



# MEMORANDUM

City Manager's Office

**DATE:** April 30, 2020  
**TO:** Mayor and Council  
**THROUGH:** Steve McHarris, Interim City Manager *Steve McHarris*  
**FROM:** Ashwini Kantak, Assistant City Manager  
**SUBJECT:** Novel Coronavirus/COVID-19 Update #10

**The health of our employees, residents, and businesses remains the highest priority for the City of Milpitas.**

## Overview:

The City of Milpitas continues to implement its response to the outbreak of the novel coronavirus and the COVID-19 disease in Santa Clara County in collaboration with the Santa Clara County Department of Public Health. The previous Council update on April 24 discussed the additional Stimulus Plan passed by Congress, Governor Newsom's plan to reopen California, an update on the non-public COVID-19 testing facility in Milpitas, updates to Recreation Services programming, the City's actions on face coverings, and an update from the City's Small Business Assistance Subcommittee.

On April 28, the Governor announced a four-stage plan to modify the statewide stay-at-home order. The stages are as follows:

**Stage 1:** Continue to build out testing, contact tracing, PPE, and hospital surge capacity; make essential workforce environments as safe as possible;

**Stage 2:** Gradually open some lower-risk workplaces with adaptations: curbside retail, manufacturing, offices (where telework is not possible), more public spaces;

**Stage 3:** Open higher-risk environments with adaptations and limits on size of gatherings: personal care (salon, gym), entertainment venues (movie theaters), in-person religious services; and

**Stage 4:** Re-open highest risk environments and venues once therapeutics have been developed: concerts, convention centers, live audience sports.

On April 27, the County issued a joint [press release](#) on the upcoming extension and revisions to the current Shelter-in-Place (SIP) order. The [updated order](#) was issued on April 29 and will go into effect on Monday, May 4, through Sunday, May 31. Key updates from the new order include:

- The resumption of all construction activity, which must comply with new safety protocols;
- The resumption of commercial and residential real estate transactions;
- Allowance for childcare facilities (up to 12 children) to provide services only for people working in essential businesses, within the County's guidelines;
- Outdoor businesses such as garden centers and landscaping are now allowed to operate;
- Face coverings are now required for essential businesses, as a part of the County's required Social Distancing Protocols;

- Residential moves are now permitted to proceed; and
- Allowance for use of shared recreational facilities that do not encourage gathering or use of high-touch equipment.

The new order also includes several key indicators that the Health Officer will use to consider easing or expanding restrictions. City staff continues to prepare for the updated SIP order, while monitoring federal and state plans to help the economy and gradually reopen while maintaining public health.

As the lead agency on public health the County is regularly updating its guidance, which is available in five different languages and can be viewed [here](#). The County also has a [data dashboard](#) that is updated with all the latest information. The City continues to work closely with the County to ensure the safety and security of our community.

### **Key Updates:**

#### **Community Survey**

The City completed its online community survey to collect community feedback on relevant needs during our current crisis. The survey was conducted in English, Spanish, Vietnamese, and Chinese, with a total of 164 responses. Community members indicated high levels of interest in updates on Police, Recreation, and Fire services. Access to food, utility payment assistance, and internet connectivity were also identified as high priority needs for assistance.

#### **Construction in Milpitas**

All construction, including Public Works projects, will be allowed starting May 4 as permissible under the newly issued Santa Clara County Public Health Order. As a result of this, City staff will be resuming all building inspection services. Important City projects restarting include the replacement of Fire Station No. 2, replacement of the Sports Center Snack Shack, construction of the City's Skate Park, and the renovation to Creighton Park. Notable private construction projects restarting include the neighborhood grocery store tenant improvements at Turing, several Transit Area residential projects, and two separate Amazon Distribution Center projects.

Construction activities must comply with either the [Small Construction Project Safety Protocol](#) or [Large Construction Project Safety Protocol](#) depending on which category the project is in. As per OSHA requirements, contractors will be held responsible with complying with the protocols. City inspectors that find the safety protocols have not been observed will have the right and responsibility to discontinue the inspection and reschedule to a time when the contractor has complied with all protocols. City staff's safety continues to be paramount while delivering services to our community.

#### **Face Coverings**

On April 22, the City of Milpitas signed an [Order](#) requiring all employees and customers at certain businesses to wear a face covering when in public businesses.

To assist the community with access to face coverings, Milpitas service clubs are working together to make and distribute homemade cloth face coverings to Milpitas residents, free of charge on a limited basis. The organizations are in need of volunteers to sew masks, as well as sewing supplies and funds to purchase sewing supplies. Two free masks will be provided per household, while supplies last.

People wanting to donate homemade masks, supplies or funds for the community at large should contact [Milpitasmasks@yahoo.com](mailto:Milpitasmasks@yahoo.com).

More information on the City's efforts to coordinate community efforts on face coverings can be found [here](#).

### **Community Partnerships**

The City has received more donations of personal protective equipment, including from the Shirdi Sai Parivaar Temple, the US China Chamber of Commerce in Silicon Valley, Axon Enterprise, Project Lotus Group, Girl Scout Troop 60852, St. Elizabeth's Church and other community members.

The City continues its community partner outreach to provide first responders with needed protective equipment, including hand sanitizer, sanitizing wipes, non-latex gloves, N95 face masks, and simple face masks in their original packaging. All donations for first responders can be dropped off at any Milpitas fire station.

### **Spring Classes**

Due to the coronavirus the Spring session for in person classes offered through the Recreation and Community Services activity guide have been cancelled and refunds have been processed. Some classes and activities are being offered through the [City's Virtual Community Center](#).

