With the shelter in place order, City Hall is closed and services limited to essential services. Below is a list of the 1) Current Status of Internal Operations and the 2.) Current Status of External City Services. The latter is also on our website, which is updated regularly [http://www.cityofgilroy.org/CivicAlerts.aspx?AID=532](http://www.cityofgilroy.org/CivicAlerts.aspx?AID=532). We will continue to update information on our website regarding our services, businesses, and community so residents are encouraged to check back frequently for updates.

**Current Status of Internal Operations:**

**Administration and Economic Development:**

- Emergency Management Coordination
- Supporting the City Council/Disaster Council
- Emergency operations communications to the local community
- COVID-19 intergovernmental and legislative affairs and coordination
- Supporting other departments and local agencies such as the Chamber and Welcome Center
- Communication and engagement regarding current City services and operations including the weekly Email Express and social media
- Continuing to review and approve applications for the Downtown Improvement Incentive Program’s Downtown Façade Improvement Pilot
- Response to email, report a concern, and phone inquiries received from the public
- Continuing collaboration on a contract renewal with CMAP
- Continuing coordination of the website refresh
- Providing broadcasting support for public meetings

**City Clerk’s Office:**

- Public Meetings, Agendas, and Minutes
  - City Council agenda packet preparation and publication - agenda, staff reports, minutes
  - Board, Commission, and Committee web conference meeting support / training and administration of recruitment initiatives
  - City Council web conference meeting processes and public participation administration
  - Records management - city code updates, resolutions, ordinance & minutes records publication online through city webportal
Public hearing notifications – published and mailed notices to the public
- Response to and management of Public Records Act Requests
- Contract management – DocuSign routing system & staff training
- FPPC Form 700 e-filing for 125 filers
- EOC participation

Community Development Department:
- Working with Chamber and Gilroy Downtown Business Association to partner with business support
- CDBG and CARES Relief Funding opportunities; city grants to community organizations
- Processing payment requests
- Reviewing quarterly reports from CDBG & Housing Trust Fund recipients; processing payment requests
- EOC participation Leading the Planning Section

Finance:
- Processing payments and purchases in support of COVID-19 and continuing essential services for other departments
- Continuing Payroll for employees continuing operations and responding to COVID-19
- Processing reimbursements for those residents who had made deposits and payments for park reservations, special events, and recreation programs that were/are cancelled
- Processing revenue payments received through mail for the General and Non-General Funds that pay for essential services
- Responding to calls for water service starts to ensure drinking water availability, and responding to customer questions about their City-provided utilities
- Evaluating revenue and projecting impacts on the City’s budget
- Continuing operations and projects, including:
  - Cash management
  - Enterprise resource planning software system implementation
  - Expanding the payment options available to residents

Human Resources/Risk Management:
- Recruitment
  - Continuing some recruitment activity for recruitments in mid process, to include some public safety background check steps
  - Onboarding essential employees who were already in the final hiring stage or converting from Trainee to a regular status position
  - Responding to verifications of employment (lots of refinancing happening during the SIP and we have seen a large volume of these requests)
• Benefits
  o Assisting managers with employee related COVID issues or questions
  o Development of Emergency Policies for FFCRA
  o Preparing bills for payment, to include employee benefit program invoices
• Risk Management
  o Responding to subpoenas for records
  o Internal liability claim research and processing with staff and Municipal Pooling Authority
  o Internal workers compensation claim processing
  o Continued work with managers on some employee personnel issues
• EOC participation, quarantine/isolation efforts for local essential workers

Public Works Department:
• Fleet
  o Maintain safe operation of emergency, first response and Public Works vehicles
  o Ensure the safe and continuous operation of generators and fuel islands.
• Development Application Review/Engineering
  o Review of essential, very important and urgent development projects
  o Inspection of essential projects
  o Coordination-review of maintenance agreements
  o Storm water compliance reviews as necessary
• Capital Improvement Program
  o Continuing preparation and review of CIP budget'
  o Continuing implementation of existing CIP projects

Recreation Department:
• Recreation Activities
  o Rescheduling cancelled programs
  o Coordinating and planning for Summer programming
• Leading the Logistics Section of the Emergency Operation Center (EOC)
  o Participating in the Santa Clara County EOC mass feeding efforts
  o Ordering and processing of PPE’s and other emergency related supplies and equipment
  o Coordinating the potential quarantine/isolation efforts for local essential workers
  o Supporting the YMCA with the daily distribution of box lunches to seniors out of the Gilroy Senior Center
  o Supporting the GUSD with the daily distribution of box lunches to children out of San Ysidro Park
  o Supporting the Second Harvest Food Bank with the bi-monthly distribution of brown bag food to the needy at the Senior Center
  o Advocating for regional food and meal support and resources to South County
Current Status of External City Services:

Board & Commission Meetings: Select Board and Commission meetings will be resuming on their routine schedule in May. These will be announced through the regular Board and Commission Meeting web portal.

Business Licensing: We are unable to renew or process new business licenses at this time. Business license holders in need of renewal will be allowed to continue to operate their business during the closure. We will follow up with license holders once the shelter in place order is lifted and City Hall is opened to the public.

