



City of Santa Clara

The Center of What's Possible

COVID-19 Update (March 17, 2020, 5 p.m.)

Source:

City of Santa Clara Communications/Emergency Operations Center

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Resources:

Website: SantaClaraCA.gov/CoronavirusUpdates
Follow us on Twitter: [@SantaClaraCity](https://twitter.com/SantaClaraCity)

This is a summary of the City of Santa Clara's latest response efforts along with impacts to local events and City programs/services due to the coronavirus (COVID-19) public health emergency.

Current Developments

- Effective today, March 17, 2020, the City of Santa Clara is only providing essential public services to comply with the County's latest order that's in effect for the next three weeks.
 - These services include fire and police services, electric, water and sewer services, and trash and recycling pickup.
 - All City facilities are also temporarily closed to the public.
- At this afternoon's meeting, the City Council ratified the local State of Emergency proclamation for Santa Clara.
 - The meeting set-up in Council Chambers is in line with the County of Santa Clara's latest order to slow the spread of COVID-19.
 - The meeting is also available for viewing on SantaClaraCA.gov, Santa Clara City Television (Comcast cable channel 15 or AT&T U-verse channel 99), or the livestream on the City's [YouTube channel](#) or [Facebook page](#).
- In her latest community message, Mayor Lisa M. Gillmor discussed the City shifting to only providing essential public services, what "shelter in place" means for residents, and help that's available for seniors and local businesses. View the [video message](#).



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City Programs and Services

Essential City Services

- For contacting essential City services, view the [City flyer](#) for phone numbers and email addresses.

Business Resources

- The City is providing a listing of a number of resources available for employers and employees impacted by the COVID-19 pandemic. Visit the City's [COVID-19 Business Resources webpage](#).

Santa Clara City Library

- The Library will continue to offer many digital services that the public can access remotely, www.sclibrary.org/home-library.

Senior Program and Services

- The senior nutrition program at the Santa Clara Senior Center continues to provide in-person and to-go lunches for seniors who order them from the center and can pick them up between 11 a.m. to 12:30 p.m.
- Through the Senior Center, a limited number of part-time case managers are available to provide support services to seniors who need them.
- To request either of these services, call the Senior Center's Front Desk at 408-615-3170

Silicon Valley Power

- Silicon Valley Power is only providing essential public services. The electric utility's offices are closed in compliance with the County's latest order in effect for the next three weeks.
- Staff will be available to respond to urgent incidents, such as power outages, as always.
 - For power outages:
 - All previously scheduled maintenance outages have been canceled through April 7.



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- Due to high call volumes, there may be extended wait times on Silicon Valley Power's 24-hour hotline.
- As a backup, customers may report outages on Twitter, <https://twitter.com/SantaClaraPower> or email, info@svpower.com.

As of March 11, 2020, the City's Emergency Operations Center (EOC) has partially activated to increase our ability to maintain situational awareness and coordinate public information for this rapidly evolving situation.

Subscribe to the [City News eNotification list](#) to receive the latest updates on this public health emergency.