



City of Portland Situation Status Report

**INCIDENT NAME: COVID-19
REPORT #11 (04.16.20 0001)**

CITYWIDE READINESS STATUS	Full Activation
ECC GENERAL PHONE	503-823-2323
OERS #	2020-0528
PREPARED BY	Lisa Timmerman, Situation Unit Lead
REPORTING PERIOD	4/14/20 1700 – 4/16/20 1700

What's new? Look for **bold** text. Next situation status report out Tuesday afternoon, April 21.

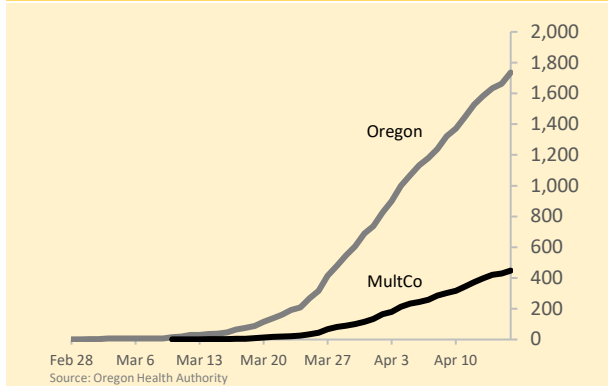
Have something to add/update? **Bureaus and agencies should send inputs by 10 AM Tuesday, April 21 to ECCsitstat@portlandoregon.gov with subject line: COVID Situation Update – [Bureau Name].** Reminder that this report will be publicly available [online](#).

A. SITUATION SUMMARY

Total COVID-19 Cases

Oregon, Multnomah County

Source: [OHA](#)

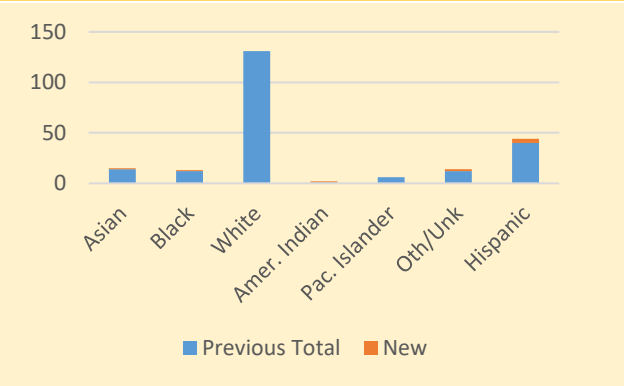


Deaths: Oregon: 64 MultCo: 26

April 16. More case statistics: [CDC](#)

Race and Ethnicity of COVID-19 cases in MultCo, Increase to Prior Report

Source: Multnomah County [Data Dashboard](#)



April 16

For comparison: [Portland's demographics](#)

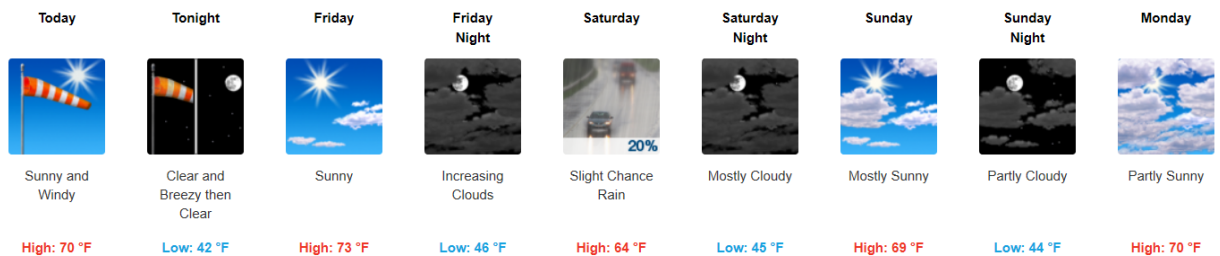
OVERVIEW

- As of Thursday, April 16 there are 132 current confirmed Coronavirus hospitalizations in Oregon. Earlier this week OHA began releasing these numbers daily.
- The Internal Revenue Service (IRS) payments to individuals have begun to be issued. Most individuals who receive social security benefits, filed 2018 or 2019 federal income taxes, or receive Railroad Retirement benefits will automatically receive payments without taking additional steps. The IRS launched a [new platform](#) for more information, including for people who do not normally file taxes.

- On April 16, the White House released the [Opening Up America Approach](#).
- On April 16, Governor Brown said Oregon will waive the one-week waiting period before newly laid off workers are [eligible for jobless benefits](#).
- On April 16, Multnomah County adopted an [Eviction Moratorium](#) to align with the Governor’s Statewide residential eviction moratorium.
- On April 14, Governor Brown laid out a [framework](#) for lifting stay-at-home orders after case growth declines, protective equipment for health workers is sufficient, hospital, testing, and tracing capacity increases, and strategies for protecting vulnerable populations are in place. On April 13, Oregon’s, Washington’s, and California’s governors [announced a shared vision](#) for reopening the economy, guided by health outcomes and science, after President Trump said it was his decision.
- On April 14, Multnomah County hosted a Virtual Town Hall with Commissioner Hardesty. [See Facebook page](#).

