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Serving the Community During the Coronavirus Pandemic
The COVID-19 pandemic has impacted everyone in our community and has created both a global health and economic crisis. It is certainly one of the saddest of times as we experience the related impacts to small businesses, residents, events and celebrations, and community wellness. Santa Clara has demonstrated its resilience and compassion for our greater good, so I thought I would share the good work that the City is engaged in to serve Santa Clara.

First and foremost, Santa Clara’s Emergency Operations Center has been fully activated since March 25, increasing our ability to maintain situational awareness, manage resources, and coordinate public information for this rapidly evolving situation. During local emergencies, City staff serve as Disaster Service Workers and, accordingly, we may be assigned duties that are not part of our regular work to conduct mission critical or essential services for our community.

For example, as the first city in the South Bay to develop and deliver a supplemental food program, we deployed City staff to fulfill this mission. This food program is for seniors who are encouraged to stay home as much as possible. With schools being closed for the rest of this academic year, we also identified a need to prevent children from going hungry on the weekend. We quickly launched the Healthy Meals Santa Clara Program to supplement the Santa Clara Unified School District’s weekday meals and in print.

In closing, I am pleased to share our redesigned City newsletter. It’s still called “Inside Santa Clara,” but the publication better reflects the ingenuity and proactivity of our city council, city staff, and residents. The newsletter is now in four-color design with a magazine-style format, taking into account all the feedback we received from the public. It is also designed to easily read while on-the-go and remains available both online and in print.

No matter what challenges arise, our community is strong and mighty while demonstrating compassion. It is during these times that we demonstrate that we are truly The Center of What’s Possible. As more information is known for reopening City services and businesses, I will be sure to share how Santa Clara will become more operational.

In Community Spirit,
Deanna J. Santana
City Manager

REDUCING YOUR RISKS BY STAYING COVERED AS CALIFORNIA REOPENS

According to public health officials, wearing face coverings that cover your nose and mouth will also help slow the spread of COVID-19 in our community and reduce the number of people infected.

In Santa Clara County, it is required to wear face coverings whenever at a business, including as an employee or a customer. The City is also strongly urging the public to wear a face covering when leaving home.

To help encourage the community to participate and stay safe, the City developed the Stay Covered, Santa Clara social media campaign. It’s easy to take part: show us how you are staying covered by taking a selfie while wearing your face covering. Then, post your photo on social media (Facebook, Twitter or Instagram) and use the hashtag, #SantaClaraStaysCovered.

In addition to wearing face coverings, the Centers for Disease Control and Prevention recommends practicing social distancing and following proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.

More information, including how to make a face covering from a t-shirt, is available on SantaClaraCA.gov/FaceCoverings.
Dear Community,

The COVID-19 pandemic has impacted everyone in our community and has created both a global health and economic crisis. It is certainly one of the saddest of times as we experience the related impacts to small businesses, residents, events and celebrations, and community wellness. Santa Clara has demonstrated its resilience and compassion for our greater good, and I thought I would share the good work that the City is engaged in to serve Santa Clara.

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For example, as the first city in the South Bay to develop and deliver a supplemental food program, we deployed City staff to fulfill this mission. This food program is for seniors who are encouraged to stay home as much as possible. With schools being closed for the rest of this academic year, we also identified a need to prevent children from going hungry on the weekend. We quickly launched a weekend meals program, working with the Office of Emergency Services, had launched a Supplemental Food Program to help inform the community of the latest coronavirus developments.

Unfortunately, in stark contrast from a few months ago, the City is now facing budget shortfalls for the current and upcoming fiscal years. This is due to coronavirus-related economic impacts and happening at the local, state, federal and global level. The projected General Fund shortfall is approximately $10 million in FY 2019/20 and $22.7 million in FY 2020/21. The City is proactively exploring ways to reduce costs while trying to minimize the effects on level of public services. Santa Clara will need to make strategic choices to reduce expenditures and has already started by implementing a hiring freeze and stricter expenditure controls.

In closing, I am pleased to share our redesigned City newsletter. It’s still called “Inside Santa Clara,” but the publication better reflects the importance and progressiveness of our community while respecting our past. The newsletter is now in four-color design with a magazine-style format, taking into account all the feedback we received from the public. It is also designed to easily read while on-the-go and remains available both online and in print.

