Anonymous Attendee 06:42 PM

How is the message going to be relayed to the public regarding the cuts, layoffs, bumping, etc. that is going to occur? So when we do come back from this event it won't be looked negatively as

Unmute Start Video Participants 176 Q&A Share Screen Chat Record Closed Caption More Leave Meeting

Type here to search

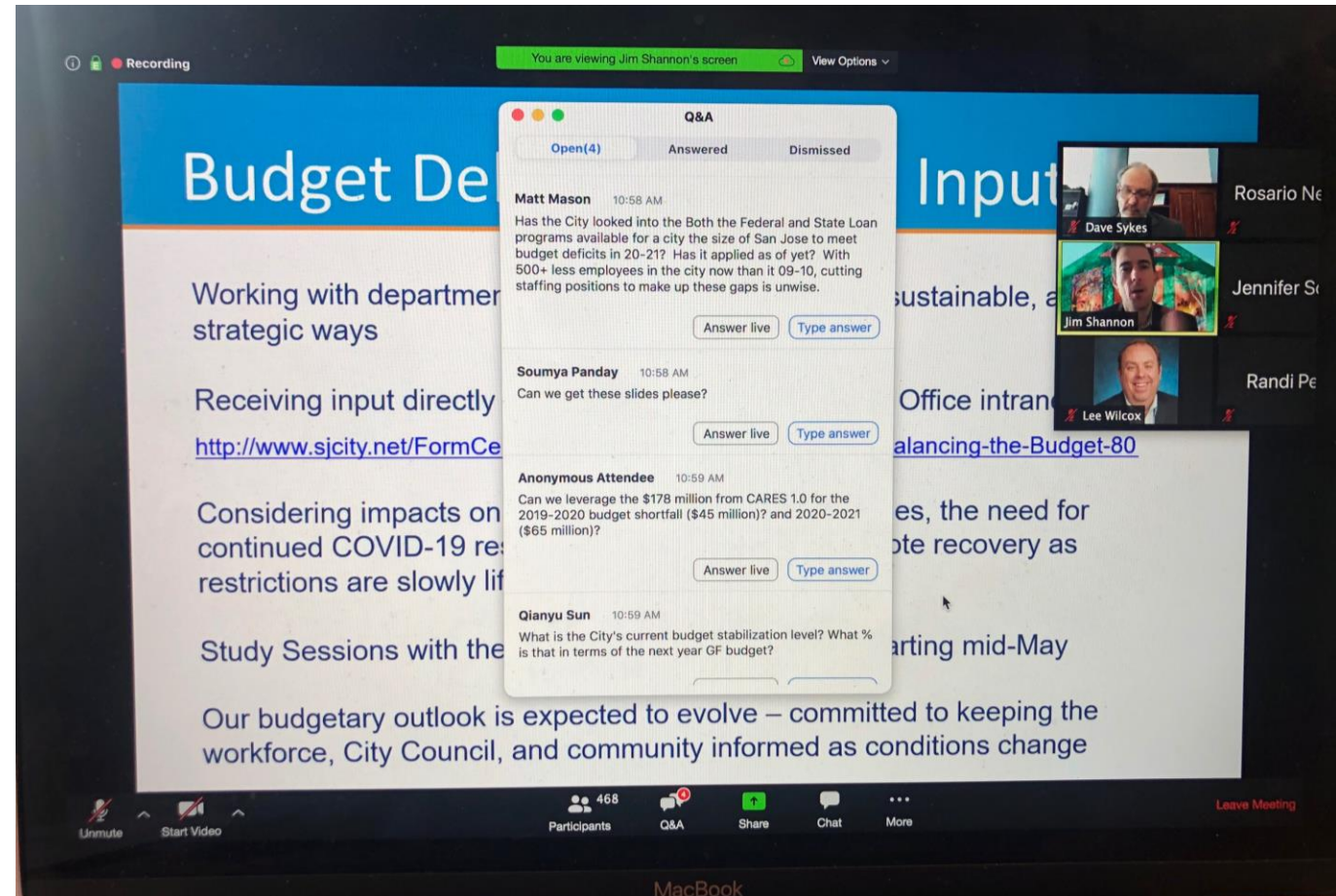
6:44 PM 4/27/2020

Reaching 1 in 5 Employees

4 Virtual Townhalls
1,285 Participants
180+ Questions

What we heard:

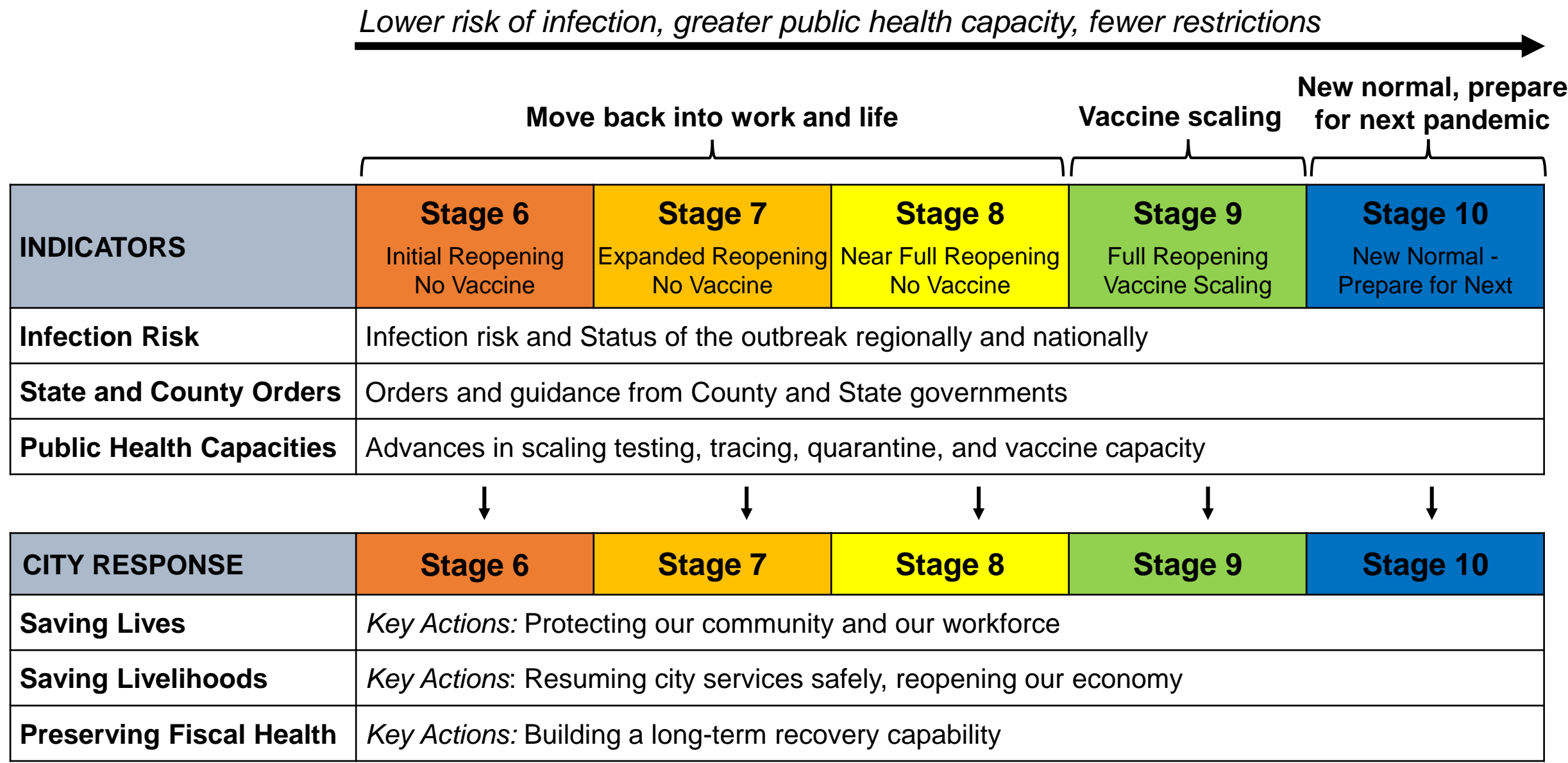
- City Budget and Shortfalls
- Federal and State Aid
- Return to Work
- Layoffs/Furlough



Looking Forward (Recovery to Resilience)

Kip Harkness, Deputy City Manager, Emergency Operations Center Director

We will move together through recovery to resilience in stages



Development Services Update

Rosalynn Hughey, Director, Planning Building and Code Enforcement

Chris Burton, Deputy Director, Office of Economic Development

Hector Estrada, Deputy Chief, Fire Department

Chu Chang, Assistant Director, Planning Building and Code Enforcement

Development Services – Transition Timeline



Shelter-In-Place – March 17, 2020

County shelter-in-place order given. Permit Center closed to the public.