WEATHER

Weather Impact Concerns: The National Weather Service issued a Special Statement for elevated fire danger Thursday afternoon and evening. Dry northeast winds this afternoon and evening will enhance fire danger, which could allow any fires to spread rapidly. Forecast by [National Weather Service](#):



B. CITY ACTIONS

- City of Portland [COVID-19 information website](#).
- Prosper Portland awarded 235 recipients with Small Business Relief Fund Grants. It received 8,800 eligible applicants. Fifty-two percent of the awards were made to women of color. More demographic data is available by visiting the [Prosper Portland dashboard](#).
- On April 16, Portland Parks & Recreation announced that it has [cancelled](#) all outdoor movies and concerts this summer.
- On Tuesday, April 21, City Council will hold a CARES Act Council Work Session at 9:30 a.m. During this presentation, the Office of Government Relations will explain guidelines on the CARES Act and other federal funding in response to COVID-19. The

presentation will be followed by a press conference from the Mayor's office on economic relief at noon.

- **On April 16, the City opened the first of three temporary Outdoor Emergency Shelters. Each location has 45 tents (provided by the City to ensure they are safe and hygienic) on platforms with cots and people will be able to store their belongings, including their own tents and sleeping bags, while staying at the camp. Two shelters are located at SE Main St. and SE Water Ave. and one is located at NW Broadway and NW Hoyt St. [Read more about this effort here.](#)**
- **On April 16, the Portland Police Bureau, Portland Fire & Rescue, and the Bureau of Emergency Communications hosted a parade of public safety vehicles by Portland hospitals to thank frontline medical staff throughout the city.**
- On April 14, the [City announced](#) that it estimates a \$100 million loss in general fund revenue for fiscal year 2020-21 and will take spending reduction measures including:
 - Mandatory 10 unpaid furlough days for non-represented employees through October
 - No cost-of-living raises will be awarded to non-represented employees.
 - All merit increases will be frozen for non-represented employees.
 - Mayor Ted Wheeler will take no salary for the rest of this calendar year, which will save the City about \$95,000.
 - Larger cuts will have to involve the union-represented employees who make up nearly three-quarters of the city's 6,300 full-time employees and those negotiations are ongoing.
- On April 14, Portland Fire & Rescue and Multnomah County Aging, Disability and Veterans Services launched a [Meds on Wheels program](#). The program picks up life-sustaining medications and delivers them to community members 65 and older and people with disabilities for whom leaving the house poses a risk to health. Referral line: 971-288-7687.
- The City has [posted multiple open, continuous positions](#) at the Emergency Coordination Center for City of Portland Regular, Limited Duration, Seasonal and Casual employees whose work assignments are not available or may be reduced due to the current state of emergency and wish to work to support the COVID-19 response.
- ECC Coordination Section:
 - Poster Message/Grocery Messaging
 - **Working with ECC Joint Information Center (JIC) and coordinating with messaging partners to develop possible topics and common themes for further messaging.**
 - **Identifying gaps and using Neighborhood Emergency Team (NET) volunteers to distribute posters in those areas.**
 - Multi-Cultural Messaging/Audio Files for social media
 - **Continuing coordination with IRCO to get script for the COVID-19 ads translated and voiceovers afterwards in 20+ languages.**

- **Coordinated translation for Meds on Wheels press release.**
- **Sheltering**
 - **Working with regulatory agencies to meet safety and sanitary requirements.**
 - **Added area heaters and two shower trailers.**
 - **Coordinating with Portland Police Bureau and Chief Administrative Office to identify temporary outdoor shelter leads.**
 - **Received enough applications to fill all three outdoor shelters.**
 - **Block B at SE Water Ave. and SE Main St., southside of SE Main St. on track to intake today.**
 - **Block B and Block C at SE Water Ave. have been connected directly to power, eliminating the need for generators.**
 - **Reached an agreement with UPS to provide food deliveries for one month for free.**
 - **Working to identify a long-term solution for food deliveries with the ECC.**
- **Food Security**
 - **Coordinating with Finance Section for feasibility of proposed voucher program.**
 - **Looking more into options to provide funding to Community Based Organizations who are providing food assistance through contracts/grants.**
 - **BIPOC/Immigrant community team has reached out to several organizations identified as having urgent food needs by JVIC to find out average family size, preferred restaurants or grocery stores for the communities they serve.**
 - **Compiling a list of restaurants that are currently being supported by City or County to provide food.**
 - **Providing additional paper supplies to outdoor shelters.**
- **Language Access Tracking**
 - **Continue to provide recommendations on C19Oregon self-check tool webpage.**
 - **Provided support to Council offices regarding language access guidance.**
- **Joint Volunteer Information Center (JVIC)**
 - **Connected with the County community liaison leadership to discuss collaboration. Further discussion will follow.**
 - **The community liaison order of operations and resource guide document is almost complete and should be ready to finalize in the next day or so.**
 - **The food team informed JVIC that HAKI will be getting its specific food requests in time for Ramadan and the shelters will be getting food delivery drivers very soon (UPS for the next month and then paid city staff as they get vetted).**
 - **JVIC sent over several volunteer requests to the volunteer management crew.**

