



Contact: City of Prescott
Communications and Public Affairs
Office: 928-777-1362
Email: communications@prescott-az.gov

City of Prescott Response to COVID-19 Updated 3-24-20

Below is a comprehensive list of city services and how they will change. All changes will be in place until further notice, unless otherwise noted.

1. City Boards and Commissions

- a. **Council meetings will not have an in-person audience. Meetings will be live streamed through various channels.** Council members will be present to conduct the meeting. Meetings will be aired on Channel 64, and Facebook Live. Questions will be allowed to be submitted online, in advance of the meeting at the following link: <http://www.prescott-az.gov/city-management/leadership/speaker-request-form/>. A concerted effort will be made to delay consideration of issues with widespread community interest
- b. All non-essential boards and commission meetings will be suspended.
- c. A separate detailed press release was sent out regarding this.

2. Police

- a. **All critical police operations are continuing as usual. The Police lobby is closed; phone and online reporting is offered as an alternative for reporting crimes.** A separate detailed press release was sent out regarding this.

3. Fire

- a. All critical Fire Department operations are continuing. All fire stations are closed to the public. Increased sanitization of trucks and surfaces inside stations has commenced and will continue.
- b. The Prescott Regional Communications Center has initiated actions on all E-911 calls to provide for added questioning of caller as it relates to the current COVID-19 pandemic as suggested by the CDC.
- c. More in-depth triaging of emergency medical service call types is taking place which is using an on-duty paramedic to provide more intense screening for those calls with

symptoms that are common with COVID-19 virus. This was initiated to provide for a right sized response or in some cases ensure the wellness of our first responders.

4. Public Works

The Public Works Offices are closed to visitors, please call (928) 777-1130 for questions and information. All essential services staff are operating as scheduled.

- a. Trash collection will continue as normal. The Transfer Station is open normal business hours of 8:00am – 4:00pm Monday through Saturday. Please be respectful of the City’s attendant by using best hygiene practices.
- b. The Streets Division will provide signs for restaurants upon request “Reserved, Curbside Pickup 15 Min. Parking”. Public Works will take sign orders at 928-777-1130 and will place two per restaurant.
- c. All City construction projects are continuing as scheduled.

5. Utility Billing

- a. **The City is encouraging online and phone bill payment. If you have questions, or do not have access to the internet, we would be glad to assist you over the phone at 928-777-1291**
 - i. Online service includes the ability to:
 1. Review your water usage
 2. Email utility.billing@prescott-az.gov to put in service cancellations and to ask billing questions.
 3. Start service at a new address
 4. Sign up for automatic payment of your utility bill
 5. Or just pay your current bill

6. Prescott Public Library

Prescott Public Library is closed to visitors, but is offering Curbside Service from the parking lot at the corner of Marina and Goodwin Streets.

Hours Tuesday - Saturday, 10 a.m.– 6 p.m.

How will it work?

- Place holds online https://catalog.yln.info/client/en_US/ppl or call the Ask a Librarian Desk at 928-777-1526.
- Not sure exactly what you need? Call our Youth Desk at 928.777.1537 or the Ask a Librarian Desk at 928-777-1526 and they can assist you in the selection of items and place holds for you.
- You will be notified by email, text, phone, or mail when your hold is ready.
- Bring an ID or your library card when you come to pick up your hold.
- Pull into the parking lot at the corner of Goodwin and Marina Streets and wait in your car.
- A staff member will greet you and deliver your holds to the car

Can I return books?

Any items currently checked out will have an eight week loan period and you will not incur late fees during this period.

If you choose to return items, all book drops will remain open.

- Fry's, 3198 Willow Creek Rd
- Fry's, 950 Fair St
- Prescott Community Center, 1280 E Rosser St
- Walmart on Gail Gardner Way
- Lowe's, 2300 AZ-69
- Prescott Public Library, 215 East Goodwin St (alley and Goodwin Street entrance)

Please contact the Ask a Librarian Desk at 928.777.1500 or email

ask.librarian@prescott-az.gov for more information.

Prescott Public Library brings you the discovery of ideas, the joy of reading and the power of information. Check the library's online events calendar at www.prescottlibrary.info, or call 928.777.1526 for more information.

7. Recreation Services/Facilities

- All parking fees at City of Prescott recreational facilities, parks and trails are waived until further notice. Playgrounds, and public restrooms will be closed.** The City is not accepting reservations for park ramadas and campgrounds. The general public is encouraged to practice social distancing and good hygiene. General public is discouraged from gatherings of 10 or more people.
- All special events on City property are cancelled through May 10, 2020. All sporting events and leagues are also cancelled through at least May 10.

8. Community Development/Building Permits

- Community Development Department has transitioned to an ELECTRONIC system for permitting, plan review, fire prevention services, and planning & zoning.** Please use any of the following emails (based on the type of request or issue) to gain assistance from a team member with your project:

BuildingPermits@prescott-az.gov

PlanReview@prescott-az.gov

Inspections@prescott-az.gov

Zoning@prescott-az.gov

FirePrevention@prescott-az.gov

Resources to assist customers with Building, Fire, or Public Works permits, plan review re-submits, and exchange of planning project materials are available on the City's website and in the lobby at City Hall.

<http://www.prescott-az.gov/permits>

New permit applications can be accessed at:

www.prescott-az.gov/documents.

Paper applications may be downloaded, filled out by applicants at home or office, and can be deposited at the portable permit processing center in the City Hall main lobby, or may be submitted by email with supporting documentation. Any permit deposits due will be temporarily deferred; staff members will contact applicants with more information. Permit intake and processing will take place by the permit staff as usual. Permit issuance will be transferred to **by appointment only**.

Please contact the Community Development Department at 928-777-1371 for further guidance or questions, or to schedule a permit issuance appointment. Permit issuance will take place at the City Clerk's customer service window in the main lobby, adjacent to Utility Billing cashiers.

9. City Clerk

- a. **Notary services provided by city staff will be suspended until further notice.** In our ongoing efforts to curb the impacts of COVID-19 in our community and to protect our staff and citizens, this non-essential services will be temporarily suspended.

10. Airport

- a. **Commercial flights are continuing through United Express, operated by SkyWest Airlines, through the Essential Air Service contract.** The Airport is taking extra cleaning precautions and deep cleaning areas between flights. The Airport is following FAA guidelines for passenger safety. New terminal construction continues.

11. Legal Department

- a. Effective **Friday, March 20, 2020** the City of Prescott Legal Department will be **closed** for all in-person business transactions. In our ongoing efforts to curb the impacts of COVID-19 in our community and to protect our staff and the general public, the City will be conducting all legal transactions electronically until further notice. All restitution payments, proof of community service, proof of counseling, and other requirements of criminal cases that are to be turned in to this Office are also deferred until further notice. The Legal Department will be available to city personnel for in person meetings when requested and will continue to provide high quality civil representation of the City and prosecution of criminal cases during this trying time. Please contact the City of Prescott Legal Department if you have any questions; either by phone at (928) 777-1274 or, if your matter concerns a criminal prosecution, by email at prosecutor@prescott-az.gov.

12. Human Resources

- a. To assist in containing COVID-19, the Human Resources Department offices remain open with limited staffing. Staff is rotating telework until further notice and will continue to provide all day to day operations and services. City employee meetings by appointment only, please call or email with questions 928-777-1286 or HR@prescott-az.gov .

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