Transition to Work from Home – March 23, 2020

Development Services transitions to mostly remote work.

Updated County Directive – March 31, 2020

More restrictions on construction activity.

Development Services – Adapting Operation to COVID-19



Building

Building Plan Review

Building Permit Issuance

Intake of new Building Permits

On-site Inspections allowed under
County Order

Remote Inspections



Planning

Planning Development Review &
Environmental Review

Intake of new Planning Applications

Planning Commission and Historic
Landmarks Commission meetings, and
Director's Hearings – via Zoom

Development Activity During COVID-19



646

Building Plan
Reviews Completed



589

Building Permits
Issued



2,025

On-Site Building
Inspections



22

Planning Hearing
Items Approved



160

Remote Building
Inspections



288

New Planning
Applications
Submitted



176

New Building Permit
Intakes



424

Public Works &
Utility Permits
Issued

Fire Prevention Activity During COVID-19

Electronic Submission

Website has been updated to reflect procedures to submit plans via mail or electronic.



320

Fire Permit
Submissions

Fire Reviews Completed

145 reviewed and approved; 235 issued comments



380

Fire Review
Completed

On-site and Remote Inspections

Inspection of exempted Shelter-in-Place projects and essential infrastructure; Remote Inspection process

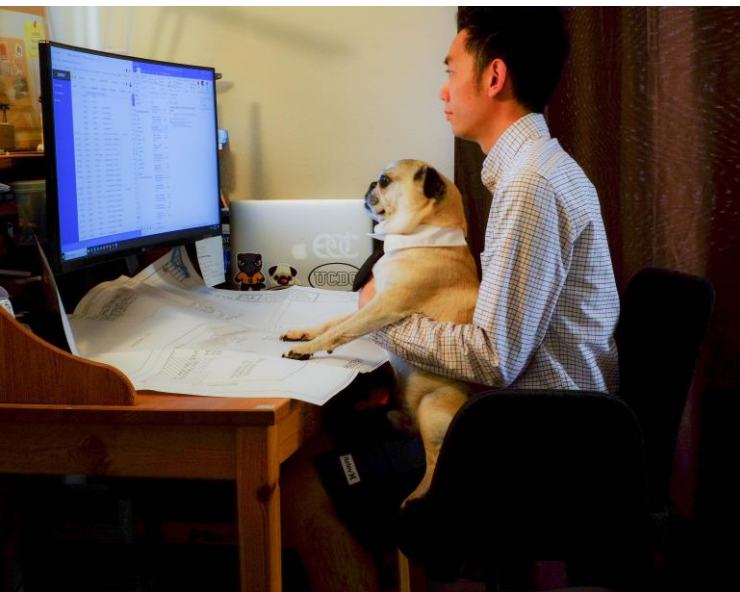


142

Inspections
Completed

Development Services – Operations for the Future

1. Remote Inspections for Simple Inspections
2. Digital Inspection Forms
3. Digital Submissions & Review
4. Remote Appointments and Intake
5. Staff Resiliency



Expect the Unexpected

**Slowing or stopping of private investment
until real estate market stabilizes**

**Changes to use of workspaces and the
demand for commercial real estate**

Impacts to the cost of development

**Deepening of the housing availability
and affordability crisis**

Acceleration of other market transitions, influences – retail, ecommerce/distribution, opportunity zones

Near Term Priorities

Now

Maintain consistency with County Order, provide interpretation for developers and contractors, be ready for evolution of current order

Next

Transition as County order changes in the coming week. Ensure that the City is providing clear and consistent information as it is received. Prioritize work based on reopening principles.

Later

Target development services activities to help speed economic stabilization and recovery.

Principles for the Reopening of Construction and Development



Maintain Remaining Momentum in the Development Cycle

A. Focus on Near-Term Construction Projects

B. Issue Permits to Ensure Projects are Ready to Start



Create a Framework to Prioritize Projects with High Impact



Prime the Pump for Next Cycle of Development



Minimize Impact of Ongoing Economic Disruption on Service Delivery



Understand and Respond to Dynamic Conditions

Tactics Being Considered

- **Pre-schedule inspections** in a floating schedule for large projects to ensure that the construction schedule for large projects aren't delayed
- **Prioritize projects** that have an out-sized impact on development momentum
- **Troubleshoot** large and time-sensitive projects
- **Align development review** schedules with compressed construction schedule
- **Extend** development permit expiration dates
- **Temporarily lifting restrictions** on construction hours

