Love to Shop Local
Support Businesses
with the I Love
Cupertino e-Gift Card

PLUS: CREST 2021 NOMINATIONS ARE OPEN | TAKE THE CUPERTINO CLIMATE CHALLENGE | SMART BIKE RACKS AT CIVIC CENTER PLAZA
This is my first opportunity to wish you a Happy New Year! I hope you are well and your year is off to a good start.

I understand that 2020 was a tough year for everyone. That includes us as individuals, our families, our community, and our country.

That’s why I want to start off 2021 with positive thoughts. There is so much out of our control, and so much of it can be negative.

Some studies show that 40% of our happiness (or unhappiness) is based on our intentional thoughts and actions. If that’s true, then I’m deciding to think positive thoughts—for myself and about others, and then put that into action.

My sense of optimism is getting back to myself.

Deborah Feng
City Manager
The COVID-19 pandemic has exacerbated the conditions for community members experiencing homelessness in and around Cupertino. In response, the City of Cupertino partnered with the non-profit agency, Abode Services, and the County of Santa Clara to support the encampment on Wolfe Road at Interstate 280 prioritizing a pathway to housing for each participant. Starting in July 2020 and continuing into 2021, each response agency has maintained consistent outreach to those at the encampment. While engaging, all agencies maintained physical distancing and wore face coverings.

As a part of the ongoing outreach and engagement at Wolfe Road and Interstate 280, the County of Santa Clara Office of Supportive Housing offered the following services:

**Shelter:**
- Temporary shelter beds at any County partner shelters, as well as new shelters established as a result of COVID-19, all abiding by social distancing and taking necessary precautions.
- Motel placement for high risk individuals determined through a screening conducted by a nurse.

**Community Resources:**
- Resources for showers including locations and access instructions
- Employment assistance programs
- Substance abuse treatment (including residential treatment)
- Mental health support
- Housing assistance programs, such as the Emergency Assistance Network, which can aid in move in costs such as deposit and first month’s rent

On November 19, 2020, the Cupertino City Council allocated funding to support a pathway to housing for those experiencing homelessness at the encampment on Wolfe Road in an unprecedented step to address the COVID-19 pandemic. Members of the encampment were offered shelter in a motel and storage for personal items for up to six months. Abode Services made units available at an existing service delivery location in a motel setting. Each member in the motel has access to case management and supportive services for help with permanent housing options, employment assistance, substance dependencies, and more.

Additionally, the City of Cupertino established a temporary, alternate outdoor site for the encampment members to relocate during the COVID-19 shelter in place orders. Portable restrooms, handwashing stations, and debris bins have been provided onsite in line with Centers for Disease Control (CDC) and local Public Health guidelines. The County of Santa Clara and Abode Services will continue to coordinate outreach and engagement services prioritizing a pathway to housing for each remaining individual.
Support Local Businesses with “I Love Cupertino” Community e-Gift Cards

As we embark on our journey into 2021 our community continues to navigate the ongoing economic impacts of the COVID-19 pandemic. The City of Cupertino is committed to working with all of its community partners and local businesses to support one another during these challenging times.

A new way for residents to help support local businesses is to purchase I Love Cupertino Community e-Gift Cards that can be used at participating local businesses. The City is sponsoring the I Love Cupertino Community e-Gift Card Program in partnership with the Cupertino Chamber of Commerce. This e-gift card program is an opportunity for residents and local shoppers to enjoy restaurants, shops, and entertainment in Cupertino while supporting local businesses.

The I Love Cupertino Community e-Gift Card is a community-based digital gift card that makes it easy to keep local spending local at participating Cupertino businesses. E-gift cards can be purchased securely online at app.yiftee.com/gift-card/cupertino in different values and sent to the recipient via email or text message. Send e-gift cards to your family, friends, coworkers, or any of the special people in your life! The recipient can use that value to make purchases at participating Cupertino e-Gift Card merchants.

NO FEE SPECIAL OFFER: Processing fees will be waived for e-gift cards purchased through the end of February 2021 (standard processing fees are $1.00 per card and 5% of the total value of the gift amount). The card recipient and merchant receive the full value for the card, providing a maximum benefit to our local businesses.