- **Volunteer stats:**
 - **452 applications received and processed to date**
 - **17 new applications processed today**
 - **0 interviews completed today**
 - **23 criminal records checks completed TOTAL**
- **For Portland NET: NET volunteers have completed 208 shifts in the ECC, with a total of 1,292 volunteer hours.**
- **Aging and Disability**
 - **Secured resources for caregivers (gloves /sanitizing wipes); preparing for distribution.**
 - **Submitted resource request to County for masks and working with community partners to explore options for gathering/producing masks/facial coverings.**
 - **Sharing Meds on Wheels program on social media.**
 - **Working with County to develop aging and disability COVID-19 webpage.**
 - **Refining engagement with Food Insecurity team and community groups on food and food delivery (e.g., Metropolitan Family Service, Ride Connection).**
 - **Began outreach on social connectivity and barriers (e.g., digital divide).**
 - **Requested email address for Aging and Disability Project.**
- **ECC Finance Section**
 - **Housing for first responders/City Employees with potential symptoms and with COVID-19 positive tests.**
 - **Coronavirus Aid, Relief and Economic Security Act (CARES): Researching and developing citywide guidelines to identify eligible expenses for reimbursement through Coronavirus Aid, Relief and Economic Security Act (CARES Act). One method under development is the implementation of a coding system for purchase orders which will make it easier for ECC Finance to categorize COVID-19 related expenses for federal reimbursement.**
 - **Food Security Initiative: Collaborating with the Coordination Section to provide direct finance and budget guidance in addressing food security needs for the most vulnerable communities in Portland: communities of color/immigrant communities, elders at risk, the disability community and the houseless.**

ECC Logistics Section:

	Received by ECC to date	Distributed to users to date	Inventory remaining
Hand sanitizer	80,564 oz	56,884 oz	23,680 oz
	5,436 bottles	2,715 bottles	2,721 bottles
Empty Bottles	223,464 oz capacity	118,872 oz capacity	104,592 oz capacity
	16,026 bottles	10,820 bottles	5206 bottles
Disinfectant Wipes	1,503 canisters	928 canisters	575 canisters
	112,725 wipes	69,600 wipes	43,125 wipes
N-95 masks	4,655	2,986	1,669
Procedural masks	7,768	4,884	2,884
Nitrile gloves	60,080	24,434	35,646

Resource requests received by ECC Logistics	In progress	Pending pick-up/ delivery	Completed	Cancelled
60	11	2	43	4

as of 04/16/2020

- **Provided \$9,500 worth of culturally specific foods for the SW Portland Swahili/Somali community as Ramadan approaches.**
- **Temporary Outdoor Emergency Shelters: Contracted with a lighting company to provide shore power to the three outdoor emergency shelters.**
- **Collaborated with ECC Forward Planning to set up an Inventory Projection Group to do long-term (3-month and 6-month) projections for supplies.**
- **Logistics staffing has been done through to the week of June 8th.**
- **Continuing to work with Multnomah County and the JOIN to support sheltering activities for the houseless and in anticipation of additional field hospital sites as necessary.**
- **Continue to assist Finance to secure more self-quarantine locations for City employees who have had an occupational exposure to COVID-19 and need to isolate themselves from their own household pending tests or the end of the quarantine period.**
- **Working with bureaus to optimize usage of sanitizing wipes and recommending alternatives, such as a reusable towel with sanitizing solutions. Methods include**

modifications to outgoing bureau messaging to emphasize conservation of PPE and disinfecting solutions.

- **Continuing ECC Cloth Face Covering Acquisition Program:**
 - We will be working on sourcing our own individuals and companies for production of homemade cloth masks/face covers. We are currently working with two companies to supply cloth face coverings. We will still be sourcing alternative sources of production for the cloth face covers.
 - Filling bureau needs for cloth face coverings: Some bureaus have submitted information on their burn rate as well as projected needs for face covers and or procedural masks. We will be working on fulfilling these needs in an equitable manner.
- Working on Hand Soap protection covers for Parks and Recreation facilities; waiting for Parks to recommend an available product/vendor so we can assist with the purchase.
- Sourcing Point of Contact Information from various bureaus in order to streamline the supply and delivery process.
- Providing all logistical assistance needed with setting up the Outdoor Emergency Shelters.
- **Rapid Response unit:**
 - Continue Alternate Care Site (tents for hospitals) best practices research.
 - Keep working on Vendor capability and cost matrix/worksheet.
 - Work on Rapid Response Ordering Forms.
- **Facilities Unit**
 - Temporary Outdoor Emergency Shelters:
 - Overseeing the construction process at the shelters.
 - Coordinating the provision of meals at the three shelters- Mayor's office has requested three meals a day for approximately 140 people.
 - Working with PP&R on 24/7 Restroom Operations.
- **Long-term Projections:**
 - The Bureau Forward Planning Supply Inventory tracking sheet has been developed and will be used to forecast the long-term supply needs (given the current trend of supply needs) of the following bureaus and offices:
 - BDS – Development Services
 - BES – Environmental Services
 - BOEC – Emergency Communication operations
 - OMF – BRFS, Facilities, Fleet
 - Parks – and any subordinate sections
 - PBOT – and any of their subordinate sections

- Prosper Portland
- Portland Water Bureau
- PPB –Police
- PFR – Fire and Rescue
- We have asked bureaus to provide us with their burn rate so that we can make more accurate projections of supplies we need to be acquiring. Currently, nine major bureaus have provided the information needed; we are still receiving the weekly submissions.
- Developing a burn rate (using the Logistics Master Tracker) based on the section’s receipts and distribution.
- Working with COOP to develop a detailed resource prioritization list.
- ECC Ordering Process: The ECC has an emergency ordering process in place to help City bureaus acquire COVID-19 related resources (both staff and materials). To request resources, complete and fill out a Resource Request Form (213RR) in Excel. Email the completed form to ECCLogistics@portlandoregon.gov.