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City Mission Statement

The mission of the City of Santa Clara is to promote a living and working environment that allows for the best quality of life by serving the community with resourceful, efficient, progressive and professional leadership.

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SantaClaraCA.gov/CMReport

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Financial Relief for Santa Clara Small Businesses and Nonprofits through City’s COVID-19 Grant Program

To qualify, applicants must have met the following criteria:
1. Be a small business with at least one and no more than 25 full-time employees,
2. Have experienced a loss of income due to COVID-19,
3. Operate out of a physical commercial storefront within the city limits of Santa Clara,
4. Have an active City of Santa Clara Business License,
5. Be in good standing with the City, and
6. Have been in operation in the City of Santa Clara for at least one year as of March 1, 2020.

In support of the City Council’s directive to provide accessible support as quickly as possible, the City developed simple application materials in seven languages and released them two days before the program’s launch. An FAQ and easy-to-follow video tutorial were also posted online.

The City received over 200 submissions within the first 10 minutes of opening the program. The City was able to award the first round of grants within a week of the program’s launch and exhausted the funds allocated by City Council after three weeks. A total of $800,000 was awarded to more than 100 eligible small businesses and nonprofits in Santa Clara. Considerable coordination was required on behalf of City staff to move from program launch to grant award in such a short amount of time and under such unprecedented circumstances.

The Silicon Valley Central Chamber of Commerce is seeking supplemental funds for this grant program through a GoFundMe campaign with the hopes of providing more support to even more Santa Clara businesses and nonprofits. Find out more: SantaClaraCA.gov/SmallBusinessGrant.

“SLLA is so grateful to the city for the Small Business Grant Program. The grant gave us a chance to design and implement our online classes. We have now enrolled more than 50 students to our program that meets from Monday to Saturday, serving a wide range of students, from those who live down the street from us, to those who moved across the country!”

— PAUL CHUNG, SAN JOSE ART ACADEMY

“I would like to thank the City of Santa Clara for its Small Business Assistance Grant. Opening a business in the city with decent square footage is extremely expensive. As business expenses continue to increase while shut down, many small businesses face a real challenge to their survival. My facility may be closed almost 4 months because of COVID-19. This grant helped me pay almost 2 months of my lease. This is a huge help. Thank you again City of Santa Clara!”

— JOE GRASSO, JOE GRASSO ELITE TRAINING

“Before national or state level guidelines were available, county of Santa Clara stepped up and assisted in quarantine the pandemic in our neighborhood. Before the national aid like PPP or EIDL and even before the Stimulus Check, City of Santa Clara has stepped forward through its City’s Small Business Assistance Grant. Although, the loan alone cannot bridge the damage the pandemic has caused to all the community including Santa Clara. It was instrumental in bringing the light, giving us hope for the future. We were able to keep our operation up during those hard times trying to serve our community and our employees, and the Grant was an extra boost enabling us to retain all our pre-disaster employees.

— JOHN LEE, CHIMER

Water Quality Consumer Confidence Report 2020

The City of Santa Clara is committed to providing our customers with a safe and reliable supply of high-quality drinking water.

Each year we publish a water-quality called the Consumer Confidence Report (CCR). It contains the latest water-quality monitoring results obtained through the end of 2019. The CCR answers some of the most common water-quality questions asked by our customers.

To ensure our water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of specific contaminants in water provided by public water utility. The U.S. Food and Drug Administration regulations and California law establishes limits for contaminants in bottled water that provide the same protection for public health.

To view this report, please visit the City’s website.
Primary Standards for Water-Quality Sampling

<table>
<thead>
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<th>Microbiological</th>
<th>Radiological</th>
<th>Inorganic Chemicals</th>
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<td>ppm</td>
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<td>&lt;0.1</td>
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Secondary Standards: "Consumer Acceptance Contaminant Levels"

<table>
<thead>
<tr>
<th>Parameter</th>
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Legends:
- Primary Standards = The level of a contaminant in drinking water to protect the public health. The MCLs, also known as primary drinking water standards, are enforceable standards that must not be exceeded by a public water system. MCLs are set by the U.S. Environmental Protection Agency (EPA) to ensure the safety and health of the people who drink water from public systems. They are designed to reduce the risk of adverse health effects, such as cancer, caused by drinking water contaminants.
- Secondary Standards = The level of a contaminant in drinking water to protect the public health. The MCLGs, also known as secondary drinking water standards, are not enforceable standards. They are set by the EPA to protect the aesthetic qualities of drinking water, such as its taste, odor, and color. MCLGs are informational and are not used to enforce violations.