CARES Act Spending Guidance and Advocacy

Lee Wilcox, Chief of Staff, Emergency Operations Center Director

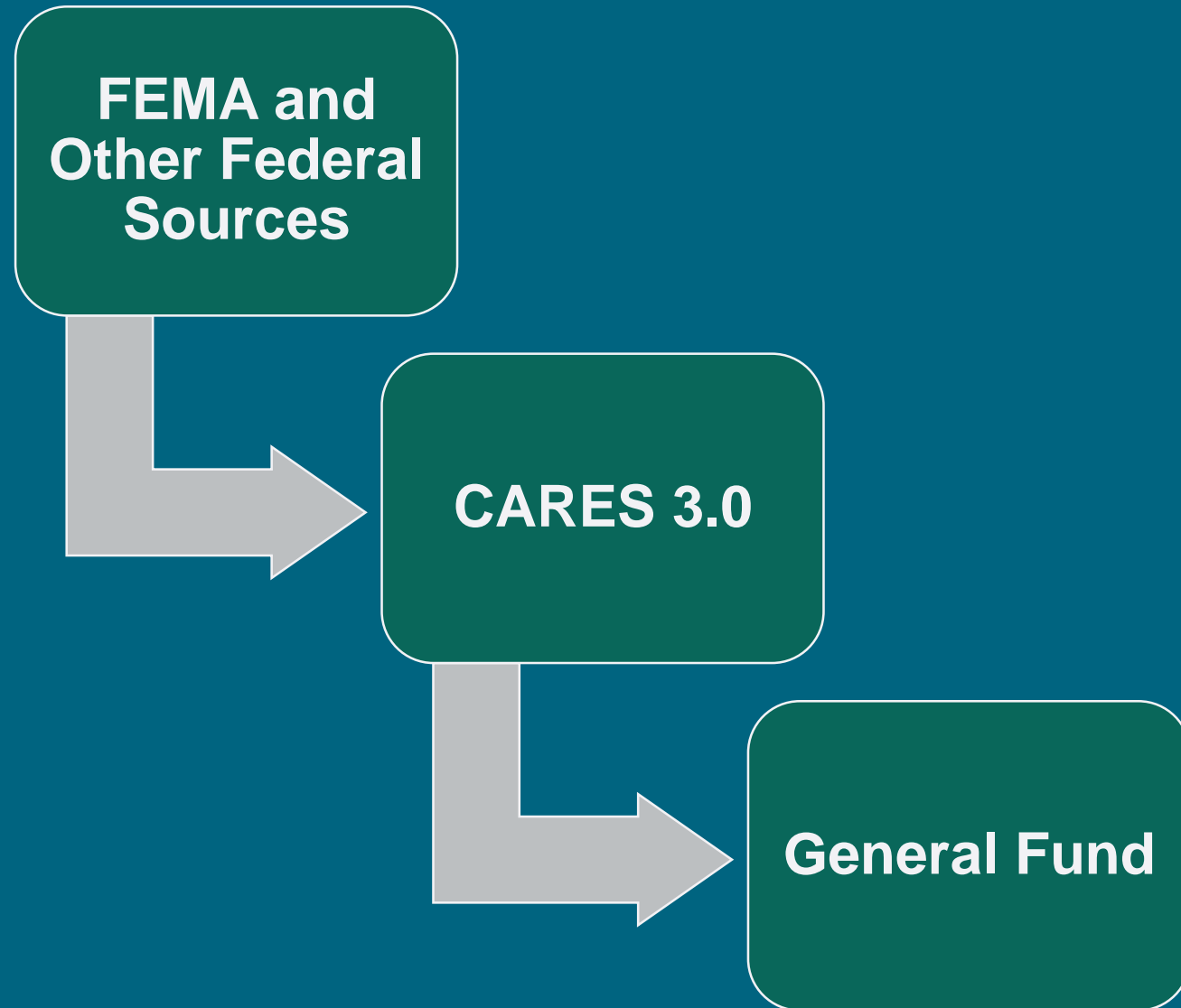
Luz Cofresí-Howe, Assistant Director, Finance

