

# 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

May 5, 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"><li>Food &amp; Necessity Distribution and Feeding<ul style="list-style-type: none"><li>Senior Support and Services</li><li>Medically At-Risk Support and Services</li></ul></li><li>Homeless Support and Services (Shelter Delivery and Quarantine)</li><li>Local Assistance for:<ul style="list-style-type: none"><li>Individuals and Families</li><li>Small Business and Non-Profit Support</li></ul></li></ul> | <ul style="list-style-type: none"><li>County wide food distribution, focusing first on the most at-risk and then, scale and sustain</li><li>Support seniors in isolation</li><li>Support medically at-risk populations in isolation</li><li>Increase shelter, hygiene services and health support to homeless population</li><li>Local assistance for individuals and families</li><li>Support small businesses and develop understanding of new forms of assistance (e.g. SBA) and begin to operationalize</li></ul> |
| 4. Powered by People – Support our people so they can act <ul style="list-style-type: none"><li>Ensure Safety of City Staff Performing Essential Services</li><li>Families Support for City Staff Performing Essential Services (including childcare)</li><li>Redeploying Staff to Essential Services and Response</li></ul>   | <ul style="list-style-type: none"><li>Support safety of City Staff performing essential services</li><li>Prioritize testing, child care, and other support services for staff performing essential services</li><li>Temporarily re-assign staff in non-essential services to essential or emergency management functions</li></ul>  |

## 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"><li>Maximizing Cost-Recovery (CalOES and FEMA)</li><li>Securing Funding State, Federal and Private Grants</li></ul> | + 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

Kip Harkness, Deputy City Manager, Emergency Operations Center Director  
Derek Ouyang, Lecturer, Stanford University Future Bay Initiative

# Stanford

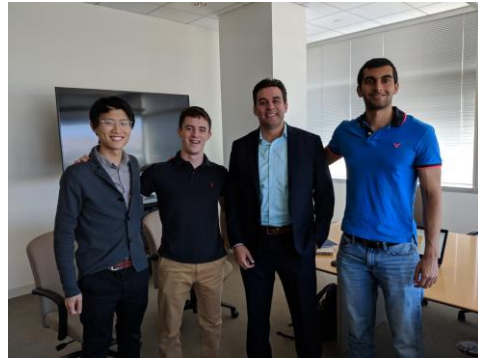
## Future Bay Initiative

2020: COVID-19 RAPID RESPONSE

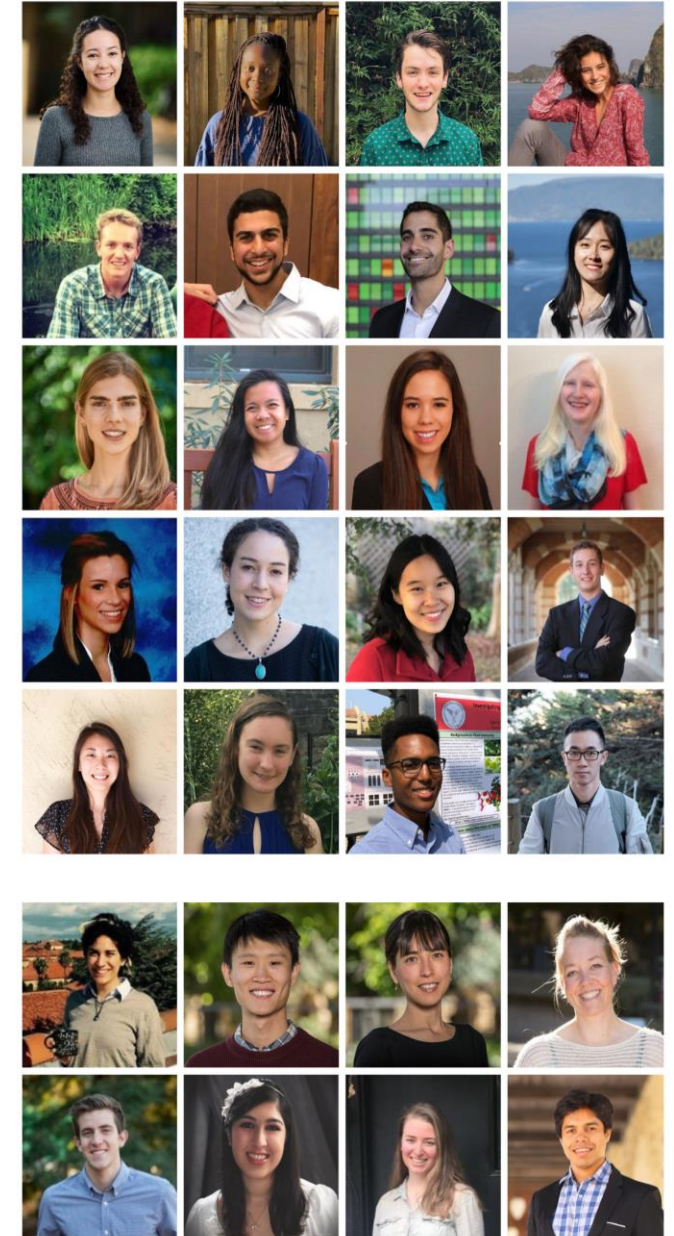
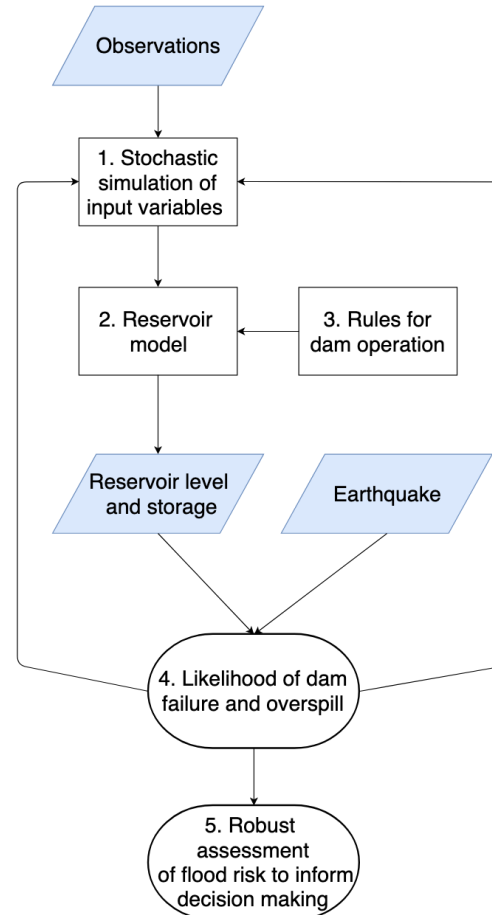
2015: PLANNING



