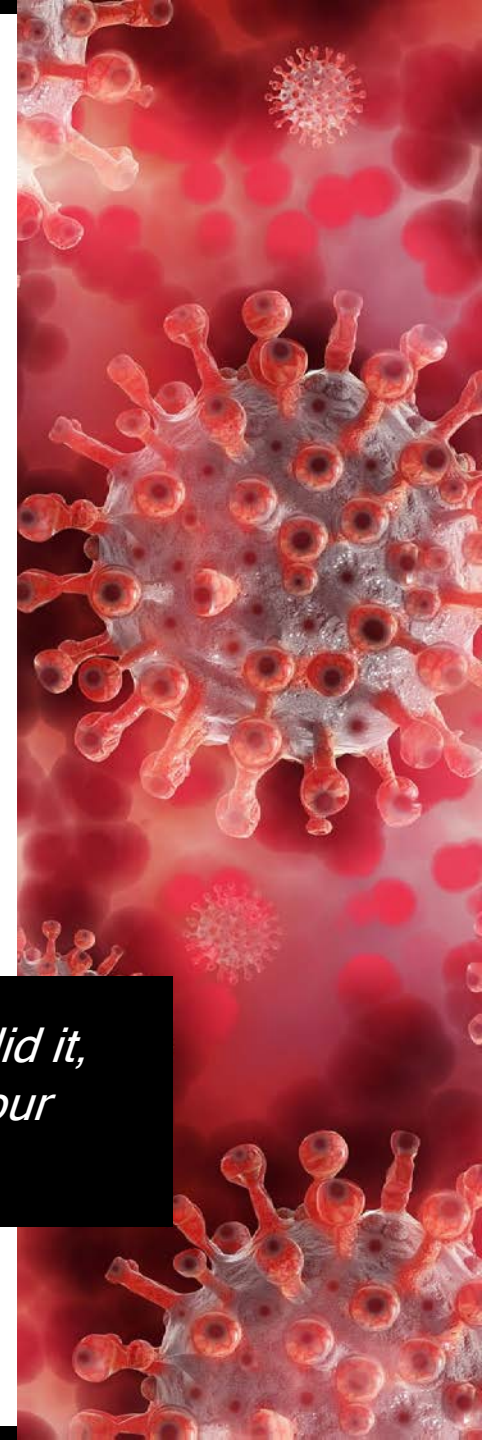


2020 Summary Report
**COVID-19
RESPONSE**



*What we did, why we did it,
and how it can inform our
work going forward*

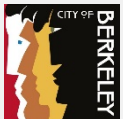


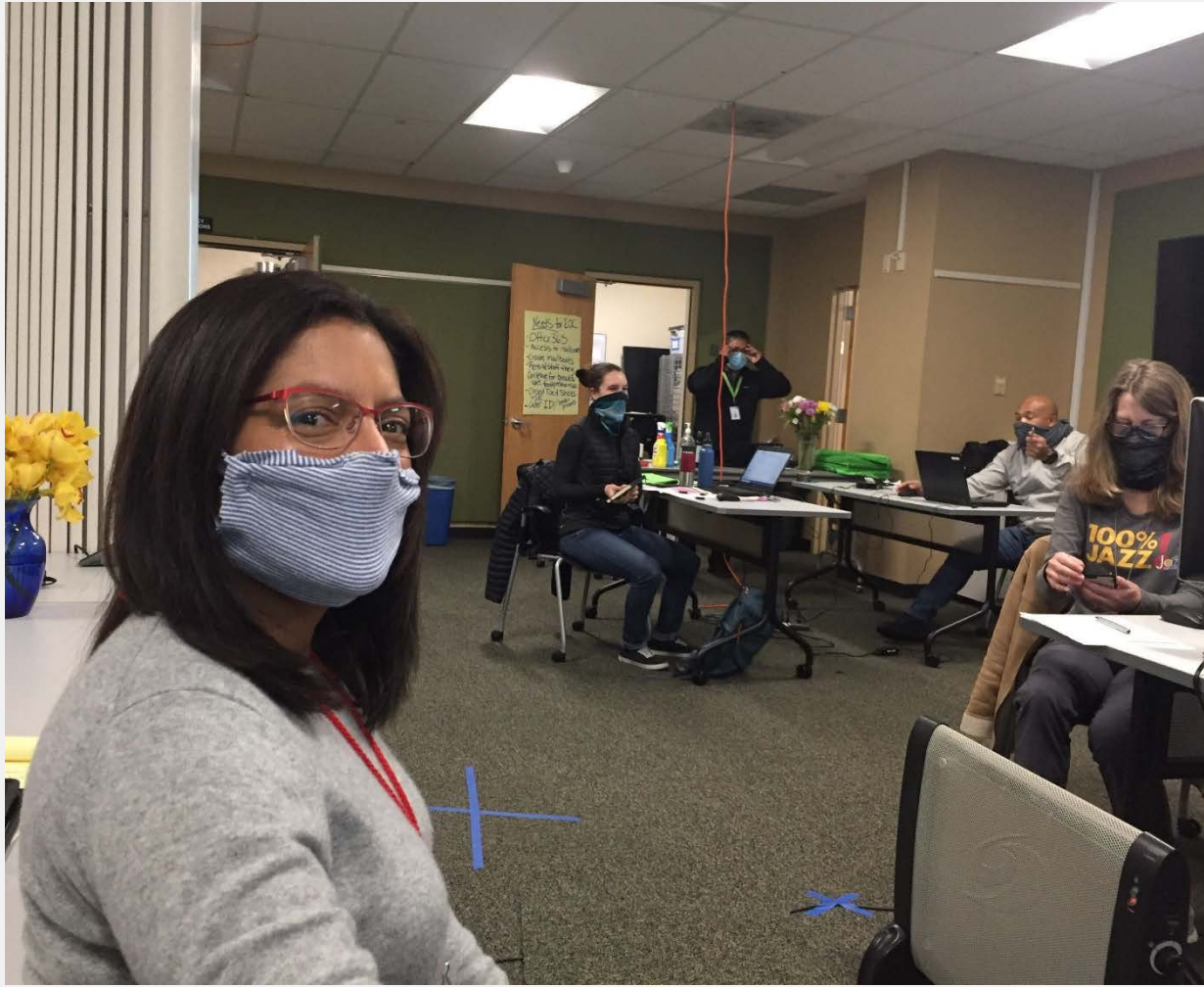
PRESENTATION OVERVIEW

BERKELEY READY Emergency Readiness and Response

BERKELEY SAFER-AT-HOME COVID-19 Response and Effects on Operations

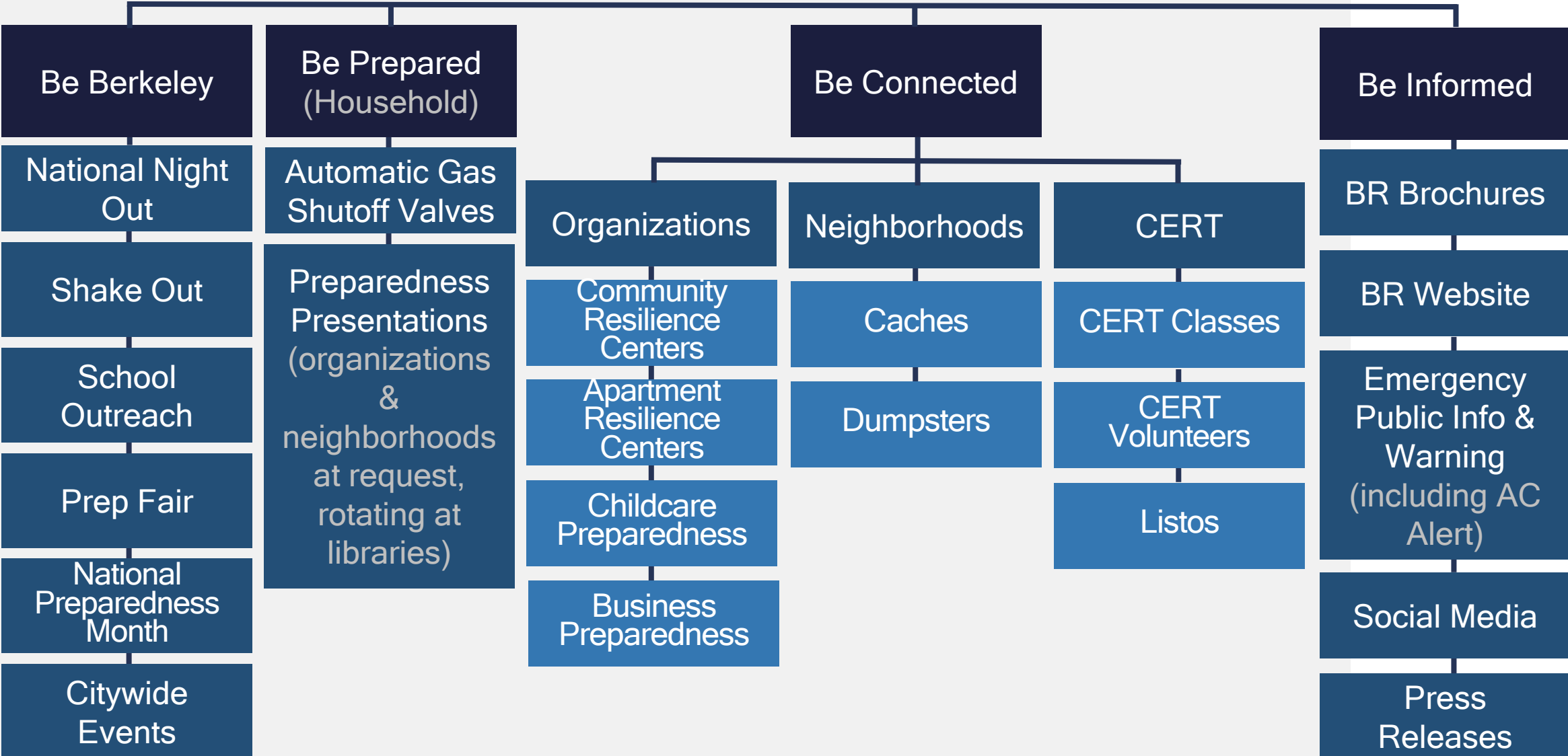
BERKELEY RESILIENT Building Back Better





Be connected. Be prepared. Be Berkeley.

