



## RESILIENCE IN THE LIVERMORE COMMUNITY



“We are Livermore and we are resilient.” These are the opening words in Mayor John Marchand’s first letter to the Livermore community on March 20, 2020, shortly after the shelter-at-home order was issued by the Alameda County Public Health Department. Livermore’s resilience was already on display. The community was quick to rise to the challenges presented by the COVID-19 pandemic and continues to find creative ways to help each other, and the community as a whole, thrive.

Restaurants offer convenient curbside pick-up and have shifted operations to become grocery stores, bagging up fresh fruits, vegetables, meats, and unique products for buyers eager to support local businesses. A local distillery has pivoted to making much-needed hand sanitizer instead of spirits. Retail and book stores happily deliver curbside or to resident doorsteps. Fitness centers encourage

physical health and wellness through virtual fitness classes.

The Livermore community is continuing to support one another, going above and beyond to ensure the community emerges from this stronger than ever. Support local Livermore businesses! Refer to the resources list on page 4 for information on how to support local businesses.

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## Message From Livermore City Council

The Livermore City Council has offered updates and words of encouragement through a series of *Letters to the Livermore Community*, available on the City's COVID-19 web page at [cityoflivermore.net/covid-19](http://cityoflivermore.net/covid-19). In case you missed the letters, below are some highlights (but please go check them out!):



Mayor John Marchand assured the community that the City will continue to provide the essential services residents need and answered some common questions from community members.

“Take comfort in knowing that your emergency service workers and first responders, our police and firefighters, are still on the job 24/7 protecting our community and taking special precautions to keep everyone safe, including themselves. The City of Livermore and our dedicated employees will continue to provide the services that our residents expect. Safe, clean drinking water will continue to flow from your taps. Wastewater will continue to be treated to protect the environment. Public works will continue to maintain our roads and infrastructure.”

“All of us need to be careful now. Wash your hands frequently. Avoid touching your face. Maintain social distancing and avoid unnecessary travel. Look out for your neighbors. By working together, we will get through this together.”

A message from Vice Mayor Bob Woerner in partnership with the Livermore Valley Chamber of Commerce and Livermore Downtown Inc. summarized the City's approach for assisting the business community.

“The City of Livermore is working with local business organizations including the Livermore Valley Chamber of Commerce and Livermore Downtown Inc. to address the needs as best we can. We are taking significant actions in the near-term, such as the moratorium on evictions to protect businesses and residents, and developing mid-term and long-term remedies to sustain our businesses.”

“To these businesses that have already acted to protect customers, THANK YOU! To those businesses that have not yet taken proactive actions, we urge you to take steps now to do so. Today, under these conditions, it is essential that we all work together to ensure our businesses and vibrant community survive.”



## Message From Livermore City Council



Council Members Bob Carling and Trish Munro provided an update about the support services for Livermore's unsheltered neighbors.

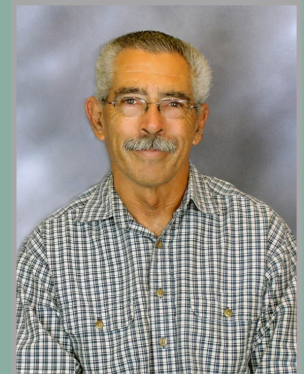
"CityServe is evaluating those people most susceptible to infection and providing hotel vouchers."

"Open Heart Kitchen is preparing pre-packaged meals in its facility in Pleasanton, which are then distributed at the Robert Livermore Community Center through a drive-up curbside process. LARPD and City staff are passing out the meals every weekday."

"Tri-City Health Center is providing street medicine directly to the homeless population on Mondays. They, along with Axis Community Health, are conducting COVID-19 assessments and referrals."

Council Member Bob Coomber recommended getting outdoors safely and responsibly.