**City of Santa Clara**

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**COVID-19 Impact: Community Events**

Due to the City of Santa Clara Order that bans all public gatherings and calls for sheltering in place, the 2020 Silicon Valley BBQ Championship, usually held on the first Tuesday in August, has been tentatively rescheduled to Tuesday, Oct. 6.

The City’s annual Cleanup Campaign, initially called off due to the public health order and safety concerns for our residents, employees, and contractors. The City is evaluating whether the 2020 Cleanup Campaign can be rescheduled for later this summer or fall, including looking at other alternatives. For the latest update visit SantaClaraCA.gov/Cleanup.

**SVACA’s Animal Care Center**

**Hunkers Down During Pandemic**

SVACA’s Animal Care Center has been operating at minimal staffing levels to support the health and well-being of animals in our care. All non-essential staff have been furloughed, and our animal care staff are working to ensure the safety and health of all animals in our care.

While the public is encouraged to adopt pets, we continue to be open for adoptions and spay/neuter appointments. Our primary goal is to safely care for and transition animals to adoptive homes. We are offering drive-thru and curbside services for adoptions, spay/neuter appointments, and other essential services.

**Wipes Clog Pipes**

While the public is encouraged to support local businesses and to use flushable wipes, we have observed that the use of these products can cause issues with plumbing systems. To prevent plumbing issues, we encourage the public to use toilet paper exclusively and avoid flushing any other materials, including flushable wipes, as they can cause issues with plumbing systems.

**Summer Reading Program Goes Virtual**

Get lost in the magic of reading this summer by attending the Santa Clara City Library’s virtual Summer Reading Program, which features many exciting online events. There are options for all ages, including programs for adults, children, and families. To learn more, visit SantaClaraCA.gov/SummerReading.

**San Jose Mercury News**

• “Santa Clara County’s Eviction Moratorium, which protects small businesses in Santa Clara that have suffered loss of income due to COVID-19 from eviction. The State of California one-stop shop website, covid19.ca.gov, which provides information on all COVID-19 related topics, statewide.”
• “California Disaster Relief Loan Guaranty Program, which provides loan guarantees and direct loans for small businesses that experience severe economic impact.”
• “The U.S. Small Business Administration resources, which provides COVID-19 related guidance and loan resources for small businesses.”

You can find all this information and more at SantaClaraCA.gov/COVID19BusinessResources.
Utility Rate Assistance Programs

$30 CREDIT TO ALL RESIDENTIAL ELECTRIC BILLS

The City of Santa Clara electric utility, Silicon Valley Power, will issue a $30 credit to all residential electric bills. The credit will show as an energy efficiency credit on the May or June utility bill. Funding for this credit comes from SVPI’s Public Benefits Program and is not part of the City’s general fund. No action is required to receive the credit. All households, regardless of need or specific utility usage, will automatically receive this $30 credit. Community members, who may not need this credit, are encouraged to use it on creative ways to conserve energy.

COVID-19 ELECTRIC RELIEF PROGRAM

With the unprecedented effects of the pandemic, Silicon Valley Power created an additional rate assistance program for residents fiscally impacted by COVID-19 and shelter-in-place directive.

The COVID-19 Electric Relief Program would allow Santa Clara residents fiscally impacted by COVID-19 to apply for a temporary 25% discount off the electric portion of the municipal utility bill. Visit SiliconValleyPower.com/ COVID19ElectricRelief for more information on our programs or to apply for a temporary 25% discount.