2016-18:  
SUSTAINABLE  
DEVELOPMENT  
GOALS



2019: CLIMATE RISK



[bay.stanford.edu](http://bay.stanford.edu)



Use the buttons on the header to navigate to other pages of the dashboard. See more information at the [Dashboard FAQ](#). Data courtesy of Safegraph.

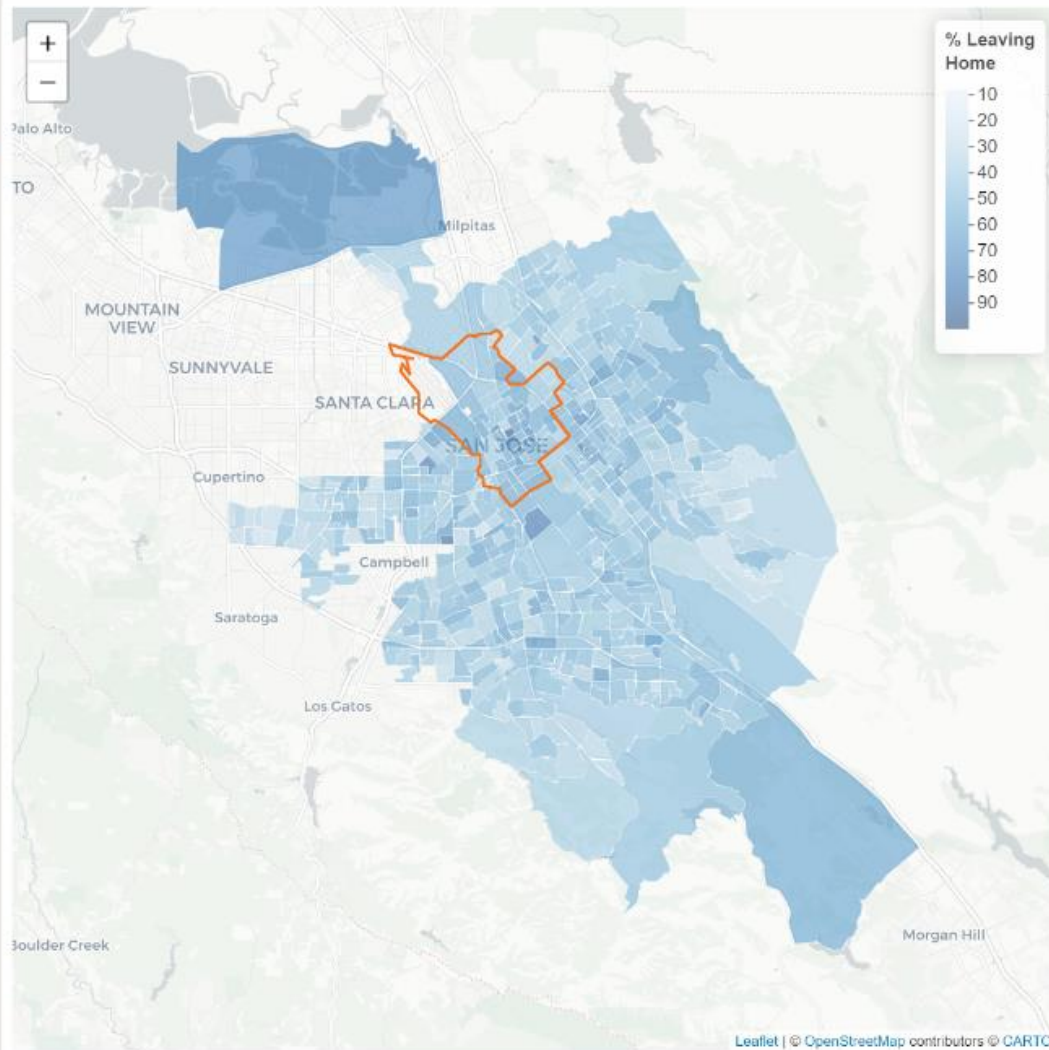
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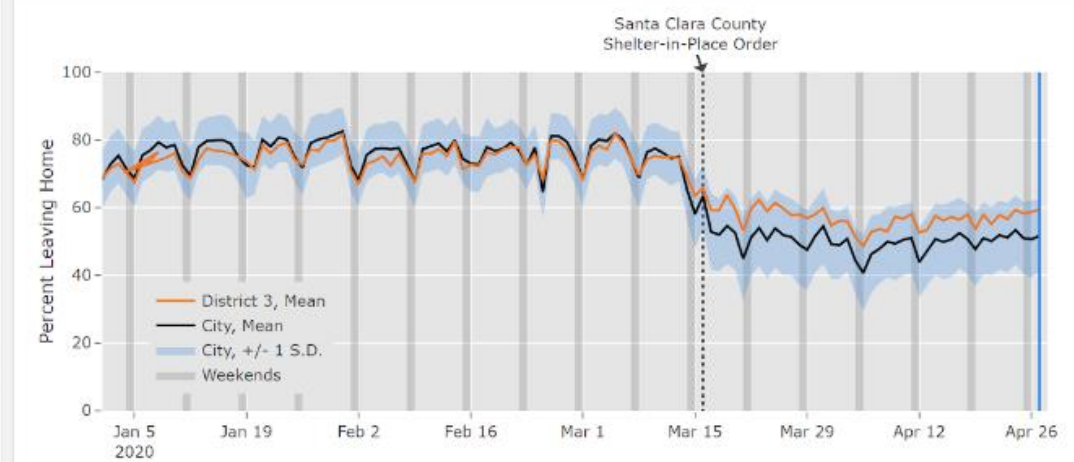
District to highlight on map and chart:

- ☐ None
- ☐ District 1
- ☐ District 2
- ☒ District 3
- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8
- ☐ District 9
- ☐ District 10

Percent of People Leaving Home in San Jose, by Block Group



Percent of People Leaving Home in San Jose, by Date



## Key Insights (Last Updated 5/1)

- As of data up to April 27, the greatest city-wide compliance continues to be on Sunday April 5 (~41% leaving home). In the three weekends since this point, compliance has steadily worsened. The following are the percentages leaving home for four consecutive weekends:

- Saturdays - April 4 (~45%) to April 11 (~51%) to April 18 (~51%) to April 25 (~51%)
- Sundays - April 5 (~41%, peak) to April 12 (~44%) to April 19 (~48%) to April 26 (51%)

Although there was not a significant shift in compliance on the past three Saturdays, the rate of compliance on Sundays has gone from noticeably better than Saturdays to the same as Saturdays. **It is now more apparent that Sunday compliance behavior is relaxing, and increased outreach/enforcement may be needed.**

- With the addition of districts in the dashboard, we can now analyze the at-home behavior at more localized levels. The following categorizes whether a specific district has been below or above San Jose's average compliance since shelter-in-place:

- Above Average Compliance: District 1, District 4, District 8, District 10
- Nearly Average Compliance: District 2, District 6, District 7 District 9
- Below Average Compliance: District 3, District 5

The below average districts have the most movement outside of the home and are potential areas to focus more outreach/support measures.