Whether you choose to use the gift cards now for to-go and curbside purchases, or to give to others as gifts, every purchase counts! Your generosity and support of our business community directly impacts local businesses and their employees at these locations, as well as strengthens the vitality of our local economy as we all look toward better times.

Stay Healthy in 2021

While we may be ready to leave the challenges of 2020 behind us, it is important to stay vigilant as we continue to fight the spread of COVID-19.

Not feeling sick or testing negative doesn’t always mean you aren’t infected. After exposure, COVID-19 can incubate in the body for up to 14 days. If you’ve been exposed, quarantine and watch out for symptoms. Don’t risk accidentally exposing others, especially the ones you love.

If you have symptoms or are sick, assume it’s COVID-19 until proven otherwise. Too many people have thought it was just allergies, the weather, or the time of year. Then their loved ones fall sick and test positive, realizing it was COVID-19 all along. Find a testing site for people with symptoms at sccfreetest.org.

Continue to follow the Health Orders from the Santa Clara County Public Health Department, and practice good hygiene and safety:

• Wear a face covering when going out for your essentials
• Stay at least six feet apart from people outside your household
• Make sure to get your annual flu shot to protect yourself from flu
• Avoid close contact with people who are sick, and stay home if you are sick
• Clean and disinfect frequently touched objects and surfaces
• Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol

Thank you for doing your part in stopping the spread of COVID-19 and keeping our community safe.
Financial assistance and food support are available for households impacted by the coronavirus (COVID-19) crisis. If you or anyone you know is affected by school or business closures, loss of jobs and hourly earnings, or are now having to take care of dependent older adults amidst the COVID-19 crisis, West Valley Community Services is there to help. All appointments and consultations will be over the phone or video.

Programs and services include:

• Weekly grocery assistance
• Grocery delivery for households ages 60+ or households exposed to COVID-19
• Financial rent and utility assistance
• Food stamps and medical insurance referrals

Please contact West Valley Community Services for information, referrals, and services at recert@wvcommunityservices.org or call (408) 366-6092.

Find More Resources for Families and Individuals Impacted by COVID-19

• Call 2-1-1 to speak with an operator about programs and services to assist families in Santa Clara County
• COVID-19 Business Call Center: (408) 961-5500, Monday through Friday, 8 a.m. to 5 p.m.
• Isolation and Quarantine Support Program, including housing, transportation, meals, and more: (408) 808-7770
• Santa Clara County COVID-19 Assistance Navigation for unemployment insurance, disability, and other safety net programs: (408) 809-2124 or email scc-can-info@wpusa.org
• Second Harvest Food Bank for food assistance: 1-800-984-3663
• Santa Clara County Joint Operations Center for housing support: (408) 278-6420
• Santa Clara County Office of Labor Standards Enforcement: 1-866-870-7725
• Santa Clara County Patient Access Department: (408) 855-CARE
• COVID-19 Testing Information: sccfreetest.org

Want to find ways to help? Make an emergency donation or sign up to volunteer at wvcommunityservices.org.

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**COVID-19 can incubate in the body for up to 14 days**

Here’s what that might look like:

- **Day 0**: You are unknowingly exposed to COVID-19
- **Day 3**: You are notified of exposure and asked to quarantine
- **Day 6**: You test negative
- **Day 7-9**: Thinking you don’t have COVID-19 you visit family
- **Day 10**: You develop symptoms and test positive

It is possible to expose others while contagious, before showing symptoms.
Do you know someone who should be recognized for their efforts in volunteering, sustainability, or public safety?

For more than 30 years, the City of Cupertino has recognized its outstanding community volunteers with an awards program. Hundreds of residents and community organizations have been honored with the award, now known as the CREST (Cupertino Recognizes Extra Steps Taken) Awards.