Building Services: Building Services are limited to projects that are deemed as “Essential Businesses” per the Santa Clara County Order as of March 31. For projects deemed essential, on-site inspections will only be conducted for those adhering to protocols that ensure the health and safety of the inspector and those on the job site. Some inspections may be conducted remotely through use of photos or videos. Please view the Building-Safety-Division page for more information or call 408-846-0572 and leave a message. Electronic building plan submittals are being accepted and will be reviewed, however no permits will be issued except for those projects deemed essential. All electronic submittal communication will be conducted through email, phone or other electronic means. Send your electronic plan submittal to PlanSubmittal@cityofgilroy.org

For questions regarding the status of a building submittal, please call 408-846-0451.

City Council Meetings: City Council Meetings will be announced through the regular City Council Meeting web portal. Meetings will be streamed and instructions for public comment will be provided on the Council Meeting agenda.

Code Enforcement: Code Enforcement staff are currently only responding to life/safety matters. If there is an immediate threat, please call 9-1-1. For non-urgent life/safety code enforcement matters, please call 408-846-0451 and leave a message. Someone will respond within two business days.

Encroachment Permits: The City will continue to issue encroachment permits for essential work, and to support projects identified as essential by the County order. No other work will be permitted in the City right-of-way at this time. If you believe your project is classified as essential and requires an encroachment permit, please submit
the permit application via email to permit.tech@cityofgilroy.org. The permit application is available on our City website at http://www.ci.gilroy.ca.us/244/Encroachment-and-Transportation-Permits. You should receive a response within two business days.

Fire Inspection, Hazardous Materials and Wastewater Pre-Treatment: Fire Prevention staff are currently only responding to life/safety matters. If there is an immediate threat, please call 9-1-1. For non-urgent life/safety fire inspection, hazardous materials or pre-treatment matters, please call 408-846-0451 and leave a message. Someone will respond within two business days. There is limited review of new construction plan checks for essential projects/operations.

Housing Services: Housing staff are providing limited, remote services including the review of quarterly reports and payments to agencies that are CDBG and Gilroy Housing Trust Fund recipients. Staff will reach out via email requesting quarterly reports.

Planning Division: Limited, remote service is available for priority projects. All communication will be conducted through email, phone or other electronic means. No new applications will be accepted at this time. Priority projects include:

- Projects that meet the criteria for "essential businesses" as defined by the County Order and as noted below.
- Projects with state-mandated deadlines.

For questions about the status of applications already submitted to Planning, please call 408-846-0451 and leave a message.

Public Parks and Facilities: Public parks are open, however, playgrounds, tennis courts, dog parks, handball courts, and basketball courts are closed. The City will continue to ensure the safe operation of parks with weed abatement, opening and closing parks, and emptying trash bins. The City will also continue to maintain essential buildings with increased custodial services.

Recreation Classes & Programs: All recreation programs including adaptive, adult, preschool, youth, sports, and youth programs have been canceled. Refunds will be automatically issued. Please contact the Recreation Department for more information at 408-846-0460. Check out our Virtual Recreation Center for activity ideas and virtual activity resources.

Reservations of City Facilities & Public Parks: All reservations for City facilities and public parks will be canceled with automatic refunds.

Senior Center: All senior programs are canceled. Box lunches are available daily between 11:00 AM and noon and the Second Harvest Food Bank Brown Bag is available on the 1st and 3rd Thursdays between 9:00 AM and 10:00 AM.
Special Event Permits: All special event permits for events scheduled through May 3, 2020, are canceled. For more information visit: http://www.cityofgilroy.org/707/Special-Event-Permit

Traffic Signals and Lights: The City will continue to maintain operation of traffic signals and street lights

Transportation (Hauling) / Encroachment Permits: Transportation permits for hauling of material to support essential services, and encroachment permits, will continue to be permitted by the City. Please submit the permit application via email to permit.tech@cityofgilroy.org. The permit application is available on our City website at http://www.ci.gilroy.ca.us/244/Encroachment-and-Transportation-Permits. You should receive a response within one business day.

Utilities: We are not able to receive water payments via cash, check, or in-person, and some attempts to pay online have been reported as unsuccessful by customers. Due to these conditions

Late penalties will not be applied to bills that become due during the closure of City Hall;
Water service will not be terminated for non-payment;
Water services may be restarted if previously terminated for non-payment;
New water service will begin when requested without the need of an application being approved before;

Once the shelter in place order is lifted and City Hall is opened to the public, utility billing staff will be working with customers on payment plans for any amounts owed during this closure. For questions regarding your water service or payments, or to request new water service please contact our staff at (408) 846-0420, or via e-mail at ub@cityofgilroy.org.

The City is still providing essential maintenance and operations for local utilities water and sewer.

• Water
  o Maintain Water Supply and Treatment
  o Ensure the safety of all wells, mains, pump stations and reservoirs
  o Water service turn-ons
  o Water quality testing

• Sewer
  o Maintain safe waste water collection system
  o Ensure the safety of siphons and pump/lift stations
  o Maintain Sewage Treatment operations