

Item 3.1

City Manager's COVID-19 Update

Dave Sykes, City Manager

Kip Harkness, Deputy City Manager, Emergency Operations Center Director

Lee Wilcox, Chief of Staff, Emergency Operations Center Director

September 22, 2020

City of San Jose
Unsung Heroes

Carlo Fragoza

Department of Transportation, Sewer Team

Maintenance Assistant



City Manager's COVID-19 Update

September 22, 2020

- EOC Update**
- City Services Update**
- State and Federal Action on Evictions**
- Strategic Communications Plan: At-Risk, Most Vulnerable Communities, and Non-English Speakers**

COVID-19 Related Items To Be Heard Separately Today:

- Item 3.6 – Coronavirus Relief Fund Rebalancing (Including Digital Inclusion Actions)
- Item 3.7 – CRF for Resident Assistance Efforts
- Item 3.9 – Extension of Proclamation of Local Emergency Related to COVID-19

California Blueprint for a Safe Economy

Effective August 31

County risk level	New cases	positive tests
WIDESPREAD Many non-essential indoor business operations are closed	More than 7 daily new cases (per 100k)	More than 8% positive tests
SUBSTANTIAL Some non-essential indoor business operations are closed	4 - 7 daily new cases (per 100k)	5 - 8% positive tests
MODERATE Some indoor business operations are open with modifications	1 - 3.9 daily new cases (per 100k)	2 - 4.9% positive tests
MINIMAL Most indoor business operations are open with modifications	Less than 1 daily new cases (per 100k)	Less than 2% positive tests

City Recovery Plan matches the State's Blueprint for a Safe Economy

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



STATE RISK TIER	Tier 1 – Widespread	Tier 2 – Substantial	Tier 3 – Moderate	Tier 4 – Minimal	-
CITY RESPONSE STAGE	Stage 6 Initial Reopening No Vaccine	Stage 7 Expanded Reopening No Vaccine	Stage 8 Substantial Reopening No Vaccine	Stage 9 Near Full Reopening No / Initial Vaccine	Stage 10 Move to New Normal Vaccine Scaling
What happens in this Stage?	Highly restrictive shelter in place orders begin to ease, limited re-entry/re-opening of City services, programs, and facilities that were previously shut down.	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 vaccine, return to modified normalcy where most indoor activities are open with modifications.	City adjusts to new normal, monitoring vaccine effectiveness and conducting iterative planning for the next pandemic.

↑
WE ARE HERE

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

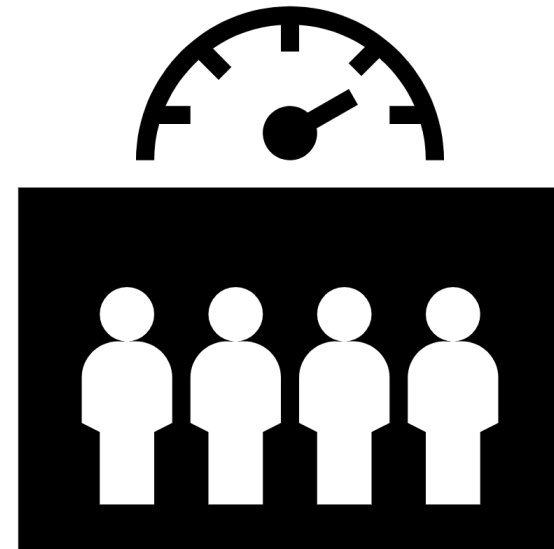
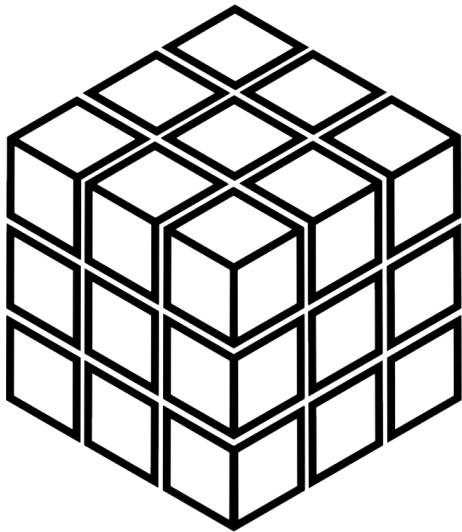
Enabling Actions Supporting the Response

