



MEMORANDUM

City Manager's Office

DATE: July 14, 2020
TO: Mayor and Council
THROUGH: Steve McHarris, City Manager *Steve McHarris*
FROM: Ashwini Kantak, Assistant City Manager
SUBJECT: Novel Coronavirus/COVID-19 Update #18

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 June 26 discussed updates on City Hall safety measures, the Milpitas Outdoor Dining registration program, Economic Development business assistance, and virtual summer holidays and events.

On July 2, the County's Public Health Officer announced [a new health order](#) allowing the vast majority of activities to open or resume if mandatory risk reduction measures are followed. The new order became effective July 13.

On July 4, State regulators denied the County's request to reopen additional businesses, putting a reopening on July 13 into question. On July 7, the State of California approved the Application for a Variance from Santa Clara County, permitting the County's request for more non-essential businesses to reopen at a faster rate than the State phase and allowing the County to move forward with reopening additional businesses. With the application for a variance approved, the County issued a series of mandatory directives for specific business sectors and activities, such as personal care and gyms and fitness facilities.

However, on July 13, the day that many businesses in Santa Clara County reopened, Governor Newsom announced a rollback of re-openings across the state due to rising cases of COVID-19, increased hospitalizations and a growing infection rate Statewide. Governor Newsom also announced that 31 counties that are on the State's "County Monitoring List," including Santa Clara County, must also close all indoor dining, churches and worship services, indoor fitness centers, hair and nail salons, and shopping malls, effective July 15. Thus, although the County's order issued on July 2 went into effect on July 13, some of the business sectors and activities for which mandatory directives were issued, such as personal care services, fitness centers, and shopping malls, will need to close effective July 15, for a minimum period of three weeks.

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:

State Guidance and Enforcement

In a press conference on July 13, Governor Newsom announced the closing of all bars and breweries, indoor wineries and tasting rooms, movie theaters, and zoos and museums across the State of California, regardless of County variance. At the press conference, the governor instructed 31 counties that have been on the state's "County Monitoring List" for three consecutive days to close indoor operations of certain nonessential sectors for three weeks, beginning July 15. Because Santa Clara County was added to the "County Monitoring List" on July 12, it must comply with a three-week closure of:

- Bars and breweries (even those operating outdoors)
- Indoor fitness centers and gyms
- Indoor worship services
- Offices in nonessential sectors
- Personal care services (nail salons, massage therapy, body waxing, and tattoo parlors)
- Hair salons and barbershops
- Shopping malls

Other Bay Area counties on the state monitoring list include Alameda County, Sonoma County, Contra Costa County, Marin County, Monterey County, Napa County, and Solano County. The 31 counties on the "County Monitoring List" account for 80% of the population of California.

Governor Newsom issued an [executive order](#) extending authorization for local governments to halt evictions for renters impacted by COVID-19 through September 30. Currently, the [Santa Clara County eviction moratorium](#) protecting residential and small business tenants is in effect through August 31 and may be extended to September 30 by the County Board of Supervisors. For more information on this and the resources and assistance the City provides to the community, please see the [housing resources](#) webpage.

The State of California is enforcing public health orders with a multi-agency strike team, which includes Alcoholic Beverage Control (ABC), CalOSHA, Department of Business Oversight, Department of Consumer Affairs, California Highway Patrol (CHP), and Board of Barbers and Cosmetologists (BBC). The team will target non-compliant workplaces, build partnerships with local public health departments and businesses through education, and will target enforcement to ensure businesses are in compliance.

Two University of California campuses (San Francisco and Los Angeles) completed training for 10,170 contact tracers, exceeding the goal to train 10,000 contact tracers in the State of California by July 1.

County Guidance and Requirements:

Santa Clara County has issued risk-reduction guidance, strongly encouraging people to remain at home unless necessary, reinforcing the six-foot social distancing requirement for when in public, and detailing the use of face masks, which are required by all staff and customers/clients at any business at all times. Exceptions to face masks are made for very young children, those with a medical condition that would make wearing a mask unsafe, and in situations where someone may need to remove a mask to communicate, such as to help someone who is hearing impaired read lips.

Per County requirements, all businesses that are permitted to open under both County and State regulations must submit a new Social Distancing Protocol for approval to the County and prominently display “COVID-19 Ready” signage and a Social Distancing Protocol Visitor Information Sheet, require face masks or coverings, and limit density of customers and staff.

City Education and Compliance Approach:

Businesses

Staff is providing updates to the business community using its e-newsletter platform, Constant Contact. After sending an [update](#) to businesses to provide information on the types of businesses that would have been allowed to reopen on July 13, under the County’s order, staff is now developing new messaging to clarify the State order for local businesses.

The County of Santa Clara has created a business landing page on its COVID-19 website for businesses to find resources and information related to operation requirements, workforce resources, safety guidance for workers, and preparing a Social Distancing Protocol. All this information can be found at www.sccgov.org/cv19business, or by calling the new COVID-19 Business Call Center at (408) 961-5500. The City of Milpitas also has a Virtual Business Assistance Center, which can be reached through email at businessassistance@ci.milpitas.ca.gov, and offers assistance in English, Chinese, Vietnamese, and Spanish.

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.
- **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 [Website](#), [Facebook](#), and [YouTube channel](#), as well as 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 enables the safety of all employees. The protocols 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 is 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 be updated according to any changes to CDC guidance.

- **Permit Center and Inspection Services:** Although the Permit Center located at City Hall is closed for 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. However, construction activities must implement mandatory risk reduction measures and comply with the [Mandatory Directive for Construction Projects](#) effective July 13. For detailed City service descriptions, refer to the latest [Permit Center and Inspection Services Information Flyer](#).
- **Recreation and Community Services:** All Recreation programs, classes, and facilities have been carefully evaluated to ensure public safety as programming restarts. The City has developed [an approach](#) for summer Recreation programming to restart that upholds guidance and best practices from County public health authorities. Two summer camps are being offered, tennis courts are open, and parks are available for passive recreation. All Park playgrounds are taped off and closed to the public. 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. 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.