



Date: March 23, 2020

To: Honorable Mayor, Vice Mayor, and City Council Members
Rose Zimmerman, City Attorney

Cc: Executive Management Team

From: Shawna Maltbie, City Manager

Subject: Update on City Operations in Response to the COVID-19 Pandemic

Department of Economic and Community Development

Building Division

Building Division will deliver limited service via telephone at (650) 991-8061 and email at buildingdivision@dalycity.org. All new applications for NEW housing construction can be submitted via email to buildingdivision@dalycity.org. All inspections are **only** limited to video (FaceTime and Skype). No in-person visits are allowed.

Code Enforcement Division

Calls may be made to the Code Enforcement hotline at (650) 991-8260 and service requests can be made on iHelp. Messages are being checked and calls returned on a priority basis only by the division manager. No in-person visits are allowed.

Planning Division

Planners are providing limited review to project applications that have already been submitted. New applications, with a priority for projects that create new housing may be submitted digitally only. No in-person visits are allowed. Staff is exploring ways to continue pushing projects forward to the Planning Commission and will look to how the Council meetings are conducted as a model.

Housing Division

Staff continue to work remotely on existing projects. Staff will be able to work on issues related to an Eviction Moratorium and/or a rental assistance program.

Economic Development

Staff is available to work remotely. The Economic Development Specialist has met with SAMCEDA to discuss small business assistance through the San Mateo County Strong Fund. A small business survey was posted on to help inform the San Mateo County Strong Fund of needs.

Upcoming City Council/DCHDFA Meeting Items

PCN for Target
Set Time and Place for HUD Action Plan
ENA for Carter Martin Housing Asset
Appropriating Funds for Rental Assistance
Annual Housing Report

The following may also be forthcoming in the next two months:
Serramonte Shopping Center – two drive-through restaurants
Mixed-Use Building on Mission Street
MidPen Housing Development at Midway Village
Equity's 170-unit apartment building
Carvana/Duggan's

Department of Finance and Administrative Services

Cashier remains closed. Payments for Business License, Refuse Services and Water Bills can be left in the dropbox/kiosk in the main parking lot. Business Licenses questions and Past Due Licenses will be addressed by phone or email only.

Water Meter readings will occur on scheduled cycle with **only customer requested shut-offs**.

No plant trimming or additional meter services are planned.
Reduced staffing will remain to process Payroll, Accounts Payable and baseline accounting processes planned. Split staffing model to minimize staff interaction for safety.

The Refuse/Recycling Prop 218 Notice Rate Increase has been moved to 4/27

**Upcoming Council Meeting: COVID-19 Projected Revenue Losses and Impacts on Reserves

North County Fire Authority

NCFA continues to adjust to the overall situation and is prepared

NCFA is in coordination with County, State and Federal agencies

Fire Chief Myers is the CA State Office of Emergency Services Fire & Rescue Operational Coordinator for all San Mateo County fire agencies

All Fire Stations, Headquarters and Facilities closed to the public

Fire Companies continue to respond as normal to emergencies and non-emergency calls for service

Daily call volume is stable and normal for now

Fire personnel are taking their own temperatures during duty hours and off-duty All NCFA personnel are well with no sickness; procedures in place should they become sick

Fire Companies will remain in quarters adhering to social distancing, sanitizing fire stations, apparatus and equipment continuously

Fire Companies only leave fire stations for calls for service and logistical support needs

All non-essential activities postponed, i.e., fire inspections, multi-company training, community outreach & public education, etc.

NCFA has secured necessary emergency medical supplies for all fire companies

Plans have been developed and are in place for a surge of emergency medical calls for service

Department of Human Resources

All recruitments suspended. All trainings suspended. All pending new hire start dates either suspended or extended

HR staff working with departments on remote Benefits Orientation Appointments

HR staff is working with departments on any expired DMV medical renewal appointments, as availability is not available at Kaiser until May.

HR staff is still available to answer HR related questions via phone and preferably by email (Labor, Workers Compensation, Benefits, etc) Email Updates to city employees distributed as information and FAQ's received (Weekly Minimum)

HR is not open to the public but is available for calls and emails at 650-991-8028 or hr@dalcycity.org

The Department of Library and Recreation Services

Library

All four public library branches remain closed. Patrons who are in possession of materials checked-out from the library, including Wi-Fi hotspots and video media, are encouraged to retain those items until the libraries re-open. Patrons will not be assessed any fines or fees for having overdue materials. In order to avoid the risk of transmission of coronavirus, patrons are asked to refrain from using the exterior book drops to return materials until the libraries re-open.

Library staff is promoting online resources that can be accessed with a valid Daly City library card. Those resources include **OverDrive**, a portal to thousands of e-books and audiobooks; **RBDigital Magazines** for Apple, Android, and Kindle devices; free access to the **New York Times** online edition; and **Kanopy**, an on-demand online video streaming service. **Kanopy Kids** is currently offering unlimited streaming – a great resource for educational videos for children spending time away from school. Residents who do not have a Daly City Library Card can apply for one online at: www.dalcycity.org/librarycard

Patrons can stay in-touch with their Daly City Public Library through social media. The library is providing timely and informative posts during the closure on Instagram and Facebook. You can follow the Daly City Public Library at [@dalcycitylibrary](https://www.instagram.com/dalcycitylibrary).

Recreation

All recreation facilities are closed, including the Administrative Office at Westlake Park, Doelger Senior Center, Giamonna Pool, War Memorial Community Center, Pacelli Event Center, Bayshore Community Center, and Lincoln Park Community Center, the Gellert Park Picnic Shelter and all clubhouses and restrooms.

