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Safe Re-Opening Plan

Restoring In-person Services in our City Facilities

June 15: California “Re-opens”



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- State of California Department of Public Health has updated the “Beyond the Blueprint Framework”
- Beginning June 15: industry and business sectors may return to usual operations
- No capacity limits or physical distancing requirements
- Limited exceptions for mega events

What does this mean for the City of Oakland?



Employers must continue to follow Cal/OSHA standards

Currently: all employees required to wear masks indoors and maintain social distancing protocols

Cal/OSHA expected to issue new guidelines after June 3rd

Alameda County expects to align with State guidelines

Employers may continue to enforce public health best practices (masks, distancing) to maintain a safe & healthy workplace

Note: large portions of our population are still unvaccinated and vulnerable to this virus, including young children.

COVID-19 continues to circulate at moderate levels in Alameda County.

Pandemic required pivot to on-line service delivery



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- **Website traffic increased by 30%** during the height of the pandemic (Mar-Jun 2020), going from 705k unique visitors in 2019 to 1.15M over the same period in 2020
- We launched a **COVID-19 webpage** to serve as the clearing house of guidance and information, receiving over **187k unique views**.
 - 98k unique visitors were seeking testing information
 - In June 2020, 25k people used our online referral process to sign up for COVID-19 testing
 - 43 emails have gone out to a list of 13k subscribers with news and updates about service impacts
- We moved business services online developing a business support page for all federal, state and local resources.
 - Since launch, this web page has had more than 33k unique visitors.
 - 46 Business Update emails have gone out in 5 different languages, helping businesses stay informed.
 - Launched an online permitting process for Flex Streets that has resulted in: 100 sidewalk cafes and parklets; 13 street closures; 14 permitted private spaces; 40+ mobile food trucks permits.
- Finance launched a chatbot on the City's website in August where they have served over 5k people, averaging a :44 second response time and a cumulative rating of 4.1 out of 5 stars.

3 Planning Categories



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City employees: return to workplace

City facilities: re-open to public for in-person services

Legislative: resume in-person public meetings, revise or rescind emergency orders

Planning Efforts Underway



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- Safely re-open public facilities and restore in-person services that were curtailed during the COVID pandemic.
- Ensure a safe and healthy workplace for employees and visitors alike.
- Task Force of key City staff overseeing the process:
 - Employee Relations—communications with labor partners
 - Risk Management—compliance with Federal, State, and County regulations and guidelines
 - Public Works—maintaining safe & healthy facilities
 - Communications—keeping employees, elected officials, and public informed

Guiding Principles



Acknowledge that MANY City employees have never stopped reporting to work in person

Evaluate our efforts through an equity lens

Employee health and safety

Open communication and transparency

Consistent application of policies and procedures

City Employees Return to the Workplace



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- Gratitude for the **many** City employees who never stopped reporting to work in person throughout the pandemic:
 - Police and fire
 - Streets and sidewalks, tree crews, Keep Oakland Clean & Beautiful, illegal dumping/encampment management
 - Maintenance and custodial
 - Fiscal and accounting
 - Mailroom; copy center
 - IT support
- **The workplace is safe:** no workplace-related COVID outbreaks
- Appreciation to OPW Facilities for keeping workplaces clean and safe, and employees who followed best health practices

Current In-person City Services



- **Oakland Parks, Recreation & Youth Development**
 - Full-time staff providing limited in-person youth programming at recreation centers
 - Now re-opening summer programs, facility rentals, and classes for the public; may be limited until part-time staff are hired
- **Oakland Public Library** launched the “OPL Express” in April (reduced hours); plan to return to pre-pandemic hours and most services June 15
- **Senior Centers:** open for food distribution and vaccination clinics; will reopen to the public by reservation beginning June 15
- **Head Start:** centers open until June 11 for summer break; will resume in September
- **Oakland Paratransit** for the elderly and disabled: service requests are made online; customer service desk reopening in July

More In- person City Services



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- **Parking Citation Assistance Center:** limited hours since July 2020
- **OPD:** full range of services available—911, vehicle releases, police reports/records, towing abandoned vehicles; buildings currently have capacity limits and conduct health screenings
- **Revenue:** offices were never wholly closed. Staff on site serve walk-in traffic to process liens, set up payment plans, hold administrative hearings, attend small claims court hearings, process refunds, conduct audits. Collected \$90 million in business tax revenue.

Re-opening to the Public for In-person Services



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Global pandemic is not over. Taking a safe, cautious, intentional, equitable, and thoughtful approach.

Will provide plenty of advanced notice about milestones as we begin to re-open in-person services inside City facilities.

City employees provide essential services and can be called back to the office at any time.

