



City of Portland Situation Status Report

INCIDENT NAME: COVID-19
REPORT #14 (04.28.20 0001)

CITYWIDE READINESS STATUS	Full Activation
ECC GENERAL PHONE	503-823-2323
OERS #	2020-0528
PREPARED BY	Lisa Osterberg, Situation Unit Lead
REPORTING PERIOD	4/23/20 1700 – 4/28/20 1700

What's new? Look for **bold** text. Next situation status report out Thursday afternoon, April 30.

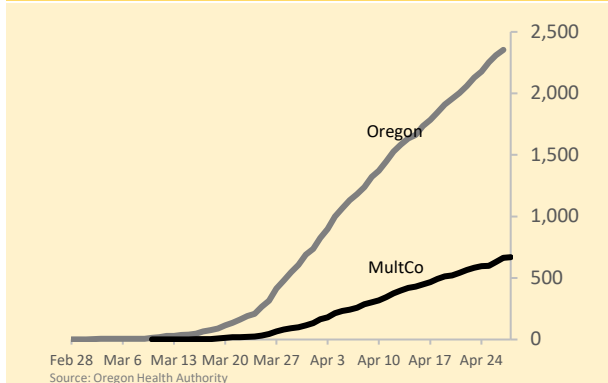
Have something to add/update? **Bureaus and agencies should send inputs by 10 AM Thursday, April 30 to ECCsitstat@portlandoregon.gov with subject line: COVID Situation Update – [Bureau Name].** Reminder that this report will be publicly available [online](#).

A. SITUATION SUMMARY

Total COVID-19 Cases

Oregon, Multnomah County

Source: [OHA](#)

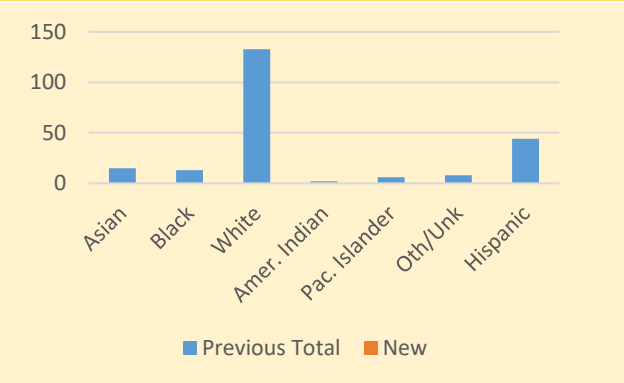


Deaths: **Oregon - 92** **MultCo - 37**

April 28. More case statistics: [CDC](#)

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

Source: Multnomah County [Data Dashboard](#)



Multnomah County will be updating data 4/29/2020

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

OVERVIEW

- As of Tuesday, April 28 there are 128 current confirmed Coronavirus hospitalizations in Oregon. OHA releases these numbers daily.
- On April 27, the Centers for Disease Control and Prevention (CDC) [expanded the list of symptoms](#) associated with COVID-19 to include chills, repeated shaking with chills, muscle pain, headache, sore throat, and loss of taste or smell.
- Several states including Georgia, Tennessee, Texas and Montana are [beginning to lift](#) stay-at-home orders this week. Some limitations remain in place, and easing primarily

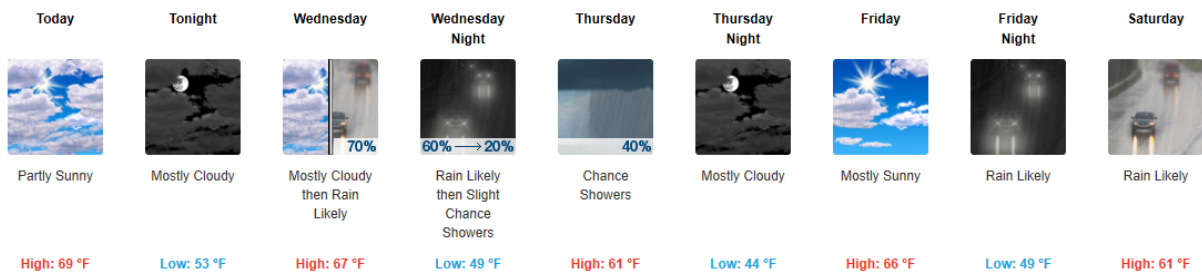
applies to restaurants, entertainment facilities, retailers and personal services.

