

# City Manager Weekly Update

**TO:** Mayor and City Council Members  
City Commissioners

**FROM:** Benjamin Siegel, City Manager

**DATE:** March 26, 2020

**SUBJECT:** Weekly Update

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**Information and Resources Regarding Novel Coronavirus (COVID-19):** The City of San Juan Capistrano is actively engaged in the response to the COVID-19 crisis and continuing to take the necessary actions in order to protect the health and safety of the community, while also providing services with the least amount of modification possible. Please continue to visit the City's dedicated COVID-19 webpage for updated guidelines and directives from State and County public health officials, postponed and cancelled community events and programs, available resources, and instructions for continued access to City services. Although City facilities are closed to the public, all public safety services are fully staffed and operational and essential services such as waste disposal, building inspections, street maintenance, etc. continue uninterrupted. The webpage is available through the homepage of the City's website and at the link below.

<http://sanjuancapistrano.org/COVID-19>

To keep our community safe, we also need your help. Please follow the guidance from state and local health officials, and be sure to share this information with friends, family and neighbors who may not have regular access to the internet.

**April 7 City Council Meeting:** To comply with the Governor's "stay at home" order and social distancing requirements, the April 7 City Council meeting will take place but with some adjustments. The Council Chamber will not be open to the public, and the City Council will participate via conference call. A limited number of City staff will be present in the Council Chamber. The meeting will be available live on the City's [website](#) and the public is encouraged to provide written correspondence by e-mail to [cityclerk@sanjuancapistrano.org](mailto:cityclerk@sanjuancapistrano.org) prior to the start of the meeting. There will also be an opportunity to provide live public comments via telephone. Additional information and instruction for providing call-in comments will be provided prior to the meeting. The City appreciates your patience and flexibility as we balance safety and public participation during this challenging time.

**Utility Bill Payment Extensions:** The City is acutely aware of the challenges members of our community are facing during this crisis, especially as it relates to household bills and expenses. If you need an extension of time to pay your water bill, please call (949)

493-1515, select option 1 and one of our customer service representatives will assist you with an extended payment arrangement. Families should also be aware that the County's social services referral system provides a list of organizations that can provide funds to help pay for household expenses. To access the referral system, dial 2-1-1 or visit [www.211.org](http://www.211.org).

**Business Community Resources:** City staff is working closely with the San Juan Capistrano Chamber of Commerce to provide information and resources to our business community impacted by the COVID-19 crisis. All impacted businesses can apply for Disaster Loan Assistance through the U.S. Small Businesses Administration. To access application information, please visit [disasterloan.sba.gov](http://disasterloan.sba.gov) or the City's COVID-19 [webpage](#). Residents are also encouraged to support our local economy and small business owners by purchasing your supplies and groceries here in San Juan Capistrano. A list of restaurants available for pick-up and delivery is available on the City's COVID-19 [webpage](#).

**Senior "Grab-n-Go" Meal Program:** The "grab-n-go" meal program available for seniors 60 and over at the San Juan Capistrano Community Center (25925 Camino Del Avion) has expanded its operation to provide meals Monday through Friday from 11:00 a.m. to 1:00 p.m. One frozen meal with milk or juice will be provided to each participant per day. To reserve a meal, participants must contact Agewell Senior Services at (949) 493-5921 or by [e-mail](#) two days in advance. For additional information and support services for seniors, please visit the City's COVID-19 [webpage](#). Please share this information with seniors who may not have regular access to the internet.

**2020 Census Participations Opportunities:** Due to the COVID-19 health crisis, operational adjustments have been made to protect the health of Census Bureau employees and the public but also ensure a complete and accurate count of our communities. The 2020 Census self-response phase began on Thursday, March 12, and will be extended through Friday, August 14. You can respond [online](#) using your computer, phone or tablet, by phone at (844) 330-2020, or by mailing in the hard copy version mailed to residences. For additional information, please visit the 2020 Census [website](#).