

The VIEW

CITY OF MOUNTAIN VIEW

Message from City Manager Kimbra McCarthy



Just one month ago, I started as your new City Manager. I never imagined that I would declare a local emergency within my first two weeks on the job, or that we would hold and broadcast an emergency City Council meeting by videoconference on a Friday night, or that a majority of our employees

would be working from home. We are indeed in unprecedented times, and I acknowledge the challenge we all face amidst the disruptions to our everyday lives. Even so, I am incredibly heartened by the civic engagement, kindness and continuous offers to help one another. This community really cares and stands together, and I am thankful to stand alongside you.

This special edition of *The View* is to tell the story of #TogetherMV. This is your story, and our story as a community. It is filled with actions the City has taken in response to the novel coronavirus (COVID-19) pandemic, and the incredible response from our community. It includes ways you have already helped your friends and neighbors, and some opportunities for us to do even more. What I see is a shining example of what makes Mountain View such an amazing place to be.

These times call for courage, resiliency, empathy and a persistence of purpose. The City team is adapting to changes on a daily basis, and our essential workers and first responders are committed to ensuring the health and safety of our community at the highest standard. We are rising to the occasion, and I remain dedicated to helping our community come out on the other side of this crisis. We are all in this together. #TogetherMV

Kimbra McCarthy, City Manager

Special Edition — COVID-19 Response



MountainView.gov/TogetherMV

The #TogetherMV Story

The novel coronavirus (COVID-19) has changed everyone's lives. It has changed how we work, how we learn, how we travel, how we exercise, how we shop, how we socialize and how we conduct business. When the first cases were reported in the Bay Area, the City of Mountain View staff were already making plans for how we would respond, reaching out to partners to combine resources, looking at ways to modify services and listening to the concerns of our community. By March 9, the City had already canceled or modified all City programs and events to reduce the rate of infection and by March 12, had declared a local emergency to pool resources and funds for our community needs.

Within two weeks, the City earmarked \$1.3 million for rent relief, small business help, seniors, homeless and unstably housed residents and expanded protection for our most vulnerable neighbors. On April 1, the City, partnering with the Los Altos Community Foundation (LACF) and seeded with both City funds and a donation from Google, launched the donation portal #TogetherMV (www.MountainView.gov/TogetherMV) to take in community contributions for rent relief and small businesses that help local residents in need. By April 2, just one day after launch, 164 people had already stepped up for their neighbors. And on April 14, the City Council will consider adding more than \$1 million to additional relief efforts.

And that is the kind of spirit that Mountain View has always had when faced with new adversity: taking action and working together as a community.

We have seen incredible acts of kindness toward one another and members of our

community continuing to find ways to help one another. A Cuesta Park neighborhood put on a sidewalk chalk art show to lift the spirits of their neighbors. The City's Home Theatre Companies, TheatreWorks Silicon Valley and Peninsula Youth Theatre, used their costume materials, seamers and coordinated volunteers to sew masks for local medical personnel, emergency assistance network staff and people in need. Local grocery stores changed their hours to give senior citizens a safer environment to shop. Our local faith-based organizations came together to collect donations and make hygiene kits for homeless and unstably housed residents. And these are only a handful of examples of how amazing our community has been. More examples, and how to share with us about what your neighbors are doing, are on page 3.

By the time that you get this newsletter in the mail, we will have been under shelter-in-place orders for more than a month. And, although we can't come together physically, Mountain View – the residents, businesses, nonprofits, educational institutions and your local government – continues to work together, support one another and lift each other up.

We are all in this together: and we are #TogetherMV.



IN THIS ISSUE

- City Action
- Community Action
- We're in this Together

Apply for Help

Eviction Relief Information

Now through May 31, 2020, the City Council has temporarily suspended residential evictions for non-payment of rent due to COVID-19 related hardships. The eviction suspension is applicable for all residential rental units in Mountain View including: single-family homes, condos, townhomes, duplexes, apartments, mobile homes and mobile home spaces and other types of residential rental units.

Tenants must notify their landlord in writing within seven days after rent is due and provide documentation of financial loss due to COVID-19 to their landlord within 14 days after rent is due. Qualifying tenants must pay the past due rent 120 days after the end of the moratorium. Mediation between landlords and tenants through the free and confidential Mountain View Mediation Program is strongly encouraged. For more information call the Mountain View Rental Housing Helpline at (650) 282-2514, email csfra@housing.org or visit www.MountainView.gov/EvictionRelief.

