



City of Portland Situation Status Report

**INCIDENT NAME: COVID-19
REPORT #10 (04.14.20 0001)**

CITYWIDE READINESS STATUS	Full Activation
ECC GENERAL PHONE	503-823-2323
OERS #	2020-0528
PREPARED BY	Minh Dan Vuong, Situation Unit Lead
REPORTING PERIOD	4/9/20 1700 – 4/14/20 1700

What's new? Look for **bold** text. Next situation status report out Thursday afternoon, April 16.

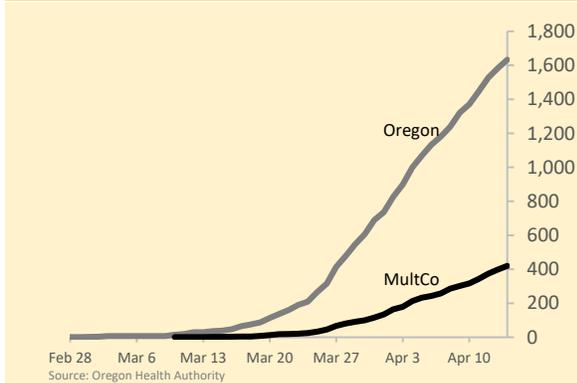
Have something to add/update? **Bureaus and agencies should send inputs by 10 AM Thursday, April 16 to ECCsitstat@portlandoregon.gov with subject line: COVID Situation Update – [Bureau Name].** *Reminder that this report will be publicly available [online](#).*

A. SITUATION SUMMARY

Total COVID-19 Cases

Oregon, Multnomah County

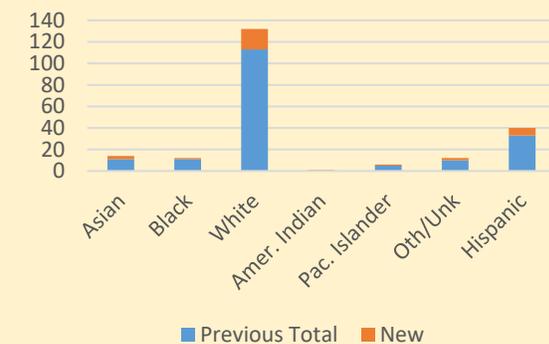
Source: [OHA](#)



Deaths: Oregon: 55 MultCo: 20
April 14. More case statistics: [CDC](#)

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

Source: Multnomah County [Data Dashboard](#)



April 9
For comparison: [Portland's demographics](#)