JOINT INFORMATION CENTER (JIC)

News Coverage Themes:

- More follow-up from Governor’s Brown’s press briefing on Tuesday, including how much PPE will be needed.
- When will stimulus and unemployment checks arrive?
- Push back on Governor’s decision to not release incarcerated people.
- Oregon data showing COVID-19 disproportionately affecting Latino communities.

Social Media Themes:

Stay Home, Save Lives

- Oregon is slowing the spread, with fewer confirmed cases each day.
- There are plans in place to reopen the economy once COVID-19 is contained, but that is still a ways away.
- In the meantime, social distancing is important to slow the spread.

Crime and Safety

- Increase in hate crimes, bias against Asian Americans.
- Portlanders reporting attempted burglaries, as well as concerns about drugs and human trafficking.
- People feel more unsafe and at risk as the pandemic continues.

Financial

- #BailOutHumans is trending, encouraging people to donate to struggling neighbors.
- #StimulusDeposit is trending, as people receive stimulus checks.
- Non-profits are continuing to fundraise, although they are struggling with meeting increased demand.
- Lay-offs, furloughs continue.
- People report difficulties filing for unemployment.

Trending Portland Hashtags:

- None

COMMAND'S EMPHASIS FOR OPERATIONAL PERIOD (4/10/20 – 4/17/20):

1. Directly protect human life and public health, including the safety and health of City employees, and incident responders.
2. Proactively identify issues that could pose financial, legal or other risks to the City and our staff. Develop policies that reduce risk to the City and our workers, including reducing the risk of virus transmission. Ensure that response actions do not introduce new risk to the City, staff or volunteers.
3. Support the delivery of services that the City and public depends on in an emergency.
4. Create and maintain an ECC workforce that is oriented towards sustainability for a long-term incident requiring remote work and promoting ECC staff health and safety.
5. Minimize non-essential efforts and make wise use of resources in anticipation of a long-duration incident.
6. Uphold confidence in City government and demonstrate a unified City effort in response. Use established chains of command and agreed-upon processes for decision-making and communication.
7. Develop strategic response and recovery planning and economic assistance to affected communities; maintain frequent and open communication between the ECC and City leadership, Prosper Portland, the Mayor's office, and state and federal agencies working on economic recovery efforts.
8. Include equity and accessibility considerations in all communication and response activities.

ECC OBJECTIVES (4/10/20 – 4/17/20)

1. ECC-Wide:
 - a. Increase collaborative communication between all Sections, including Command, and the Planning Section to promote strategic collaboration on future needs to ensure continuity of City services throughout the crisis.
 - b. Evaluate current organizational structure and implement changes, as needed, to ensure the ECC is adequately staffed to accomplish objectives.
 - c. Support sustainable long-term ECC staffing that minimizes overtime. Build in cross-training opportunities, allow staff to take adequate rest periods, and develop schedule to train and rotate in staff into the ECC.
 - d. Facilitate ECC staff to continue functions virtually, with ECC staff that is about 25% in-person and 75% virtual.
2. Coordination
 - a. Complete construction at three safe temporary Outdoor Emergency Shelters to serve currently unsheltered people who would want to use them by April 14.

- b. Support bureau COOP planners to revise COOP Plans to include essential bureau operations for a long-term pandemic. Assist planners to sustain essential bureau operations, including working remotely.
 - c. Develop new messages for COVID-19 safety flyers and audio messages in multiple languages by April 16.
 - d. Utilize the Joint City-County Volunteer Information Center (JVIC) to coordinate volunteers and respond to offers and requests for assistance. Develop project management capacity for shared City-County efforts.
 - e. Identify the needs of the aging and disabled populations; strategize and collaborate efforts to meet those needs.
 - f. Explore opportunities to support foodservice for houseless populations not in a shelter and houseless populations in temporary Outdoor Emergency Shelters. Develop preferred options by April 14.
 - g. Address food insecurity needs for the most vulnerable communities in Portland: communities of color/immigrant communities, elders at risk, the disability community and the houseless community and shelters. The secondary goal of this project is to support locally owned restaurants and culturally identified businesses during this economic crisis.
 - h. Follow County guidance for delivering cross-cultural COVID information and continue to amplify County public health messaging to multilingual speakers.
3. Finance:
- a. Track incident costs, budget for forecasted costs, provide expense and time tracking guidelines; track expenditures and cost projections daily.
 - b. Identify Federal funding sources for COVID19 event.
 - c. Develop citywide needs assessment and guidance for emergency federal grant funding streams.
 - d. Develop citywide acceptance and allocation of COVID19 federal funding.
 - e. Establish contracts with area hotels to house first responders and City employees with potential symptoms or that have a positive COVID-19 test result by April 17.
 - f. Provide financial and budgetary guidance in support of the City's Food Insecurity Project.
 - g. Complete and submit the application for federal public assistance by April 30.
4. Joint Information Center (JIC):
- a. Manage and respond to questions from employees and the public in a timely manner. Provide accurate and frequent internal and external communications accessible in all preferred formats and languages. Respond to media inquiries. Hold press conferences with interpretation and closed captioning. Update elected official talking points three to four times per week.
 - b. Use the [Novel Coronavirus COVID-19 webpage](#) to coordinate emergency services and inform the public about the City of Portland and regional response to Coronavirus COVID-19. Provide accurate, accessible, and timely information in one centralized,

mobile-friendly location. To employ this strategically coordinated health communication and outreach effort, the City of Portland has taken the lead from Multnomah County, with guidance from the Centers for Disease Control and Prevention (CDC).