For the past three years, the City has presented awards in seven categories to better reflect the Cupertino community. The categories are:

- **Lifetime Achievement Award (Volunteer)** – Recognizes a member of the community who has volunteered in the City of Cupertino for 10+ years.
- **Volunteer of the Year** – Recognizes individuals who have made a difference to the Cupertino community through volunteer service.
- **Organization of the Year** – Recognizes organizations that have made a difference to the Cupertino community through volunteer service.
- **Rising Star Award (Volunteer)** – Recognizes an individual who has volunteered in Cupertino for three or less years but shows a continued commitment to the future of the Cupertino community.
- **Public Safety Champion of the Year** – Recognizes an individual or group that has made an outstanding contribution to the safety of Cupertino.
- **Sustainability Champion of the Year** – Recognizes a person or group committed to maintaining a sustainable and healthy place to live, work, and play in Cupertino.

Award criteria and nomination requirements are on the application form, which can be found at the link at the bottom of the page. Complete the information and attach your answers to the required questions. Please be as detailed as possible. Applications are due by February 26, 2021.

For more information on the categories, and to nominate someone you know, please follow the link at the bottom of the page. Follow-up questions can be sent to Communications Officer Brian Babcock at pio@cupertino.org.

cupertino.org/crest
In the United States, a shocking 40% of greenhouse gas emissions come from household activities. Thankfully, some of the solutions are simple, but we need your help. The Cupertino Climate Challenge is here to make it easy to lower your greenhouse gas emissions, save money, and engage in the fight against climate change.

This free tool has dozens of possible actions that give you helpful tips and links to resources tailored just for you. Choose from over 70 actions from home energy, transportation, food and waste, and water conservation. Every household is different, so whether you’re just starting out or already a “climate champion,” the Cupertino Climate Challenge is for you.

How it works:

1. **Create your profile.** It’s easy to get started. Create your household profile and enter some information on your current activities so we can recommend actions that are right for you.

2. **Take sustainable actions.** Browse a list of actions that will help reduce your impact, then add them to your dashboard. We’ll help with next steps, costs, and questions.

3. **Work together.** Are you part of a club, school, or faith community? Add your group to the platform and have fun with some friendly competition, encouragement, and tips from your friends and neighbors. Strong, sustainable neighborhood networks will support ongoing community efforts to build resilient and safe neighborhoods throughout Cupertino.

Our goal is to get to 250 households this year which will make it possible to eliminate 100 tons of CO2 from entering our atmosphere. Together we can create a safer, healthier future and a better today. Sign up today and start exploring impactful everyday actions. Who knows how far you’ll go!

Get started at [cupertinoclimatechallenge.org](http://cupertinoclimatechallenge.org).

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New 10-Year Agreement Authorized for Garbage, Recycling, and Organics Collection

At the final meeting of 2020, City Council authorized the execution of a new 10-year franchise agreement with Recology for recycling, organics, and solid waste collection; recycling and organics processing services; and transport for disposal.

The new agreement goes into effect on February 1, and will maintain current services including extra on-call collections for residents, compost giveaway at the compost site, and Environmental Days (when safe given COVID-19 restrictions). The agreement includes several metrics to track diversion from landfill, requires annual technology assessments of electric collection truck technology, switches existing trucks to renewable diesel, and prepares for new State regulations related to diverting food waste from the garbage that will go into effect in 2022.

Additional information about the new agreement with links to the recorded Council meeting and agenda documents is available at [cupertino.org/newfa](http://cupertino.org/newfa).
February is National Library Lovers’ Month, and there’s no better way to celebrate than showing some love to our own Cupertino Library and the Santa Clara County Library District (SCCLD)!

The Cupertino Library has continued to provide exceptional services while maintaining the safety of patrons and staff. Patrons can place books they want to check out on hold, and pick them up by walking up or through contactless curbside pickup during specific hours. The library also expanded its digital services, including virtual programs, resources for students, and offering free Wi-Fi to the community in the library parking lot. Despite the challenges of the COVID-19 pandemic, SCCLD continued to engage the community with additional focus on mental health, and the City of Cupertino and Cupertino Library continued to move forward on the Library Expansion Project.

The new year just got better, as the Santa Clara County Library District announced the elimination of late fines for all library materials, including books, magazines, music, and movies. Existing fines will also be forgiven, so you can start the new year with a clean slate. You can also visit the online library at any time! Sign up for an electronic library card, download ebooks and audiobooks, find tutoring and homework help, and much more at sccld.org/online-library.

No Bike Lock?

No Problem!