Rent Relief Information

Rent help is available to support tenants financially impacted by COVID-19 related hardships with an income of up to 120% of the area median income, which is up to \$110,000 for a one-person household and up to \$158,000 for a four-person household.

Applicants must be Mountain View residents impacted by the COVID-19 pandemic, such as through loss of employment, reduced employment or wages, increased medical costs, or increased childcare costs. Other COVID-related impacts will also be considered on a case-by-case basis. Assistance is available for up to \$3000 for two months to go toward upcoming rent.

To apply, contact the Community Services Agency (CSA) at RentHelp@CSACares.org. Current response time is around 72 hours. You can also call (650) 968-0836 and leave a message, but email is preferred.

Small Business Relief Information

There are a few options available for small business owners financially impacted by COVID-19. On April 1, the City of Mountain View launched a donation portal, #TogetherMV, for people to donate funds to help small businesses. Business owners who want to apply for the funds can email SmBizCOVID19Help@mountainview.gov to be notified when the application process is opened and what they will need to apply.

We have also compiled a list of resources available to small businesses from other levels of government at www.MountainView.gov/MVBusinessCV19. We encourage you to apply to as many resources at all levels for which you are eligible. In addition, Intuit's QuickBooks is spearheading a GoFundMe portal businesses can use to apply for grant money. More information may be found here: quickbooks.intuit.com/smallbusinesshelp. More resources will be added as we get more information.

● CITY ACTION

Ways We're Helping Residents in Need



Google has already contributed an additional \$350,000 toward small business relief efforts after they had to cancel their local I/O conference, and LinkedIn has offered another \$100,000. Additionally, by April 14, the City Council will consider adding more than \$1 million to additional relief efforts.

Mountain View also joined other cities in the region to pass an urgency ordinance to suspend evictions for nonpayment of residential rent due to COVID-19 hardships through May 31. Tenants are required to pay back any unpaid rent within 120 days of May 31. The City ordinance is similar to the State and County suspensions but also extends to mobile home lot renters and can be mediated and enforced locally.

More details of the Council Actions are available at MountainView.gov/COVID.



Help for Seniors

The Senior Center (266 Escuela Ave.), along with the Community Services Agency and Second Harvest Food Bank, are continuing to operate two vital nutrition programs. The Senior Nutrition Program offers curbside pick-up of to-go boxed lunches in the back of the Senior Center parking lot, Monday through Friday from 11:30 a.m. to 12:15 p.m. The Brown Bag program through Second Harvest Food Bank is also offering curbside pick-up for registered seniors in the back of the Senior Center parking lot on the first through fourth Tuesdays of each month from 9:00 –10:30 a.m. Call 1-800-984-3663 to register for Brown Bag.

Additionally, we now have a Virtual Recreation Page: www.MountainView.gov/VirtualRec. Included are ways to move, motivate and boost your mood while socially isolating, and a list of resources that might help you or a senior neighbor stay informed or access essentials.



Help for Homeless and Unstably Housed

When the shelter-in-place order was issued, many facilities were temporarily shut down due to new guidelines for social distancing, including park facilities, gyms and places where people might congregate. This prevented many homeless and unstably housed from accessing hygiene services recommended to reduce the spread of COVID-19. In response, we added more portable restrooms at Rengstorff and Eagle Parks, reopened Aquatic Center restrooms, and placed hand-washing stations in the Civic Center park areas and the Transit Center. We also approved the County's mobile medical unit to offer services at a City lot downtown; are contracting services for showers; funding a new grocery gift-card program through CSA; and have expanded the Safe Parking pilot to run 24/7 by the County at the Shoreline, Terra Bella and Evelyn lots. By the time this goes to print, we will have added five more portable restrooms and wash stations across town, and explored solar cell charging options and expansion of WiFi hotspot access to residents and students in need. We continue to work with the County; government agencies like VTA; community based organizations like CSA, MOVE Mountain View, Hope's Corner, and the Palo Alto Housing Corporation; and with businesses like Live Nation on more solutions to help residents. Our thanks to those who are helping in the response to this crisis.

