




THE CITY OF SAN DIEGO

M E M O R A N D U M

DATE: March 10, 2020

TO: Honorable Council President Gómez and Members of the City Council

FROM: Kris Michell, Chief Operating Officer 

SUBJECT: Information on the City of San Diego's Preparations Related to COVID-19

The purpose of this memo is to advise you of preparations presently being taken by the City of San Diego (City) to address the COVID-19 outbreak. It also describes further planned actions in anticipation of a progression of the disease. We have been in close contact with the County of San Diego's (County's) Health and Human Services Agency and are following their lead. Deputy Chief Operating Officer Robert Vacchi is acting as the City's chief point of contact with the County and is coordinating all City activities related to COVID-19.

The City's efforts focus on three main areas: continuity of operations; communications with employees, service providers, and other agencies; and coordinated internal and external operations.

Continuity of Operations

1. The Executive Team has prioritized the essential departments necessary to continue providing critical services. Various department services have been identified as primary, secondary, or tertiary needs. These critical services will guide Department Directors as they implement their Continuation of Operations Plans (COOPs) discussed below.
2. Department Directors and all unclassified staff were advised last Friday on the status of the COVID-19 outbreak and the development of plans to address it. Directors were instructed to work with their management teams to prepare to activate their COOPs. These plans enable each department to scale their work to continue to provide critical services with fewer staff members or with limited facilities and resources. The plans identify critical functions that must carry on, as well as lesser functions that may be slowed or suspended. In addition, the plans enable managers to identify imperative staff and backups personnel

required to continue critical operations. Relevant COOPs will be activated as necessary in response to a triggering COVID-19 event.

3. The Risk Management and Human Resources departments are developing an employee protocol to address the possibility that employees may be unable to work due to illness, placed on quarantine, or directed to work from home. The protocol addresses leave usage, notification, and telecommuting under a variety of circumstances, including symptomatic employees, those who have traveled, those impacted by school closures, etc. The protocol will be vetted with the Executive Team and Representative Employee Organizations prior to execution.

Communications with Employees, Service Providers, and Other Agencies

1. The City has initiated its communications plan with the County in accordance with our mutual Memorandum of Agreement. Communication is being coordinated by Mr. Vacchi for the City and Public Health Officer Dr. Wilma Wooten for the County. Appropriate sub communications are taking place between various staff members in both jurisdictions.
2. The Communications Department (CommD) is coordinating messaging for employees, our service providers, and the public. Under guidance from the County and the Centers for Disease Control and Prevention (CDC), CommD is developing an array of messages related to the prevention of COVID-19 to be distributed in multiple languages throughout City facilities, service provider facilities, and the City's website. Further communications are being released on social media.
3. Internal Communications are being conducted under normal channels, with additional communications being developed by an ad hoc task force on COVID-19 that includes Directors from key departments.

Coordinated Operations

1. The City has coordinated operations with the County to place handwashing stations in various areas of the city. As of March 9, the County placed an additional 66 stations within the City's public rights of way. Additional stations may be added as circumstances require.
2. The City's Chief of Homelessness is working with County staff and service providers to address the specialized needs of our homeless population. The efforts include additional information and prevention protocols at shelters, the addition of public health nurses on our homelessness outreach teams, and contingency planning to add additional temporary facilities if needed due to an incident related to COVID-19.
3. Real Estate Assets Department's Facilities Division is initiating a cleaning protocol in City facilities to continually clean high-traffic areas. Building door handles, light switches, and conference room tables will be cleaned daily. Elevator buttons, restroom door knobs, and faucet handles will be cleaned hourly. Supplies will be replenished to meet increased demand.

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We will continue to share updated information as the situation develops. We would be happy to provide individual briefings on this matter or to engage with your staff to discuss any assistance or support you would like to share.

cc: Honorable Mayor Kevin L. Faulconer
Honorable City Attorney Mara Elliott
Aimee Faucett, Chief of Staff, Office of the Mayor
Andrea Tevlin, Independent Budget Analyst
Jeff Sturak, Assistant Chief Operating Officer
Ronald H. Villa, Assistant Chief Operating Officer
Rolando Charvel, Chief Financial Officer
Erik Caldwell, Deputy Chief Operating Officer, Smart & Sustainable Communities
Alia Khouri, Deputy Chief Operating Officer, General Services
Johnnie Perkins, Deputy Chief Operating Officer, Public Utilities
Robert Vacchi, Deputy Chief Operating Officer, Neighborhood Services
Jessica Lawrence, Director of Policy & Council Affairs, Office of the Mayor
Department Directors