Introducing Smart Bike Racks

Riding your bike is one of the best ways to get to Civic Center Plaza. Whether you’re picking up a book at the esteemed Cupertino Library, walking through the demonstration garden outside City Hall, or getting a bite to eat from a nearby café, riding your bike will bring you the joy of Cupertino’s beautiful scenery while also avoiding the hassle of parking.

But what if you forgot your bike lock and you’re worried about your bike getting stolen? You don’t need to worry anymore.

The City of Cupertino installed two new smart bike racks in Civic Center Plaza. The smart racks, manufactured by Bikeep, let you lock your bike without the need for a bike lock—all you need is your smartphone or transportation card. Search for the Bikeep app on your smartphone or scan the QR codes on the racks to download the app. Setting up an account is quick, easy, and free. Lock up your bike securely, and enjoy your visit to the Civic Center Plaza knowing your bike will be there when you return.
The Winter 2021 Recreation Schedule is out!
Virtual program offerings available

Register for an activity today
cupertino.org/recreation
Are you or a loved one in need of food assistance? The City of Cupertino is working to better understand the level of need in our community. Please take the survey to receive more information on food resources for which you may be eligible. If you cannot take this survey online or need translation assistance, please call (408) 777-3152 to complete the survey over the phone.

Take the survey at opentownhall.com/10154

The City of Cupertino is making it easy for you to get a jump start on your New Year’s resolutions with free live-streamed virtual fitness classes. For the latest information, please visit cupertino.org/virtualrecreation.

**MONDAYS**

**Zumba® with Monica** | 9 a.m. to 10 a.m.
Zumba® routines feature aerobic intervals with a combination of fast and slow rhythms that tone and sculpt the body.

**TUESDAYS**

**Bootcamp with Raychel** | 8:30 a.m. to 9:30 a.m.
An interval training class that mixes calisthenics and body weight exercises with cardio and strength training. No equipment needed.

**WEDNESDAYS**

**Zumba Gold® with Grace** | 10:30 a.m. to 11:30 a.m.
Zumba Gold® is a dance exercise class designed for active adults 50+. The dances feature Latin moves such as Salsa, Cumbia, Cha Cha, and more. Steps are fun and easy to follow and learn. The class is designed to help improve balance, strength, and flexibility.

**THURSDAY**

**Body Sculpting with Raychel** | 10:30 a.m. to 11:30 a.m.
Body sculpting is a muscle-toning total body workout, incorporating strength and flexibility training. No equipment needed.

**FRIDAYS**

**U-Jam® with Monica** | 9 a.m. to 10 a.m.
Join the dance party with U-Jam®, burn those calories away with easy to follow moves and high energy music.

**Cardio Dance with Monica** | 12 p.m. to 1 p.m.
Join Monica for her very own Cardio Dance Class filled with Pop and Bollywood music.
Facilities

BLACKBERRY FARM GOLF COURSE
Blackberry Farm Golf Course is open. Daily tee times are between sunrise to 1.5 hours before sunset.

Book a Tee Time: Tee times can be reserved any time online at blackberryfarmgolfcourse.com or during business hours by phone (408) 253-9200.

CUPERTINO SPORTS CENTER TENNIS COURTS
The tennis courts at the Cupertino Sports Center are open for Sports Center members. Sports Center court hours will be Monday through Friday from 8 a.m. to 9:30 p.m. and Saturday and Sunday from 8 a.m. to 8 p.m.

Reserve a Court: Court reservations can be made online at reg4rec.org or during business hours by calling the Cupertino Sports Center (408) 777-3160.

CUPERTINO PARK TENNIS COURTS
The tennis courts at these parks are open:

- Memorial Park
- Monta Vista Community Center
- Varian Park

Blackberry Farm Golf Course and the Cupertino Sports Center are following guidance from the State of California and County of Santa Clara regarding operating procedures and requirements.
**City Directory**