COMMUNITY ACTION

Ways You Can Help

Donate funds: Over the past several weeks, our community members continue to reach out to us and ask if there is any more that they can do to help their neighbors. If you do have means, we ask you to consider donating money to help local small businesses and provide rent relief to members of our community who have lost or had a reduction in income due to COVID-19 related hardships. For those in need, getting help with rent or business expenses means more money our neighbors can put toward food, childcare, taking care of sick family members and helping workers in our community. To donate, go to www.MountainView.gov/TogetherMV.

Donate goods: Several of our nonprofit partners are looking for goods to help vulnerable members of our community. CSA accepts boxed or canned food (CSACares.org). Hope's Corner has a wishlist of goods needed at hopes-corner.org. Second Harvest Food Bank is looking for food donations and has a list at shfb.org/give-help/donate-food. Santa Clara Valley Medical Center has a list of needed personal protection equipment for medical personnel at VMCFoundation.org/covid19list.

Donate time: Please note that while volunteers are needed, social distancing practices will still be maintained so large groups cannot volunteer at the same time. Second Harvest Food Bank is looking for people to pack and deliver meals (shfb.org/give-help/volunteer). CSA is looking for volunteers to help pack to-go meals and groceries. Email lclark@csacares.org or call (650) 964-4630.

Make someone's day: We will periodically put up ways the community can show their #TogetherMV spirit while maintaining hygiene and social distancing practices. While our Recreation Division will have finished up their neighborhood scavenger hunt by the time this issue goes to print, we do have two displays for families to color and put in their street-facing windows for others to see when they go for essential exercise. Download both the #TogetherMV and Pierce the Pumper coloring sheets and show your support for your neighbors and our first responders. Other activities will be posted at www.MountainView.gov/OtherWaystoHelp.

Stories from Our Community

We are better together — that's the Mountain View way. In a time of great uncertainty, members of the Mountain View community have truly come together to encourage one another, to help each other stay positive while they are asked to stay at home to save lives and, above all, to show that now has never been a better time to highlight what it means to be a good neighbor.

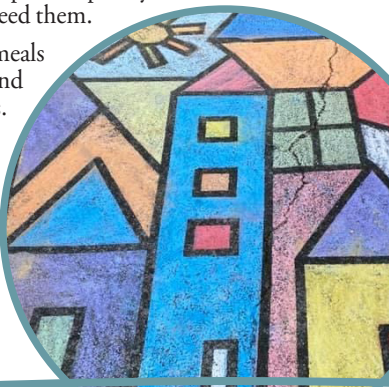
In just a few weeks, creative residents in the Cuesta Park neighborhood have rallied together and organized chalk "art walks" where the neighborhood designs and decorates their sidewalks and driveways in beautiful art displays. The idea was so popular, they were featured by both local and national news organizations.

Other neighbors have encouraged one another on Nextdoor to share haikus about what it means to stay at home. The nearly 200 entries have ranged from funny, to profound, to heartwarming. In other neighborhoods, some have hidden fairy-tale creatures in their landscape so that, as people walk by when they are getting essential exercise, they can be pleasantly surprised. To make sure neighbors are eating healthily, one Mountain Viewer has set up a temporary farmer's market with fresh fruits and vegetables for those who need them.

The generosity goes on — police officers and nurses trading meals of encouragement, and hygiene kits have been assembled and disseminated to unstably housed individuals or to the homeless.

These are just some of the efforts that our community members have done in the last few weeks. Every day, members of the Mountain View community are stepping up to help those in need.

If you would like to highlight what your family or what your neighborhood is doing to keep spirits up and to bring a smile to your neighbor's faces, share with Katie Nelson at policepio@mountainview.gov.



What Shelter-in-Place Means

MOUNTAIN VIEW POLICE DEPARTMENT

STAY HOME. SAVE LIVES.

Working together to stop the spread of COVID-19

EFFECTIVE THROUGH MAY 3, 2020

On March 31, the Santa Clara County Department of Public Health issued an updated public health directive regarding the stay at home order issued earlier this month.

Effective through May 3, all residents must continue to stay home, save lives, and help prevent the spread of COVID-19. The County also issued additional measures to help flatten the curve.

WHAT WENT INTO EFFECT?