Bena Chang, Director of Intergovernmental Relations

Three Approaches to Financial Recovery

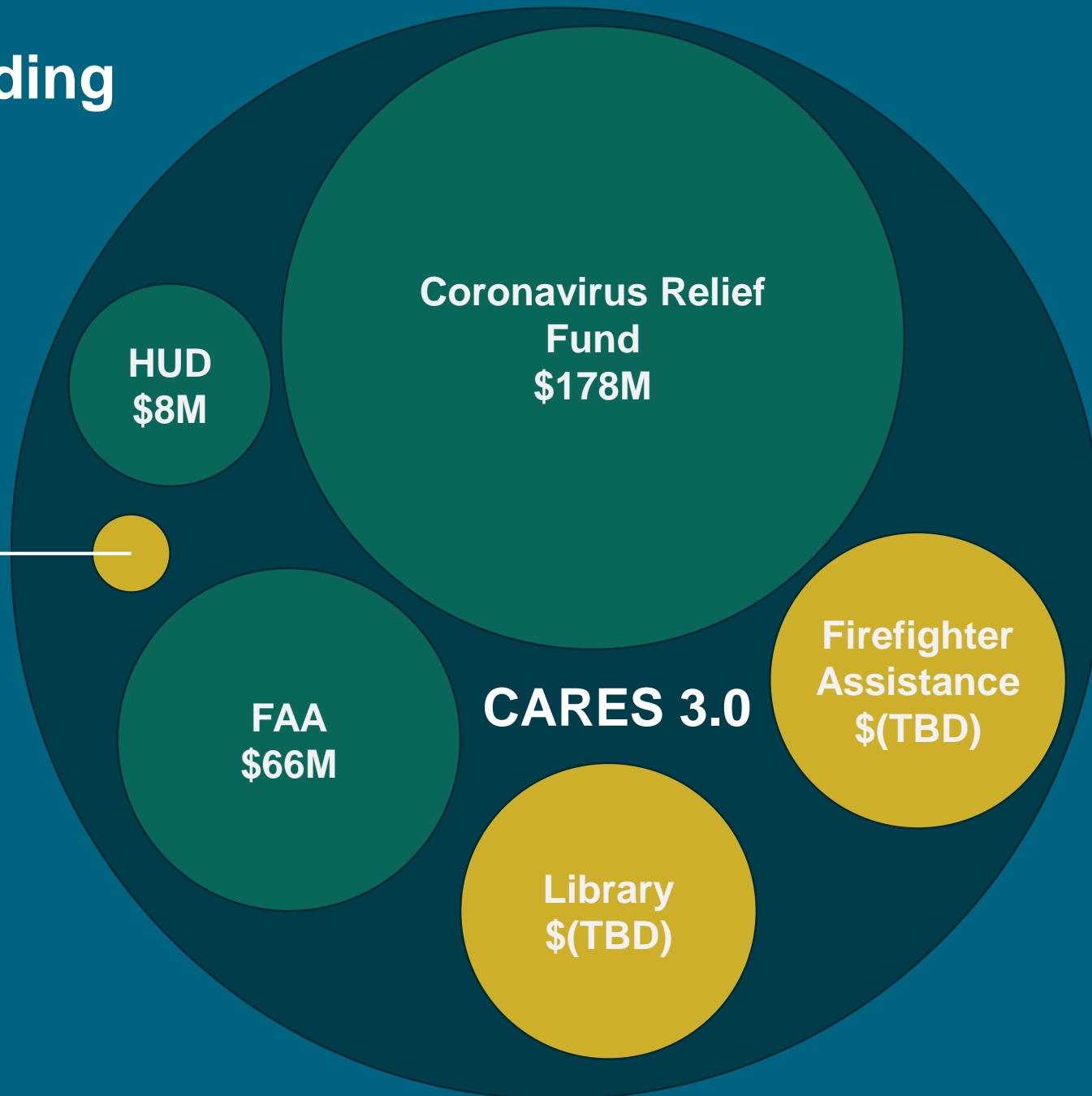
1. Do the Recovery Right
2. Maximize Reimbursement
3. Minimize the General Fund Impact

Waterfall of Funding



CARES Funding

Byrne-JAG
(Public Safety)
\$0.9M



Coronavirus Relief Funds cannot be spent on:

Lost City Revenue

Items Accounted
For in FY19-20
Budget

Bonuses

Costs Expended
After 12/30/20

Coronavirus Relief Funds can be spent on activities in response to COVID-19

Food Distribution

Staff Time for
Response

Homelessness

Personal Protective
Equipment,
Sanitation

Public Health Order
Communications
and Enforcement

Federal Update

**Package 3.0
CARES Act
(Passed)**

**PPP &
Health Act 3.5
(Passed)**

**Package 4.0
CARES Act 2.0
(In Negotiation)**

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