

COVID – City Information and Services

Arts Tax/Business Tax: Deadline for filing in 2020 was extended to July 15, 2020 - same as State and Federal deadline. *Phone hours M-Th 9-11:30am, 1-4pm*

Bureau of Development Services

Permit Center closed as of 3/17/20. NO WALK-INS. To get assistance call **503-823-7300** - leave message for a call back. Limited staff will be available for permit intake by appointment only. Call 823-7300 or email bds@portlandoregon.gov and leave a message and someone from the right section of BDS will get back to you shortly.

Building permit intake appointments can be scheduled by calling **503-823-4092** or emailing BDSIntake@portlandoregon.gov.

Internet Online Trade Permit Hotline (DevHub) (assistance for individuals trying to get permits online): **503-823-1304**.

Bureau of Technology Services – After a brief period of closure, starting 3/25/20 the Helpdesk in the 1900 Building reopened with limited staffing and many staff working remotely. For assistance call 503-823-5199 or submit requests via regular Cherwell service request system (https://help.portlandoregon.gov/CherwellPortal/BTS%20Technology%20Portal?_=3f8552e9) or email btshelpdesk@portlandoregon.gov

Facilities – City buildings are closed to the public and reduced occupancy plans for staff implemented at the Portland Building, 1900 Building and City Hall effective 4/2/2020 - <https://www.portlandoregon.gov/dam/article/758269>

Fire Bureau – Meds on Wheels: **971-288-7687** - medication pickup and delivery service for community members in need. Call between 9am-3pm, T-Th

Fire Marshal's Office at 1300 SE Gideon St is open limited public hours 12-3:30pm M-Th for permit plan submittals. Interact remotely by calling **503-823-3712**, email - pfrpc@portlandoregon.gov.

Inspections can be scheduled online at <http://www.portlandoregon.gov/fire/inspectionrequest> or by calling **503-823-1199**. Other questions - **503-823-3770**, firemarshal@portlandoregon.gov

Garbage Service - service continues but pickup may be delayed depending on private garbage company staffing. Leave carts at the curb, if not picked up within 48 hours contact your hauler. For the health and safety of waste collectors and the community, please bag all garbage as tightly and securely as possible. You can set out extra bags of garbage for \$5 per bag.

Food Assistance –

The City ECC Food Security Project is providing funding to nonprofit community organizations to provide food boxes and gift cards for community member clients that are in need. Dashboard that includes data on numbers of food boxes, PDX CARES cards, etc. and information about which community partners they have worked with - <https://app.smartsheet.com/b/publish?EQBCT=6739105607294fbeab521fdf3519120d> If individuals are having issues with promised assistance they should first try contacting the community organization they worked with and secondarily they can contact Christina Wienholz, 503-865-2632 who can help get them in contact with an appropriate advocate. **April 2, 2021 Update - another \$1.5 million will be distributed as Household Assistance Cards in partnership with Community Based Organizations (CBOs). They are not expected to distribute any of these through a general public “lottery” type system as in past rounds of distribution.**

Sunshine Division - Free emergency food boxes (clothing rooms closed at this time) available at 687 N Thompson (503-823-2102) and 12436 SE Stark (971-255-0834), Hours: M-F 9:30-11am, 12:30-3:30pm, Sa 9am-1pm. Food boxes for delivery can requested via online form at <https://sunshine-division.cyrkusevents.com/> or by calling 503-609-0285, <https://www.sunshinedivision.org>
Donations - text "SUPPORTSUNSHINE" to 44-321, or <https://secure.givelively.org/donate/sunshine-division-portland-police-dept>

Oregon Food Bank Food Finder - <https://www.oregonfoodbank.org/find-help/find-food/> - food pantries and assistance sites.

To apply for Food Stamps/SNAP – See State Info and Resources DB screen or Guide.

Neighborhood House is currently providing food pantry delivery – order delivery online at <http://nhpdx.org/food-security/>, 503-246-1663 x5004

Roosevelt High School Student Grocery Delivery Service for North Portland Seniors: 503-360-0058

Homeless Services –

> **Homelessness and Urban Camping Impact Reduction Program (HUCIRP)** has placed Emergency Hygiene Stations/Portable Toilets at several locations across the city. Map of Restrooms and Hygeine Stations - <https://pdx.maps.arcgis.com/apps/webappviewer/index.html?id=3abca53221c64d6a9e35c5c8572a9696> **Questions/Concerns:** Katie Lindsay, **503-823-6928**

Campsite cleanup activity - increased threshold for what necessitates cleanup, reducing the number of encampments posted and focusing efforts on encampments with significant presence of hazardous materials that present a public health and safety risk. Response teams

are also ensuring campers have access to hand sanitizer and information on the pandemic. As of July 7th camps of large-congregate campsites (10+ structures) will be moved, though additional timeline as more outreach required ahead of any removals. PBOT is not currently responding to people living in vehicles but HUCIRP will respond with Clean Start crews to contact individuals and do some cleanup so submit a campsite report to initiate this response.