- | | |
|--|--|
| 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 |

City Services Update

Kelli Parmley – Assistant Director of Human Resources & Powered by People 2.0 Task Force Director

Reopening is Hard

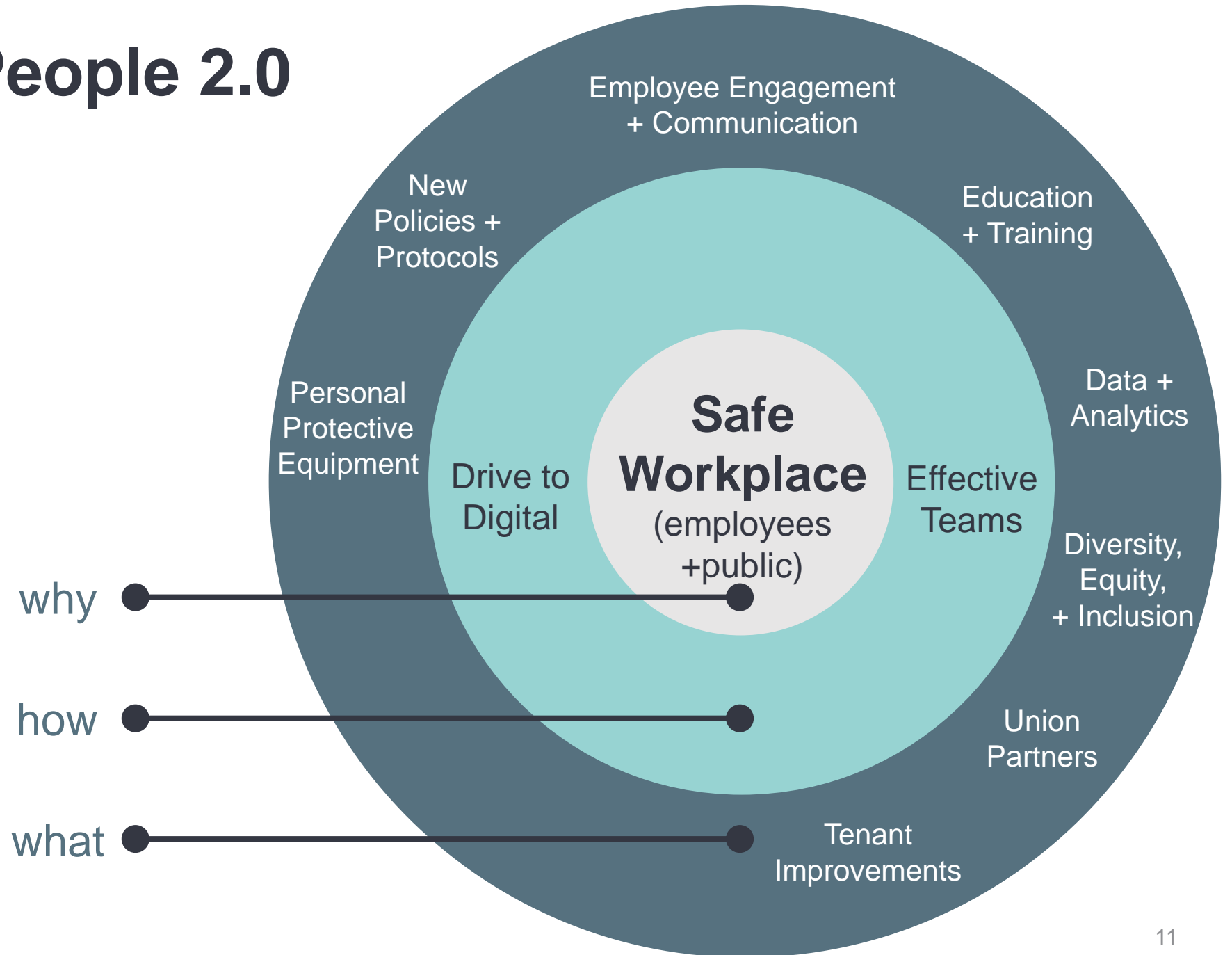


Preview

- **Powered by People 2.0:** What's the connection to expanding and re-opening of services?
- **Timeline:** March 17th - Present
- **People and Process:** What does it take to create a safe workplace?
- **Stage 7 and Beyond:** What's next ?