COMMUNITY PROGRAM AREAS



COMMUNITY RESILIENCE CENTERS

ED ROBERTS CAMPUS

BERKELEY YOUTH ALTERNATIVES

MCGEE BAPTIST CHURCH

LA PEÑA CULTURAL CENTER

HARRIET TUBMAN TERRACE APARTMENTS

YMCA HEAD START

EASY DOES IT EMERGENCY SERVICES

OREGON PARK APARTMENTS

BERKELEY HUMANE

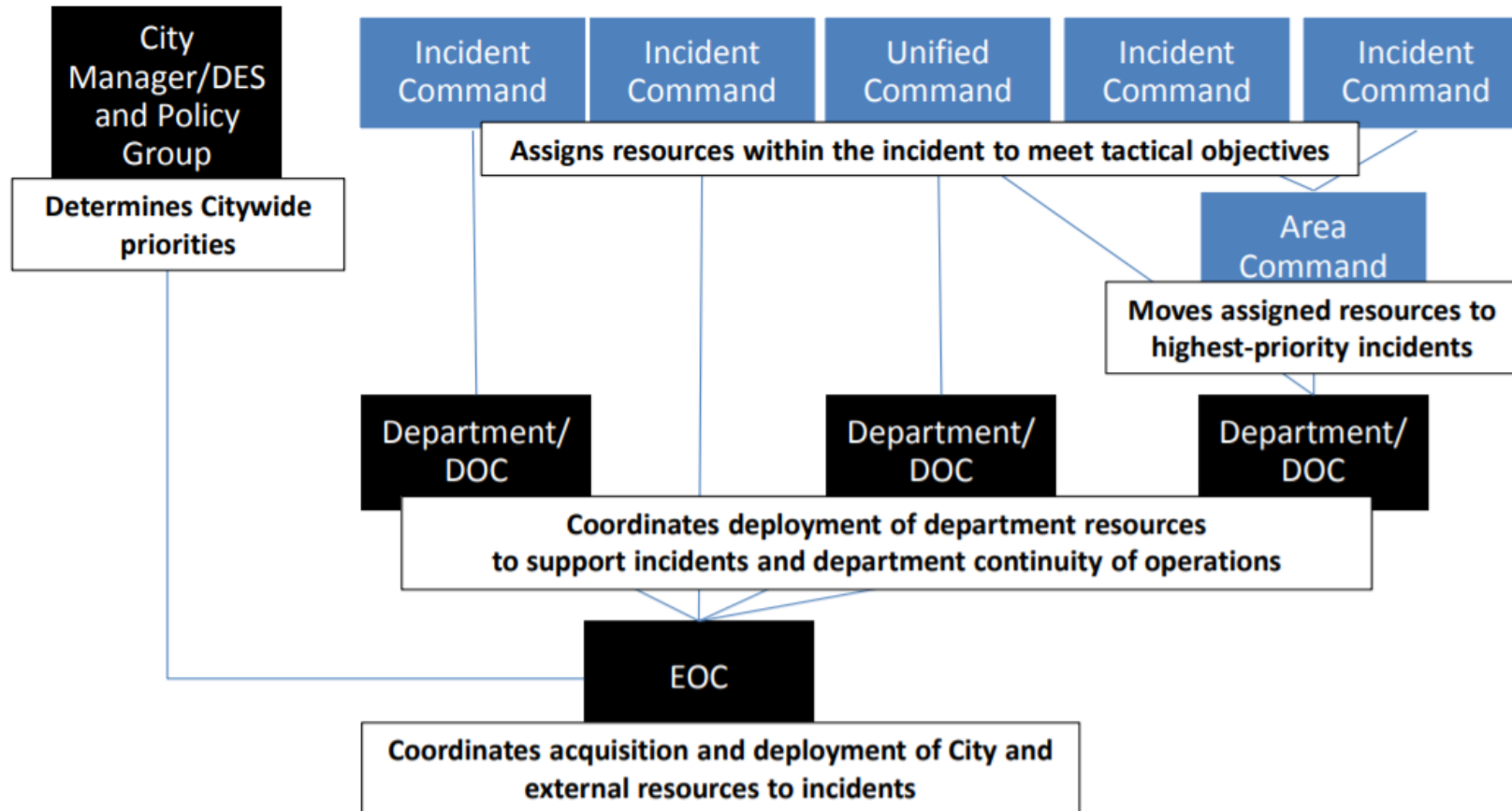
MULTICULTURAL INSTITUTE

CONGREGATION NETIVOT SHALOM

ECOLOGY CENTER

EMERGENCY OPERATIONS PLAN (EOP)

- Provides a flexible emergency response framework for City government
- Encourages quick, collaborative response
- Establishes Emergency Operations Center (EOC); Department Operations Centers (DOCs)



EOC & DOC TRAININGS, EXERCISES AND ACTIVATIONS