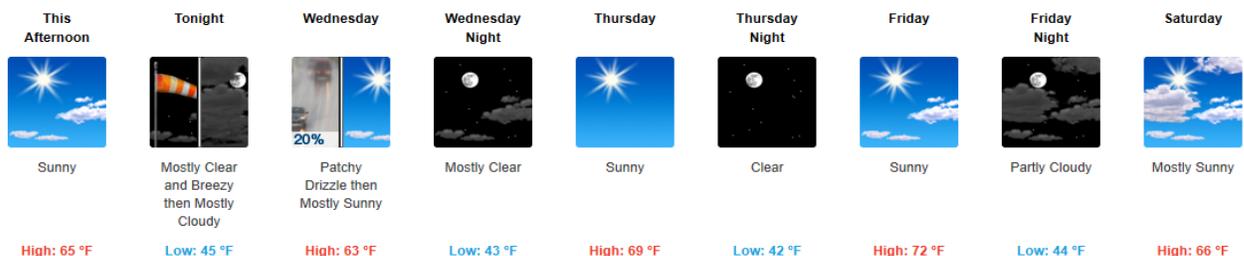
OVERVIEW

- 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 will host a Virtual Town Hall with Commissioner Hardesty at 5:00 p.m. [See Facebook page.](#)
- On April 10 it was reported by [The Oregonian](#) that ten residents of the *Healthcare at Foster Creek* nursing home in SE Portland have died from coronavirus – Oregon’s largest cluster of deaths – and 18 residents have been diagnosed. Another Portland senior community hit by coronavirus is *Laurelhurst Village*.
- On April 11, Oregon Health Authority [said](#) aggressive social distancing averted thousands of Oregon coronavirus cases and must continue into May, based on [new projections](#) by health researchers.
- Coronavirus is taking a greater toll on African Americans and people of color, according to multiple media reports: [Washington Post](#), [The Economist](#), [Route Fifty](#), [The Oregonian](#).
- [Oregon Health Authority](#) is following the [World Health Organization’s recommendation](#) to shift from using the term “social distancing” to instead using “physical distancing” to acknowledge that while it’s important to stay physically separated from each other, [supporting each other socially](#) is important to our health and well-being. The City will now be using the phrase “physical distancing” which follows WHO, OHA, and Multnomah County practices.
- On April 9, Portland Fire & Rescue and Multnomah County announced the launch of the [C19Oregon.com](#) website. This 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. The site directs people with the most extreme symptoms to hospital emergency rooms, those with more moderate symptoms to clinics, and advises people with minor symptoms to stay home.

WEATHER

- **Weather Impact Concerns:** None. Forecast by [National Weather Service](#):



B. CITY ACTIONS

- City of Portland [COVID-19 information website](#).
- Announced April 14, the City estimates a \$100 million loss in general fund revenue for fiscal year 2020-21. To save City jobs, the City is beginning negotiations with labor unions, is halting pay increases for non-represented employees, and will require 10 unpaid furlough days for non-represented employees through October ([Willamette Week article](#)).
- A [Meds on Wheels program](#) was launched by Portland Fire & Rescue and Multnomah County Aging, Disability and Veterans Services. 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 (April 14).
- The City is preparing three temporary [Outdoor Emergency Shelters](#) for vulnerable adults without shelter. The three City-owned sites — two in the Central Eastside and one in Old Town/Chinatown — will each host about 45 tents. Each site will serve single adults, or adults with partners. One site will prioritize people who identify as LGBTQ+, while a second site will prioritize people from communities of color. To reserve a spot, fill out this [online form](#) or call 211; no walk-ups.
- On April 10, Mayor Wheeler and Portland Parks & Recreation released a [video](#) urging physical distancing, staying home, and cutting back on travel. Timber Joey and Park Ranger Vicente Harrison reminded the public to keep 6-foot distance, wash hands after visiting parks and public spaces, and wear cloth face coverings.
- 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.
- The City created and is maintaining a [map of public restrooms and hygiene stations](#) to help stop the spread of coronavirus.
- ECC Coordination Section:
 - **Poster Message/Grocery Messaging**
 - Grocery store messaging focusing on customers has been posted on Public Alerts, www.publicalerts.org/covid-19.
 - A letter has been prepared, a list of culturally specific markets in Portland has been identified and we are coordinating with the County on a distribution plan.
 - **Multi-Cultural Messaging/Audio Files for social media**
 - C19 web page: started coordination with IRCO to get ad script translated for voiceovers in 20+ languages.
 - Culturally specific community updates: Compiled community resources from OHA & MultCo and sent updates to more than 1,400 community contacts.

- **Sheltering**
 - **Outdoor Shelters Site preparation at SE Main/SE Water (2 sites) and NW Broadway/NW Hoyt (1 site)**
 - Platforms are built. Water, portable toilets, and dumpsters have been delivered. Pedestrian gates are being constructed.
 - Performed a walk-through of all three sites with County health inspector and JOIN's program manager.
 - **Programmatic updates**
 - JOIN has hired 3 of the 12 staff members needed for full operation
 - Mercy Corps offered guidance on site design, and the number of tents at each site has been reduced as a result to minimize conflict.
 - JOIN will be recruiting hired staff, R2DToo or Dignity Village residents to sleep overnight within the camps before official opening to safeguard resources that have been deployed.
 - Block B at SE Main/SE Water will open with a two-day roll out Thursday, April 16.
 - Second site at SE Main/SE Water and site at NW Broadway/NW Hoyt will open on Monday, April 20.
 - **Food resources**
 - Food providers have been confirmed for breakfast, lunch, and dinner for every day except Sunday breakfast.
 - Blanchet House will provide breakfasts and fill in gaps with lunch schedule. The ECC is working on food delivery logistics.
- **Food Security**
 - **BIPOC/Immigrant team is reaching out to the 4 community organizations identified by JVIC as having urgent food needs to gather additional information to inform a resource request.**
 - **Farmers & Donations and Food Truck teams are continuing to gather information and connect with internal and external partners refine their proposed action plans.**
 - **Continue to coordinate with the State and MultCo on next steps to help fight food insecurity.**
 - **City and County are planning options to amplify communications about expanded benefits that are available (e.g. SNAP) and how people can access them, as well as about OFB locations (Food Finder).**
 - **Updated resources for Outdoor Shelters**
 - **Draft of overview of Food Voucher Program completed.**
 - **Planning to work with County on voucher program.**
- **Language Access Tracking**
 - **Language Access Guidance released citywide (created for COVID-19 response). Entries are being entered into the tool.**
 - **Continue to provide recommendations on C19 self-check tool webpage.**