Powered by People 2.0

Powered by People 2.0



Moving from Response to Recovery

Powered by People Team

Safe Workplaces

Eric Fortes
Walter Lin
Joe Gregory
Kevin Lee
Richard Ramirez
Sudheer Vangati
Regina Maurantonio

Alvin Galang
Sarah Steele
Kat Estrada

Employee Health + Wellness

Emily Hendon
Damiana Garcia
Juanita Ortiz-Irwin
Kirstin Belrose
KC Moore

Drive to Digital

Jerry Driessen
Erica Garaffo
Sudheer Vangati
Swati Ganesh
Marcelo Peredo
Krishna Mallina

Effective Teams

Robert Hernandez
Swati Ganesh
Manpreet Sra
Christi Salinas
Keith Lewis
Nick Hedrick

Leadership Team

Kelli Parmley
(Product Owner)

Eric Fortes

Walter Lin

Emily Hendon

Jerry Driessen

Robert Hernandez

Trevor Gould

Christi Salinas

Erik Jensen

Alvina Nishimoto

Executive Team

Jennifer Maguire
(Executive Sponsor)

Kip Harkness
(EOC Director)

Jennifer Schembri

Rob Lloyd

Angel Rios

Lee Wilcox

Jim Shannon

Powered by People 2.0: 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

Timeline

March 17th Shelter in Place: Continuity of Services



- +200** of 265 City Services continued remotely or in the field*
- +2400** Full Time Employees went and stayed remote
- 9** New EOC Services

- EOC Roadmap**
1. Compliance with Public Health Order
 2. Food + Necessities Distribution
 3. Homeless Support + Services
 4. Local Assistance
 5. Personnel (Safety and Staff Redeployment)
 6. Silicon Valley Strong Campaign
 7. Communications
 8. Recovery
 9. Childcare for Staff Performing Essential Services

* Services include of range of programs, administrative functions, and broad City services

Stage 5 City Services Opened or Expanded



Services Opened or Expanded

1. **Library:** Express Services (Curbside Pick-Up)
2. **PRNS:** Park Operations
3. **DOT:** Sewer Maintenance (expanded)
4. **DOT:** Streetscape Services (expanded)
5. **DOT:** Corrective Pavement Repair
6. **DOT:** On-Street Parking
7. **DOT:** Transportation Management & Administration
8. **PBCE:** Inspection Services Team
9. **PBCE:** Trash/Illegal Dumping
10. **EHS:** Resuming in-person services
11. **Finance:** Staffing on 13th and 14th Floor
12. **CAO:** Depositions

12

City Services Approved for Re-opening or Expansion*

1

New EOC Service

New EOC Services Initiated
1. Childcare + Summer Camps

560+

EOC Staffing*

* Services include of range of programs, administrative functions, and broad City services; EOC staffing as of 5/3/20

Stage 6 City Services Opened or Expanded



City Services Approved for Re-opening or Expansion*

13

New EOC Services Initiated
1. Digital Inclusion
2. BeautifySJ

New EOC Services

2

EOC Staffing*

290+

Services Opened or Expanded

1. **Library:** Digital Inclusion (hotspot/device distribution)
2. **PRNS/Library:** Learning Pods
3. **CAO:** Litigation Support
4. **Finance:** Cash deposits for select orgs
5. **HR:** In-house fingerprinting
6. **PBCE:** Functions related to floors 1- 3
7. **ALL:** Administrative Leave Ending
8. **ALL:** On-site Hiring Process activities
9. **PD:** Police Administration Building
10. **PD:** Police Communication Building
11. **PW:** Animal Care + Rabies Vaccinations
12. **PW:** Virtual Animal Adoption Fair
13. **KJs Café:** Pilot “Al Fresco”

* Services include of range of programs, administrative functions, and broad City services; EOC staffing data as of 8/31/20

Stage 7 City Services Opening or Expanded



Services Opened or Expanded

1. **Census:** Canvassing, Kiosks and Tabling at Branches
2. **PRNS:** Outdoor Leisure
3. **PRNS:** Digital Inclusion Events
4. **PBCE:** Inspections for Exterior Complaints; Interior to follow
5. **ESD:** Watershed Protection (1) Trash Hotspot Cleanups and Water Monitoring
6. **ESD:** Watershed Protection (2) Stormwater Treatment Measures Inspections
7. **ESD:** Watershed Protection (3) The Pretreatment Program