- 56 trainings
- 27 exercises
- 12 activations



Pre-pandemic photo

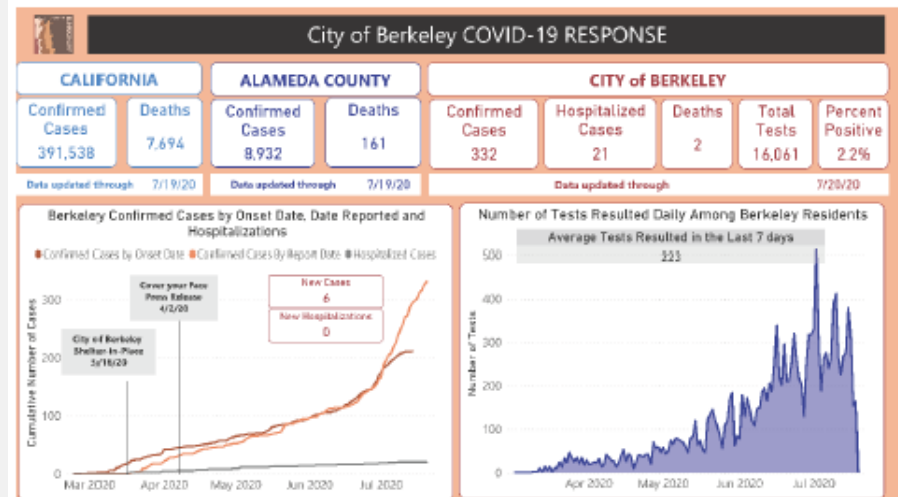
EMERGENCY OPERATIONS CENTER (EOC)

EOC Activation Status: Level 3		CITY OF BERKELEY EOC RESPONSE	
Date: 7/21/20 From: EOC Plans Coordinator Time: 17:30hrs EOC Director: Paul Buddenhagen		Situation: 2019 nCoV FUNDS Project Code: 20EM08 ERMA Project Code: CWEM2008 Update #: 88 OP Period: 86 07/18/20 0000hrs – 07/21/20 2359hrs	

Page 1 of 17

Situational Status Report

COVID-19 Situation in Numbers:



International Updates: For the most recent World Health Organization (WHO) Situation Reports, visit [here](#).

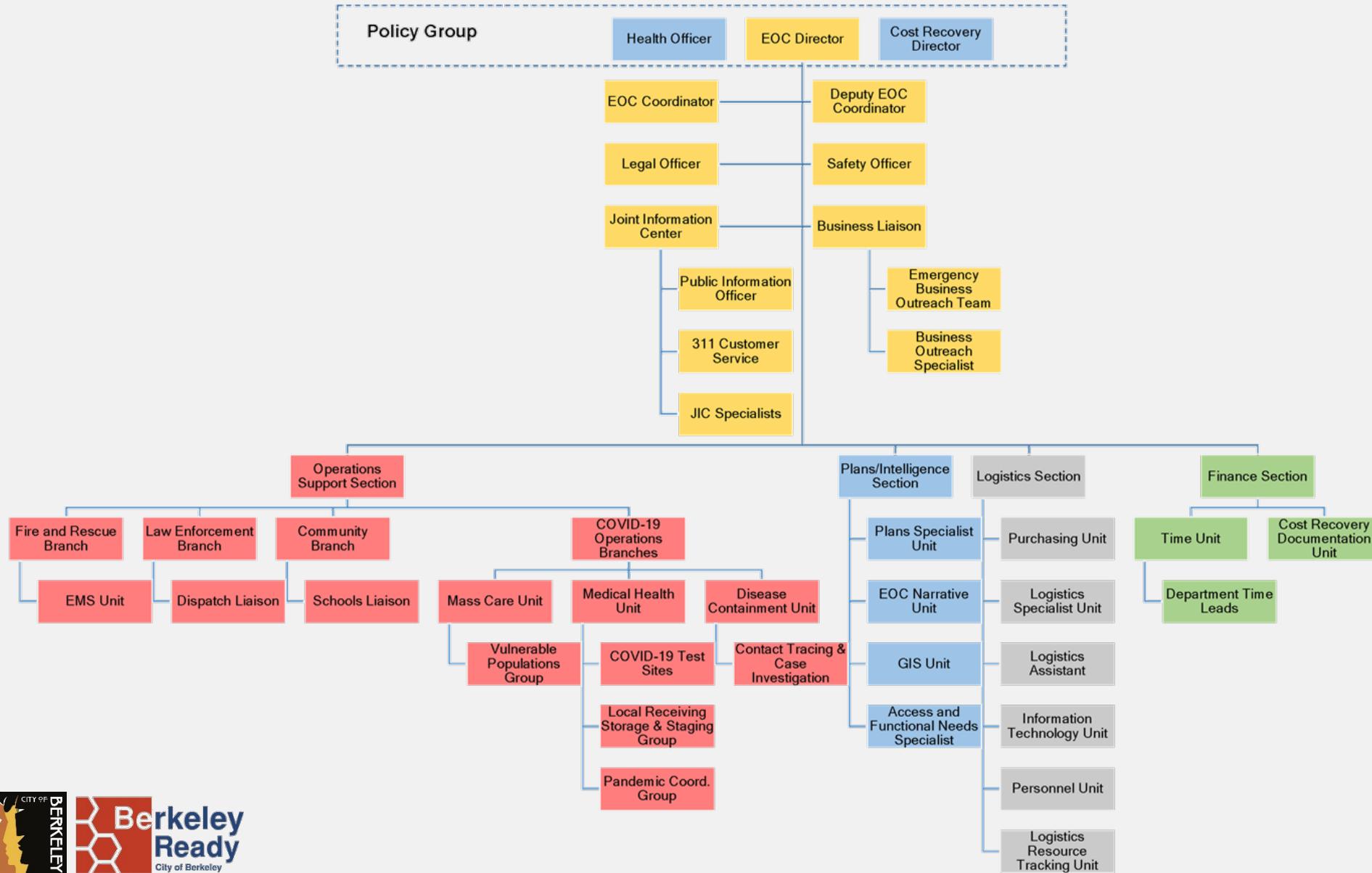
National Updates:

- For the most recent Centers for Disease Control (CDC) info, visit [here](#)
- [HUD & CDC: Non-Congregate Approaches to Sheltering for COVID-19 Homeless Response](#)
- HUD document: [CDBG COVID-19 Q&A](#) – using Community Development Block Grant (CDBG) funds for staff costs & unused & partially utilized space

CA State Updates: The California Department of Public Health (CDPH) Medical and Health Coordination Center (MHCC) is activated in coordination with the California Governor's Office of Emergency Services (CalOES) in response to the COVID-19 event. For the most recent info, visit



COVID-19 EOC | MAY 2020



DISASTER SERVICE WORKERS

- All City of Berkeley employees are Disaster Service Workers.
- In an emergency/disaster, employees may have to perform a task or duty that differs from their normal job.
- COVID-19 deployments included:
 - Emergency Operations Center
 - Shower Program
 - Emergency Business Outreach Team
 - COVID-19 Test Site
 - Contact tracing
 - Driver
 - Senior meal delivery
 - Interpreters
 - Cost recovery team





BERKELEY SAFER-AT- HOME

Major themes of our COVID-19 response and effects on operations

MAJOR THEMES OF THE RESPONSE



COVID-19
Testing



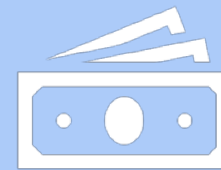
Public
Information
and
Outreach



Work with
Vulnerable
Populations



Business &
Arts
Support



Cost
Recovery

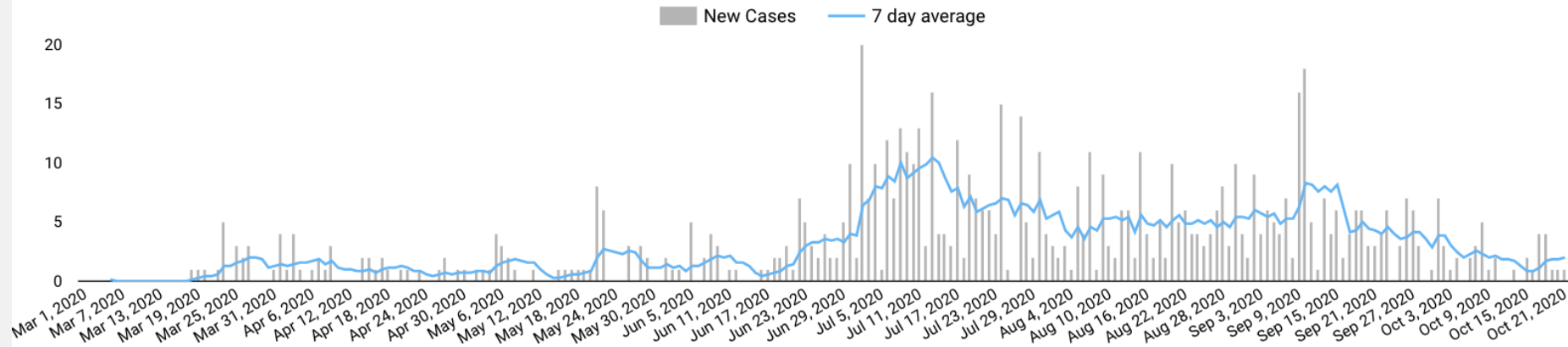


550+ Mobilized,
Employees from
Every Department

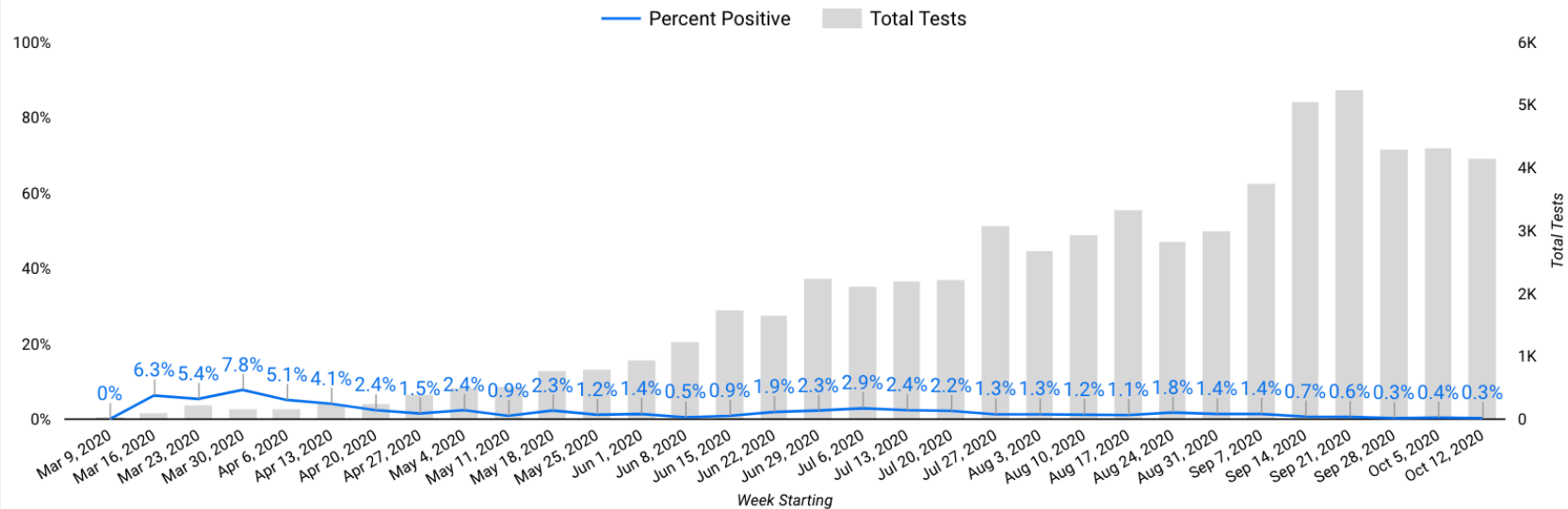


CONTEXT: BERKELEY CASES & TESTS

New cases by date reported

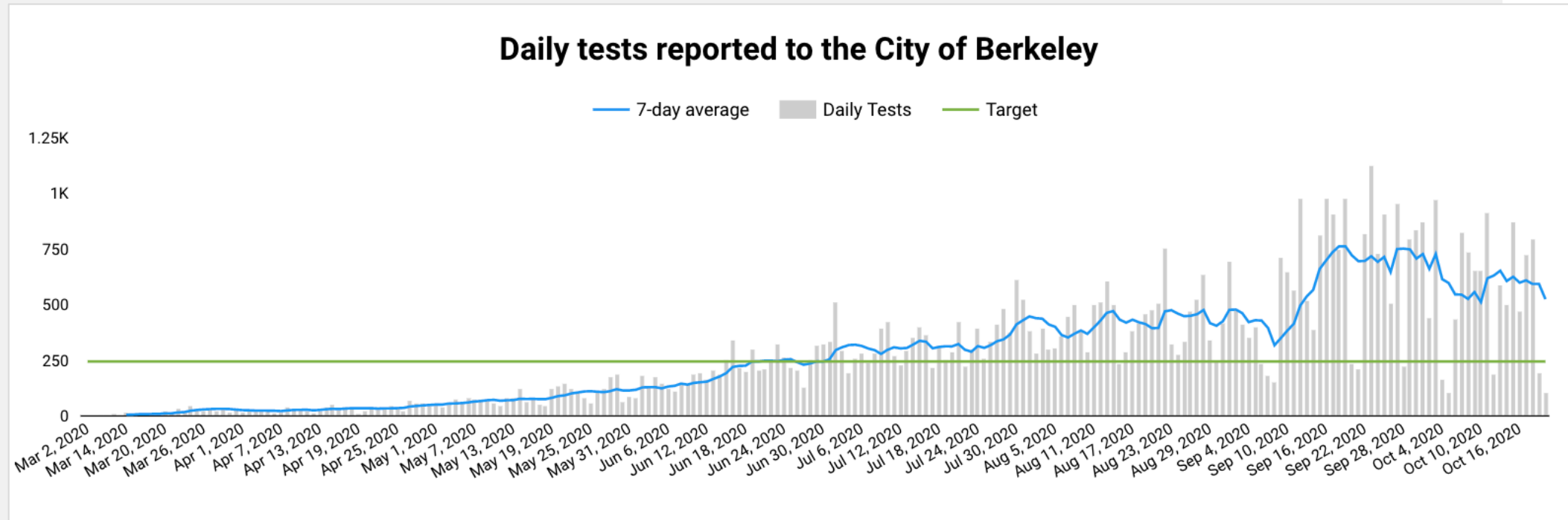


Tests reported to City of Berkeley and proportion of positive tests weekly



COVID-19 TESTING

- Partnering with UC Berkeley and Lifelong Medical to set-up test site early in pandemic
- Providing a variety of options for testing for vulnerable populations & those without insurance
- Connecting local employees & employers with group & mobile testing opportunities in Berkeley
- Exceeding daily testing goals
- Increasing capacity for case investigation and contact tracing



WORK WITH VULNERABLE POPULATIONS

- Extending shelter hours to 24/7
- Distributing sanitizer and face covering kits
- Helping vulnerable populations to safely isolate (8 trailers at 1281 University Avenue, 10 trailers at 701 Harrison Street, Single-family house at 1654 Fifth Street)
- Delivering food and drinking water
- Decompressing congregate settings
- Expanding Meals-on-Wheels
- Pivoting from in-person to on-phone senior wellness checks