- c. Work with all bureaus to enhance a One City approach to social media platforms. Send a weekly email to bureau's digital media contacts to enhance and strategize COVID-19 related messaging.
- d. Write and distribute a daily Citywide email to share relevant and timely information, announce new protocols and address employee concerns: five (5) emails per week by 4:00 p.m.
- e. Serve as a point of contact between regional partners to ensure timely and consistent information sharing and dissemination. Participate in daily Multnomah County and Regional Joint Information System calls: 14 calls each week.
- f. Monitor media and social media throughout each weekday and post links in the virtual JIC's media monitoring channel.

5. Logistics:

- a. Support site for Portland employees who have an occupational exposure to COVID-19, can self-quarantine themselves separate from their own household, pending testing or end of quarantine period, such as providing care packages for the rooms and other resources as needed.
- b. Support ECC operations, City bureaus, and other City offices:
 - (1) Provide limited amounts of personal protective equipment which cannot be provided by the county.
 - (2) Provide cleaning and disinfecting supplies and hand sanitizer.
 - (3) Provide daily individually packaged lunches for all ECC staff, sourced through local businesses.
 - (4) Develop partnerships within the local business community to create supply chains.
- c. Accept donations through various channels based only on specific needs, in coordination with local county and city partners. Develop specific plans for messaging, acquisition and distribution, as appropriate.
- d. Establish process for emerging manufacturer and community-based product intake and information sharing. Continue to develop and maintain partnerships with multiple community based small businesses to provide needed health and wellness related resources for the City to create consistent and reliable resource chains for critical items.
- e. Develop a rapid response capability for setting up temporary structures for COVID-19 testing, prescreening, medical care or other temporary structures and the associated equipment as needed and requested.
- f. Support our local city and county partners in meeting the needs surrounding indoor shelters and temporary Outdoor Emergency Shelters.

6. Planning:

- a. Maintain and share situational awareness of the City's operational status: track bureau operations and COOP status, bureau response actions, constrained resources, and daily sick absenteeism at a bureau level. Issue a citywide Situation Status Report COB every Tuesday and Thursday.
- b. Complete and disseminate a full ECC staff roster and communications list for the next day by the end of each day and an 100% complete staffing schedule for each week on the prior Friday. Issue a new ECC Action Plan weekly on Friday.
- c. Research and analyze the use of quantitative and informational data for inclusion in Situation Reports and Leadership briefings.
- d. Provide GIS services for citywide response and maintain real time updates to internal and external-facing incident maps and dashboards.
- e. Identify and develop methods and tools to increase communication and collaboration between the sections within the ECC.
- f. Develop strategies that are responsive to the immediate and anticipated future needs of the community and City in collaboration with all ECC Sections and Command.
- g. Provide strategic support to the ECC and Leadership and to ensure continuity of City services through the crisis.
- h. Support recruitment of City employees and volunteers to work in County-run shelters and EOC.

7. Safety:

- a. Promptly follow up on all reports of all responder accidents, injuries, illnesses, close calls/near misses.
- b. Promptly address responder concerns, comments and suggestions for safety-related matters.
- c. Support responder emotional/psychological health. Introduce strategies/topics/techniques for critical stress management weekly.
- d. Support City bureau/office safety efforts with technical, organizational assistance; collect and review bureau/office-specific Safety and Medical Plans.
- e. Develop and distribute centralized, standardized incident health and safety guidance for ECC, other bureaus/offices. Ensure guidance is reviewed by relevant stakeholders.
- f. Coordinate safety planning efforts with internal ECC/City stakeholders, and inter-agency partners such as Multnomah County.
- g. Conduct weekly task-level safety assessments with the Logistics, coordination and Planning Sections. Document with ICS-215a or ICS-215a-CG. Ensure controls are implemented for identified hazards.

C. BUREAUS' STATUS FOR CONTINUITY OF OPERATIONS PLAN (COOP) ACTIVATION AND ESSENTIAL FUNCTIONS

Bureau/Office	COOP/Incident Command Post Status	Essential Function* Status
City Attorney	Active	No Essential function impacted
City Auditor	Active	No Essential function impacted
City Budget Office (CBO)	Active	No Essential function impacted
Community and Civic Life (OCCL)	Active	One Tier 3 function impacted: Cannabis Licensure & Enforcement
Development Services (BDS)	Active	Permitting functions impaired
Emergency Communications / 911 (BOEC)	Partially Active	No Essential function impacted
Emergency Management (PBEM)	Active	No Essential function impacted
Environmental Services (BES)	Active	No Essential function impacted
Equity & Human Rights (OEHR)	Active	No Essential function impacted
Fire & Police Disability & Retirement Fund	Active	No Essential function impacted
Fire & Rescue (PF&R)	Inactive	One Tier 3 essential function suspended: public education office.
Government Relations (OGR)	Active	No Essential function impacted
Housing	Active	HOME rental inspections delayed
OMF – Chief Administrative Officer (CAO)	Active	No Essential function impacted
OMF CityFleet	Active	No Essential function impacted
OMF Facilities	Active	No Essential function impacted
OMF Human Resources	Active	No Essential function impacted
OMF Printing & Distribution	Active	No Essential function impacted
OMF Technology Services	Active	Limited in-person availability impacts BTS projects. BTS has previously set bureau expectations for project delays
OMF/BRFS Accounting	Active	No Essential function impacted
OMF/BRFS Debt Management	Active	No Essential function impacted
OMF/BRFS Grant Management	Active	No Essential function impacted
OMF/BRFS Procurement Services	Active	No Essential function impacted
OMF/BRFS Revenue	Active	No Essential function impacted
OMF/BRFS Risk Management	Active	No Essential function impacted
OMF/BRFS Treasury	Active	No Essential function impacted
Parks & Recreation (PP&R)	Active BICP Active	Previously suspended Park essential functions remain so.
Parks Emergency Functions	Active	No Essential function impacted
Planning and Sustainability (BPS)	Active	No Essential function impacted
Police (PPB)	Active BICP active	One Tier 1 impairment; 16 Tier 2 and 3 impacted
Prosper Portland	Active	No Essential function impacted
Transportation (PBOT)	Active	No Essential function impacted
Water (PWB)	Active,	No Essential function impacted