CDC guidelines for responding to COVID19 among people experiencing unsheltered homelessness - https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/unsheltered-homelessness.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhomeless-shelters%2Funsheltered-homelessness.html

Concerns about homeless not obeying Governor's order for physical distancing should be sent to Police nonemergency, 503-823-3333

> **Shelters** remain open supplemented with increases to motel voucher funding for most vulnerable. All shelters remain open but some decreased capacity at individual shelters due to distancing requirements. Additional shelters have been added - Human Solutions, Inc. operates a 53-room Physical Distancing Motel, Transition Projects, Inc. operates a 53-room motel, and Do Good Multnomah operates two motels, one with 40 rooms and one with 42. Mass Care and Shelter currently operates one Physical Distancing Shelter (PDS) with a total capacity of 120 beds, and two Voluntary Isolation Motels (VIMos) with a total capacity of 120 beds. **Charles Jordan Community Center** serving as 100 bed, 24/7 shelter through March 2021 operated by Do Good Multnomah. **Mt Scott Community Center** was activated as a warming shelter beginning Nov 1, 2020 operated by Join Office staff. **Greyhound station** in Old Town opened December 2020 with 100 beds with an emphasis on those who were unsheltered in the Old Town area. **St John's Village opened 3/29/21 and is being operated by Do Good Multnomah.** **Contact 211 for access to shelters, referrals to Voluntary Isolation Motels will require a referral from County Communicable Disease (503-988-3406 option 4)**

The City, in partnership with JOIN, opened 3 temporary Outdoor Emergency Shelters (2 at SE Main and Water and 1 at NW Glisan and Broadway) to give safer and healthier places to sleep for vulnerable adults without shelter. Access through 2-1-1. Joint Office for Homeless Services and other partners are continuing to identify and assess potential sites for additional temporary outdoor shelters run by C3PO (Creating Conscious Communities for People Outside). **City Staff Contact in the Mayor's Office: Zach Kearnl, zach.kearl@portlandoregon.gov, 503-823-4120**

Siting information from the Mayor's Office - "These sites are in non-residential areas. Early on, staff proactively contacted several neighborhood stakeholders, as well as the two business districts that encompass these sites, to answer questions and take any feedback. We received support from both business districts. We also proactively contacted and received support from the Portland Business Alliance, which is the city's largest chamber of commerce."

> **Joint Office for Homeless Services** has information on their website regarding COVID-19 and efforts to limit the spread of infection among neighbors experiencing homelessness including efforts to add additional shelter in new buildings to help achieve spacing and bring more people

in - <https://multco.us/joint-office-homeless-services/covid-19-and-homelessness-multnomah-county>

Housing –

Rental Services Office, 503-823-1303, rentalservices@portlandoregon.gov – helpful resource for landlords and tenants with questions about eviction moratorium and other local government policies related to COVID response measures.

For more information about eviction moratorium, landlord and home-owner resources refer to COVID Eviction Moratorium DB screen or Guide.

Office of Community & Civic Life - In-person service closed to the public.

> **Cannabis Program** – Office closed to public. Communicate via email - cannabis@portlandoregon.gov OLCC approved temp rule allowing retailers to sell cannabis curbside to promote social distancing.

> **Liquor Licensing** - Office closed to public. Communicate via phone: 503-823-4520 or email - liquor@portlandoregon.gov

> **Noise Program** - online forms for variances at <https://www.portlandoregon.gov/civic/article/118531>, email - noise@portlandoregon.gov

Parks - Updated info on closures/cancellations -

<https://www.portlandoregon.gov/parks/article/756348>

All community centers, indoor facilities, pools, indoor basketball courts and sand play areas closed. Playgrounds open. Ball fields and tennis courts open for limited pick up and scheduled sports teams, restricted to 50 players and skill building or low-medium contact- Softball, Baseball, Soccer, Volleyball, Women’s Lacrosse, Flag Football, Cross Country, Track and Field. Outdoor areas open but must practice distancing.

To report a concern about individuals not following physical distancing requirement contact Park Rangers and leave a message at 503-823-1637 or rangercallcenter@portlandoregon.gov. Restrooms are open and maintained.