City departments:

- Currently evaluating operational needs and business models
- Each may re-open office workspaces at their own pace

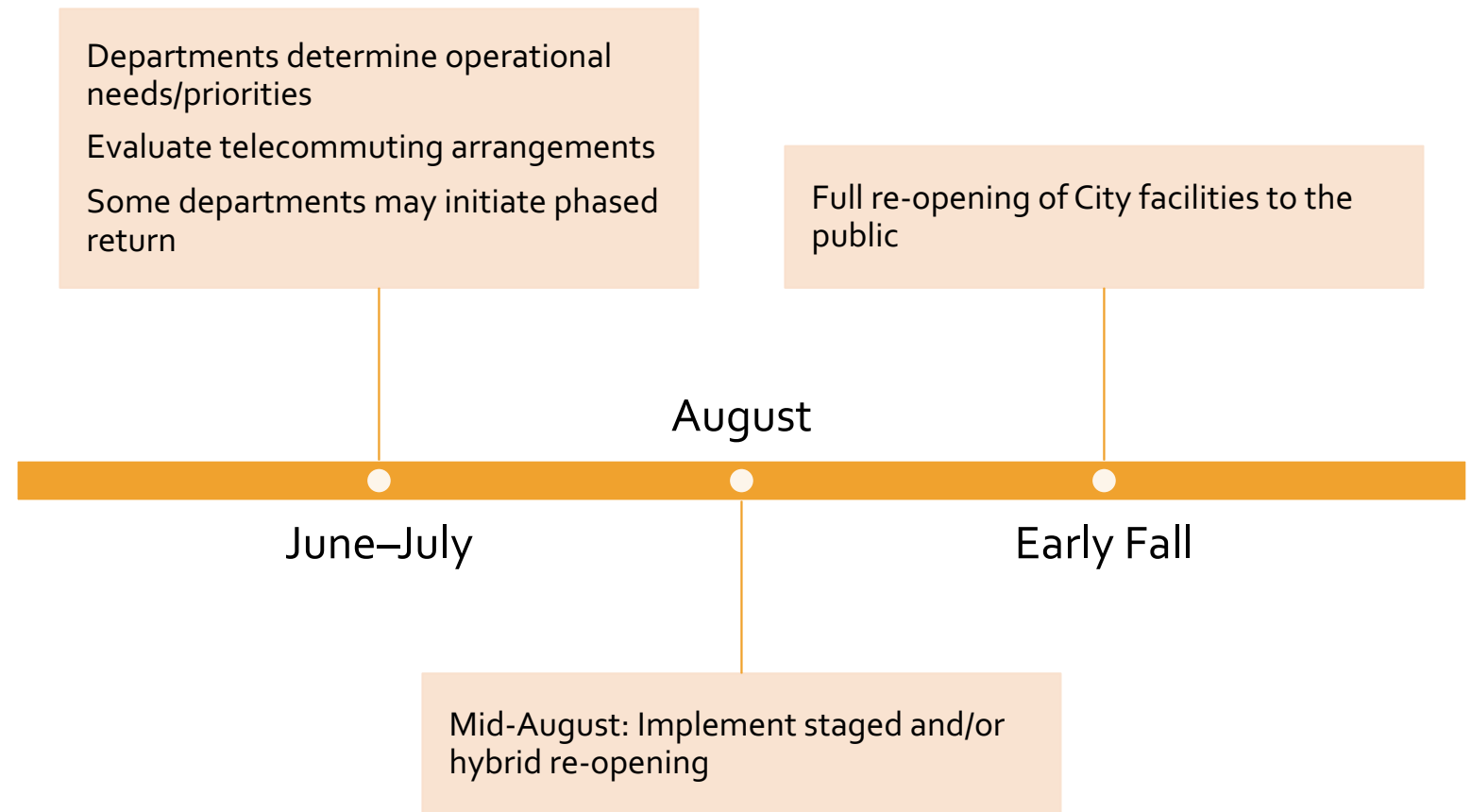
May implement a phased or hybrid approach

Implementing new policy to allow ongoing telecommuting arrangements

Tentative Timeline



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Legislative Planning



- Resume **public meetings** in person
 - Lead: City Council President
 - Timing to be determined
 - Potential hybrid model to provide public with option for continued remote/online participation
- Revise or rescind **emergency ordinances**, orders, and declaration
 - Brown Act (State of CA)
 - City Attorney to advise
- Adopt revised **Emergency Operations Plan**
 - Draft [plan](#) sent to Council on May 13, 2021 for feedback
 - Public Comment period open through end of June
 - Revised draft to be issued in July, with second public comment period through August
 - Public Safety Committee consideration proposed for October 12
 - City Council consideration of adoption proposed for October 19



Updates and Communication Going Forward

- Regular Information Memos to the City Council with updates about services, re-opening timelines, constraints
 - Weekly email updates to City staff and elected officials for use in community newsletters
 - Continuous updates to website
 - Press releases at major milestones
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