**Bureau level essential functions have been categorized in four tiers based on the targeted duration of time and a service level within which a function must be restored after a disruption to avoid unacceptable consequences. Tier 1: 0-12 hours; Tier 2: 12-72 hours; Tier 3: 72 hours – 10 days; Tier 4: 10-30 days*

D. BUREAU DETAILS

- Community Technology
 - An “Action Tracker” and “Resource Document” for the Digital Inclusion Network (DIN) members [has been developed](#) to allow for sharing of activities and needs between members in order to provide updates on policies, programs, and services that have come online in response to the health crisis.
- OMF/BTS – Technology Services
 - BTS received 300 RSA tokens. Liaisons should respond by April 16 for a second-round prioritization of tokens.
- OMF/Chief Administrative Officer/Asset Management/CityFleet
 - Main garage has limited access, informational signs are posted for customers. Strict access guidelines for outside vendor deliveries for parts has been implemented. Call 503-823-1806 for information.
- OMF/BTS—Printing and Distribution
 - Print shop is operating at a reduced capacity, refer to the [P&D COVID-19 Plan](#) for questions and contact information.
 - Distribution has a reduced delivery schedule; US Mail is processed daily.
- Fire & Rescue
 - **Portland Fire & Rescue is now tracking suspected COVID-19 cases that crews respond to using the Fire Information System software platform. The Oregon Health Authority has required agencies providing EMS to track any suspected cases.**
 - **On April 16, Portland Fire & Rescue crews began carrying specialized Wildfire equipment and PPE on all apparatus in response to the unseasonably early elevated fire danger throughout the Willamette Valley. They are developing plans to respond to wildfire incidents while simultaneously being impacted by COVID-19.**
 - Portland Fire & Rescue and the Multnomah County Aging, Disability and Veterans Services launched a [Meds on Wheels program](#) on April 14.

- The Fire Marshal's Office continues to accept permit applications during limited hours to public access. Essential Building inspections are continuing.
 - Moving forward with planning for the Wildland Fire season and scheduling Forest Park patrols.
 - Working with the Water Bureau and PBOT regarding the SW Boones Ferry and Arnold culvert project to ensure adequate fire protection.
 - Continuing to accept donated items at the Gideon building.
- Parks & Recreation
 - Portland Parks & Recreation (PP&R) ordered approximately 1,850 signs for placement at closed parks per Executive Order (*e.g.*, skateparks, fields, sport courts, playgrounds, and similar active recreation facilities). **It has installed 1,200 signs at 400 parks, community gardens, trailheads, and natural areas in the past two weeks. Multilingual signs will be installed in 165 developed parks with a target date of Friday, April 17th. All sign installations are being tracked on a GIS smartphone application.**
 - PP&R reminds people to follow public health guidance when visiting parks and trails. **Park greeters are educating visitors and acting as ambassadors for assets that are experiencing high visitation and non-compliance with physical distancing.**
 - Mt. Scott Community Center is closed to the public and has been transitioned to a shelter operated by Multnomah County.
 - East Portland Community Center is closed to the public and has been transitioned to a shelter operated by Multnomah County and Human Solutions. Meals on Wheels is operating at the center and distributing prepared meals.
 - Charles Jordan Community Center is closed to the public and has been transitioned to a shelter operated by Multnomah County and Do-Good Multnomah. Meals on Wheels is operating at the center and distributing prepared meals.
 - **PP&R is receiving a significant number of concerns regarding non-compliance with physical distancing at various parks. PP&R has opened its customer service center daily to collate concerns into an internal "Hot Spot" Track-It tool. Its Incident Command Team is analyzing the data daily and providing it to front-line resources:**
 - **Rangers – Ranger Supervisors are developing patrol tactics for 25 FTE Rangers based on the "Hot Spot" data. Rangers continue to prioritize patrols and make contact at "Hot Spot" parks.**
 - **Park Greeters – Greeter Supervisors are developing schedules that allow the 40+ greeters to cycle through "Hot Spot" parks.**
 - **Maintenance Crews – Incident command is relaying information daily to field staff to address damaged or missing closure signage and barriers.**
 - All previously closed Park facilities and previously suspended Park essential functions remain closed.