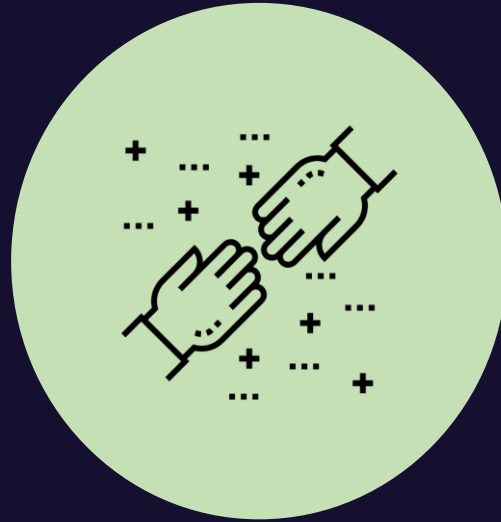
# Food and Necessities Distribution

Angel Rios, Deputy City Manager, EOC Operations Section Lead

# Food + Necessities Distribution Objectives



**Feed Our Most  
Vulnerable**



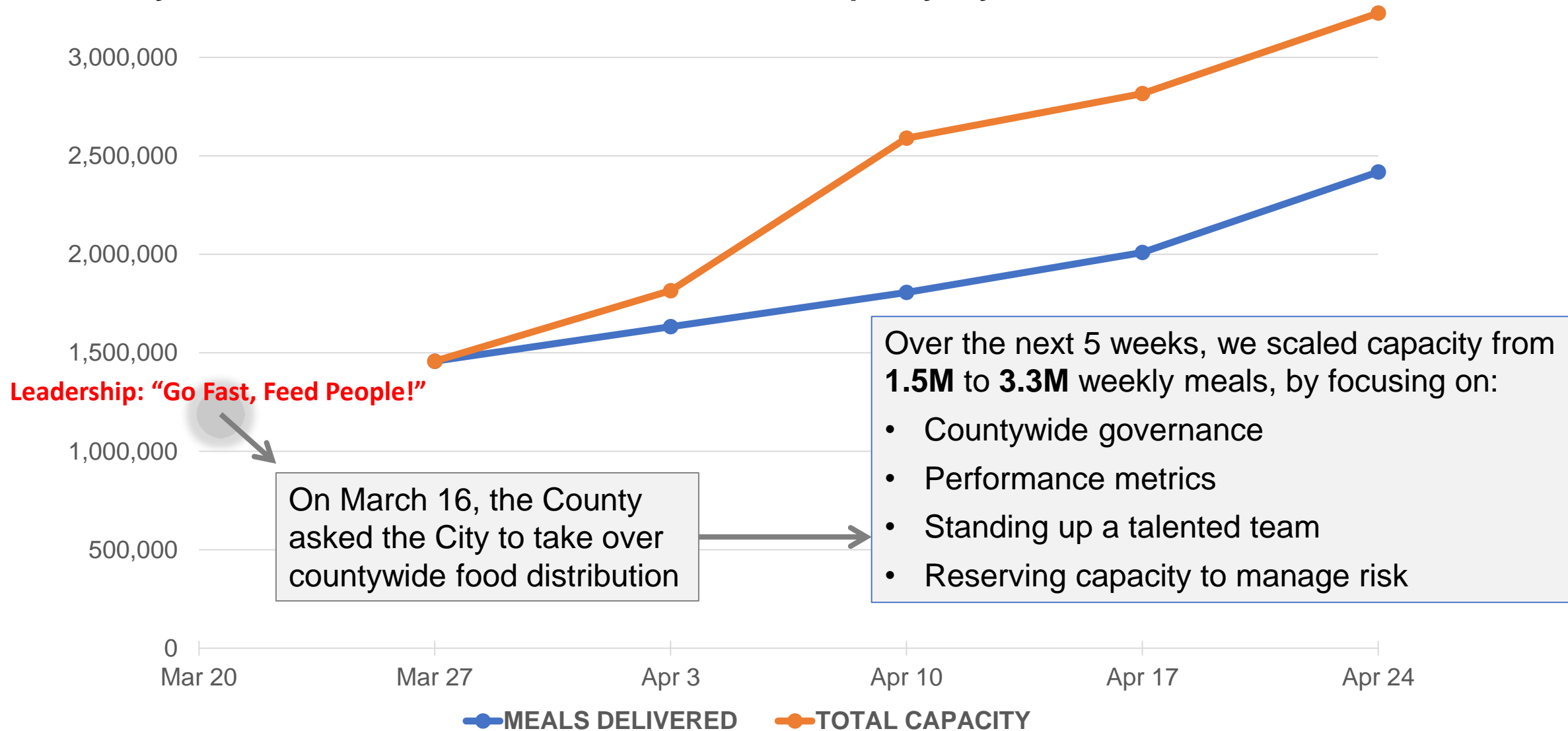
**Maximize  
Existing Food  
Networks**



**Scale for a  
Widespread  
Food Crisis**

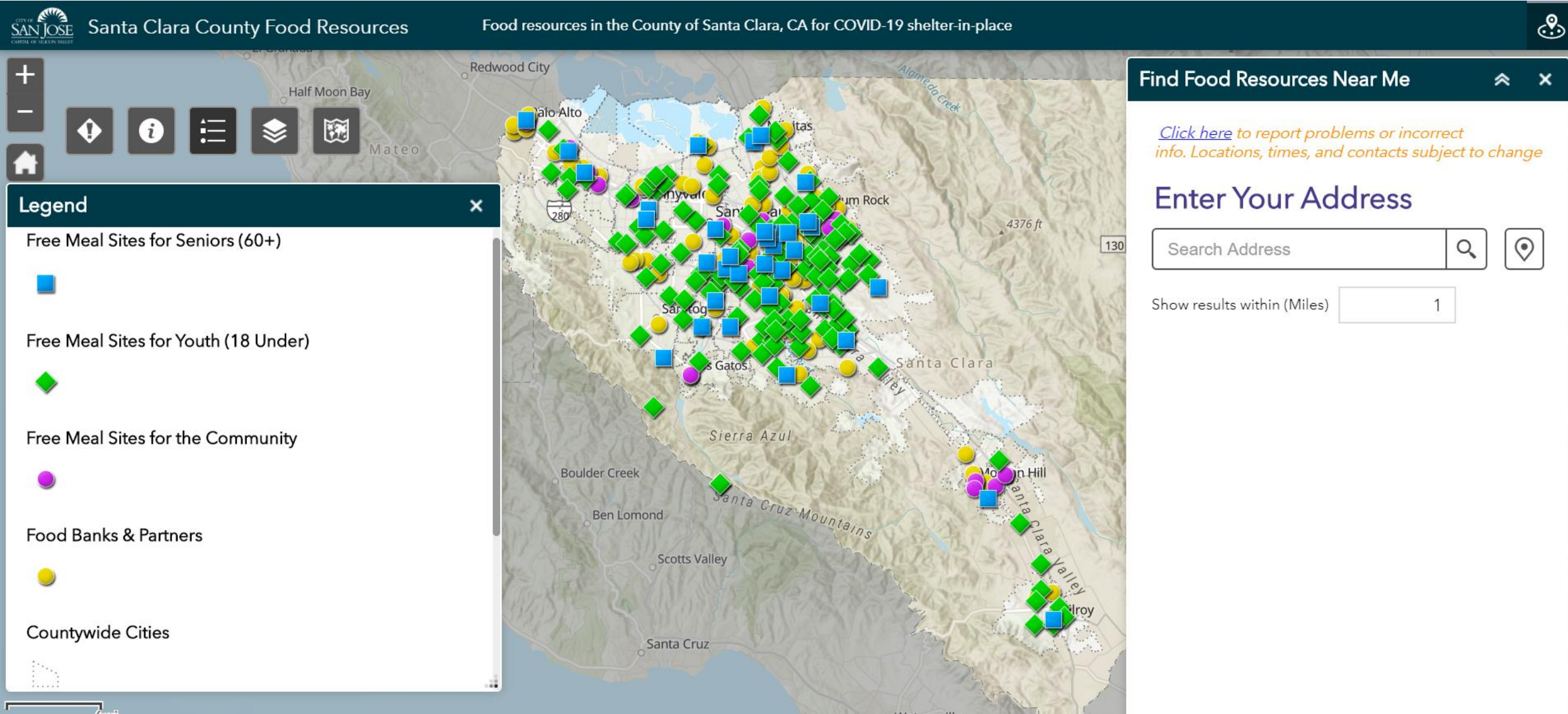
# The City Launched and Scaled a New Business in 5 Weeks