City Services Approved for Re-opening or Expansion*

EOC Staffing*

7

190+

* Services include of range of programs, administrative functions, and broad City services; EOC Staffing Data as of 9/8/20

Process + People

Preparing for Stage 6 and Beyond

-
- 1** May 17 Departments Submitted Services for Continuity of Operations Plan
 - 2** June 1 Commissioned an EOC Powered by People Team
 - 3** Mid-June Reviewed Initial Expansion and Re-opening Priorities with Each Department
 - 4** June 26 Established initial EOC Request + Review Process for Service Expansion and Re-Opening
 - 5** August Refined initial EOC Request + Review Process for Service Expansion and Re-Opening

Safe Workplace



The best strategy we have in reducing transmission is to remove as many people as possible from a given space, reducing the potential for exposure. Therefore, all employees who can perform their functions from home (either full-time or part-time) shall continue to do so.

All employees are expected to adhere to the following safe practices:



Hold meetings via Zoom or outdoors



Wear a Face Covering



Disinfect high-touch surfaces



Maintain 6 feet of distance from others and limit close exposures to <15 minutes



Wash hands for 20 seconds and/or use hand sanitizer frequently



Work with your Department's Safety Liaisons



Safety + Facilities Team

- Joe Gregory
- Eric Fortes
- Alvin Galang
- Larry Gonzales
- Regina Maurantonio
- Kat Estrada
- Sarah Steele
- Jamie Marcil
- Chad Gallacinao
- Daniel Darnell
- Kevin Lee
- Richard Ramirez
- Edwin Garcia
- Jesse Perez
- Jaime Duenas
- Pablo Ramirez
- Jose Casteneda
- Jose Monterubbio
- Jennifer Garcia
- Kristina Newton
- Paul Kaikaka
- Luz Arechiga
- Vincente Borceguin
- Thomas Coxum
- Ryan Rucker
- Pedro Perez
- Paul Murphy
- Marcelino Vialpando



Building Safe Public Spaces

Safety + Facilities Team

- 30+ Team Members
- 38 Department Safety Liaisons
- 500 Supervisors Trained

Safety Protocols

- Established 20+ Codes of Safe Practice
- Launched a Safety Toolkit
- Performed about 30 Facility Safety Assessments

Physical Improvements

9 of 50

Community Centers

12 of 23

Library Express Pick-Up

18 of 18

Floors of City Hall

2 of 5

Corporation Yards

4

Other Facilities

95% completion of all City Hall common spaces and tenant improvements

1. Airport
2. Regional Wastewater Facility
3. Police Administration
4. Police Communications

Facility Common Area Safety Improvements



Restrooms

- Signage
- Touchless Fixtures

Drinking Fountain

- Bagging to prevent usage

Break Rooms

- Signage
- Floor Markings
- Touchless Fixtures



Elevators

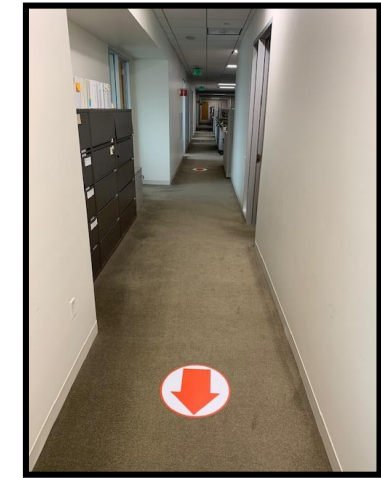
- Signage
- Floor Markings

Stairwells

- Floor Markings

Lobby Space

- Floor Markings



Office Aisleways

- Floor Markings

Entryways

- Signage
- Health Screeners





Facility Staff Area Safety Improvements



Furniture

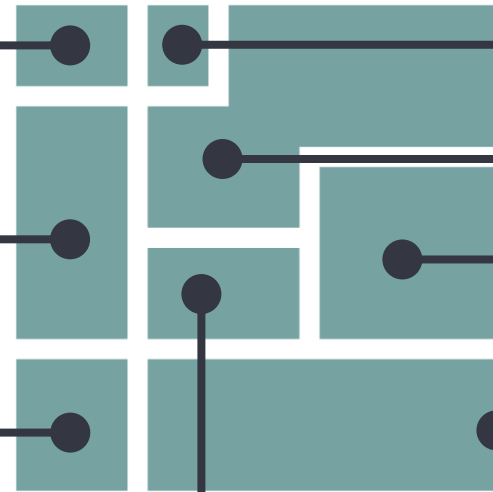
- Repositioning or removal to prevent congregation