### **Special Events**

All summer special events such as the Summer Concert and Movies in the Park have been cancelled. Staff is currently working on a virtual Memorial Day Ceremony event. Staff is also developing options for a 4<sup>th</sup> of July event that will be presented for City Council review and direction.

### **Small Business Assistance**

The Office of Economic Development has opened a Virtual Business Assistance Center to provide direct customer support to our local businesses during the pandemic. Staff has received approximately 115 business assistance requests and responded with available federal, state and local government financial and non-financial resources. We are pleased to report that staff have responded to almost all business requests and have received a highly positive response from local businesses.

Staff is proactively contacting over 275 business representatives that either sent a message to the City's business assistance email address, completed a Business Survey, or participated in the Business Resiliency and Recovery Webinar. City staff from various departments have been trained to provide assistance in English, Chinese, Spanish and Vietnamese. Business representatives needing assistance are encouraged to contact the team at [BusinessAssistance@ci.milpitas.ca.gov](mailto:BusinessAssistance@ci.milpitas.ca.gov).

In addition, staff has received 170 completed Business Survey responses, which has equipped the City to understand pain points the business community is experiencing, and to respond with appropriate resources and assistance. The Business Survey is currently available in [English](#), [Chinese](#), [Spanish](#), and [Vietnamese](#).

### **Milpitas Response and Preparations:**

The City of Milpitas continues to operate at Stage 5 (Extremely High Response) of our Pandemic Management Plan. Operating at Stage 5 translates into the suspension of all non-essential City

programs and services, the closure of City facilities, and full activation of the City's Emergency Operations Center (EOC).

Our City's response will enable us to fulfill the four priorities of our Pandemic Response Plan:

1. **Protecting Our People:** Ensuring the safety and well-being of our employees.
2. **Continuity of Essential City Operations:** Sustaining delivery of critical City services.
3. **Effective Communication:** Ensuring timely and consistent communication internally with our employees and externally with our community.
4. **Support the Santa Clara County Public Health Department:** Provide resource and communication support to assist the County Public Health Officer, the County, and all our partners in mutual commitment to protect the people of our communities.

### **Current Status on City Services and Operations:**

All City facilities are closed to the public until further notice. The Office of Emergency Services continues to operate the Emergency Operations Center (EOC) at a full activation level.

- **Public Meetings:** City Council meetings will continue to be set up for Council and required staff to call in. Due to the State's relaxation of the Brown Act, there will be no publicly accessible gathering space arrangements. The public may livestream the meeting on the City's Facebook and virtually provide [public comments](#) during the meeting. The majority of Board, Commission, and Committee meetings are cancelled or postponed until further notice. Accommodations are being made to hold any essential meetings virtually.
- **City Employees:** The City is continuing to have employees work in person or remotely on essential services and other City functions. On Monday, April 13, during a virtual town hall meeting for all employees, the City Manager's Office, Finance, and Human Resources presented information specific to the COVID-19 emergency including a staffing plan, fiscal impact and budget update, and resources available to employees during this time. For those that were unable to attend, the recorded town hall as well as all the employee resources discussed at the town hall is available on the City's intranet (MINT).
- **Permit Center and Inspection Services:** Although the Permit Center located at City Hall is closed for all in-person services, staff continues to provide permit and plan review services via email, website information, telephone, and tele or web conferencing. All construction will be allowed starting May 4 as indicated in the Santa Clara County Public Health Order. Construction activities must comply with either the [Small Construction Project Safety Protocol](#) or [Large Construction Project Safety Protocol](#) depending on which category the project is in. City staff will be resuming all building inspection services starting May 4.
- **Recreation and Community Services:** All Park playgrounds are taped off and closed to the public until further notice. Information about these closures has been posted on the City's social media pages and are posted at each playground site. All sport courts continue to be closed to the public. Parks are still available for passive recreation. All community programs and gatherings are cancelled until further notice, including private rentals in city facilities and park picnic areas. The Senior Center remains closed for programming during the current COVID-19 situation. The center

offers “to-go” lunches, as a continuation of its Senior Nutrition Lunch Program. Each day, Senior community members can reserve a hot “to-go” lunch that is prepared and packaged for them. Approximately 1,649 hot lunches have been distributed to seniors since the start of the SIP order. Staff has also overseen a 100% increase in enrolled senior participants in the local Meals on Wheels program through the County of Santa Clara. Staff continues to make personal phone calls to regular Senior Nutrition Lunch Program participants and the broader Senior Center membership regarding the Meals on Wheels program to arrange healthy meal delivery to vulnerable seniors who are sheltered-in-place. Staff is also continuing to coordinate with Milpitas Unified School District to provide information and request services through Silicon Valley Strong.

- **Other City Services:** Water, sewer, stormwater, and traffic signal operation services continue to operate at normal levels. Staff also continues to provide maintenance services for facilities, fleet, parks, enhanced cleaning for some City facilities, emergency services for trees and streets, and Underground Service Alert services for construction projects that are allowed under the County order. Staff continues to work with Milpitas Sanitation to ensure adequate staffing is available for solid waste collection in the City. Public Works staff are also working to ensure compliance with local, state, and federal regulations for all public works services. The City has established a virtual Utility Call Center from employees’ homes to ensure continuity of services. Meter-reading staff will continue to respond to water service calls and maintain the City’s meter reading schedule.

**Public Information:**

The City will continue to update its [COVID-19 webpage](#) that has been established specifically for information about coronavirus. We will also be providing regular public updates through our social media accounts on Facebook, Nextdoor, and Twitter.