- Testing at our skilled nursing and long term care facilities and homeless shelters



Distributed
250 kits in
first week of
March
alone



77 porta-potties
&
64
handwashing
stations



On a typical day
in September
50+ people
participated in
shower program

PUBLIC INFORMATION AND OUTREACH

- Procuring translation services
- Coordinating with other Bay Area jurisdictions & BUSD
- Creating handouts, flyers, and signage
- Issuing news releases across multiple channels, reaching 30,000 contacts
- Holding Town Halls, on Twitter then Zoom
- Launching a COVID-19 webpage and dashboard
- Providing guidance documents to accompany Health Orders
- Leveraging social media, radio, and other media to communicate regularly



34 ADA compliant webpages; 45% increase in visits to website, 1.5M visits to webpages



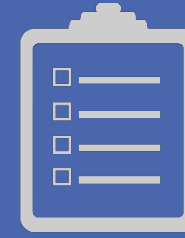
52 community messages with 1.3M views across all platforms



500+ social media messages with 2.7M impressions & followers

BUSINESS & ARTS SUPPORT

- Documenting Berkeley business and arts losses to make Small Business Administration (SBA) loans available quickly
- Distributing 763 business and arts continuity grants (totaling \$1.66M) in 6 weeks time
- Implementing a Tax Deferment program to help businesses struggling to pay taxes.
- Establishing an Emergency Business Outreach Team, which conducted
 - ~5,000 business surveys, ~800 phone calls on COVID impacts
 - Field surveys in Berkeley's 10 commercial districts to document business closures and pivots
- Launching Berkeley's Outdoor Commerce Program
- Hosting 40+ sector-specific business and arts community listening sessions and digital forums to share resources and understand COVID-related impacts
- Publishing regular newsletters and web updates to keep Berkeley's business and arts community informed about health order requirements and resources



300+ damage inventory forms collected to help qualify for SBA loans



Awarding 763 business & arts continuity grants, totaling \$1.66M, in 6 weeks time



Speaking with 800+ businesses in Berkeley to offer resources

COST RECOVERY

- Documenting costs, including staff time, e.g., to maximize FEMA reimbursement.
- Developing a Cost Recovery Strategy.
- Contracting with a firm to guide the reimbursement submittal process.
- Identifying parameters of CARES Act funding.
- Developing Coronavirus Relief Fund strategy to allocate State funds received to expenses not eligible for FEMA reimbursement.