- The federal government will [issue new guidance](#) this week, based on a draft developed by the CDC in response to states across the United States beginning to lift restrictions and stay-at-home orders. The recommendations are specific to at least seven types of organizations including schools, camps, childcare centers, religious facilities, mass transit systems, workplaces, and bars/restaurants.
- On April 27, Colorado and Nevada joined Oregon, California, and Washington in the [Western States Pact](#) to work together on developing a regional framework for lifting restrictions guided by data and science.
- On April 24, President Donald Trump signed a nearly \$500 billion interim coronavirus bill that includes additional money for the small business loan program, hospitals and testing. The bill includes more than \$320 billion more for the Paycheck Protection Program. About \$60 billion of the PPP funding will be set aside for businesses that do not have established banking relationships, such as rural and minority-owned companies.
- On April 24, the FDA [made an announcement](#) cautioning against the use of hydroxychloroquine or chloroquine to treat COVID-19 outside of a hospital setting or clinical trial due to risk of heart rhythm problems. There have been reports of people self-medicating.
- On April 23, the Census Bureau launched a new interactive COVID-19 [data hub](#).
- On April 24, Oregon Attorney General Rosenblum sent a letter [threatening legal action](#) against Oregon City Mayor Dan Holladay, who had been discussing reopening the city's businesses before Governor Brown lifts the statewide stay-home order.
- On April 24, Governor Brown [announced](#) that the state needs approximately 600 more staff to conduct contact tracing in order to reopen Oregon safely.
- On April 24, Governor Brown [announced](#) that Walgreens opened one of its first COVID-19 rapid testing sites in Hillsboro. The drive-through testing location is available by appointment only for patients who have completed an online health assessment and meet federal and state eligibility standards. The rapid testing instrument that returns test results within 24 hours.
- On April 24, the Oregon State Fire Marshal [announced](#) that rules allowing for self-serve gas will be extended to May 9, 2020.
- On April 23, the Oregon Legislature's [Emergency Board approved](#) an emergency funding package of \$32 million to provide support to the state's COVID-19 response. It includes:
 - \$12 million for rental assistance and motel vouchers for individuals who have lost income due to COVID-19 and shelter for individuals at risk of infection or health problems due to inadequate shelter or housing.
 - \$5 million matched with another \$5 million from the Oregon Business Development Department to create a \$10 million assistance program for small businesses with up to 25 employees that have not received support from the federal CARES Act.
 - \$2 million for survivors of domestic and sexual violence to support emergency housing

- \$10 million to create a wage replacement fund for newly unemployed workers who are unable to access unemployment payments due to their [immigration status](#).
- \$3.35 million to help workers in long-term care facilities pay for coronavirus testing and offer caregivers training in infectious disease prevention.
- Last week, a group of local county and city leaders [issued a joint letter](#) calling for Governor Brown to direct a portion of the \$1.6 billion in federal COVID-19 relief funding to them. Jurisdictions of fewer than 500,000 people were not included in federal relief funding.
- Oregon Health Authority (OHA) received and reported [a large number of tests](#) completed on April 20 with a specimen collection date of April 18. Epidemiologists are working to determine whether they are a result of a true increase in cases, a technical anomaly in reporting dates that may need to be adjusted, or any geographic or other pattern. OHA has stated that it will continue to monitor case data for a potential explanation.
- An Oregon Beverage Recycling Cooperative location in North Portland has experienced a dramatic increase in visitors because it is one of the few remaining accessible bottle return locations. The increase in foot traffic has [resulted in a dispute](#) between OBRC and the property manager about how to manage the situation
- Starting on April 29, at the request of Governor Brown, TriMet will add a [temporary, free shuttle bus](#) which connects to an emergency bottle return location in Northwest Portland. The new shuttle is Line 297-NW Yeon/OBRC and will help those already struggling financially connect to a vital public service.
- New Seasons Market will [start requiring](#) face coverings on April 29 for all customers to help prevent COVID-19 transmission in its stores.
- Local grocery stores may begin seeing [shortages of chicken, pork and beef](#) by the end of this week as processing plants shutdown or limit operations due to COVID-19.
- Last week, Portland General Electric announced a [set of measures](#) to provide bill support to customers including suspending service shutoff and late fees, payment options and bill assistance.
- On April 23, Governor Brown announced a plan to [lift restrictions](#) on non-essential surgical procedures starting on May 1, provided hospitals reserve enough beds and protective gear for a surge in COVID-19 cases.
- Survey results released on April 23 by DHM Research show that Oregonians [overwhelmingly support](#) Governor Brown's stay-home orders.