Countywide Total Meals Delivered and Total Meal Capacity, By Week





# The City Launched and Scaled a New Business in 5 Weeks



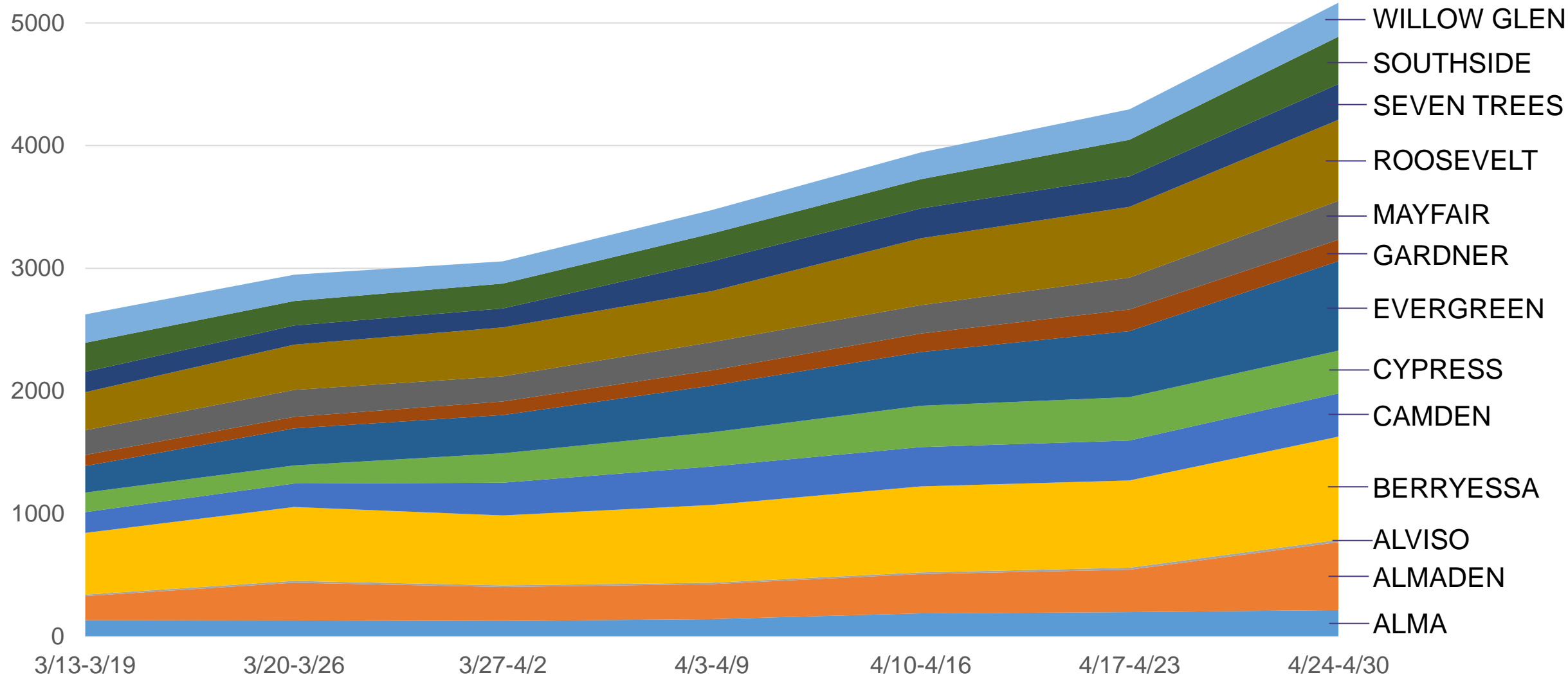
# Food Distribution Dashboard

Week Ending  
4/24/20

| Current Meals Delivered                               |               |                | Week-Over-Week Change |
|---|---------------|----------------|-----------------------|
| Channel   | Daily Meals # | Weekly Meals # | %                     |
| Second Harvest to Community Based Organizations (CBO) | 416,667       | 2,083,333      | +25%                  |
| City/County Senior Nutrition Program (SNP)            | 2,922         | 14,609         | +10%                  |
| Senior Meals On Wheels (MOW)                          | 4,940         | 24,702         | +5%                   |
| School Sites  | 83,800        | 419,002        | +41%                  |
| City/County Targeted Homeless Placements              | 1,850         | 12,949         | +43%                  |
| Meal Delivery (CBOs, other vulnerable populations)    | 34            | 170            | +0%                   |
| MEALS DELIVERED IN PAST WEEK <sup>1</sup>             | 510,213       | 2,554,765      |                       |

# Congregate Site Senior Meals Served Have Doubled

Weekly Meals Served by Site



# Making it all happen...

## Food + Necessities Distribution Branch

Advisory

Non-Profit  
Leadership  
Council

Food Policy  
Advisory  
Committee  
Chair: Angel Rios

EOC Leadership

EOC  
Kip Harkness + Lee Wilcox

EOC Operations  
Angel Rios

Branch Leadership

Branch  
Lead  
Dolan Beckel

Branch  
Co-Lead  
Neil Rufino

Asst. to Branch Leads  
Erik Jensen

Resource Requests  
Mike Jones

Branch Units

Supply  
Resiliency  
Jill North

Kevin Matthews\*  
Alvina Nishimoto

Distribution  
Operations  
Andrea Flores  
Shelton

Leah Toeniskoetter\*  
Schools: Laura Buzo  
Seniors: Josue  
Covarrubias  
Homeless: Pauline  
Khek  
CBOs: Ed Solis  
Volunteers: Mollie  
Tobias  
Municipalities: Zulma  
Dashboard: Yael

Business  
Architecture  
Jerry Driessen

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

Comms  
Ed Bautista

Carolina Camarena

Business Architecture

EOC Funding, Cash Flow, Contracts

Program Management

Other Branches

Liaisons

Council: Jared, Sal  
Businesses: Nathan,  
Blage

Liaison  
Branch  
Kim Walesh

County EOC  
Aurelia Bailey

Municipalities  
Zulma Maciel

Dedicated to Branch

EOC  
Funding +  
Contracts  
J. Guevara

CJ Ryan  
Patsy Cortez  
Uyen Mai  
Petra Riguero  
Carrie Rank  
Alex Nuno-Liu  
Liz Zhang  
Lua Nguyen

|                                   |   |
|-----------------------------------|---|
| Food Policy<br>Advisory Committee | <b>Chair:</b> Angel Rios<br><b>SCC:</b> Michael Balliet<br><b>Schools:</b> Dr. Mary Ann Dewan<br><b>Second Harvest:</b> Leslie Bacho, Tracy Weatherby<br><b>SVCN/CADRE:</b> Kyra Kyzantis<br><b>Google:</b> Michiel Bakker<br><b>San José:</b> Dolan, Neil, Sarah |
| Non-Profit<br>Leadership Council  | <ul style="list-style-type: none"><li>• Santa Clara County</li><li>• City of San José</li><li>• Second Harvest</li><li>• The Health Trust</li><li>• Catholic Charities</li><li>• Sourcewise</li><li>• First 5</li><li>• SVCN</li></ul>                            |