Routine Cleaning

- Custodial and disinfecting services

Equipment

- PPE distribution as needed



Wireless Doorbells

- For customer service

Work Stations

- Spacing + Direction
- Reconfiguration

Partitioning

- Plexiglass partitions

Exterior Signage

- Signage and stanchions preventing unauthorized walk-ins

Floor Markings

- For customer queuing

Wash, Rinse, Repeat



The best strategy we have in reducing transmission is to remove as many people as possible from a given space, reducing the potential for exposure. Therefore, all employees who can perform their functions from home (either full-time or part-time) shall continue to do so.

All employees are expected to adhere to the following safe practices:



Hold meetings via Zoom or outdoors



Wear a Face Covering



Disinfect high-touch surfaces



Maintain 6 feet of distance from others and limit close exposures to <15 minutes



Wash hands for 20 seconds and/or use hand sanitizer frequently



Work with your Department's Safety Liaisons



Stage 7 and beyond

- **City Hall:** Initiated 1st Floor Review, Assessment for Public Access
- **PRNS:** Happy Hollow Park + Zoo
- **PRNS:** Expanded Community Center Learning Pods
- **Digital Inclusion:** Wifi Access Events
- **HR:** Hiring + Staffing Process (on-going)

- **EOC:** 2-week Executive Team Review Process for expanding or re-opening services

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

Compliance with Public Health Order	Public Communications in 5 Languages	Coordination for Supported Isolation
-------------------------------------	--------------------------------------	--------------------------------------

Continuity of Essential City Services	Police Dept Operations	Fire Dept Operations	Utilities Operations	Transportation Operations	Development Services and Capital Projects	Airport Operations	Parks Operations
---------------------------------------	------------------------	----------------------	----------------------	---------------------------	---	--------------------	------------------

Support for At-Risk Communities and Populations	Food Distribution	Senior Nutrition Programs & Meals on Wheels	School Sites	Homeless Placements	Great Plates Delivered	Conservation Corps Support for Second Harvest	Contracts, Funding, and Invoicing	Public Communications
	Homeless Support and Services	Temporary Beds at Hotels/Motels	Temporary Shelters	Rue Ferrari Bridge Housing Site	Evans Lane Bridge Housing Site	Bernal Bridge Housing Site	Waste Pickup and Dumpster Pilots	Encampment Support Pilots
	Local Assistance	Virtual Local Assistance Center	Resident Assistance	Business Assistance	Al Fresco Dining	Nonprofit Assistance	Community Engagement	
	Digital Inclusion	Access Eastside	AT&T Hotspot Partnership	Digital Inclusion Fund & School Partnerships				
	Child Care and Summer Recreation	Summer Camp SJ Strong (Ages 5-12)	School Day Support					

Powered by People	Safety of City Staff	Job Hazard Analysis	Citywide Education and Training	Response to Positive Cases in Workforce	Personal Protective Equipment
	Redeployment of Personnel	Identify and Track Employees Eligible for EOC	Field Incoming EOC Requests for Staff	Administrative Leave Policies	
	Powered by People 2.0	Safe Workplace	Employee Health and Wellness	Drive to Digital	Effective Virtual Teams

EOC MAJOR EFFORTS SEPTEMBER 2020

New efforts that didn't exist prior to March 2020

State and Federal Action on Evictions

Bena Chang – Director of Intergovernmental Relations, City Manager's Office

Jacky Morales-Ferrand – Director, Housing Department

Legislative Update – Eviction Moratoriums

State Actions

- Governor signed AB 3088 (Chiu) residential eviction ban on 8/31/20.
- No action on commercial evictions.

Federal Actions

- Presidential Executive Order – CDC Order to halt evictions
- Additional financial rental assistance could be part of 4th stimulus package

**Tenant Relief Act
of 2020
(AB 3088)
Bans Evictions
from 3/1/20 to
1/31/21 for
Eligible Tenants**

**State Action Replaces San José
Eviction Moratorium**

- NON-COVID-19 related eviction proceedings can proceed on 9/1.
- Residents still covered by City's rent repayment period.

