



# Pathfinder

"Success is not final, failure is not fatal. It is the courage that continue that counts."

- Winston Churchill.

## Teamwork Matters

A message from  
the City Manager



JASON STILWELL

**The safety of our employees, our community, and our customers is our primary concern during this COVID-19 crisis. Be assured there are a number of measures the City is taking to ensure that we safely get through this pandemic. We believe in social distancing, communication, technology, logistics – and compassion.**

Yes, these are challenging and sometimes frightening times, but I am confident that as a solid organization we can and will get through this together. First and foremost, I want to thank you for what you have already done to weather this crisis.

Your commitment makes a huge difference. I also would like to remind you that all of us are disaster service workers – now more than ever, our community is relying on us for help. In this crisis, this is the time for extra effort.

I also want to reassure you that as a City we are resilient. Yes, we are in a [declared local emergency](#). [We are facing a very significant financial blow](#) that will lead to more service reductions. We are now in a [hiring freeze](#) and have [furloughed 93 limited service employees](#) at this time. I continue communicating with the presidents of our represented labor groups.

We are instructing managers to reach out to their teams, to share information, collect feedback, and reassure employees that their health and safety matters above all else. Our team has updated our action plan and policies addressing time-off and

leave, see them on our [Intranet](#). We also have our Employee Assistance Plan you can use to manage stress and anxiety.

We are encouraging the use of technology. This crisis forced us to quickly expand our remote computers, we went from about 25 to 125 remote users within a week, and by this week we may get close to 150.

We are being transparent with our community, [keeping the public informed](#). We are increasing our own capacity to communicate internally and externally.

Business continuity: We quickly pivoted, closing public counters and shifting more so to [services online, by phone, and drop-bins](#). We are aware of the hardships facing families and businesses. The City is [deferring the date for bed tax payments for local hotels](#), and is waiving delinquent utility billing fees that occur because of the impacts of COVID-19, is not turning off water for non-payment, and is providing payment arrangements. [SMAT is temporarily suspending fares](#). [Los Flores Ranch Park is for now, suspending access fees](#).

We can do more, and we will.

Please continue to practice good hygiene at work and at home, including staying home when sick, frequent hand washing with soap, [social distancing](#), and placing alcohol-based hand sanitizers in multiple locations.

On a personal note, along with all of you, I am working hard to cope with this crisis. I have a family to worry about. But I am convinced that we will get through this, if we stay positive with self-confidence. This is literally in our hands. Stay safe. Thank you.

*Jason*