WEATHER

April 28- May 2 Forecast by [National Weather Service](#):



B. CITY ACTIONS

- City of Portland [COVID-19 information website](#).
- **The Portland Housing Bureau began accepting applications for the [COVID-19 Emergency Household Stabilization Fund](#) on April 27. The direct cash assistance in the form of 250 VISA gift cards is intended to help cover urgent needs like groceries, rent, utilities, and medical expenses for low income households. Due to a high volume of requests, the application period was closed in less than 30 minutes after it opened, with PHB receiving more than 1,000 applications. PHB expects to provide funds to 742 households once the applications have been processed.** An additional \$800,000 in aid is being dispersed via 19 local nonprofits who serve communities of color, people with disabilities, people experiencing homelessness, immigrants and refugees, domestic violence survivors and at-risk youth.
- On April 23, the City received further federal guidance on how \$114 million in federal funds for COVID-19 response can be dispersed and internal teams are working to apply this guidance.
- The City's Budget Office estimates a [general fund shortfall](#) of \$75 million in the next fiscal year. The shortfall is attributed to a \$20 million drop in lodging taxes, a \$45 million decrease in revenue from business income taxes for the fiscal year beginning in July and another \$10 million in anticipation that more Portlanders will fall behind on property and utility license taxes. Earlier estimates had indicated a \$100 million shortfall.
- On April 22, Portland Police Chief Jamie Resch issued [a letter to local businesses](#) noting a shift in crime patterns from residential to commercial burglaries and providing ideas for how to prevent a burglary at businesses. According to the Portland Police Bureau, commercial burglaries throughout Portland have increased in the past month compared to the same time period in the last three years. Detective Darren Posey with the Burglary Task Force also provided tips on securing property in a [recent podcast](#).
- 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 Messaging Group**

- Coordinating with messaging stakeholders to deliver grocery store poster.
- **Multi-Cultural Messaging/Audio Files for Social Media**
 - Expanding audio files to additional languages.
- **Childcare**
 - Portland Parks & Recreation identified resources needs and prepared a request for when/if they are called upon to help provide daycare services.
- **COOP**
 - The Office of Management & Finance Strategic Projects and Opportunities Team will convene a work group to develop citywide guidance for a staged re-opening of buildings. The ECC Manager and Continuity of Operations Manager will participate as stakeholders.
- **Sheltering**
 - Working on opening Block J. Working with JOIN for resource delivery and intake management
 - The team secured a provider for Sunday morning meals and all meals are now covered.
- **Food Security**
 - The team will begin delivering hot meals to homeless/houseless on April 29.
 - Developed eligibility requirements, intake form and assessment method in preparation of starting to pass out gift cards or VISA cards to community members for fresh foods purchases.
 - Finalizing draft plan to support Mudbone Grown and Urban Gleaners. Continuing to connect farmers with existing resources.
- **Language Access**
 - Working with OregonC19 self-check web tool developers to include multilingual capability. Tracking timeline and languages to be loaded onto the OregonC19 site.
 - Advised Portland Parks & Recreation on closure signage in multiple languages.
 - Working with 211 to get telephone interpreter stats in order to verify it as a resource for multilingual community members needing information.
- **JVIC**
 - Troubleshooting case management issues for meeting resource needs.
 - Finalizing succession plan for team leadership.
- **Aging and Disability**
 - Developing equity overview, with specific contributions related to older adults and people with disabilities with JVIC and put forward for review.