Residents still have access to parks, but are encouraged to practice social distancing. Dog walkers are reminded that dogs at Gellert Park and Westlake Park must remain on leashes at all times. Dog walkers are required to clean-up after their dogs, now more than ever. All park and tot lot playgrounds are closed. Visitors are asked to comply with the request to stay out of playgrounds and avoid contact with playground equipment.

All Recreation facility rentals through the month of April are cancelled. Renters will be given full refunds, including deposits. Renters who wish to cancel facility reservations beyond April 30 are encouraged to e-mail active@dalycity.org. The department is not taking any new facility or field reservations.

All Spring Recreation activities are cancelled through the month of April, including Spring Fun Day, swim lessons, all classes, all Spring Camps, and the Congregate Nutrition Program at the Doelger Senior Center and Lincoln Community Center. The Daly City Youth Basketball Program, which was interrupted during the season's playoffs, may resume later in spring. The Daly City Youth Baseball Program is poised to begin if the Shelter in Place directive is lifted and group activities, such as a public school instruction, resume.

Staff from the Recreation Division is supporting the continuation of Second Harvest Food Bank of Silicon Valley food distribution programs at Bayshore School and the Lincoln Community Center. Staff may also be assigned to support the efforts of the Daly City Partnership (Community Service Center) as the demand for services increases.

Although operations at the Doelger Senior Center have effectively ceased, staff certified in safe food preparation are standing-by if needed to prepare meals for home delivery.

Police Department

Continuing with increased staffing on patrol but anticipate returning to a normal schedule on Monday, 03/23

All personnel considered essential and we continue to adjust work schedules/areas to keep employee contact within social distancing requirements

Allowing patrol officers to volunteer to take time off while balancing minimum staffing requirements. This should allow us to be in a position to act swiftly should we have to quarantine a team of patrol officers

We continue to educate our community businesses and members regarding the county/state order. To date we have not had to utilize any enforcement tactics related to the county/state order, although that could change in the near future if warnings fail to change behaviors

Working with Custodial/Public Works to attain cleaning supplies for all patrol vehicles (1 container of Clorox wipes per vehicle).

Waiting for a pending delivery of Personal Protective Equipment (masks, hand sanitizing wipes, etc.) as we have neither for officers right now

Adjusted patrol tactics to reduce exposure (decreased proactive engagement, focused on peace

keeping/public safety, online reporting, phone call reports, solo patrols only, no formal pre-shift briefing)

Funneling calls to online reporting and supervisors monitoring calls to encourage phone reports

Identified mutual aid responsibilities with County agencies for critical staffing challenges

Public Works

Public Works is continuing to keep our streets, public facilities, and infrastructure safe for the public and staff. City vehicles and equipment are also being maintained for emergency response and essential use.

During these stressful times, walking and hiking at our park and open space facilities with pathways are permitted. Staff will be updating signage to include social distancing requirements at applicable facilities.

Public Works is continuing to monitoring Daly City iHelp, so please remind the public to continue to use ihelp to report service request. All service request are addressed on a priority basis.

Limited Engineering inspections for encroachment permits and private development projects are being performed with sufficient advanced notice. Limited plan checking is also being performed by staff remotely. Permit related questions can be sent to: eng-permits@dalycity.org. Most large capital improvement projects have been put on hold to minimize exposure for contractors, staff, and the general public.

The Department of Water and Wastewater Resources

Continues to provide uninterrupted flow of our most valuable and critical resource during this time of crisis, Drinking Water. We also continue our public health and environmental stewardship responsibilities collecting and treating the community's wastewater, while meeting discharge permit requirements.

In the first week of the Shelter-in-place order we have experienced an approximate 20 percent increase in both drinking water demand and flows into the Wastewater Treatment Facility. This is a direct result of more residents/customers being home. The department has also experienced a **50 percent increase in customer calls** for service during the first week, again a result of more residents being at home.

Staggered start times, lunch times, break times, and reporting locations to further minimize unnecessary interaction in the workplace and avoid potential exposure. We believe that given the circumstances this gives the department the best chance to continue to provide the basic levels of service, while minimizing our staff to potential exposure during this crisis. We are mindful that the situation is fluid and we will need to adjust moving forward as the crisis evolves.

The Department also maintains two standby employees that respond 24/7/365 to all after-hour emergencies. This is accomplished on a rotational basis. This also will be a consideration moving forward.

Additional steps taken to protect employees include, deep cleaning of all facilities, Vehicles, and equipment, especially surfaces that employees may contact. This cleaning was done by a contractor and will be repeated every two weeks. In the meantime, employees are responsible for wiping down and disinfecting equipment daily, at the beginning and end of assigned shift.

Request for Service

The department continues to respond and turn **ON** water service. Employees have been instructed that water is only to be turned off for emergency repairs or to close an account, as requested by a customer. In the event of a leak or failure, repairs are made, and water service is re-instated. This is the only situation where water service will be interrupted.

We continue to respond to all customer calls for service in both Water and Wastewater. Calls will be prioritized by immediate need and the order in which the calls are received. The increased volume calls for service has not yet become an issue, but I will monitor it closely as we move forward.

Response to Customer Calls for Service is done primarily by phone. The caller is instructed to communicate with crews on site by phone or from a safe distance. The crews have been advised to maintain a safe distance and instruct residents, customers and public to stay clear of worksites.