FEMA



ORGANIZATIONAL IMPACTS



Shifting in-person work to online, over-the-phone, or appointment-only curbside/physically distant



Shifting/staggering schedules to lower work place occupancy & accommodate distancing



Redesigning work spaces for COVID-19 safety & installing plexiglass barriers



Increasing building cleaning, sanitation, and ventilation



Adjusting to budget impacts due to reduction/stop in revenue-generating activities

ORGANIZATIONAL IMPACTS



Delaying projects due to staffing/financial impacts related to COVID



Working longer hours to continue operations while also responding to COVID



Juggling job duties while providing remote schooling or caring for ill family

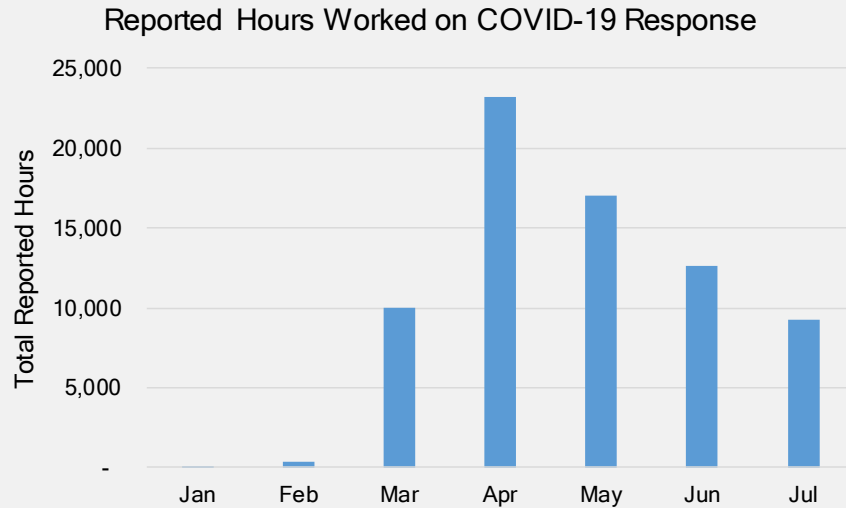


Struggling with insufficient internet bandwidth while working from home



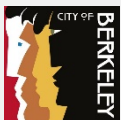
Lacking access to ergonomics while working from home

ORGANIZATIONAL IMPACTS



Department	Staff Mobilized ¹	Total Staff
City Attorney	8	13
City Auditor	4	16
City Clerk	8	10
City Manager	23	45
Finance	5	43
Fire	58	155
Health, Housing & Community Services	78	327
Human Resources	5	21
Information Technology	38	51
Library	56	141
Parks, Recreation & Waterfront	96	294
Planning & Development	45	95
Police	84	303
Police Review Commission	1	3
Public Works	44	295
Rent Stabilization Board	1	31

¹ "Staff Mobilized" is the number of employees that reported working at least one hour on COVID response between January and the end of July.



LESSONS LEARNED



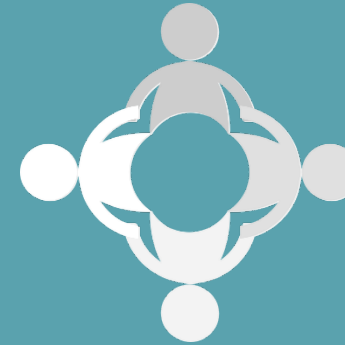
Accelerating
adoption of
new
technologies



Prioritizing
consistent &
frequent Senior
Leadership Team
meetings



Supporting
telecommuting



Providing
diversity, equity
and inclusion
training

HIGHLIGHTS: CITY ATTORNEY'S OFFICE

Advising, drafting, developing, reviewing all of the new Health Officer Orders, Ordinances, and Policies relating to COVID-19

Health Officer
Orders

COVID-19
Emergency
Response
Ordinance

Outdoor
Commerce

Delivery App
Fee Cap

COVID-19
Emergency
Proclamation

FEMA
Reimbursement

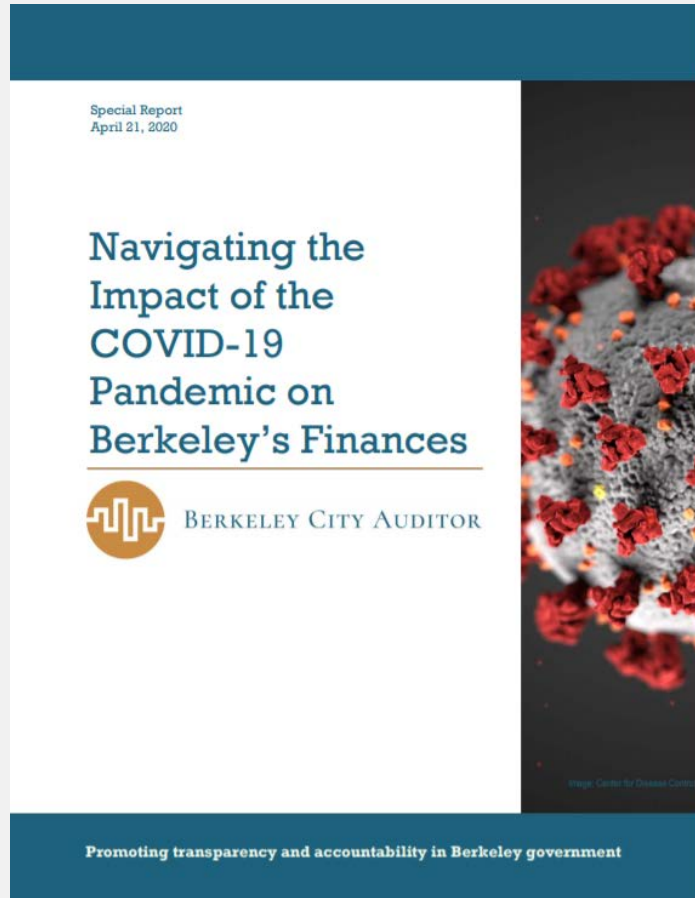
Healthy Streets
Program

Respite Sites
Program

Disaster
Procurement
Policy

HIGHLIGHTS: CITY AUDITOR'S OFFICE

Designing electronic timesheets and processes and producing a COVID-19 Budget Report