### City of Cupertino

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone / Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Department</td>
<td>(408) 777-3228</td>
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<tr>
<td></td>
<td><a href="mailto:Building@Cupertino.org">Building@Cupertino.org</a></td>
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<tr>
<td>Business License</td>
<td>(408) 777-3221</td>
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<td></td>
<td><a href="mailto:BL@Cupertino.org">BL@Cupertino.org</a></td>
</tr>
<tr>
<td>City Clerk</td>
<td>(408) 777-3223</td>
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<tr>
<td></td>
<td><a href="mailto:CityClerk@Cupertino.org">CityClerk@Cupertino.org</a></td>
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<tr>
<td>City Manager</td>
<td>(408) 777-3212</td>
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<tr>
<td></td>
<td><a href="mailto:Manager@Cupertino.org">Manager@Cupertino.org</a></td>
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<tr>
<td>Code Enforcement</td>
<td>(408) 777-3182</td>
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<td><a href="mailto:Code@Cupertino.org">Code@Cupertino.org</a></td>
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<tr>
<td>Planning Department</td>
<td>(408) 777-3308</td>
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<td></td>
<td><a href="mailto:Planning@Cupertino.org">Planning@Cupertino.org</a></td>
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<tr>
<td>Recreation</td>
<td>(408) 777-3120</td>
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<td></td>
<td><a href="mailto:Recreation@Cupertino.org">Recreation@Cupertino.org</a></td>
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<tr>
<td>Senior Center</td>
<td>(408) 777-3150</td>
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<td><a href="mailto:SeniorCntr@Cupertino.org">SeniorCntr@Cupertino.org</a></td>
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<tr>
<td>Sports Center</td>
<td>(408) 777-3160</td>
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<td><a href="mailto:Recreation@Cupertino.org">Recreation@Cupertino.org</a></td>
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<tr>
<td>Street Light Maint.</td>
<td>(408) 777-3342</td>
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<td><a href="mailto:StreetDivision@Cupertino.org">StreetDivision@Cupertino.org</a></td>
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<tr>
<td>Street Sweeping</td>
<td>(408) 777-3269</td>
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<td><a href="mailto:Public_Works@Cupertino.org">Public_Works@Cupertino.org</a></td>
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<tr>
<td>Tree Maint.</td>
<td>(408) 777-3410</td>
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<td><a href="mailto:Public_Works@Cupertino.org">Public_Works@Cupertino.org</a></td>
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### Other Organizations

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<tr>
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<tbody>
<tr>
<td>Animal Control</td>
<td>(408) 794-7297</td>
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<tr>
<td>AT&amp;T</td>
<td>(800) 331-0500</td>
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<tr>
<td>California Water Service</td>
<td>(650) 917-0152</td>
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<tr>
<td>Chamber of Commerce</td>
<td>(408) 252-7054</td>
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<td>Comcast</td>
<td>(800) 945-2288</td>
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<tr>
<td>Cupertino Library</td>
<td>(408) 540-3947</td>
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<tr>
<td>Cupertino Sanitary District</td>
<td>(408) 253-7071</td>
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<td>Cupertino Union School District</td>
<td>(408) 252-3020</td>
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<tr>
<td>Fremont Union High School District</td>
<td>(408) 522-2200</td>
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<td>Hazardous Waste Drop-off</td>
<td>(408) 299-7300</td>
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<tr>
<td>PG&amp;E</td>
<td>(800) 743-5000</td>
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<td>Project Sentinel (Landlord/Tenant Issues)</td>
<td>(408) 720-9888</td>
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<tr>
<td>Recology (Garbage &amp; Recycling)</td>
<td>(408) 725-4020</td>
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<tr>
<td>San Jose Water Company</td>
<td>(408) 279-7900</td>
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<tr>
<td>Santa Clara Registrar of Voters</td>
<td>(408) 299-6863</td>
</tr>
<tr>
<td>VTA (Transportation Authority)</td>
<td>(408) 321-2300</td>
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<tr>
<td>Vector Control, Santa Clara County</td>
<td>(408) 918-4770</td>
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### First Responders

**Emergency Calls**................................. 911 or (408) 299-3233  
(Police, Fire, Medical)

**Santa Clara County Sheriff’s Office** .... (408) 299-2311  
(Non-Emergency)

**Santa Clara County Fire Department** ...... (408) 378-4010  
(Non-Emergency)

Need to report an issue or have a City-related question?  
Visit: [cupertino.org/cupertino311](http://cupertino.org/cupertino311) or call (408) 777-3200.