- Provided guidance to Parks regarding park closure & COVID-19 signage.
- **Joint Volunteer Information Center (JVIC)**
 - The JVIC is now linked with the Food Security Project and Multnomah County Community Organizers to ensure we're not duplicating efforts and getting the best possible service to community organizations.
 - At present, the team is case managing 93 different community organizations. All of them represent historically underserved communities in Portland. From those 93 organizations, we are fielding 113 resource requests.
 - Volunteer statistics as of Friday:
 - 32 volunteers screened for shelter volunteering.
 - 397 applications received and processed to date.
 - This week and next, the team is focusing on addressing resource requests and deploying volunteers.
- **Aging and Disability**
 - Working to acquire resources to assist Ride Connections to continue to provide safe transportation for older adults and people with disabilities to connect them to the services they need to survive.
 - Creating a system for distribution of face coverings and looking for further opportunities to build off Portland Fire & Rescue's Meds on Wheels program.
- **ECC Finance Section**
 - **Housing for first responders/City employees with potential symptoms and with COVID-19 positive tests:** The draft intergovernmental agreement is being updated to reduce cleaning costs for single room occupancy, which is now in final review. The City has also coordinated with Oregon Restaurants and Lodging Association (ORLA) to contract with local hotels for additional housing, currently, three local hotels have expressed interested in supporting the City and are submitting proposals for review.
 - **Coronavirus Aid, Relief and Economic Security Act (CARES):** The City has completed the certification for CARES and has requested direct funding from the Department of Treasury in accordance with Section 601(b) of the Social Security Act. The funding will be direct payments to cover costs that:
 - Are necessary expenditures incurred due to the public health emergency with respect to the Coronavirus Disease 2019 (COVID-19);
 - Were not accounted for in the budget most recently approved as of March 27, 2020, for City of Portland; and
 - Were incurred during the period that begins on March 1, 2020, and ends on December 30, 2020.

- ECC Logistics Section:

	Received by ECC to date	Received recently (since 4/9)	Distributed to users to date	Distributed recently (since 4/9)	Inventory remaining
Hand sanitizer	64,659 oz 4,407 bottles	8,897 oz 1,059 bottles	54,024 oz 2,497 bottles	1,240 oz 97 bottles	10,635 oz 1,910 bottles
Empty bottles	223,464 oz capacity 16,026 bottles	10,752 oz capacity 1,248 bottles	79,972 oz capacity 6,447 bottles	0 0	143,492 oz capacity 9,579 bottles
Disinfectant wipes	1,449 canisters 108,675 wipes	429 canisters 32,175 wipes	896 canisters 67,200 wipes	198 canisters 14,850 wipes	553 canisters 41,475 wipes
N-95 masks	4,655	470	2,986	30	1,669
Procedural masks	10,050	5,550	N/A	990	N/A
Nitrile gloves	60,080	600	20,384	1400	39,696
Cloth face coverings	1,000 anticipated on 4/15 3,000 anticipated on 4/17 3,500 anticipated on 4/22				

Resource requests received by ECC	In progress	Pending pick-up/ delivery	Completed	Cancelled
Logistics				
60	12	4	40	4

as of April 13

- **Masks and face coverings: Logistics Section will fulfill bureau orders for face covers and procedural masks in an equitable manner. Waiting on quotes for 10,000 N-95 masks, sourcing homemade cloth masks/face covers, created guidelines for using cloth face coverings for JIC review.**
- **Other orders: Received 100 Chromebooks to be sent to Portland Public Schools, picked up first shipment of 1,536 oz (96 16oz bottles) of alcohol-based disinfecting spray for BOEC from vendor, ordering personal protection kits for shelter workers, sourcing 10 gallons of gel sanitizer for Parks & Recreation, purchasing 20 vandalism-proof soap containers for Parks & Recreation.**
- **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.**
- **For alternate health care sites, such as tents for hospitals, Logistics is researching best practices, vendor capabilities, and costs.**
- **The Message Center will not be physically staffed beginning Wednesday, April 15. Phone calls will go to the PBEM office specialist; emails will be checked mornings and afternoons, Monday to Friday.**
- **Temporary Outdoor Emergency Shelters: Oversaw construction, coordinating 3 meals a day, working with Portland Parks & Recreation on 24/7 restrooms.**