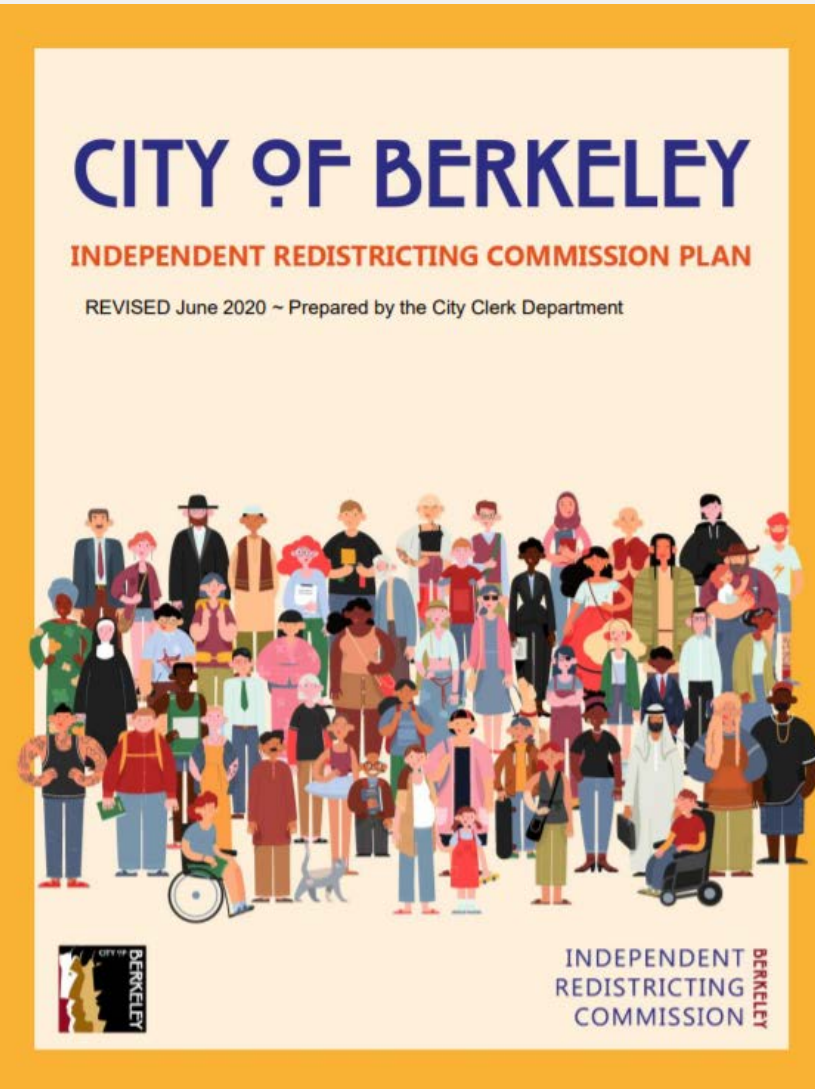
HIGHLIGHTS: CITY CLERK'S OFFICE

Shifting to video-conferencing City Council meetings and creating new ways to accommodate election year activities

Candidate
Nominations

Ballot Measure
Argument
Filings

Independent
Redistricting
Commission



HIGHLIGHTS: CITY MANAGER'S OFFICE

Transitioning services, adjusting timelines, instituting enforcement, and helping businesses and the arts navigate Health Officer Orders and the economic hardships resulting from COVID-19



Transitioning to a fostering model



Revising budget on a reduced timeline



Responding to Outdoor Commerce permit requests



Enforcing Health Officer Orders



CITY OF BERKELEY
CIVIC ARTS PROGRAM
COVID-19 FINANCIAL IMPACT ON BERKELEY'S ARTS ORGANIZATIONS

THE 65 ORGANIZATIONS SURVEYED REPORTED A TOTAL REVENUE LOSS OF \$7,590,573 BETWEEN APRIL-JUNE 2020

68% OFFERED PROGRAMMING BETWEEN APRIL-JUNE

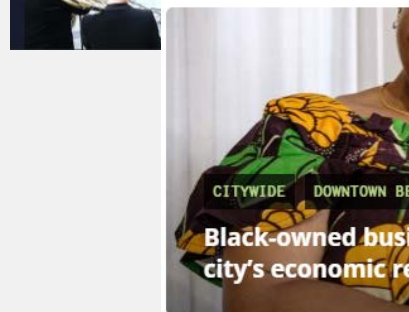
85% PLAN TO OFFER PROGRAMMING IN FUTURE MONTHS

Programming being offered

DISCOVERED in BERKELEY


288 FULL TIME EQUIVALENT EMPLOYEES LAID OFF

CITYWIDE NORTH SHATT
Berkeley childcare human interaction





CITYWIDE DOWNTOWN BE
Black-owned business city's economic re


Which permit is right for my business?

 **SIDEWALK SEATING (PAGE 3)**

- For applicants wishing to serve food and/or alcohol or increase their outdoor dining capacity a sidewalk seating application is likely the most appropriate.
- For applicants conducting personal service businesses outdoors (i.e. hair and nail salons) with reservations and personal protective equipment (PPE) in place.
- Sidewalk seating or sidewalk area for personal service is controlled by the permittee and may be used for patrons with reservations.

 **PARKLETS (PAGE 4)**

- For applicants that want to provide extra outdoor space for queuing, or "to-go" food consumption, or fitness classes construction of a parklet may be a better fit.
- Parklets are considered public space. The parklet sponsor(s) is/are required to maintain the space.

 **STREET CLOSURE FOR OUTDOOR COMMERCE/"Event Permit"**

- A street closure permit allows the use of a full travel lane. This can be used for outdoor dining or other outdoor commerce. Individual businesses may apply for a street closure permit.
- Merchant groups may also work collaboratively on a shared application to close one or more blocks to traffic. [More information here.](#)

HIGHLIGHTS: FINANCE

Increasing access to online payments, creating a Customer Service Counter triage line and establishing a Fiscal Analysis Working group to monitor impacts of COVID-19 on City revenues



HIGHLIGHTS: FIRE

Creating a mobile integrated paramedic unit (MIPU), training more staff to act as Department Infection Control Officers, trained paramedics to provide mobile COVID-19 testing, providing, early in the pandemic, N-95 mask fit-testing to healthcare workers

Fit-tested 400+ people for N-95 masks

30 paramedics trained & deployed to provide mobile COVID-19 testing

Piloted MIPU, saving ambulance time & decreasing strain on emergency rooms



HIGHLIGHTS: HEALTH, HOUSING & COMMUNITY SERVICES

Supporting the health and welfare of the community, in myriad ways, in response to COVID and its effects

Working towards disease containment & increasing COVID-19 testing

Ensuring seniors have access to meals & wellness checks

Providing outreach and services to the unhoused

Expanding Housing Retention Program to support tenants & landlords

Supporting the food service industry with COVID-19 preparedness

Providing critical physical & mental health services to the most vulnerable in the clinic, field & through telehealth



HIGHLIGHTS: HUMAN RESOURCES

Creating new policies and trainings to keep our employees safe



Meeting, early on, with all Labor groups, to provide updates



Meeting monthly with Union Leadership interested in discussing workplace safety



Creating Telework Policy and leading trainings for all employees



Leading COVID-19 Exposure trainings for all employees

COVID-19 Employee Information

(the information contained here is for the benefit of City of Berkeley employees only)

COVID-19 PROCEDURES and PROTOCOLS

- [Dept Response if Employee Tests Positive for COVID-19](#)
- [Protocols if Employee Exposed to COVID-19](#)
- [Hiring Freeze - City-wide FY21](#)

