

FOR IMMEDIATE RELEASE

June 12, 2020



City of Copperas Cove

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City of Copperas Cove Facilities Update

Copperas Cove, Texas – As the State of Texas continues to slowly open back up, so will the City of Copperas Cove facilities. Closed since March 30, 2020, some facilities will open to the public on Monday, June 15, 2020 for regular business hours. As protection barriers are installed at various facilities, other departments will soon open to the public. City staff will continue to monitor social distancing guidelines inside the facilities, and at times may ask citizens to standby outside until an area is ready to receive them. We do ask that citizens not enter City facilities if they are, or have been, feeling ill. While the wearing of face masks is not required inside most facilities, they are recommended for the health and safety of both our citizens and employees. Citizens are also encouraged to continue utilizing phone and online services where available. Below you will find specific information on departments:

City Manager & City Secretary Departments:

The City Manager and City Secretary Departments will remain temporarily closed to the public. Citizens may call (254) 547-4221 for an appointment or assistance.

Development Services Department:

Development Services and the Building Department will remain temporarily closed to the public. Citizens may call (254) 547-4221 ext. 6274 for Planning & Zoning needs, and (254) 542-3528 for the Building Department. More information may be found at:

Building: <http://www.copperascovetx.gov/building/>

Planning: <http://www.copperascovetx.gov/planning/>

Citizens, builders and developers are encouraged to submit permit and development applications online as they are able. To process online applications or inspection requests, go to: www.mygovernmentonline.org and call (866) 957-3764 for technical assistance. Construction, Development Plans and related documents may be mailed to:

City of Copperas Cove
Development Services Department
914 S Main Street, Suite G
Copperas Cove TX 76522

Finance Department:

The Finance Department will remain temporarily closed to the public. Citizens may call (254) 547-4221 for an appointment to visit.

Fire Department:

Controlled access into the Central Fire Station lobby and administration area will continue. Access into the station for non-emergencies and routine business will be allowed on an as needed basis. Fire/EMS operations will continue as normal. When calling for medical assistance, citizens should expect to answer additional questions to ensure a safer encounter for all involved. Should a citizen feel they have Flu like symptoms or fever, they should notify the 9-1-1 Communications Operator or Fire/EMS personnel. Fire/EMS personnel will continue to avoid entering residences unless necessary, for the health benefit of all involved.

Human Resources Department:

The Human Resources Department will remain temporarily closed to the public. Citizens may call (254) 547-4221 for an appointment or assistance.

Library:

The Library will be open to the public for regular business hours. Masks will be required for those wishing to enter, with the exception of children under 10 years of age or those with a doctor's order. Curbside service will remain available as well. Patrons are encouraged to stop by to browse the collection and check out materials. The Summer Reading Program will begin on June 16th. Contact the library at (254) 547-3826 with any questions.

Municipal Court:

The Municipal Court will be open to the public but all court proceedings remain temporarily postponed. Citizens are encouraged to still utilize the available online services for pleadings and payments as they are able. Find more information at:

http://www.copperascovetx.gov/municipal_court/

Parks & Recreation Department:

The Parks & Recreation office will be open to the public.

Golf Course:

The Hills of Cove Golf Course will remain open for curbside service and individual play. All tournaments will remain temporarily postponed.

Senior Center:

The Senior Center will remain temporarily closed.

Police Department:

Police operations will continue as normal. The Records lobby will remain temporarily closed and all citizens will be received in the Communications Center lobby. When calling for medical assistance, citizens should expect to answer additional questions to ensure a safer encounter for all involved. Should a citizen feel they have Flu like symptoms or fever, they should notify the 9-1-1 Communications Operator or Police personnel. Police personnel will continue to avoid entering residences unless necessary, for the health benefit of all involved. Public fingerprinting will remain temporarily suspended.

Animal Control:

The Animal Control office will remain temporarily closed to the public but curbside service will continue. Citizens will be met at the front door or in the parking lot for assistance. Citizens may also call (254) 547-5584 for assistance.

Code Compliance:

Code Compliance will remain temporarily closed to the public. Citizens may call (254) 542-8966 for assistance.

Public Works Department:

All Public Works facilities will be open for service, to include administration, sewer, solid waste, street & drainage, wastewater, and water. All solid waste and recycle collections have resumed a regular schedule.

Technology Center:

The Technology Center, which houses the Budget Department, Information Systems Department, and Public Information Department will be open to the public. The City Council Chambers will also be open for posted public meetings but seating is very limited. The public may also continue to participate telephonically by dialing the toll-free number, (888) 475-4499 and using meeting ID: 986 602 9818, as detailed on posted agendas.

Utilities Administration Department:

The Utilities Administration office will be open on the Suite A side only to assist customers from 8am to 4pm. As the Suite A lobby is small and confined, staff will monitor social distancing guidelines and at times may ask citizens to standby outside until they may be received. Customers are encouraged to make payments by phone at (254) 547-8718, mail, drop box or on-line as they are able; Interactive Voice Response (IVR) automated phone payments are also now available 24/7 by calling (254) 547-8718, Option 1. A full list of payment options is available at: http://www.copperascovetx.gov/utility_administration/.

General questions or concerns may be directed to Kevin Keller, Public Information Officer, at kkeller@copperascovetx.gov or (254) 547-4221 ext. 6243. Specific questions about a department should be directed to that department.

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