- **Forecasting long-term supply needs for BDS, BES, BOEC, OMF, Parks, PBOT, Prosper Portland, Water, Police, Fire & Rescue. Working with COOP team to develop a detailed resource prioritization tool.**
- **Created acknowledgement letter as tax receipt for donors.**
- **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:

- **Western states form pact to coordinate on stay-at-home orders.**
- **Oregonians seek guns, pets, low-cost technology.**
- **Oregonians still waiting for unemployment checks.**
- **Social distancing is working – keep at it!**

Social Media Themes:

- **Financial**
 - **#StimulusDeposit was trending.**
 - **Lack of enthusiasm for ballot measures that will raise taxes (several pointed out that the Homeless Measure lacked specifics).**
 - **Small businesses are in danger of closing, many reported lay-offs.**
- **Marginalized Populations**
 - **Nonprofits are underfunded and overburdened, which means that vulnerable individuals are more at risk.**
 - **Frustration from community advocates over priorities and disparities in health.**
 - **Increase in Spanish-language messaging from City bureaus.**
- **Western States Pact**
 - **Oregon, Washington, and California governments work together to determine next steps.**
 - **Focus on science-based approach, making sure that citizens' health comes first.**
 - **#StayHomeSaveLives and #FlattenTheCurve continue to trend.**
- **Open Streets**
 - **Push for opening up streets to pedestrians, especially neighborhood greenways.**
 - **Concern that, as weather improves, people will congregate in parks.**
 - **City is reporting fewer people driving (though more people are speeding).**
 - **Questions of equity, access to open space across the city.**

Trending Portland Hashtags:

- **#StimulusDeposit**

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	Information will be provided April 16
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	Temporary Street use Permitting impacted, but improving.
Water (PWB)	Active, EOC Enhanced	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

- Emergency Communications
 - Received **82 complaints** about public physical distancing scofflaws over the weekend of April 11-12; bureau said “total number is low.”
- 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
 - A Meds on Wheels program was launched by Portland Fire & Rescue and Multnomah County Aging, Disability and Veterans Services.
 - Fire Marshal’s Office continues to accept permit application 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.
 - Coordinated and completed a regional drill, hosted at the Port of Portland.

- Parks & Recreation
 - **PP&R ordered 1,850 signs for closed parks per Executive Order (e.g., skateparks, fields, sport courts, playgrounds, and similar active recreation facilities). 1,200 signs were installed at 400 parks, community gardens, trailheads, and natural areas in the past two weeks. Multilingual signs will be installed in 160 developed parks this week. (April 14)**
 - Portland Parks & Recreation reminds people to follow public health guidance when visiting parks and trails. [Park greeters](#) are educating visitors.
 - 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 are addressing concerns of non-compliance of physical distancing at various locations. PP&R is developing an internal and external communication tool to address these concerns. Significant usage of our parks is occurring, and community complaints continue to increase. PP&R will be opening a call center on Saturday and Sunday to increase responsiveness to these calls.
 - All previously closed Park facilities and previously suspended Park essential functions remain closed.
 - PP&R Urban Forestry 24/7 routine and emergency response operations is 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, **portable restrooms will be installed by April 14.**

- Bureau of Transportation
 - **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. (April 10)**
 - **Street maintenance is reduced; [crews are focused](#) on maintaining critical assets such as traffic signals, conducting urgent repairs, and responding to emergency**

situations. (April 7)

- PBOT has [reduced SmartPark rates](#) to bring relief to residents and visitors who must travel 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
 - 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 received more than 3,000 loan applications for the Small Business Relief Fund and [expects to notify selected businesses](#) by Wednesday, April 15.**

E. PARTNER INFORMATION

FEDERAL

- Trump administration told Congress it wants several [more months to gather](#) and deliver data for the 2020 Census (April 13).

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

- [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](#)

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.

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](#)

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](#)

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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