- PP&R Urban Forestry 24/7 routine and emergency response operations are ongoing.
- PP&R Public Restroom Plan: Soap/trash cans have been installed in all open public restrooms, but theft has become an issue. PP&R has developed a plan for the cleaning and public safety of the 54 public restrooms open 24/7, **all portable restrooms will be installed by April 17th.**
- Bureau of Transportation
 - **The Temporary Street Use Permitting function is no longer impacted.**
 - Maintenance crews will make critical [repairs to the northernmost westbound lane on West Burnside Street](#) from NW 24th Place to NW Maywood Drive Monday, April 13 through Friday, April 17, 7 a.m. to 3 p.m. daily, following a recent landslide.
 - Street maintenance is reduced; [crews are focused](#) on maintaining critical assets such as traffic signals, conducting urgent repairs, and responding to emergency situations.
 - PBOT has [reduced SmartPark rates](#) to bring relief to residents and visitors who must ravel downtown by car. All-day parking rate in the city's five SmartPark garages is \$5, the same cost as a round-trip TriMet ticket.
 - BIKETOWN, the [city's bikeshare system](#), is offering significantly discounted pricing through April 30 to provide all Portlanders who need to complete essential trips with a convenient and affordable transportation option that allows for physical distancing.
 - Portland Streetcar service reduced to every 20 minutes on weekdays. OHSU Aerial Tram limited to hospital employees and patients.
- Police Bureau
 - Portland Police officers will [wear face coverings](#) such as cloth coverings, surgical masks, and respirators. Chief Jami Resch [acknowledges](#) it may feel strange for community members to wear a mask inside a business. Portland Police understands community concerns and knows the intent of wearing masks is to protect yourself and others. Portland Police continues to focus on illegal behavior, not face coverings. (April 10)
 - One Tier 1 essential function is impaired: technology. Sixteen Tier 2 or Tier 3 essential functions are impacted, especially secondary employment and records.
 - PPB has not experienced absenteeism that would trigger the next step of its Staffing Contingency Plan.
 - PPB is temporarily [suspending the practice](#) of requiring vehicle owners to obtain a release by PPB prior to obtaining their vehicle from tow companies. PPB is also temporarily suspending the \$150 administrative fee that is collected when PPB tows a vehicle because it is a traffic hazard, for safekeeping, or when its alarm is continuously sounding.

- Water Bureau
 - **On April 15, the Portland Water Bureau Emergency Operations Center has moved up one level from Enhanced Operations to Partial Activation level, but coordination will continue to occur remotely. The protracted nature of this situation and complexity has met PWB’s threshold for Partial Activation.**
 - **Starting on April 20, PWB will be bringing in more COOP help and holding planning meetings with Bureau management to plan next steps for future “reopening” of functions, buildings, and staffing.**
 - PWB/BES Customer Service Call Center is operating on a reduced schedule - Open 9am – 4pm Monday through Friday at 503-823-7770. Press “1” for 24-hour automated service. Callers may expect longer than normal wait times, and may instead email PWBCustomerService@portlandoregon.gov.
 - PWB has a [COVID-19 resource webpage for employees](#).
- Prosper Portland
 - **Prosper Portland awarded 235 grants from the Small Business Relief Fund and notified selected businesses on Wednesday, April 15.**

E. PARTNER INFORMATION

FEDERAL

- In order to ensure the accuracy of the 2020 Census, the U.S Census Bureau has [announced](#) that it has requested an extension of the self-response period to **October 31, 2020** and that Congress approve a **120-day extension to deliver final apportionment figures. The extension will allow for apportionment counts to be delivered to the President by April 30, 2021, and redistricting data to be delivered to the states no later than July 31, 2021.**

STATE

- Oregon’s Department of Human Services is issuing emergency extra Supplemental Nutrition Assistance Program (SNAP) benefits to many SNAP households to help buy food. Amounts up to the household maximum will be added to EBT cards in April and May (April 10, [English](#) and [Spanish](#)).

State Office of Emergency Management

- State OEM’s ECC is active Monday-Friday from 0800-1700.

Oregon Health Authority

- [Oregon Health Authority \(OHA\)](#) is the lead state agency and activated on January 21. Up-to-date [information on testing and other FAQs](#).
- [OHA announced new rules](#) allowing EMT's registered in another state, or with NREMT (National Registry of Emergency Medical Technicians), to practice temporarily in Oregon to build capacity for a potential surge in patients in the future.
- OHA released a [new informational flyer](#) on "Safe Sex in the Time of COVID-19" and shared it on Twitter.

REGIONAL

TriMet

- **TriMet joined transit agencies throughout the country in a "Sound the Horn" event at noon in support of essential workers. They will honk their horns twice at 12 p.m. daily.**
- [Service reduced](#) on many lines since April 5. No more than 10-15 riders can be on a bus at one time, since April 2. No cash accepted on buses.

Metro

- Oregon Convention Center serving as shelter for up to 140 people experiencing homelessness temporary shelter.

Multnomah County

- State of emergency extended through July 9 by the Board of Commissioners (April 9)
- Multnomah County [Spanish Media Press Conference](#) (April 13):
 - Provided latest CDC guidance, provided information on community resources available in Spanish, and employee resources for those still working in the field (specifically addresses farmworkers).
 - Important message for community members: clinics and government resources are open to everyone, regardless of immigration status.
 - Received more than 2,000 complaints and questions in two weeks. Urge employees to not be afraid of reporting employers who not complying with CDC guidelines.
- The County COVID-19 website continues to be updated. The website now includes an [interactive data dashboard](#) with COVID-19 regional health statistics that is updated in real-time.