\* Deloitte staff augmentation

# Food + Necessities Distribution Branch | City Staff

|   |   |   |  |   |
|---|---|---|--|---|
| <b>Branch Leadership</b> <ul style="list-style-type: none"><li>Dolan Beckel (Co-Lead)</li><li>Neil Rufino (Co-Lead)</li><li>Erik Jensen</li><li>Mike Jones</li></ul>  | <b>Supply Resiliency</b> <ul style="list-style-type: none"><li>Jill North (Lead)</li><li>Alvina Nishimoto</li><li>TBD WCK Manager</li></ul>   | <b>Business Architecture</b> <ul style="list-style-type: none"><li>Jerry Driessen (Lead)</li><li>Michael Foster</li><li>Meena Dandabathula</li><li>Krishna Sastry</li></ul> | <b>Communications</b> <ul style="list-style-type: none"><li>Ed Bautista (Lead)</li><li>Carolina Camarena</li></ul> | <b>Liaisons</b> <ul style="list-style-type: none"><li>Aurelia Bailey (County)</li><li>Zulma Maciel (Municipalities)</li></ul> |
| <b>Distribution Operations</b> <ul style="list-style-type: none"><li>Andrea Flores Shelton (Lead)</li><li>Laura Buzo</li><li>Josue Covarrubias</li><li>Ed Solis</li><li>Mollie Tobias</li><li>Mario Maciel</li><li>Pauline Khek</li><li>Xochitl Montes</li><li>Greg Cajina</li><li>Diana Garcia</li><li>Nick Georgoff</li><li>Leticia Espino</li><li>Linda Brewka</li><li>Jeremy Corrales</li><li>Frances Reyes</li><li>Christine Marquez</li><li>Gabe Salazar</li><li>Jarrad Pagan</li><li>Anu Verma</li><li>Yael Kisel</li><li>TBD Sourcewise Account Manager</li></ul> |   |   |  |   |
| <b>EOC Funding + Contracts</b> <ul style="list-style-type: none"><li>J. Guevara (Lead)</li><li>CJ Ryan</li><li>Patsy Cortez</li><li>Uyen Mai</li><li>Petra Riguerro</li><li>Carrie Rank</li><li>Alex Nuno-Liu</li><li>Liz Zhang</li><li>Lua Nguyen</li></ul>  | <div><div>109</div><div>+ City Staff in the Food + Necessities Branch<br/>+ City Staff deployed to Food Distribution Sites at Non-Profits<br/>+ Partners that have come accompanied the City in this work</div></div> |   |  |   |



# Feeding the County – Success Stories

**#FoodHeroes have become just as important as First Responders - they are Direct Responders**



"I feel that I am doing my part to serve our community," said Irma Martinez, a 15-year cafeteria veteran at Dorsa Elementary in East San José. "Kids see me and they smile at a familiar face. I see them and it makes me feel good because we have a relationship with these children. It is a win-win situation for everyone involved."



Food delivery drivers start their day at 6:00 AM, load up their vehicles, then hit the road to reach up to 355 clients within their 9-10 hour shifts. We spoke with Lisa Jackson from TRIO Community Meals, who shared with us that since the outbreak of the pandemic, the number of seniors their drivers visit in a week has increased from an average of 800 to nearly 1400.



"Drivers are not just providing nutritious meals, they are also checking in on clients, making sure they are well and healthy," explained Peggy Edge, a meal delivery driver turned meal recipient when the County order forced her to shelter in place since mid-March.

# Food and Necessities

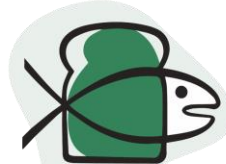
## Completed Community/Non-Profit Funding Requests

| Organization      | Scope              | Amount    |
|-------------------|--------------------|-----------|
| The Health Trust  | CDBG Grant funding | \$600,000 |
| Loaves and Fishes | CDBG Grant funding | \$350,000 |
| Martha's Kitchen  | CDBG Grant Funding | \$250,000 |
| First Five        | Diapers and Wipes  | \$211,000 |



**HEALTH**Trust

LOAVES & FISHES



FAMILY KITCHEN



# Food and Necessities

## Completed Community/Non-Profit Necessities Requests

| Organization               | Scope  | Amount  |
|----------------------------|--|---|
| Second Harvest Food Bank   | Masks, Hand Sanitizer, Thermometers, Gloves          | 25,660 masks (City & County), 100 bottles of hand sanitizer (County), 16 touchless thermometers (City), 1,200 gloves (City) |
| First 5 Santa Clara County | Baby Diapers and Wipes Kit (1 kit lasts for a month) | 7,500 kits  |



# Food and Necessities

## Completed Staffing and Volunteer Requests

**2,361**

Volunteers Deployed to Food +  
Necessities Distribution Sites

**53**

City Staff Deployed to Food + Necessities  
Distribution Sites at Non-Profits

### Deployed to:

- AACI
- Alum Rock School District
- Catholic Charities
- City of San Jose
- Community Services of Mtn View
- Friends of Hue Foundation
- La Comida of Palo Alto
- Loaves & Fishes
- Martha's Kitchen
- Portuguese Senior Center
- Sacred Heart
- Salvation Army
- San Jose Unified
- Second Harvest Food Bank
- Somos Mayfair
- St Isabel's Kitchen
- Sunnyvale Community Services
- Vietnamese Service Agencies\*
- West Valley Community Services



# Food and Necessities

Support provided through [SiliconValleyStrong.org](http://SiliconValleyStrong.org)

| Organization               | Scope  | Volunteers Assigned | City Staff Assigned            |
|----------------------------|--|---------------------|--------------------------------|
| Second Harvest Food Bank   | Warehouse packing/Distribution Volunteers                | 425 volunteers      | 36 (Full-time), 16 (Part-time) |
| Martha's Kitchen           | Volunteers to support Food distribution                  | 518 volunteers      | 1 Full-time staff (cook)       |
| Sacred Heart               | Volunteers to support Food and Necessities               | 212 volunteers      |                                |
| Grail Family/SOMOS Mayfair | Diapers and Infant Necessities @ Cesar Chavez Elementary | 153 volunteers      |                                |
| Portuguese Senior Center   | Volunteers for Food Support                              | 78 volunteers       |                                |





# Food and Necessities

## Planned Community/Non-Profit Funding Requests

| Organization                     | Scope   |
|----------------------------------|---|
| World Central Kitchen            | Food Distribution<br>Great Plates Delivered                     |
| San Jose Unified School District | Food Distribution   |
| The Health Trust                 | Food Distribution   |
| Hunger@Home                      | Food distribution   |
| Team San Jose                    | Food Distribution   |
| First Five                       | Month of May Diapers, Wipes, formula, hygiene kits, necessities |
| Veggielution                     | Food Distribution   |



# Food and Necessities

## Completed Private Sector Funding Requests

| Organization        | Scope   |
|---------------------|---|
| DoorDash            | First in the nation public private partnership between the City and DoorDash for The Health Trust for Homeless Placements, West Valley Community Services, and last-minute food distribution and delivery needs |
| Revolution Foods #1 | Spring break, weekends, summer augmentation at select school sites through June 23. Can be leveraged to stockpile shelf stable, food boxes, and other options.  |



# Food and Necessities Funding Summary



\* Excludes "At Scale" reserved capacity

# Food and Necessities

## Planned Private Sector Funding Requests

| Organization        | Scope   |
|---------------------|---|
| Revolution Foods #2 | At scale reserved capacity of 100k-150k meals per day to manage risk of severe meal demand and food supply shortage. Can be leveraged to stockpile shelf stable, food boxes, and other options. |

revolution<sup>o</sup>foods.

