



# MEMORANDUM

City Manager's Office

**DATE:** May 19, 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 #13

**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 May 15 discussed updates including the County Superior Court's face-covering requirement, updated guidance from the Governor, the proposed City budget for the upcoming fiscal year, new employee self-check protocols, the drive through food distribution event, the Milpitas Assistance Program, and community partnerships.

On May 18, Governor Newsom [announced new criteria](#) for counties to move further into stage 2 on the State's resilience roadmap. Updates to the criteria include:

- Hospitalization rates that don't increase more than 5% over seven (7) days;
- Fewer than twenty-five (25) COVID-19 cases per 100,000 residents over the last 14 days;
- Fifteen (15) contact tracers per 100,000 residents; and
- A positivity rate of less than 8%.

Counties also have the option to move further into Stage 2, subject to their plans' attestation by the California Department of Public Health.

Also on May 18, [the County announced](#) significant progress has been made on COVID-19 indicators and released an updated public health order.

Progress in the County's actions against COVID-19 was measured on the following metrics:

- The trend of new cases of COVID-19 has been stable or decreasing, even with increased testing;
- The number of hospitalized patients with COVID-19 is stable or declining, and hospital capacity is sufficient for both COVID-19 patients and other patients who need hospital care;
- More COVID-19 tests are being performed in our region each day;
- Hospitals are reporting improved supply of Personal Protective Equipment (PPE), though shortages continue in certain healthcare settings; and
- There is increased capacity for case investigation and contact tracing.

This progress was accompanied by [a new order](#) that allows retail establishments to offer storefront or curbside pick-up. Manufacturing, warehousing, and logistical operations supporting retail are also allowed to resume. Retail stores must comply with several additional operating conditions, primarily that stores:

- Cannot move goods outside the store to display and sell; and
- Must have direct access to a sidewalk, street, outdoor walkway, parking lot, or alley for pickup.

The order also allows for additional outdoor activities, including car parades, outdoor museums, and opening of some historical sites and publicly accessible gardens.

The County's updated order includes a requirement for face coverings to be worn at essential business facilities or public transportation, as well as strongly urging face coverings whenever outside. It also includes [updates to the social distancing protocols](#) for businesses, including a density limit of one employee for 300 square feet in a facility, as well as a "COVID-19 PREPARED" sign and a Social Distancing Protocol Visitor Information Sheet that business must post prominently to demonstrate compliance. Business are also [required to post signage](#) to educate customers about health and safety requirements in the Social Distancing Protocol.

The County's existing restrictions on travel, gatherings, and social distancing remain in place. Individuals who demonstrate symptoms for COVID-19, come into frequent exposure with the public, or have come into contact with someone diagnosed with COVID-19 are urged to contact their primary care physician and get tested. The updated order will go into effect Friday, May 22.

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:**

#### **Contact Tracing Outreach**

The City's Office of Emergency Services is assisting the County's efforts to recruit volunteer contact tracers to slow the spread of COVID-19. Volunteers will assist with interviewing cases, calling people who may have come into contact with an individual known to have contracted COVID-19, and identifying resources needed to ensure compliance in isolation and quarantine. Volunteer commitments are unpaid, requiring 32-40 hours per week for a minimum of six months to a year. Individuals looking to volunteer may contact Toni Charlop at (408) 586-2801 or [tcharlop@ci.milpitas.ca.gov](mailto:tcharlop@ci.milpitas.ca.gov).

#### **Drive-Through Food Distribution**

On May 16, the Second Harvest Food Bank opened a new Drive-Through Food Distribution site at the Milpitas High School. This was a collaborative effort between the City, Milpitas Unified School District, Second Harvest Food Bank, Milpitas Food Pantry volunteers and other community volunteers. The operation maxed out with distributions to 600 local families in need. The site will continue to be open on the first and third Saturdays of each month through August 1. The site reached maximum capacity of volunteers for the first Saturday within 24 hours of putting out a call [for assistance](#).

### **Community Partnerships**

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.

### **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.

- **Police Department Public Lobby:** The Milpitas Police Department lobby is open during business hours, 8 AM to 5 PM. Supplemental safety measures are in place to ensure the safety of our staff and visitors. Community members can contact the non-emergency number (408-586-2400) for any further questions related to the re-opening of the Department lobby.
- **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 meeting virtually.
- **City Employees:** The City is continuing to have employees work in person or remotely on essential services and other City functions. City staff has developed a self-check protocol that upholds the safety of all employees. The protocols will apply to all employees who are regularly coming to work to perform an essential service and may interact with the community or with other employees. Each City Department will be responsible to coordinate the process for their respective employees. The self-check protocols are based on guidance from the Center for Disease Control and Prevention and will updated according to any changes to CDC guidance.

- **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 is currently allowed as indicated in the latest 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 the project category.
- **Recreation and Community Services:** All Park playgrounds are taped off and closed to the public. 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. The center offers “to-go” lunches, as a continuation of its Senior Nutrition Lunch Program.
- **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.
- **Volunteers:** The City's Milpitas Volunteer Program (MVP) continues to recruit volunteers for various community support efforts during the COVID-19 pandemic. Current volunteer opportunities include sewing face coverings and assisting with food distribution. Community members looking to register as a volunteer and receive regular monthly updates on local volunteer needs can [visit our volunteer page](#).

**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.