Port of Portland/PDX Airport

- Website: [Port of Portland Updates](#)

PORTLAND AREA SCHOOLS

- Portland Public Schools: [resources for families](#)
- Reynolds School District: [resources for families](#)
- Parkrose School District: [resources for families](#)
- Centennial School District: [resources for families](#)
- Questions about schools should be routed to the Multnomah County Schools liaison, Beth Appert (eoc.liaisonschools@MultCo.us).

PORTLAND AREA UNIVERSITIES

[Portland State University](#)

[University of Portland](#)

[University of Oregon – Portland Campus](#)

[Portland Community Colleges](#)

[Concordia University](#)

[Pacific Northwest College of Art](#)

[Lewis & Clark College](#)

[Reed College](#)

[Multnomah University](#)

F. RESOURCES

MULTNOMAH COUNTY

- [Multnomah County's main website for COVID-19](#): FAQs, situation reports, poster links, [guidance](#), and more resources.
 - [Regional Dashboard](#): COVID-19 data for Multnomah, Washington, Clackamas, Yamhill counties.
 - Which County services/buildings are [open or closed](#)?
 - Social media accounts:
[Facebook](#) | [Twitter](#) | [Health Department Facebook](#) | [Health Department Twitter](#)
[Emergency Management Facebook](#) | [Emergency Management Twitter](#)
 - Information in [languages other than English](#)
- [C19Oregon.com](#) is an online triage tool that helps public health officials track COVID-19 cases and allows community members to check their symptoms and receive guidance.

CITY OF PORTLAND

- <https://beta.portland.gov/novel-coronavirus-covid-19> – centralized information about the City's response; this site supplements MultCo's.
- For City employees: Technology for [Telework FAQs](#)
- [Video update](#) from Director Dr. Smith, Office of Equity and Human Rights on equity efforts embedded in City of Portland's COVID-19 response.

- [Video](#) urging physical distancing, staying home, and cutting back on travel, featuring Timber Joey and Portland Parks and Recreation park ranger.
- City-created [map of public restrooms and hygiene stations](#) to help stop the spread of coronavirus.

ASKING QUESTIONS, GETTING HELP

- Review the [MultCo FAQs](#) or call 211. Ask health experts through this MultCo [form](#).
- Legal Aid / Oregon Law Center Public Benefits hotline (1-800-520-5292) on legal advice for immigrants and refugee communities to access health care during shelter in place.
- Child Care for Essential Employees: 1-800-246-2154, [211 website](#), or the following:
 - [OHSU/Portland Public Schools *Request for Care*](#) (West Side Portland)
 - [Gresham-Barlow/Centennial/Estacada *Request for Care*](#) (All served in west Gresham-Barlow area)
 - [Beaverton/Sherwood/Hillsboro *Request for Care*](#) (SW Beaverton, N Sherwood, E Hillsboro)

VOLUNTEERING

- Multnomah County's [online signup](#) for volunteer and paid opportunities to help during the COVID-19 response.
- [oregonrecovers.communityos.org](#): State of Oregon's central point of contact for volunteer and large vendor coordination – donate time, equipment, resources, or facilities.

ABOUT COVID-19

- [World Health Organization \(WHO\)](#): Q+As, travel advice, situation reports, technical guidance, and global research
- [coronavirus.gov](#) and [CDC](#): how to protect yourself, what do if you are sick, [guidance](#)
- [Oregon Health Authority](#): Governor's orders, Oregon news, community resources
- FEMA [Coronavirus Rumor Control](#)
- [Johns Hopkins University](#): global cases dashboard and map
- Oregon Emergency Management [Coronavirus Map](#)
- ESRI's [COVID-19 GIS Hub](#): get maps, data, and GIS assistance
- City of Portland and Multnomah County public awareness campaign, [videos](#) in multiple language
- CDC's [animal-related FAQ](#)

WELL-BEING

- [Coping with anxiety during COVID-19](#), Multnomah County article
- [How older adults can stay positive while staying home](#), Multnomah County article
- [Stay connected while we stay apart](#), Multnomah County video in multiple languages

HOUSING RESOURCES

- City of Portland’s and Multnomah County’s residential [eviction moratorium](#)
- Oregon Housing and Community Services [COVID-19 resources](#)
- Oregon Housing Alliance recently wrote a [blog post](#) with resources on eviction and foreclosure moratoriums.
- OregonLawHelp.org provides one-pagers regarding Oregon tenant rights during COVID-19 in [Spanish](#) and [English](#).

HOMELESSNESS RESOURCES

- Multnomah County’s [COVID-19 guidance for shelter settings](#)
- Governor’s [homelessness guidance issued](#) regarding “Stay Home, Save Lives” [Executive Order 20-12](#)
- The Internal Revenue Service provides a [web tool](#) as a quick means of registering people who do not normally file taxes for the COVID-19 Economic Impact Payment, including a [list of temporary mailing addresses](#) for use by people without bank accounts.

WORKPLACE RESOURCES

- CDC Guidelines: [Environmental Cleaning and Disinfection Recommendations](#); [COVID-19 Cleaning \(summary\)](#)
- National Institutes of Health [online training](#): how to protect yourself from COVID-19 at work
- SAIF, Oregon workers’ compensation insurance: \$10 million coronavirus [worker safety fund](#) to help Oregon employers pay for expenses tied to making workplaces safer
- [Families First Coronavirus Response Act](#) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19.

APPROVED BY ECC COMMAND

Created by	Lisa Timmerman
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Approved by	Katy Wolf
Date/Time	April 16, 2020 1558