- **Collected some PPE and disinfectants from ECC Logistics and received small order of masks from Multnomah County to deliver to identified caregivers without direct ties to County resources.**
- **Researching ways to connect with older adults and disability community members with interactive events and virtual social gatherings.**

- **ECC Finance Section**

- **Federal Funding: The City has received initial federal guidance regarding CARES Act funding, which is under review by ECC Finance & the Grants Office. The Finance section is also researching other avenues of federal funding, including the Edward Byrne Justice Assistance Grant for law enforcement (awarded on April 27), the Assistance to Firefighters Grant (AFG), and new funding opportunities through the Department of health and Human Services (HHS).**
- Food Security Initiative: The Finance Section added new staff which will be dedicated to collaborating with the JVIC and Coordination Section to provide direct finance and budget guidance in addressing food security needs for the most vulnerable communities in Portland including communities of color/immigrant communities, elders at risk, the disability community and the houseless. The proposed budget is currently under review.
- Housing for first responders/City employees with potential symptoms and with COVID-19 positive tests.
- COVID-19 Triage Website (www.c19oregon.gov): C19Oregon.com is a web-based service that allows people to see what level of care they should seek based on their age, pre-existing conditions and symptoms. A new contract is being drafted to replace the purchase order and is intended to include the entire tri-county area.

- **ECC Logistics Section:**

	Received by ECC to date	Quantities distributed to date	Inventory remaining
Hand sanitizer	96,431oz	65,690oz	30,741oz
	7,481 bottles	2,753 bottles	4,731 bottles
Empty Bottles	251,624oz capacity	147,032oz capacity	104,592oz capacity
	16,906 bottles	11,700 bottles	5,206 bottles
Disinfectant Wipes	1,959 canisters	1,087 canisters	872 canisters

	146,925 wipes	81,525 wipes	65,400 wipes
N-95 masks	14,675	3,126	11,549
Procedural masks	39,268	10,752	28,516
Nitrile gloves	158,240	42,034	116,206
Cloth Face Coverings	1,679	837	842

Resource requests received by ECC Logistics	In progress	Pending pick-up/delivery	Completed	Cancelled
67	9	2	51	5

as of 04/28/2020

- Purchased Ramadan food supplies for the African Youth and Community Organization.
- Created a spreadsheet vendor list of cloth face coverings manufacturers.
- Prepared an onboarding document for the incoming Logistics Section Chief.
- Started delivering cloth face covers to City bureaus and offices.
- **Facilities Unit**
 - Facilitating meal deliveries for shelters: UPS is performing most of the food deliveries for the opened outdoor shelter till May 3; 630 meals have been delivered to date.
 - Finalized Outdoor Physical Distancing Set Up Guide document that lists supply and vendor information for the Outdoor Emergency Shelters. This is applicable in the event of setting up more shelters.
- **Supply Unit**
 - Filling resource requests.
 - Continuing to source additional empty bottles for refill at the distillery or to fulfill resource requests, consistent suppliers of disinfecting wipes and additional suppliers of N95 and KN95 masks.
 - Ordering personal protection kits for shelter workers.
 - **Finalizing the second order of 20,000 KN95 masks.**
 - Continuing to run the ECC Cloth Face Covering Program:
 - **The team is working with vendors to secure a consistent supply of cloth face covers. It will still be sourcing alternative sources of production for the cloth face covers.**

