

Lifeline Survey Impacts from COVID-19

San Francisco Lifelines Council
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Top Challenges in maintaining operations in COVID-19

- Availability of PPE and cleaning supplies
- Availability of janitorial staff
- Increased demand
- Prioritizing projects in light of recession
- Adapting work environment with safe practices, remote work, staggered shifts, health screening
- Technical and HR challenges

Supply Chain Disruptions

- PPE
- Cleaning and disinfecting products
- Tech equipment
- Construction materials

New Opportunities and Adaptations from COVID-19

- Telecommuting and virtual meetings have been a success!
- Communicating better with staff
- Improving inventory and stockpiles of PPE
- Moving away from single use cleaning items
- Staff better understands importance of preparedness
- Staff is now better trained in ICS/EOC

Change in demand for services or service delivery

- Reduced commercial, increased residential waste
- Eliminated cash tolls on bridges
- Reduced wastewater flows (lower daytime pop.)
- Some projects on hold
- Fewer application for new water service (no new development)
- Reduced calls for emergency services initially
- Increased network demand over longer hours

Shovel Ready Resilience Projects

- Yes! But may be delayed due to budget uncertainty
 - Identifying new funding sources
- Fast tracking operationally impactful projects
- Deliver internet to public housing and address digital divide
- Mission Bay ferry landing dredging and site prep
 - Remainder project delayed due to budget uncertainty
- Seawall projects

Health and Safety

- Provide high quality, timely direction and support on health + safety and HR issues
- Connect businesses with safety consulting services to help businesses comply with evolving health orders
- Need to have emergency plans and PPE at key staff homes
- Need to ensure adequate PPE supply for next 18-24 months
- Inventory management solutions to track assets and equip

How SF/Lifelines Council can support continuity of operations

- Address digital divide and improve system capacity
- Use Lifelines Council to continue coordination and develop relationships important for emergencies
- Encourage residents to right size garbage service
- Identify priority capital projects and ensure adequate funding
- Coordinate around transit as employees return to work – encourage staggered work schedules
- Long-term strategy to support regional transit agencies
- Continue to ensure adequate PPE through preferred purchasing groups

Organizations are preparing for future emergencies

- Keeping communication systems running with mobile hotspots
- Ensuring staff trained in ICS/EOC operations
- Maintaining adequate supplies of PPE
- Installing generators
- Updating disaster preparedness and safety protocol
- Consider storing some PPE and emergency plans in key staff homes for future disasters
- Purchasing MREs and drinking water
- Continuing to prepare for EQs and PSPS

Discussion Questions

- What are the biggest challenges you face in maintaining operations?
- What new opportunities/adaptations do you for see as a result of COVID-19?
- What have been the biggest lessons from COVID-19 for future disasters?
- How can SF/Lifelines Council support your efforts?