# New County Public Health Orders Effective May 4, 2020

Kip Harkness, Deputy City Manager, Emergency Operations Center Director



# THE ORDER MAKES SEVERAL KEY CHANGES

## Executive Summary

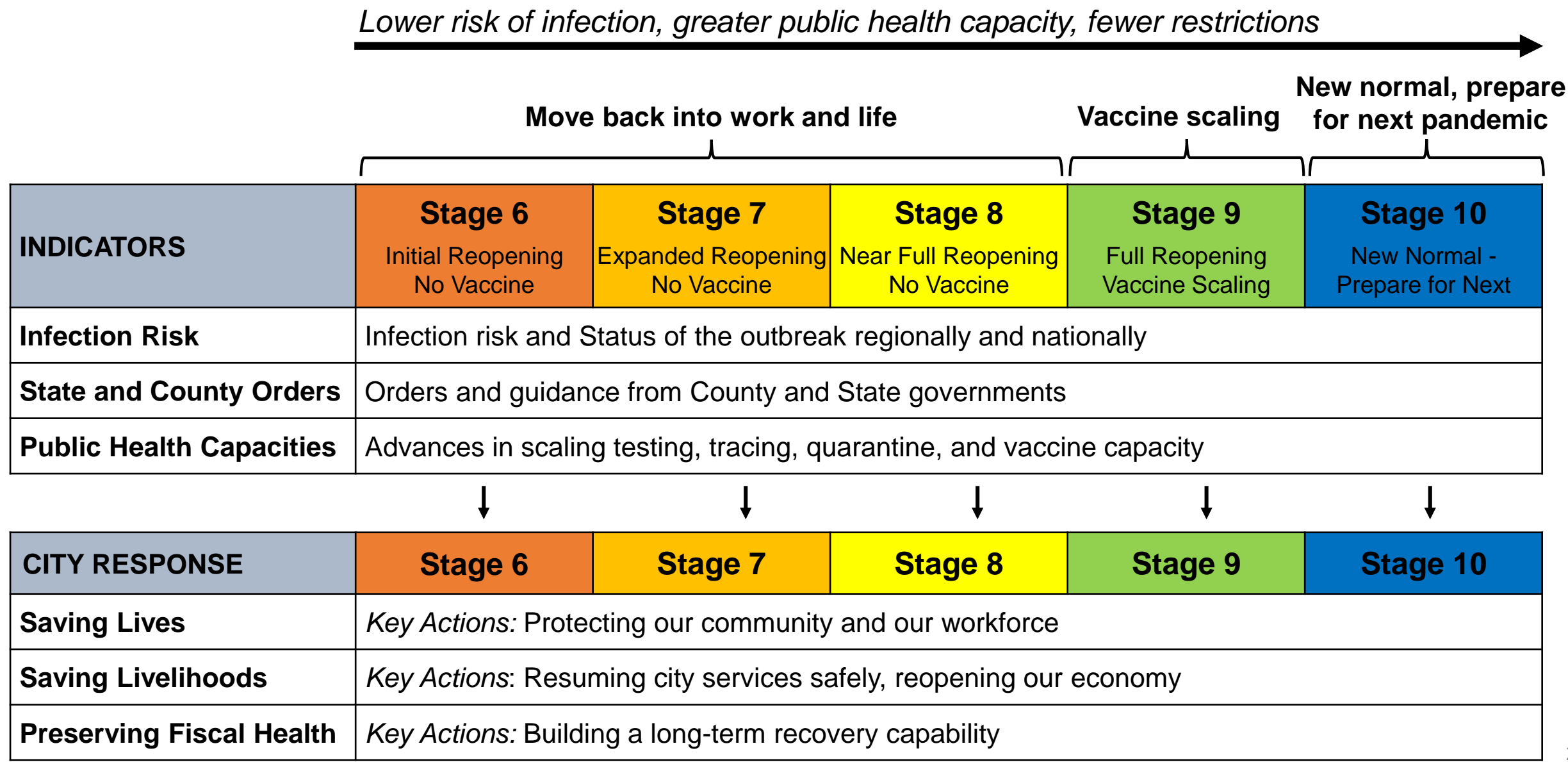
- ☐ All construction projects can resume, provided they comply with safety protocols
- ☐ Commercial as well as residential real estate transactions are allowed to fully resume
- ☐ Childcare establishments, summer camps, schools, and other programs can operate for children of workers in essential businesses, outdoor businesses, or those performing minimum basic operations
- ☐ Outdoor businesses are now allowed to operate
- ☐ All residential moves are now allowed to proceed
- ☐ Outdoor recreational facilities that do not encourage gathering or contain high-touch equipment can open

# INDICATORS IN REVISED PUBLIC HEALTH ORDER

## The County will look to indicators when lifting restrictions:

- ☐ Indicator 1: The Total Number of Cases in the Community is Flat or Decreasing, and the Number of Hospitalized Patients with COVID-19 is Flat or Decreasing
- ☐ Indicator 2: We Have Sufficient Hospital Capacity to Meet the Needs of our Residents
- ☐ Indicator 3: Sufficient COVID-19 Viral Detection Tests Are Being Conducted Each Day
- ☐ Indicator 4: We Have Sufficient Case Investigation, Contact Tracing, and Isolation/Quarantine Capacity
- ☐ Indicator 5: We Have At Least A 30-Day Supply of Personal Protective Equipment (PPE) Available for All Healthcare Providers

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









# Development Services Update

Rosalynn Hughey, Director, Planning Building and Code Enforcement  
Hector Estrada, Fire Marshal, Bureau of Fire Prevention, Fire Department



# Development Services – Transition Timeline 2.0



## **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.

## **Updated County Directive – May 4, 2020**

All construction activity resumes.