PP&R began offering outdoor fitness programs July 20th which finished in October 2020 for the season - <https://www.portland.gov/parks/recreation/fitness-park>

Washington Park - Washington Park Shuttle closed for the season, returning Spring 2021. As of 12/26/20 **Zoo** open Friday-Sunday 9:30am-3pm with limited capacity and timed-ticket entry (<https://www.oregonzoo.org/visit/oregon-zoo-reopening>). **Portland Japanese Garden** is open with COVID restrictions in place. Pre-purchased tickets required and the number of people on

site will be limited. For more information, visit www.japanesegarden.org. **Children's Museum, Forestry Center** closed.

Pittock Mansion reopened 7/9/20 but current temporary closure effective 11/18/20 due to Governor's "Freeze" order. 10am-5pm Th-M - purchase timed tickets online once reopen at <http://pittockmansion.org/>

Portland Tennis Center opened 7/20/20 - <https://www.portlandoregon.gov/parks/52167>

All City's pools and community centers including summer programming and events, including outdoor camps closed. Parks operated the Free Lunch + Play program June 22nd to August 20, 2020 to provide young Portlanders access to nutritious food during the school recess - <https://www.portlandoregon.gov/parks/69873>

Customer Service Center closed for walk-ins. Phone calls (503-823-2525) now being answered M-F 8-12am, 1-5pm. email at CSCpermits@portlandoregon.gov, Information about cancellations/refunds - <https://www.portlandoregon.gov/parks/article/756846>

PBOT

> Permits for large events revoked.

> PBOT suspended all ticketing and towing of abandoned autos as long as the City is in a declared State of Emergency. Parking enforcement continues. If a vehicle is severely damaged, has flat tires or is dismantled then it can be reported to the **Junk Vehicle Line: 503-823-6874** for a response.

> **Portland Aerial Tram** -Effective 3/20/20 limited to those who have OHSU ID badges, VA and Shriner employee cards and patients of OHSU, VA and Shriners. limiting capacity to 10 people at a time. No ticket sales for public.

> **Area Parking Permits** - Permit renewals and initial applications are being accepted via mail and fax. Please anticipate delays in permit processing times. Area Parking Permit Program zone temporary parking permits are being provided via email under certain circumstances. contact via email - pbotparkingpermits@portlandoregon.gov Information on phone line: **503-823-2777**. Due to COVID pandemic permits in Zones M,B,S,J,C,D, and E that expired will be honored through 10/31/20. Area Parking Permit program was also giving out temporary COVID permits to allow non-profits and emergency service providers to park in metered zone but is generally no longer doing that as of October 2020.

> **Private for Hire** - Drivers and passengers required to wear face coverings effective 6/24/20. Contact via regulatory@portlandoregon.gov, temporary permits will be extended and offering the option to defer the payment of permit renewal fees until July 1, 2020.

> **SmartPark garages** - effective September 21st all-day rate is \$10 weekdays and \$5 weekends.

> **Sunday Parkways** - All events were online for 2020. Digital activities include exercise classes, bike repair tutorials, art and wellness projects, etc. <https://www.portland.gov/sunday-parkways>

> **Temporary Street Use Permits** - cpac@portlandoregon.gov, staff working remotely and monitoring email.

> **Travel Coupons** From June-Oct 2020 the Private for Hire Program was giving out FREE travel coupons to organizations to help them provide FREE transportation options for frontline workers, patients, and others needing to make critical trips during the Covid-19 pandemic - <https://www.portland.gov/transportation/services/sign-travel-coupons-through-pandemic-mobility-support-program> - **As of October 2020 no more coupons available.**

Slow Streets | Safe Streets - on 4/28/20 PBOT announced initiative to make improvements for neighborhood greenways, busy streets, and business districts.

<https://www.portland.gov/eudaly/news/2020/4/28/transportation-commissioner-chloe-eudaly-announces-new-slow-streets-safe>.

PBOT Business Toolkit Team, 503-823-4026, pbotbusinesstoolkit@portlandoregon.gov

> **Healthy Businesses Program/Winter Healthy Business Permits** - free permits to allow businesses to use space on city sidewalks or streets (neighborhood plazas, curb zone use, street closure) to operate while preserving physical distancing for customers and staff - https://www.portland.gov/transportation/safestreetspdx/what-healthy-businesses-permit?utm_medium=email&utm_source=govdelivery **Contact Info:** 503-823-4026, PBOTBusinessToolkit@portlandoregon.gov

> **Temporary Business Pickup/Drop-Off Parking Spaces** - to help businesses with pickups and drop-offs during COVID-19, they may request to convert parking spaces to temporary 5-minute priority zones. **Application online** - <https://www.portland.gov/transportation/safestreetspdx/services/apply-temporary-pickup-drop-off-parking-space-your-business>

Police - Enforcement of the Governor's Stay Home Order will follow an education-first approach where officers will attempt to educate violators of the order before issuing any citations. **FAQ from Portland Police regarding enforcement** - <https://www.portlandoregon.gov/police/article/757705> It is NOT necessary for individuals to have special paperwork documentation from an employer indicating employee is essential. There are no travel restrictions. Law enforcement will not be pulling individuals over for any possible violations of the Stay Home order.