- Coordinating with a community group, Repair PDX to collect donations of volunteer made cloth masks for distribution to the local community.
- Filling bureau needs for cloth face coverings; most City bureaus and offices have submitted information on their burn rate as well as projected needs for face covers and or procedural masks. The team will be working on fulfilling these needs in an effective and need-based manner.
- **Sourcing Point of Contact Information from various bureaus in order to streamline the supply and delivery process.**
- **Providing all logistic assistance needed with setting up the Outdoor Emergency Shelters.**
- **Creating an alternative for disinfecting wipes using alcohol-based disinfecting spray solution and paper towels.**
- **Communications Unit:**
 - **Working with the Bureau of Planning and Sustainability and the Office of Community Technology to distribute approximately 100 Chromebook laptops to community education groups.**
 - **Centralizing resources for the Government Emergency Telecommunications System (GETS) and Wireless Priority Service (WPS).**
 - **Facilitating information sharing and efficient incident management.**
- **Facilities Unit - Temporary Outdoor Emergency Shelters:**
 - **Coordinating the provision of meals at the emergency shelters- Mayor's office has requested three meals a day for approximately 140 people.**
 - Working on acquiring deployable WiFi to outdoor emergency shelters.
 - Working with PP&R on 24/7 Restroom Operations: **The team is sourcing possible suppliers of portable handwashing stations. These stations would supplement bathrooms and help to facilitate physical distancing and frequent handwashing in the Outdoor Shelters.**
 - **Mapping out the delivery of food for 5-7 homeless camps.**
- Long-term Projections:
 - **The team has 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.**
 - **Putting together messaging to our bureau supply points on the conservative use of wipes (i.e. only for critical equipment and subsidizing with spray disinfectant and paper towels).**
 - **Working with COOP to determine distribution priorities for disinfecting wipes using the resource prioritization list.**

- **Estimating the PPE needs of bureaus for future City reopening scenarios.**
- **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:

- **Spread: New cases announced; concerns raised about impacts on mental health, addiction, seniors**
- **Medical Advances: OHA looks to increase staff and testing; dental offices prepare to open**
- **Economy and Stimulus: Second round of funding released from Paycheck Protection Program; Housing Bureau's \$250 gift card program runs out in 17 minutes**
- **Acts of Kindness: Helpful resources for Oregonians impacted by coronavirus**
- **Politics: Colorado and Nevada Join Western States Pact; Oregonians approve of Gov. Brown's leadership in health emergency**

Social Media Themes:

Finances

- Native American Youth and Family Center offering [\\$250 gift cards](#) for vulnerable families.
- [Prosper Portland](#) is providing 70 small businesses with loans.
- Calls for Congress to pass [Universal Basic Income](#) or more funding to help families.
- Frustration with delays in unemployment, stimulus checks.

Paycheck Protection Program

- New round of [paycheck protection program](#) applications begins today.
- \$320 billion dollars are available.
- Frustration as big-name brands like the [Lakers](#), Harvard, Shake Shack received loans, whereas local small businesses didn't.

Western States Pact

- Colorado and Nevada join the Western State Pact.

Masks

- New Seasons requiring shoppers to wear masks.
- Debate over efficacy of masks.

Mutual Aid

- Portlanders are [volunteering](#) to keep food banks open, help neighbors.
- Volunteering allows Portlanders to feel [more connected](#).

Scams and misinformation

- After the President discussed using light and disinfectants as a possible form of COVID-19 treatment, both public health experts and cleaning companies issued statements about the dangers of ingesting household cleaners.

Open Streets

- Some parks, outdoor spaces are being closed, others are being overcrowded.
- People are concerned about their ability to go **outside** while maintaining physical distancing.

Trending Portland Hashtags:

- #WeGotThisPDX

COMMAND'S EMPHASIS FOR OPERATIONAL PERIOD (4/24/20 – 5/1/20):

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 emergency services that the City and public depends on.
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 for 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. Consider equity and accessibility in all communication and response activities.

ECC OBJECTIVES (4/24/20 – 5/1/20)

1. ECC-Administration:

- 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.

- e. **Plan for variable scenarios for post-peak services, supplies, and needs through relaxing of Stay Home Save Lives. Consider scenarios that anticipate future instances of Stay Home, Save Lives or similar social distancing requirements and consider how to respond when there are concurrent incidents.**
- f. Develop position task books of qualifications for specific ECC positions for future deployment. Task books should identify the competencies, behaviors, and tasks that personnel should demonstrate to become qualified for a defined ECC position.