# Resuming All On-site Construction Inspections

## 1 Safety

- Held safety training for inspection staff
- Secured PPE for increased workload
- Continue Digital Inspection Forms to further safety

## 2 Communication

- Updated Website and SJPermits.Org
- Outreach to Developers & Construction Roundtable
- Flash Report & Direct Customer Contact

## 3 Scheduling

- Proactive outreach to customers of large projects
- Proactive outreach to customers for cancelled inspections
- SJPermits.org

## 4 Compliance

- Coordination with Police Department and Code Enforcement
- Standard Operating Procedure for Inspectors to report County Protocol violations

# Building Inspections Strategy

- **Rescheduled Inspections**

- Customers proactively rescheduled
- Staff contacted customers to reschedule
- Capacity to address urgent requests

- **Unscheduled Inspections**

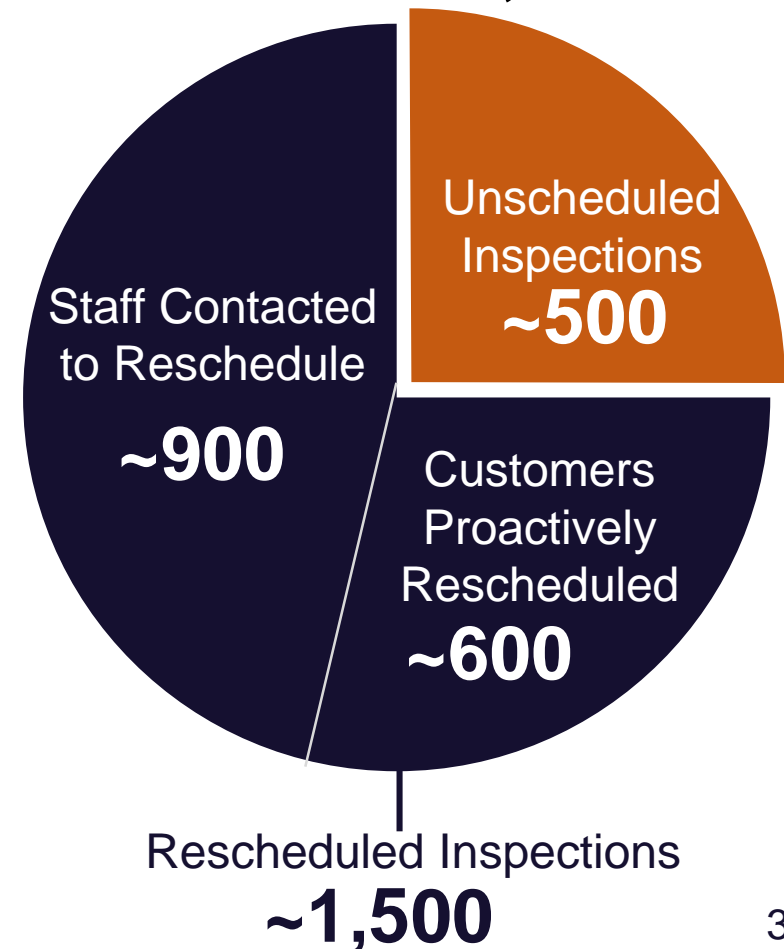
- Some projects not immediately re-starting or phasing in to full capacity
- Some small projects (mostly single family) not eager for inspectors to enter homes

- **Future Inspections**

- Schedule inspections based on project construction schedule
- Some construction scheduling uncertain

## **Backlogged Inspections Due to County Order**

**Total: ~2,000**



# Building Inspections Strategy – Point of Contact

## Point of Contact Team for customers

- Building Division Managers:
  - ❑ Bill Mayne, [bill.mayne@sanjoseca.gov](mailto:bill.mayne@sanjoseca.gov), (408) 535-7756
  - ❑ Marc Garcia, [marc.garcia@sanjoseca.gov](mailto:marc.garcia@sanjoseca.gov), (408) 535-7822
- EOC Liaison Branch/OED Development Facilitation
  - ❑ Emily Lipoma, [emily.lipoma@sanjoseca.gov](mailto:emily.lipoma@sanjoseca.gov), (408) 535-7903

# Development Services Tactics – Permit Extensions

- **Building Permit Extensions**

- Title 24 of the Municipal Code allows Building Official to extend building permits for 180 days for circumstances beyond the control of the permittee that have prevented progress; **plus**
- Building Official may approve one additional extension of 360 days when the applicant demonstrates that special, unusual circumstances exist
- Anticipate these extensions will accommodate projects

# Development Services Tactics – Permit Extensions

- **Planning Permit Extensions (Entitlements)**

- Title 20 of the Municipal Code sets forth planning permit expiration and extension
- Planning permits expire after 2 years
- Code allows 2 one-year extensions through permit adjustment (administrative) process
- Recommendation to eliminate adjustment process, and either:
  - 1) authorize Director to grant unlimited one-year extensions if permittee demonstrates that special, unusual circumstances exist; or
  - 2) change expiration of permit from 2 years to 4 years
- Bring Ordinance change to Council in early August

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

## Roadmap through the Epidemic: City Response – Highest Priority Actions

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| 4. Powered by People – Support our people so they can act <ul style="list-style-type: none"><li>Ensure Safety of City Staff Performing Essential Services</li><li>Families Support for City Staff Performing Essential Services (including childcare)</li><li>Redeploying Staff to Essential Services and Response</li></ul>   | <ul style="list-style-type: none"><li>Support safety of City Staff performing essential services</li><li>Prioritize testing, child care, and other support services for staff performing essential services</li><li>Temporarily re-assign staff in non-essential services to essential or emergency management functions</li></ul>  |

## Enabling Actions Supporting the Response

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| 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"><li>Maximizing Cost-Recovery (CalOES and FEMA)</li><li>Securing Funding State, Federal and Private Grants</li></ul> | + 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  |