

Date: March 17, 2020

TO: Times Standard
KMUD Radio
North Coast Journal
Lost Coast Outpost

KIEM News Channel 3
KINS Radio
Fortuna Business Improvement District
Fortuna Chamber of Commerce

From: City of Fortuna



**CITY OF FORTUNA PRESS RELEASE
FOR IMMEDIATE RELEASE:**

Fortuna, CA – In Light of the current unprecedented pandemic, the City of Fortuna is working diligently to keep employees and the public safe, but also to assist in preventing the spread of the COVID-19 virus by practicing all recommended protective measures.

In an attempt to corral the spread, the City is implementing adjustments in services for various departments in an attempt to comply with safety recommendations.

The following adjustments will begin March 18, 2020 at 8 a.m. and will continue for the next thirty days or until further notice for everyone’s health and safety.

The City Hall lobby will be closed to the public, except by appointment or by phone. 725-7600

We will be continuing to evaluate the situation and adjust our response as needed. We ask for the public’s patience with these procedures. It is important that we all do our part in minimizing the risk of exposure of COVID-19.

Police

- Access to the Police Department lobby will be restricted to “after hours” procedures. The “after hours” procedures consist of citizen’s utilizing the department intercom located at the entrance to the department and communicating their request for service to the dispatch center.
- Livescan services have been temporarily suspended
- Citizen ride-along services have been temporarily suspended
- Our volunteer programs have been temporarily suspended
- VIN verifications and other related in person services will be temporarily suspended

- Animal licensing and other department fees will no longer be accepted at the counter. Some fees may still be submitted by mail or phone. Records requests can be handled by phone or electronically
- Police response will be evaluated based on the nature of the call for service and you may be asked to provide statements over the phone rather than in person. Please be patient with our call takers, as they will be asking pertinent health information to assist officers with the appropriate response.
- For the time being, officers will be handling many non-emergency calls for service by phone instead of in person

Water/Sewer Billing:

- The Finance Department will continue to take water and sewer payments. The options to make payment during this time are as follows:
 - Through the City's website: <https://www.municipalonlinepayments.com/fortunaca>
 - By Phone at 707-725-7600 (Debit and Credit cards accepted) Monday – Friday 8:00am – 4:00pm
 - By dropping payment in the drop box located in the City Hall Parking Lot
- The City encourages all residents to stay as current as they can on all water and sewer bills. However, disconnection of service for non-payment will temporarily be suspended for the next month
- There will be no interruption of water or wastewater treatment services to the community

Parks & Recreation:

- All regularly scheduled Recreation activities will be canceled until further notice
- The Parks & Recreation Office will be closed to the public; however, staff will be available during normal work hours (M-F 8am-4:30pm) by phone (725-7620) or email (krexford@ci.fortuna.ca.us).
- Scheduling and payments can still be made over the phone by credit card, and forms can be placed in the office drop-box (5 Park St.). If using a credit card is not an option, exact cash and checks can still be accepted in an envelope in the drop-box
- Extra sanitization efforts will be made throughout the city's public Park spaces (public bathrooms and playground structures)

Fortuna Transit:

- Service will continue for Fortuna citizens who are 50 and over and/or persons with a disability to their destinations within the city limits M-F from 8:30am-4pm
- For those citizens that are self-isolating, service will include pick-up and drop-off of only essential supplies to riders (charging our normal rates per one-way trip), and only if demand or staff time allows for it. Please place cash only and punch-cards in an envelope for pick-up, and drivers will deliver supplies and return the envelope to the residence w/receipt and change (if necessary)

Fortuna River Lodge and Fortuna Monday Club:

- We will be canceling all events scheduled through April 17th
- Both facilities will be closed to the public until further notice, however staff will be available (M-F 8am-4:30pm) by phone (725-7572) or by email (jmiranda@ci.fortuna.ca.us) for questions or scheduling future rentals

Community Development, Planning & Building:

- Public assistance is available by phone or by appointment; please call 725-1407
- Permit applications are available online at friendlyfortuna.com or can be mailed upon request
- Completed permit applications can be dropped off and paid for by appointment with the Building Department; please call 725-1407
- Payment of fees may only be made by credit card or check; no cash at this time
- Building inspections will continue by scheduling an inspection as usual, but may be deferred by determination of the Building Official on a case-by-case

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