2. Coordination

- a. **Provide assistance to the operations at temporary Outdoor Emergency Shelters for intake, sanitation and food security for the shelter tenants until the end of the emergency declaration.**
- b. **Develop demobilization plan for temporary Outdoor Emergency Shelters to implement at the end of the City of Portland Emergency Declaration.**
- c. 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.
- d. **Draft reopening framework for the City's internal operations and present it to OMF on 4/27/2020.**
- e. **Coordinate volunteers and respond to offers and requests for assistance through the Joint City-County Volunteer Information Center (JVIC). Develop project management capacity for shared City-County efforts.**
- f. **Provide resources to the aging and disabled populations to address the needs associated with social isolation, food security and caregiving.**
- g. Explore opportunities to support foodservice for houseless populations not in a shelter.
- h. Address food security needs for the most vulnerable communities in Portland: communities of color/immigrant communities, elders at risk, and people with disabilities. Use this work to support locally owned restaurants and culturally identified businesses during this economic crisis.
- i. Follow County guidance for delivering accessible COVID-19 information and continue to amplify County public health messaging to multilingual speakers and people with disabilities.
- j. **Deliver or post COVID-19 posters in coordination with public agency partners.**
- k. **Identify, prioritize, and maintain a list of City facilities that can be repurposed for alternate uses.**
- l. **Provide access and tracking of rooms used by City of Portland employees and first responders that have symptoms or are waiting for results of a COVID-19 test.**
- m. **Ensure essential employees have options for childcare in coordination with partners; develop contingency plans to manage a surge or closures of private providers.**

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 plan for expenditures associated with the Coronavirus Aid, Relief and Economic Security Act (CARES Act).**
 - d. 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 30**.
 - e. Provide financial and budgetary guidance in support of the ECC Food Security Project.
4. Joint Information Center (JIC):
- a. **Coordinate and develop accurate responses 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 COVID-19 related media inquiries on behalf of the City. Update elected official talking points three to four times per week.**
 - b. **Utilize the Novel Coronavirus COVID-19 webpage to share emergency information and resources and inform the public about the City of Portland and regional response to 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 Center for Disease Control and Prevention (CDC).**
 - c. **Enhance a One City approach to social media platforms with all City bureaus. 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: three (3) emails per week by 4:00 p.m.
 - e. **Begin writing a storyboard and talking points for an ECC overview video. Identify videographer and project lead.**
 - f. 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.
 - g. Monitor media and social media throughout each weekday and post links in the virtual JIC's media monitoring channel.
5. Logistics:
- a. **Support City bureaus and other City offices by providing protective equipment, cleaning and disinfecting supplies, and hand sanitizer as needed.**
 - b. **Support ECC operations by maintaining the Emergency Operations Center. This includes ordering supplies, ensuring clean workspaces and providing daily meals, sourced through local businesses.**
 - c. **Assist** our local City and county partners in meeting the needs surrounding temporary indoor and Outdoor Emergency Shelters.

- d. Maintain 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.
 - e. **Manage ECC communications systems, including computer software and hardware, networks, telephones and conference lines. Provide support for COVID-19 projects, including cell phone and networks for temporary Outdoor Emergency Shelters. Liaison with Multnomah County on radio issues, information sharing processes and manage the ECC Message Center.**
 - f. Establish process for emerging manufacturer and community-based product intake and information sharing. 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.
 - g. Support site for Portland employees who have an occupational exposure to COVID-19, quarantined 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.
 - h. Accept donations through various channels, in coordination with local county and City partners. Develop specific plans for messaging, acquisition and distribution, as appropriate.
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 each pay period. Issue a citywide Situation Status Report by close of business every Tuesday and Thursday.
 - b. Complete and disseminate a full ECC staff roster, communications list, and organization chart for the next day by the end of each day, and a 100% complete staffing schedule for each week on the prior Friday.
 - c. **Prepare for and lead the May 1, 2020 Disaster Policy Council meeting, including agenda and materials preparation, in coordination with City leadership.**
 - d. **Review the evolving State's draft Reopening Oregon Framework. With partners, determine the County and City response approach, including development of ECC roles and responsibilities with the City, County, and State for the relaxing and recovery framework. Share knowledge and materials related to the State's Framework with ECC sections.**
 - e. Improve Resource Unit processes by implementing a new scheduling software and begin testing the software by May 1. Incorporate the Bureau of Human Resources ECC staffing recruitment video into Resource Unit staffing processes by **May 1**.
 - f. **Refine ECC Action Plan development processes and support ECC staff produce inputs. Issue a new ECC Action Plan weekly each Friday.**
 - g. **Research and analyze quantitative and informational data for inclusion in Situation Status Reports and Leadership briefings.**
 - h. **Establish a Demobilization Unit within the Planning Section by May 1.**

