



MEMORANDUM

City Manager's Office

DATE: April 16, 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 #8

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 and plans regarding 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 10 discussed Office of Economic Development's business assistance efforts, the temporary pay extension and staffing plan, an update on Silicon Valley Strong, and ongoing community partnerships.

On April 14, Governor Gavin Newsom [outlined the State's roadmap](#) to modify the current Stay-at-Home Order. The six indicators outlined include:

- Monitoring and protecting our communities through testing, contact tracing, isolating, and supporting those exposed
- Preventing infection for at risk populations
- Ensuring the health system is able to handle surges
- Developing therapeutics to meet a rise in demand
- Schools, businesses, and childcare facilities being able to support social distancing
- Having the ability to reinstate measures if necessary

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:

Business Resiliency and Recovery Webinar

The Office of Economic Development hosted the Business Resiliency and Recovery Webinar on April 16, 2020 as part of the Subcommittee's draft Work Plan. The webinar focused on providing Milpitas businesses with information on the CARES Act and state loan applications, disbursement of funds, relief programs, youth employment and internships, and other vital resources in response to COVID-19.

Presenters included the following:

- Dennis King (Executive Director) of Silicon Valley Small Business Development Center;
- Mike Ocasio (President and CEO) and Ed Brugman (Chief Information Officer) of Small Business Development Corporation of Orange County;
- Warren Wettenstein (President) of Milpitas Chamber of Commerce; and
- Cheryl Jordan (Superintendent) of Milpitas Unified School District.

The aforementioned organizations co-hosted the event along with the Offices of County Supervisor Dave Cortese, Office of Assembly Member Kansen Chu, Office of Congressman Ro Khanna and the Office of Senator Bob Wieckowski.

More than 80 people participated in the webinar which consisted of a lively discussion on various small business assistance topics. For example, participants were interested in learning about whether Congress would approve another Stimulus Package soon, can IBank funds be used for payroll and working capital, how businesses may hire youth, and successful strategies for businesses to adapt in a crisis environment. Other inquiries consisted of what should the business community should expect when the economy reopen, what types of assistance or loans are available for an after-school center and program and other pertinent inquiries. The webinar was recorded and a link to the webinar will be posted on the City's website soon.

Non-Public COVID Testing Facility in Milpitas

Based on Council request and support, the City worked with Santa Clara County [to set up a testing facility](#) for Santa Clara Valley Medical Center Hospitals and Clinics' patients in Milpitas; this facility is not open to the public and is only available to those who have a physician's referral and appointment. The testing site is located at the Milpitas Sports Center, and was the result of collaboration across departments to ensure the facility, traffic measures, and health and safety of staff were accounted for prior to opening the testing site.

Food and Meal Delivery

City staff have contacted various organizations assisting with food and meal distribution in Milpitas and are currently compiling information so that it can be easily accessible and widely available to residents.

Community Partnerships

City staff have reached out to over one hundred individuals associated with community-based organizations and faith-based groups serving Milpitas. The purpose of this outreach is twofold. The first goal is to request organizations' help with disseminating a community survey in [English](#), [Spanish](#), [Vietnamese](#), and [Chinese](#). This community survey has been in circulation since April 3 and will help staff understand what types of information the Milpitas community needs about City services and resources, as well as the best methods of sharing that information. The second purpose of the outreach is to solicit interest in convening groups focused on community needs, such as food and meal distribution, internet connectivity, housing/rent/utility assistance, healthcare and legal services, unemployment assistance, and childcare. Although this current effort will be focused on the COVID-19 emergency, the City envisions these partnerships will continue on a long-term basis so that community needs can be addressed through a collaborative effort.

The City has received more donations of personal protective equipment, including from SV Kung Fu, the Love Mask Brigade group 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 can be dropped off at any City Fire Station.

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. All department heads were also available to respond to questions. The virtual town hall was well attended, with over 140 attendees, and employees were very engaged through a robust Q&A session. Several employees also provided positive feedback after the town hall. For those that were unable to attend, the recorded town hall as well as all the employee resources discussed at the town hall will be 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. The March 31 County shelter-in-place Order has further limited allowable construction activities. Therefore, building inspection and

fire inspection services will be available only for those very limited types of projects that are in accordance with the County Order. Developers and builders with active construction projects, that are no longer permitted, have been contacted by staff. All construction projects no longer permitted under the Order were halted effective April 1, except for those limited activities required to safely secure the construction sites. Please see detailed Permit Center and Inspection Service options [here](#).

- **Recreation and Community Services:** All Park playgrounds are taped off and closed to the public until further notice. Information about these closures was 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 Nutrition Program continues to provide To-Go lunches to seniors. Social distancing measures for the Nutrition Program are being observed. Staff is also coordinating with Milpitas Unified School District to provide information and request services through the Silicon Valley Strong effort.
- **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 also 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.