

FOR IMMEDIATE RELEASE

March 18, 2020



City of Copperas Cove

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City of Copperas Cove Services Update

Copperas Cove, Texas – In light of recent events surrounding COVID-19, the City is taking precautionary measures for the health and safety of our citizens and employees. Staff will increase the frequency of cleaning and sanitizing commonly touched surfaces. All citizens are encouraged to contact us via phone and/or to utilize online City services when possible to decrease the amount of walk-in traffic, for the safety of all involved. All department contacts may be found at www.copperascovetx.gov. All visitors to City facilities are encouraged to wash their hands regularly, cover their cough or sneeze, and stay home when sick. See below information as it relates to various departments and facilities:

Fire & Police Departments:

Fire/EMS and Police personnel will remain on duty 24/7. Citizens are encouraged to call 9-1-1 to report emergencies. For Fire non-emergencies call (254)547-2514 and for Police non-emergencies call (254)547-8222, ext. 0. If calling for medical assistance, expect to answer additional questions as to provide you the most appropriate resources while providing a safe encounter for all involved. Should you feel you have Flu like symptoms or fever, please notify the 9-1-1 Communications Operator, Fire/EMS or Police personnel. Fire/EMS and Police personnel will avoid entering homes unless necessary, for the health benefit of all involved. The Police Department records lobby has temporarily been closed and all citizens will be received in the communications center lobby. Public fingerprinting has also been temporarily suspended.

Public Works:

All Public Works facilities remain open for service, to include administration, sewer, solid waste, street & drainage, wastewater, and water. We are not experiencing any interruptions to any of these services, nor do we anticipate any service interruptions at this time. All solid waste and recycle collection are being completed as scheduled.

City Hall:

City Hall departments will remain open for regular business hours unless otherwise stated. In the event a larger than recommended presence of individuals is noticed, staff may request that citizens separate or wait outside for a short period of time in an effort to adhere to social distancing recommendations.

Development Services:

Development Services and the Building Department encourage citizens, builders and developers to submit all permits and development applications online. Please find the website pages for more information as follows:

To process building permits and development applications online, please visit: www.mygovernmentonline.org and call 1-866-957-3764 for technical assistance

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

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

Code Compliance: http://www.copperascovetx.gov/code_compliance/

Construction, Development Plans and related documents can be mailed to:
City of Copperas Cove
Development Services Department
914 S Main Street, Suite G
Copperas Cove TX 76522

Library:

Effective today, March 18th, the Library has been closed to the public as a precautionary measure. All public gatherings, activities, and events have been temporarily canceled. Library staff will work to ensure local residents still have access to materials, resources, and information. Patrons may locate materials online at www.copperascovetx.gov/library and make a request by placing a hold on selected items, or by calling (254)547-3826. Library staff will retrieve the items and contact the patron to set a time for pick-up at the front door of the Library. Patrons may also call or e-mail the Library at Reference@copperascovetx.gov with reference questions including requests for tax forms or schoolwork assignments; printed materials will be made available for pick-up at the front door of the Library upon request. City staff will continue to monitor the situation and reopen the facility when deemed appropriate.

Municipal Court:

The Municipal Court will remain open for service; however, all court proceedings have been temporarily cancelled through April 30th. Individuals are encouraged to utilize the online services for pleadings and payments.

Parks & Recreation:

The Parks & Recreation office remains open; however, all recreational activities have been temporarily postponed, to include all youth athletics practices and games. The Hills of Cove Golf Course will remain open for individual play, but all tournaments have been temporarily postponed until further notice.

Senior Center:

The Senior Center has been temporarily closed until further notice, as the population at greatest risk is anyone 65+ years of age and/or those with severe medical conditions as defined by the CDC.

*Meals on Wheels, a service of Hill Country Community Action Association, will remain operational.

Utilities Administration:

The Utilities Administration office will remain open for very limited in-office service for our customers. Customers are encouraged to make payments by phone at (254)547-8718, mail, drop box or on-line. If calling Utilities Administration, please leave one message and your call will be returned as quickly as possible. A full list of payment options are available at: http://www.copperascovetx.gov/utility_administration/. As a reminder, as we continue to work thru the transition process of bringing Utilities Administration services back to the City, late fees are not being assessed and there will be no disconnections as a result of delinquent

accounts thru April 2020. The future status of the COVID-19 situation may require a revision to this temporary customer relief. In the event that a larger than recommended presence of individuals is noticed in office, staff may request that citizens separate or wait outside for a short period of time to adhere to social distancing recommendations.

Specific questions or concerns regarding any of these facility updates may be directed to Kevin Keller, Public Information Officer, at kkeller@copperascovetx.gov or (254)547-4221 ext. 6243, or citizens may feel free to contact the specific department.

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