COVID-19 Eviction Moratorium

The City of Santa Clara adopted an emergency ordinance on March 24, 2020, that prevents residential tenants from eviction if they have experienced a loss of income due to COVID-19 related impacts. The moratorium only applies to residential evictions for non-fault evictions and nonpayment of rent due to impacts of the COVID-19 outbreak. Some examples are, job loss, reduction of compensated hours of work, employer’s business closure or missing work due to a minor child’s school closure. This moratorium does not include lawful evictions for other just causes, and it does not change the rental payments that may be due. Council has extended the moratorium through June 28, 2020, with options to extend by 30-day increments.

The Housing & Community Services Division mailed out more than 33,500 postcards to tenants and landlords within the city, to provide notification and education about the moratorium. An Eviction Fact Sheet and Notice of Inability to Pay Rent Form is available online in English, Spanish and Chinese.

Along with City’s Housing staff, Project Sentinel has agreed to help Santa Clara residents with details of the moratorium. As a local non-profit agency, they have been helping residents with tenant landlord mediation and fair housing services and have experience in dealing with difficult situations. Call Project Sentinel at 408-729-9898.

For more information on the City of Santa Clara’s moratorium that prevents residential tenants from eviction, visit SantaClaraCA.gov/COVID19Eviction or call the Housing & Community Services Office at 408-615-2490.

Are You Interested in Ways to Help Your Community?

Santa Clarans have reached out to the City to find out how they can help their community. In response, the City reestablished its Help Your Neighbor Program to residents to donate funds to help their neighbors who are struggling to pay their utility bills. To donate, make out a check to City of Santa Clara. With a memo of: Help Your Neighbor Program. Then, mail the check to City of Santa Clara

Attention: Finance Dept./Help Your Neighbor Program
500 Warnerborn Avenue, Santa Clara, CA 95050.

The City will use the donations to help residents having difficulty paying their utility bills during the pandemic.

There are many local opportunities to help those affected by the COVID-19 pandemic. Visit the City of Santa Clara’s COVID-19 donations webpage, SantaClaraCA.gov/COVID19donations for more ways to give back.

Healthy Meals Santa Clara

On March 16, 2020, the State of California took unprecedented action to close schools in response to the COVID-19 pandemic. While the daily lives of students and the families in many ways—the thousands of students who rely on the school nutrition program for healthy meals—the closure meant a real risk of hunger and food insecurity. The School Nutrition Program is a lifeline for the many students who receive free breakfast and lunch at their local school sites. However, the nutrition program is limited to weekdays and available only to those who meet specific eligibility criteria.

When the COVID-19 Shelter-in-Place order went into effect, City of Santa Clara recognized extraordinary efforts were needed to ensure that all students had access to healthy meals, seven days a week. On March 23, the City, together with its partners—the Santa Clara Convention Center, Levy Premium Foods, Great America, Intel and the Santa Clara Unified School District—launched a supplemental weekend food program called Healthy Meals Santa Clara.

Now, every Thursday, the City runs a Commodity Point of Distribution (CPoD) at four sites throughout the City: Don Callejon School, Cabrillo Middle School, Wilcox High School, and the City Senior Center. More than 100 City employees, in their capacities as disaster service workers, distribute food packages that consist of two breakfast meals and two lunches.

Senior Nutrition Program

Before the pandemic, the Senior Nutrition Program was a popular social gathering at the Santa Clara Senior Center, providing daily lunch service to Santa Clara seniors. However, with the closure of the Santa Clara Public Health Department’s Shelter-in-Place order, the Santa Clara Senior Center had to close its doors.

Seniors and people with pre-existing conditions are the most vulnerable to the coronavirus, especially without access to programs and services offered at the Santa Clara Senior Center.

With the closure of the Center, the City quickly transitioned from the typical dine-in experience to a drive-thru and walk-up service. Before the pandemic, the Senior Nutrition Program served 65 lunch meals and promptly expanded to serve an average of 1,500 seniors a day, and close to 700 meals per week. The Senior Nutrition Program is funded in partnership with Santa Clara County.

As demand increased, the City began to provide weekend meals for pick up and, more importantly, to the homebound senior population. In addition to lunches, seniors were now able to pick up supplemental weekend meals on Fridays. For homebound seniors, City staff and volunteers from the Santa Clara Firefighters Foundation delivered weekend meals directly to their homes. Supplemental weekend meals are funded in partnership with the Mission City Community Fund.