GENERAL UPDATES FROM MANAGEMENT

- [Employee Infections Count](#)
- [Update from City Manager's Office](#) (presentation)
- [Updates from HR \(Mar 2020\)](#)
- [Updates from HR \(Apr 2020\)](#)

NEW / UPDATED ADMINISTRATIVE REGULATIONS

- [2.23 - Teleworking Policy](#)
- [2.4 - Family Care Leave](#)
- [2.22 - Emergency Paid Sick Leave under FFCRA Act](#)
([FAQs on Families First Coronavirus Response Act](#))

WORKPLACE GUIDANCE

- [OSHA Workplace Guidance](#)
- [Workshop on Best Workplace Practices \(Mar 2020\)](#)

HIGHLIGHTS: INFORMATION TECHNOLOGY

Implementing telecommuting, improving cyber security, and managing COVID-19 email inbox

Setting up ~700 employees to work from home

Changing policies to strengthen cyber security

Managing COVID-19 mailbox

1,550+ emails received
1,730+ responses written



HIGHLIGHTS: LIBRARY

Providing outdoor pickup at all 5 locations; moving popular programming online (e.g., summer reading program, story times); expanded e-Collections; offered new online resources & services (e.g., virtual tutoring, personalized book recommendations); devoted staff to Disaster Service Work

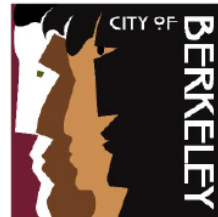


HIGHLIGHTS: PARKS, RECREATION & WATERFRONT

Expanding the Shower Program, tracking face covering usage, holding a Health Officer Order-compliant Summer Childcare/Camp/Afterschool Program, increasing monitoring and cleaning of public spaces

~600 face coverings distributed

~1,800 signs distributed



City of Berkeley
Aquatic Center Operation Procedures
COVID-19

[City of Berkeley Parks, Recreation and Waterfront Department](#)

Updated September 30, 2020



HIGHLIGHTS: PLANNING & DEVELOPMENT

Pivoting to online permitting, conducting remote and on-site building inspections

COVID-19: Building services

For information about construction, inspections, and permit applications during this period, see guidance on [allowed construction activities](#) and ways to get [building and safety services](#) online.

The City of Berkeley Health Officer has [ordered residents to shelter in place](#), leaving only for essential needs. Most City facilities are closed to the public. Read the latest [changes to City services](#) and [COVID-19 information](#) from Berkeley Public Health.

While the Permit Service Center is closed to the public, customers can continue to access the City of Berkeley Building and Safety services in several ways.

Apply for a new building permit

1. Email permits@cityofberkeley.info with a description of the proposed project, the applicant's phone number, the applicant's email address, and a completed [permit application](#).
2. Staff will reply within 24 to 48 hours to get more information and provide you with a link to upload required documents.
3. When your documents have been accepted for plan review, we will email you an invoice, and a cashier will call you for payment of plan review fees. Only debit or credit cards can be accepted.
4. All communications and responses during the plan review process will be electronic only.
5. When plan check comments are issued or the plans have been approved you will receive additional electronic notifications.

Resubmitting documents in response to plan review comments OR to resubmit revisions to the previously approved plans

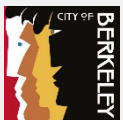
1. Email the Building and Safety Division at permits@cityofberkeley.info with your building permit application number, and your cell number.
2. Staff will return your email within 24 to 48 hours provide you with a link to upload revised documents.

Initiated 3,500
building permit
reviews

Issued 2,400
permits, including
revisions and
deferrals

Completed 4,000
cashiering
transactions

Processed
~15-20 plan
submittals and
resubmittals daily



HIGHLIGHTS: POLICE

Training officers to serve as Department Infection Control Officers, handing face coverings out to the community



HIGHLIGHTS: PUBLIC WORKS

Setting up the Local Receiving Storage and Staging (LRSS) for PPE/critical supplies, implementing Healthy Streets Program, readying trailer sites, increasing City buildings safety



HIGHLIGHTS: RENT STABILIZATION BOARD

Assisting tenants with COVID-19 anti-displacement protections, revising regulations to allow rent reductions without impacting rent ceiling

Helping Residential Landlords & Tenants Understand Their Rights & Responsibilities

Responded to 1,744 calls & emails

Held 7 webinars, 230+ attendees

Providing COVID-19 related Residential Financial Relief

\$75K+ late penalties waived on 68 properties

Temporary rent reductions

Temporary Below-Market Rate Housing

HOUSING COUNSELING

COUNSELORS AVAILABLE VIA EMAIL OR PHONE

We will respond to all voicemails and emails within 72 hours of receiving them.



REGISTRATION DUES

WAIVER FOR LANDLORDS IMPACTED BY COVID-19

Under Berkeley Rent Board Resolution 20-14, owners whose late payments are due to financial impacts of COVID-19 may be eligible for a full waiver of registration penalties if they pay registration fees by September 30.

PETITIONS AND MEDIATIONS

ALL MEETINGS HELD ONLINE

We are continuing to process petitions and mediation requests. All hearings and mediations are conducted remotely. Counselors are available to help parties with related paperwork and questions.



WEBINARS

FREE WEBINARS FOR LANDLORDS AND TENANTS

All in-person workshops have been cancelled due to COVID-19, but we are hosting a series of free webinars covering a range of topics. Register for an upcoming webinar on our website under events.



RESILIENT BERKELEY

Building Back Better

WHAT IS RESILIENCE?

Shocks

- Pandemic
- Heat Wave
- Fire
- Wildfire Smoke
- Earthquake
- Civil Unrest
- Flooding
- Infrastructure/Building Failure
- Power Outage
- Terrorism
- Extreme Storms



Stresses

- Social Inequities
- Homelessness
- Lack of Affordable Housing
- Changing Demographics
- High Unemployment
- Climate Change
- Water & Air Pollution
- Poverty
- Drought
- Endemic Violence
- Food Shortages
- Lack of Public Transportation

Shocks and stresses experienced in 2020 denoted in white.

WHAT IS RESILIENCE?



*A woman crosses Bancroft at Telegraph at 9:11 a.m.
(Berkeley side, photo: Pete Rosos)*



*The entrance to the Here/There encampment
(Street Spirit, photo: Kit Castagne)*

RESILIENT RECOVERY

Building Back Better

- Continuing our history of modeling resilience
- Conducting an internal Resilient Recovery Assessment

Climate Action
Plan

Vision 2050

Berkeley
Resilience
Strategy

Local Hazard
Mitigation Plan

Resilient
Cities Network
Membership

THANK YOU

<https://www.cityofberkeley.info/covid-19/>

Paul Buddenhagen

David White

Katherine Hawn

Sarah Lana

Katie Van Dyke