- i. Provide GIS services for citywide response and maintain real time updates to internal
 - j. Identify and develop methods and tools to increase communication and collaboration between the sections within the ECC.
 - k. 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.
 - l. Provide strategic support to the ECC and City Leadership to ensure continuity of City services throughout the crisis.
 - m. Recruit City employees and volunteers to work in County-run indoor shelters and EOC.
7. Safety:
- a. Follow up on all reports of all responder accidents, injuries, illnesses, and close calls or near misses in a timely manner.
 - b. Address responder concerns, comments and suggestions for safety-related matters in a timely manner.
 - c. Support ECC responder emotional and psychological health. Introduce strategies, topics, and or techniques for critical stress management weekly.
 - d. Support City bureau and office safety efforts with technical, organizational assistance; collect and review bureau and office-specific Safety and Medical Plans.
 - e. Develop and distribute centralized, standardized incident health and safety guidance for the ECC, as well as other bureaus and offices. Ensure guidance is reviewed by relevant stakeholders.
 - f. Coordinate safety planning efforts with internal ECC and City stakeholders, and interagency partners such as Multnomah County.
 - g. Conduct weekly task-level safety assessment with the Logistics, Coordination and Planning Sections. Document with ICS-215a or ICS-215a-CG. Ensure controls are implemented for identified hazards, including at field locations such as temporary Emergency Outdoor Shelters.

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

- Development Services
 - **Permit applications are now accepted for residential alterations, additions, and new construction of an accessory structure, such as a shed or a garage. Permit applications for New Single Family Residential were added last week.**
 - **Payments for Residential and Commercial Permits can be made online via a private link that will be sent to customers by BDS staff.**

- 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
 - **As of April 24, approximately 600 access requests had been fulfilled.**
 - BTS Desktop Support has been suspended for non-essential services. Please contact BTS HelpDesk or submit BTS Portal-Cherwell request for desktop support.
 - BTS has prioritized delivery of core services including COVID related support and paused any non-essential projects. Other projects may experience delays based on the prioritization and BTS has level-set that with bureau expectations.

- 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

- **Two Portland Fire & Rescue staff are currently deployed with the Oregon State Fire Marshal's Incident Management Team supporting the Oregon Office of Emergency Management.**
- Portland Fire & Rescue's [Meds on Wheels program](#) is up and running with staffing support coming from multiple divisions. PF&R is looking to partner with Mobile Permanent Supportive Housing (MPSH) and JOIN to further expand this service.
- PF&R is working with the Water Bureau (PWB) on the Bull Run Structural Fire Protection Equipment Project to improve existing structural protection and pre-fire planning efforts in the Bull Run Watershed Management Unit (BRWMU).
- Moving forward with planning for the Wildland Fire season and scheduling Forest Park patrols. PF&R is developing plans to respond to wildfire incidents while simultaneously being impacted by COVID-19.
- PF&R is working to finalize an operational guideline for dispensing no-cost life-saving medication under appropriate guidance from local Public Health in certain public health emergencies. PF&R is responsible for PF&R, PPB, PBEM (including ECC responders assigned to the ECC), and BOEC employees and their families under the [Cities' Readiness Initiative Push Partner program](#).
- 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.
- The Fire Marshal's Office continues to accept permit applications during limited hours to public access. Essential Building inspections are continuing.
- 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

- **PP&R is assessing implementation of additional active closure methods at Duniway, Grant, and Buckman fields due to continued non-compliance issues.**
- PP&R has started developing a plan to reintroduce outdoor drinking fountains back into service in-line with public health guidance.
- 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. Multilingual signs have been installed in designated parks. 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.
- Bureau of Transportation
 - 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
 - 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 will start employee pre-work screenings on April 29.**
- Water Bureau
 - As of April 20, all Benson Bubblers have been turned back on to provide public access to water.
 - As of April 20, two PWB Emergency Managers are now working on COOP planning for COVID-19 response.
 - All PWB Essential Functions continue to be performed with physical distancing.
 - Key buildings where critical staff work on key functions continue to be off limits to unnecessary foot traffic and visits to protect them from contamination.
 - Bureau management are reviewing state guidance to plan next steps for future “reopening” of functions, buildings and staffing.
 - 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.
 - 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](#).