"Let's commit to looking ahead to better, safer times. Satisfy our cravings for the outdoors while still obeying the rules. Take some of that free, isolated time and learn what is making those sounds you hear in the tree or flying overhead. Watch the sky for an hour at a time, making note of the changes in appearance as the sun floats through and clouds pass over. Let nature do some healing for you."



A letter of encouragement from Council Member Munro offered resources for coping with COVID-19.

"The next several weeks will be a marathon. No matter how much the past weeks of isolation will reduce the spread of COVID-19, Livermore is not an island; there are cases here, whether symptomatic or not, whether diagnosed or not. COVID-19 is the disease that Dr. Anthony Fauci calls his worst nightmare: a respiratory-borne illness that spreads easily with severe consequences for many."

"We are, in fact, fighting a war. This one will not be won by fighting other people, but by understanding and defeating a virus. We fight—and win—by continuing to support each other from afar. We win as we find ways to better ourselves and the world, no matter how difficult it seems and is. We win as we find ways to support those who suffer physically and economically. We are on this journey together and we can prevail."



**We Are In This Together!**

**A Message from the Livermore Police Department**

Hey Livermore, we are in this together! The experts say it is clear the Shelter-in-Place is making a difference. So, thank you for working hard. We know it is challenging and we still have some time left under the current order, but let's continue to work together to do our part to flatten the curve.

Although we are currently working under different circumstances as a police agency, our mission stays the same for you. We will continue to serve and keep you and your family safe.

During these challenging times, people still have questions about when to call the police. If you have an emergency, please call 9-1-1 immediately and our officers will respond. If it is not an emergency, call the non-emergency line at (925) 371-4987. If you see something, say something and allow our officers to respond and investigate. Stay strong, stay healthy, and remember, we are in this together.

**Federal Assistance**

U.S. Small Business Administration [sba.gov](http://sba.gov)  
 Tax Relief and Economic Impact Payments [irs.gov](http://irs.gov)

**State Resources and Assistance**

CA COVID-19 Response [covid19.ca.gov](http://covid19.ca.gov)  
 Hotline (833) 544-2374

**Alameda County**

Alameda County Public Health Department [acphd.org](http://acphd.org)

**Managing Emotional Health**

Alameda County Behavioral Health [acbhcs.org](http://acbhcs.org)  
 American Psychological Association [apa.org](http://apa.org)

**Support Local Businesses**

Livermore Downtown Inc. [livermoredowntown.com](http://livermoredowntown.com)  
 Livermore Valley Chamber of Commerce  
[livermoreupdates.com](http://livermoreupdates.com)  
 Tri-Valley To Go [visittrivalley.com](http://visittrivalley.com)

**Volunteer**

CityServe of the Tri-Valley [cityservetrivalley.org/news](http://cityservetrivalley.org/news)  
 Open Heart Kitchen [openheartkitchen.org/hot-meals](http://openheartkitchen.org/hot-meals)  
 Meals on Wheels <https://www.spectrumcs.org/senior-services/meals-on-wheels>

**Trusted Sources for Information**

World Health Organization [who.int](http://who.int)  
 Centers for Disease Control and Prevention [cdc.gov](http://cdc.gov)  
 California Department of Public Health [cdph.ca.gov](http://cdph.ca.gov)




## COVID-19 Shopping Tips from the California Grocers Association


- Only visit the grocery store when it's essential. Be creative with what you already have at home before going to the store.
- Help reduce store crowding. Don't bring extra people on your visit to the store if at all possible.
- Inspect produce with your eyes, not your hands. To avoid unnecessary handling of fruits and vegetables use a produce bag to make your selection.
- Avoid unnecessary handling of all items in store. Try not to pick up cans or boxes or other products unless you plan to buy. Let your eyes guide your choice.
- Be aware of your store's special hours or procedures for seniors and other vulnerable populations. Check out your store's website or call in advance.
- Allow for extra time. Some stores are queuing customers outside their main entrance to reduce crowding.
- Treat grocery employees with kindness and consider acknowledging them with a big "thank you."