Due to the immediate need, City staff came together to provide free meals. With significant support from the Parks & Recreation Department, City staff was able to mobilize a Commodity Point of Distribution at the Santa Clara Senior Center to set up and distribute meals while maintaining safe and sanitized practices.

For more information on the Senior Nutrition Program or to sign up for daily meals, contact the Santa Clara Senior Center at 408-615-3170.
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**2020 State of the City**

The **2020 State of the City is going virtual**. The Mayor, joined virtually by members of the City Council, will host three virtual townhall meetings about the State of the City from 4-5 p.m. on June 17, 18 and 19, 2020. Two districts will be represented during each session. City Manager Deanna J. Santana will also provide an overview of the City budget.

The Townhalls are scheduled as follows:

**Districts 1 & 2** – Wednesday, June 17
**Districts 3 & 4** – Thursday, June 18
**Districts 5 & 6** – Friday, June 19

For more information, visit SantaClaraCA.gov/StateoftheCity.

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**New City Law Targets Spectators of Street Racing and Sideshows**

The City Council adopted an ordinance on Tuesday, April 28, to help reduce illegal street racing and sideshow activity in Santa Clara.

The new City law means spectators who watch these illegal races could face fines of up to $500. The new ordinance took effect on May 28, 2020.

Most of the organized illegal street racing and sideshows happen in the industrial areas and expressway in Santa Clara. The noise and danger presented by these activities are significant concerns that have been expressed by residents and local businesses.

Current state law enables criminal enforcement against an individual caught operating a vehicle in a street race or sideshow. In addition to enforcing the state laws against the driver, this newest enforcement tool will allow the Police Department to target those who attend a race or sideshow to spectate and discourage the act of organizing and taking part in illegal speed contests or reckless driving exhibitions.

Help the Police Department rev up enforcement to pump the brakes on street racing and side-shows by reporting this illegal activity while it is occurring. Contact the Santa Clara Police Department by calling the non-emergency phone number, 408-615-5580.

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**Fireworks Are Illegal in Santa Clara**

With the 4th of July All-City Picnic & Fireworks Extravaganza canceled due to the coronavirus pandemic, the Santa Clara Fire and Police departments remind residents that personal fireworks are inherently dangerous and are illegal in Santa Clara.

Instead of the traditional “in person” July 4th event, transform you day into a memory that will last for years. Be creative and have fun with members of your family.

- Set up a video party
- Camp in your backyard
- Compete in lawn games (e.g. cornhole, horseshoes, croquet, etc.)
- Relax by your backyard pool, or have a water balloon fight
- Make homemade ice cream
- Create an outdoor theater to watch a movie, concert or fireworks show on TV
- Entertain one another with a family talent show, extended family can participate via video conference
- Fly a kite

For more information, visit SantaClaraCA.gov/4thofJuly.

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**TELL US HOW YOU REALLY FEEL**

Take our quick survey and give us feedback on the newly redesigned Inside Santa Clara.

SantaClaraCA.gov/OpenCityHall

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**ELECTED OFFICIALS**

Lisa M. Gillmor, Mayor
Kathy Watanabe, Councilmember, District 1
Raj Chahal, Councilmember, District 2
Karen Hardy, Vice Mayor, District 3
Teresa O’Neill, Councilmember, District 4
Vacant, Councilmember, District 5
Debi Davis, Councilmember, District 6
Hosam Haggag, City Clerk
Pat Nikolai, Police Chief

**CITY COUNCIL APPOINTEES**

Deanna J. Santana, City Manager
Brian Doyle, City Attorney
Linh Lam, City Auditor

**CITY COUNCIL 2020 PRIORITIES**

- Deliver and Enhance High-Quality Efficient Services and Infrastructure
- Manage Strategically Our Workforce Capacity and Resources
- Promote and Enhance Economic, Housing and Transportation Development
- Enhance Community Sports, Recreational and Arts Assets
- Ensure Compliance with Measure J and Manage Levi’s® Stadium
- Enhance Community Engagement and Transparency
- Promote Sustainability and Environmental Protection