Police Tows - 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. Can contact tow company direct for release.

Printing & Distribution Services: All mail available for pickup at 124 SW Madison St. City staff contacts June.Leno@portlandoregon.gov or Matthew.Spitulski@portlandoregon.gov

Revenue Bureau - Business and Arts Tax deadline 7/15/20. Phone hours M-Th 9-11:30am, 1-4pm. Business License/Tax email - BizTaxHelp@portlandoregon.gov; Arts Tax email - ArtsTaxHelp@portlandoregon.gov; Transient Lodging Tax - TLTax@portlandoregon.gov
> **Complete Listing of Revenue Division Program Relief - <https://www.portlandoregon.gov/revenue/article/757214>**

Water Bureau

- > Service disconnections suspended.
- > Walk-in Center at 664 N Tillamook closed as of 3/16/2020,
- > Financial assistance programs for residential customers expanded to provide additional financial assistance to those in need.

Small Business Program for Utility Relief (SPUR) - City program assisted approximately 200-300 small businesses with utility credits of between \$1,000-\$10,000. Program was administered by Prosper Portland with priority given to minority and women-owned businesses. Application were open for two weeks beginning July 8th through July 22nd. Applications/Info available at <https://www.portlandoregon.gov/water/smallbiz>

Other City Info/Historical Info

Vaccination Updates for City Staff - City Frontline Worker Vaccination Clinics will be held on 4/9/21 and 4/16/21. Eligible participants who filled out the frontline worker survey will be contacted for scheduling. The City sent a survey to all staff requesting staff to complete the survey if they met the "Frontline Worker" definition - those that currently work within 6 feet of people outside their household for more than 15 minutes. Survey deadline is 4-7-21 - <https://app.smartsheet.com/b/form/60c8172e85714bdd865566bd4b330794> Questions about vaccines or the various clinics offered to portlandvaccine@portlandoregon.gov or call 502-823-4150.

Economic Relief and Stimulus Coordinating Council - Staff Contact: Giyen Kim, 503-823-5119 - offer guidance and recommendations to Portland's elected leaders on how to spend \$217million in Federal COVID relief that will be received in 2021

City ECC: 503-823-2323

COVID19 City Staff Resources - <https://www.portlandoregon.gov/bhr/81055>

COVID-19 City Workplace Health and Safety Guidance - <https://www.portlandoregon.gov/bhr/81288>

Online Health Assessment Survey - <https://www.portland.gov/health-assessment>

BHR Vaccination Updates for City Staff - <https://www.portlandoregon.gov/bhr/article/780316>

ECC Ordering Process - for City bureaus to acquire COVID-19 related resources - ecclogistics@portlandoregon.gov

Multnomah County Emergency Management is lead on local emergency response. **Duty Officer:** 503-988-6700 Option 1, em.dutyofficer@multco.us

Mayor State of Emergency - March 12, 2020 - no gatherings over 25. No additional restrictions on businesses staying open besides Governor's order. City Hall, Portland Building and most City facilities closed to the public as of 3/17/20. City Emergency Funding of \$3 million approved 3/25/20 - \$2 million for emergency response and \$1 million for small businesses. State of Emergency has been extended every two weeks to coincide with County Emergency Declaration.

Mayor had asked for community to step outside and cheer to honor and thank health care workers at 7pm nightly #PDXThanksYou

Non-Represented City Staff Furloughs - on 4/14/20 it was announced that all non-rep staff are required to take up to 10 days of unpaid leave between 4/30 and 10/7/20.

On 3/20/20 the Portland Building closed due to a possible infection reopened to some essential staff (Facilities Dispatch for example) 3/23/20

Portland Rose Festival postponed for 2020

List of Event Cancellations as of March 2020 -

<https://www.wweek.com/culture/2020/03/12/here-is-a-running-list-of-the-major-portland-events-cancelled-due-to-coronavirus/>

Portland Saturday Market closed in March and reopened June 20th

City SAP Code - 9NINR0000023

In December 2019 new coronavirus detected in Wuhan City, China. 1-31-20 Health and Human Services declared public health emergency. 3-11-20 WHO declared COVID-19 a pandemic. First positive case in Oregon 2-28-20. First case in Multnomah County 3-10-20.