E. PARTNER INFORMATION

FEDERAL

- The CDC [released a new report](#) showing that calls to U.S. poison centers about disinfectant and cleaner exposure have increased by 20 percent.
- FEMA launched a [PPE Exchange dashboard](#) that connects private sector sellers and buyers of PPE.

- The White House issued [phased guidelines](#) for individuals, employers and governments for reopening America based on gating criteria.
- The FDA released guidance on [grocery shopping](#) during the coronavirus pandemic.
- The [FDA is asking people](#) who have recovered from COVID-19 to donate their blood plasma for research on blood-related therapies.
- 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

State Office of Emergency Management

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

Oregon Health Authority

- On April 23, OHA launched the [Safe + Strong campaign](#), a statewide effort to reach communities most impacted by health disparities with culturally relevant, linguistically responsive resources.
- Oregon Health is launched a new Facebook page exclusively in Spanish, called [OHA en Español](#) to meet the needs of Spanish speaking Oregonians.
- [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.

Oregon OSHA

- Oregon OSHA is ramping up [spot-checks](#) to verify business are complying with efforts to stop the spread of COVID-19.

REGIONAL

TriMet

- On April 22, TriMet said it will receive [\\$185 million](#) from federal stimulus.
- Starting April 20, Tri-Met LIFT is offering a new grocery delivery program for people who normally use LIFT services. Tri-Met LIFT recently mailed letters to people likely eligible for this program.
- 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

- **Metro's Research Center developed a mapping tool in collaboration with Oregon Food Bank to match potential donors with food rescue agencies. This helps OFB to use additional state funding to purchase food directly from stores and distributors, with an emphasis on culturally specific grocery stores and minority-owned businesses.**
- All Metro parks and natural areas remain open, except for camping areas which are closed through July 1.
- Parks and Nature grant awards will continue as scheduled as they are funded through the parks and natural area levy. Metro Council will award grants in late spring/early summer.

Multnomah County

- 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

- **The Port of Portland reports that passenger volumes at PDX are down approximately 95% compared to this time last year. The Port is working with its tenants to defer rent and fees and keep airport operations afloat. Air cargo is bringing much-needed goods and medical supplies into our region.**
- Portland International Airport will get [\\$72 million in recovery funds](#) from the federal government.
- Website: [Port of Portland Updates](#)

PORTLAND AREA SCHOOLS

- The Northwest Evaluation Association (NWEA) [released research](#) indicating students are likely to be behind in education outcomes due to COVID-19 shutdowns, particularly in mathematics.
- The Oregon Department of Education announced that high school students will not receive letter grades for classes taken in the latter half of the year but will receive a pass or incomplete.
- Centennial School District: [resources for families](#)
- David Douglas School District: [resources for families](#)
- Parkrose School District: [resources for families](#)
- Portland Public Schools: [resources for families](#)
- Reynolds 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

WORLD HEALTH ORGANIZATION

- The World Health Organization created a [Myth-busters page](#) to address rumors and misinformation about COVID-19. It includes shareable graphics that can be downloaded for social media to help fight the spread of misinformation.

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

- Oregon Health Authority has partnered with Lines for Life's [Senior Loneliness Line](#) to support the mental health needs of Oregonians over 55. To get support, call 503-200-1633 or 800-282-7035.
- [Lines for Life](#) created a Virtual Wellness Room to offer support to anyone considered an essential worker during the COVID-19 pandemic in Oregon. The Zoom conference check-in calls occur from 12:30 p.m. to 1 p.m. every Monday, Wednesday and Friday and have a facilitator to guide the conversation link.

- [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

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