#COVID19




# Wash



# Cover





# Clean



# Stay In

[covid19.ca.gov](https://covid19.ca.gov)

## DID YOU KNOW?

The City of Livermore's COVID-19 web page, [cityoflivermore.net/covid-19](https://cityoflivermore.net/covid-19), includes links to the following resources and information:

- Answers to Frequently Asked Questions about the latest Shelter-in-Place Order.
- List of local businesses that have adjusted operations to remain open and provide services.
- Ways to safely help others while sheltering at home.
- City actions, including:
  - \* Declaration of Local Emergency.
  - \* Temporary Moratorium on Residential and Commercial Evictions.
  - \* Temporary Moratorium on Imposition of City Fines, Penalties, and Interests.

WE'RE SOCIAL. LET'S CONNECT!





**Census 2020**

As our community feels the impact of COVID-19, it's more crucial than ever to complete the Census. An accurate count of the population in the City of Livermore ensures government leaders at every

level invest in your needs, especially in emergencies. Census 2020 response rates will determine government decisions about Livermore for the next 10 years, including how much money our community receives in federal funding for healthcare, schools, and housing. Take the Census today at [my2020census.gov](http://my2020census.gov) or call (844) 330-2020.

**Doing Business with the City**



- Pay your **utility bills** online at [onlinebiller.com/livermore](http://onlinebiller.com/livermore). If you have questions, please call (925) 960-4320 or email [utilitybilling@cityoflivermore.net](mailto:utilitybilling@cityoflivermore.net).
- Drop off **utility and dog license payments** by check or money order in the white payment box located at the roundabout between City Hall and the Police Department. If paying by money order, please include your name and address.
- For **business licenses**, visit [livermore.hdlgov.com](http://livermore.hdlgov.com) or call (925) 215-4906.
- For **building and planning**, call (925) 960-4410 or email [permit\\_center@cityoflivermore.net](mailto:permit_center@cityoflivermore.net).
- For **library** services, call (925) 373-5505 between 1:00 to 5:00 p.m., Monday through Friday. Visit the Digital Library for online library services at [www.cityoflivermore.net/citygov/lib](http://www.cityoflivermore.net/citygov/lib).
- To report a **water or sewer emergency**, call (925) 960-8100 during regular hours. For after hours emergencies, call (925) 960-8160.
- To report a **maintenance emergency** (traffic/streetlights, roadways, landscaping), call (925) 960-8020.



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**City Connections**

(925 Area Code)

**CITY COUNCIL**

Mayor.....960-4020  
City Council .....960-4010

**CITY OFFICES**

Abandoned Vehicle Hotline .....371-4824  
Administrative Services .....960-4300  
Airport .....960-8220  
Animal License .....960-4315  
Building Inspections(24hr Rec).....960-4430  
Business License.....215-4906  
City Attorney's Office .....960-4150  
City Clerk's Office .....960-4200  
City Manager's Office .....960-4040  
Community Development .....960-4400  
Office of Innovation and  
Economic Development.....960-4140  
Engineering .....960-4500  
Fire Department.....454-2361  
Graffiti Hotline .....960-8060  
Housing & Human Services .....960-4580  
Human Resources .....960-4100  
Job Hotline.....960-4120  
Library.....373-5500  
Maintenance .....960-8020  
Neighborhood Preservation .....960-4444  
Permit Center.....960-4440  
Planning.....960-4450  
Police.....371-4900  
Public Golf Course.....455-7820  
Public Works.....960-8000  
Utility Billing .....960-4320  
Water Resources .....960-8100  
Water Resources Emergency .....960-8160

**GENERAL CONTACT INFORMATION**

Information.....960-4000  
California Relay Service ..... 7-1-1  
Website ..... [www.cityoflivermore.net](http://www.cityoflivermore.net)  
Email ..... [info@cityoflivermore.net](mailto:info@cityoflivermore.net)