OUTDOOR ACTIVITIES

- Use of playgrounds, dog parks, public picnic areas and similar recreational areas is prohibited
- Use of shared public recreational facilities such as golf courses, tennis and basketball courts, pools and rock walls is prohibited.
- No group sporting activities unless played with those with whom you live.

ESSENTIAL BUSINESSES

- Most construction—residential and commercial—is prohibited.
- Essential businesses must develop social distancing protocol before April 3.
- Essential businesses expanded to include: notaries, title companies, realtors, etc., funeral homes and cemeteries, moving companies, rental car companies and ride-share services that specifically enable essential activities.
- Essential businesses must scale down operations to their essential component only.

WHERE TO REPORT



Non-compliant businesses

Call: 408-792-2300

Email:

pubhealthreferral@dao.sccgov.org



Read the full directive

www.sccphd.org/coronavirus



Ways to Stay Informed

- Text 'MVCVID' to 22828 to get The Briefing on City updates
- www.MountainView.gov/COVID
- [Facebook.MountainView.gov](https://www.facebook.com/MountainView.gov)
- [Twitter.MountainView.gov](https://twitter.com/MountainView.gov)
- [MountainView.gov/Instagram](https://www.instagram.com/MountainView.gov)
- Nextdoor
- [MountainView.gov/YouTube](https://www.youtube.com/MountainView.gov)

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● WE'RE IN THIS TOGETHER

Things to Do While Sheltering in Place

The Library is available online 24/7 at www.MountainView.gov/DigitalLibrary. We offer a wide variety of digital services to occupy inquiring minds and restless spirits while we shelter in place with information offerings such as the New York Times online, Consumer Reports and your favorite magazines through Flipster. Brush up on language skills or learn a new language through Mango Languages or read and listen to popular titles and enduring classics through Overdrive and Hoopla, which also has movies, TV shows and music. In addition, the Digital Library supports distance learning with resources such as online encyclopedias, age-appropriate databases, research databases, test prep books and homework help through the Kids Online Learning and Learning & Research sections of the page. Best of all, these resources are free with your Mountain View library card!

Need a library card? We've got you covered. Signing up for a digital card is as easy as 1-2-3. Step 1: Go to www.MountainView.gov/GetACard. Step 2: Fill in the form and click the submit button. Step 3: Use the temporary barcode and temporary PIN to get free access to digital services.

Multilingual contact and phone line information in English, Spanish, Russian and Chinese

Para obtener información sobre Servicios de la Ciudad en otros idiomas, comuníquese con el Programa de Alcance Comunitario enviando correo electrónico a nancy.ducos@mountainview.gov o llame al (650) 903-6145.

要获得其它语言的城市服务帮助, 请发送电子邮件或打电话与我们的多语言社区外展计划团队联系, 电邮: nancy.ducos@mountainview.gov 电话: (650) 903-6145.

Для получения городской помощи на других языках обращайтесь в нашу многоязычную программу связи с населением по электронной почте nancy.ducos@mountainview.gov или (650) 903-6145.



Show your #TogetherMV Spirit

Download our kid-friendly #TogetherMV coloring page and display it in a street-facing window to share with all of your neighbors. www.MountainView.gov/WaystoHelp



The View

The newsletter is published two times a year by the City of Mountain View. *The View* is delivered by bulk mail to every residential address and business in Mountain View.

Mountain View City Council

Mayor: Margaret Abe-Koga
Vice Mayor: Ellen Kamei
Councilmembers:

- Christopher R. Clark
- Alison Hicks
- Lisa Matichak
- John McAlister
- Lucas Ramirez

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City Website

The View is available on the City's website, www.MountainView.gov.

City Hall Social Channels

[Facebook.mountainview.gov](https://www.facebook.com/mountainview.gov)
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[Twitter.mountainview.gov](https://twitter.com/mountainview.gov)
[MountainView.gov/YouTube](https://www.youtube.com/mountainview.gov)

Extra Copies

A limited supply of extra copies are available at City Hall, 500 Castro St.; the Mountain View Public Library, 585 Franklin St.; and the Community Center, 201 S. Rengstorff Ave.

City Mission Statement

The City of Mountain View provides quality services and facilities that meet the needs of a caring and diverse community in a financially responsible manner.

Organizational Values

The City staff has established the following organizational values that guide their work for the community:

- Provide exceptional service
- Act with integrity
- Treat others with respect

