



# City of Monroe

## City Services Status



The items below represent City services that have been temporarily discontinued or altered due to COVID-19 reduce-the-spread policies. We encourage you to contact our City departments utilizing mail, phone, e-mail, or other messaging systems provided on our social media platforms. Please use the following methods for the services below even after our buildings open:

Services Provided (P=Preferred, A=Available)							
Description	Mail	Email	Citizen Self Svc	Drop-box	Table in lower lobby	Secure Portal	Phone
Water payments	P		P	P	A		A
Tax Payments	P			P	A	P*	A
Tax Documents	P			P	A	P*	A
Permit Applications	P	P			A		

\*For questions about the secure portal for tax, please contact [tax@monroehio.org](mailto:tax@monroehio.org)

It is our hope to gradually re-open services to the public as quickly as those changes can be safely re-instated. The dates below represent our best effort to determine what approximate period these services can be re-established. Our staff continues to work diligently to meet your needs, and we have adopted scheduling changes, reductions in change-of-shift interaction, and the limiting of general employee to employee exposure risks on a daily basis. We understand that the best way to continue providing services to you is to keep our staff members healthy and working. You will also note that our staff will continue to wear face shields when interacting with the public in community settings.

Thank you for your patience and rest assured we are working constantly to provide the safest methods to re-establish the services you have become accustomed to.

City Service Status			
Service Type	Includes, but not limited to:	Status	Return Service Date
City Facilities Direct Access	Walk-in Tax, Bills, Permits	Limited	June 15, 2020
Public Meeting Attendance	City Council, Court, Committees	Discontinued	July 2020
Public Facility Rental / Use	Community Room, Fire Station, Library	Discontinued	July 2020
Parks and Recreation	Use of Park Equipment	Limited	June10, 2020
	Park Shelter Rental	Limited	July 6, 2020
Public Education Programs	CPR, Car Seats, DARE, Community Paramedic	Discontinued	July 2020
Fire Inspections	Business, Foster Care, Construction	Limited	June 2020
Property Inspections	Planning & Zoning, Economic Development	Discontinued	July 2020

The following community events have currently been cancelled;

- 4<sup>th</sup> of July Parade
- Light Up the Sky
- Touch-A-Truck
- National Night Out

Should changes occur in our ability to continue these events safely, we will make those notifications on all available communications platforms.