Federal Eviction Moratorium

- Moratorium on Evictions through 12/31/20 if tenant meets qualifications.
- Eligibility for protection under each law is based upon the conditions listed in the State and Federal tenant declarations.

Provisions Related to Unpaid COVID-19 Rental Debt due to Hardship

Owed Rent from 3/2020 - 8/2020

Tenants who provide landlord with

Declaration within 15 days of failure to pay rent, cannot be evicted.

MAR APR MAY JUN JUL AUG

SEP OCT NOV DEC JAN

Rent Owed from 9/2020 - 1/2021

Tenants who provide landlord with **Declaration and pay at least 25% of rent**, cannot be evicted.

Strategic Communications Plan: At-Risk, Most Vulnerable Communities, and Non-English Speakers

Carolina Camarena – Emergency Public Information Officer

Colin Heyne – Emergency Public Information Officer

1 EPIO Tactics & Performance Recap



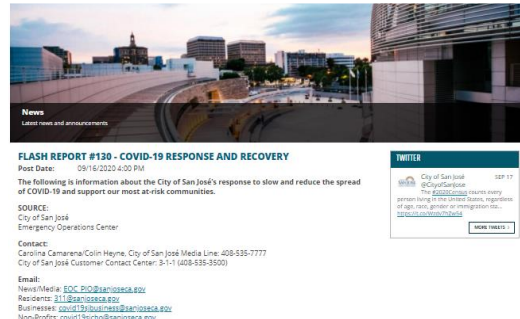
Influencer Videos



Behavioral Messaging & Social Distancing Info



Multilingual Website Resource & Info Pages



Regular Flash Reports

Social Impressions

15.7M +

Flash Report Opens

708K +

Webpage Visits

435K

Language Access

Consistent translations into Spanish, Vietnamese, Chinese (Traditional and Simplified)

2 EOC Strategic Communications Plan - Target Audience

Marginalized Communities

Monolingual Spanish, Vietnamese and Chinese speakers.

ZIP codes: 95110, 95111, 95112, 95116, 95127, 95122 and 95148.

Small Business

Downtown, East San Jose and Little Saigon Business Districts, East Santa Clara Street Business Association, Alum Rock, Story Road, Monterey Corridor Business Association and Calle Willow.



3 EOC Strategic Communications Plan - Goals

- ❖ Change awareness, attitudes, and behaviors to slow the spread of COVID-19 and support our most at-risk people.
- ❖ Provide information through a variety of accessible channels on vital resources that support our most at-risk people and businesses.
- ❖ Promote community and economic recovery resources.
- ❖ Educate and prepare small businesses to protect the safety of the community and their employees.



4 Strategies to reach marginalized communities and non-English speakers



HEALTH & WELLNESS

How to Reduce Risk of COVID-19



If you think you have symptoms of COVID-19 or may have come into contact with someone who does, please call your health care provider or 888-334-1000 for further assessment.

To find out where to get tested for COVID-19, please call 888-634-1123 or call 211 for more information.

For help with health insurance, call the Santa Clara County Social Services Agency at 877-962-3633.

Domestic Violence

For free and confidential support, you can call the National Domestic Violence Hotline at 800-799-SAFE (7233).

Individuals who are deaf or hard of hearing may use TTY at 800-787-3224 or call by video phone at 855-812-1001.

ABOUT THE VIRTUAL LOCAL ASSISTANCE CENTER

The Virtual Local Assistance Center is a relief distribution resource with information on housing, food assistance, immigrant services, family support, employment, utilities and wellness.



Scan the QR code with your smartphone camera to learn more.

NEED MORE HELP?

City of San José

311

covid-19help@sanjoseca.gov

Santa Clara County COVID-19 Assistance Navigation (CAN)

408-809-2124

scc-can-info@wpusa.org

State of California

COVID-19 Hotline

833-422-4255

United Way Helpline

211

Web Resources

sanjoseca.gov/vlac

siliconvalleystrong.org

sccgov.org/coronavirus



Highlighting Our Amazing Partners

Law Foundation  OF SILICON VALLEY



County of Santa Clara

Office of Supportive Housing