



PRESS RELEASE

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CITY OF TULARE – COVID-19 CITY SERVICES UPDATE

The City of Tulare continues to operate according to the recommendations and requirements provided by Federal, State, and County officials that address the COVID-19 pandemic. City staff appreciates the cooperation shown by our residents as we navigate this difficult situation together. As stated by City Manager Rob Hunt, “We appreciate the patience our residents have displayed over the last few weeks and wish to repeat that the City of Tulare’s commitment to providing uninterrupted City services remains unchanged.” In an effort to ensure that accurate and relevant information is shared quickly, the following update on the provision of City services is provided.

Police Department

The Police Department continues to respond to calls for service as usual. The Police Department lobby remains open, but a civilian employee is not available at the lobby window. Those requiring police assistance can enter the lobby and pick up the phone next to the lobby window, which will then connect to the City’s Dispatch Center. The dispatcher will ask a few questions to determine your needs. The Records department is also available via telephone at (559) 684-4238 to either make an appointment or obtain information regarding: vehicle releases, registrations, obtaining copies of reports. Fingerprinting (Live-Scan) services and ride-along programs are currently suspended.

If you call for an officer to respond to your location, please meet him or her outside. We have asked our officers to do their best to avoid entering buildings or structures whenever possible. Obviously, if it is a life or death emergency, our officers will do whatever is needed.

We continue to encourage our residents to utilize the City’s online crime reporting system when possible. It is fast and easy and meant for “cold crimes” that are not in progress. All reports submitted on line are reviewed within 24 hours by a Patrol

Lieutenant and assigned to an officer for follow up. You can review the criteria and submit your report by clicking on this link: <https://www.tulare.ca.gov/departments/report-a-crime>

Fire Department

The Fire Department continues to respond to all calls for service as usual. However, in an effort to protect employees and the community, the following activities remain cancelled:

- Station tours and Engine displays
- Public education presentations
- Fire training center

The lobby at Fire Station 61 remains open during the hours of 8:00 am and 5:00 pm. However, visitors are not able to proceed beyond the lobby. Non-emergency Fire Department-related questions can be directed 24-hours a day to (559) 687-3307.

Recreation & Parks

The City's Parks and Recreation programs are undergoing continuous evaluation. Residents are encouraged to visit the Community Services Department's Facebook page and the City's website for updates on the status of programs. To date, the following programs and events have been cancelled or postponed:

- Tumbling (partial refund will be available) Spring Camp and Supper Sitters will receive a full refund.
- Spring Carnival is canceled
- Elk's Sports Camp - Postponed
- Arbor Day - Postponed
- BEST Club – Postponed until further notice
- Spring Softball - Postponed until further notice
- Senior Softball - Postponed until further notice

Pre-Sports PLUS, Pre-Sports, Little Dancers, and Little Sluggers have been cancelled. Full refunds will be provided to those who had previously enrolled.

Senior Center

The Senior Center is closed. Meals are available for delivery or take-out. Reservations for meals are required by 12:30 pm the day before requested delivery. The following activities have been postponed:

- All trips, Bingo, and Friday night dances - Postponed until May 1st.

Tulare Public Library

The Tulare Public Library is closed until Thursday, April 30th. Although many programs will be rescheduled, there are options for interaction during this time. Virtual story times, crafts, and special activities will be posted on the website and social media. All of the online and electronic resources, are available to you 24 hours a day, 7 days a week via www.tularepubliclibrary.org and through our app. The US State Department advises that passport services may be delayed, and expedited service will not be available.

Public Works

Water service, sewer service, and solid waste collection continues as usual. The City has suspended shut-offs until further notice. If you are experiencing payment issues due to the COVID-19 pandemic, please call (559) 684-4260.

Please continue to place your trashcans at the curb on your designated pick up days. Public works asks that the following items not be flushed as they will damage or clog the sewer system:

- Baby Wipes
- Paper towels / Napkins

Transit

All routes continue as usual. However, in order to abide by recommended social distancing standards every other seat will remain vacant.

City Hall

City Hall remains open for all regular business. Development Services, Engineering, the City Manager's Office, Finance, General Services, the City Clerk's office, and all associated offices continue to provide uninterrupted services.

Please refer to the City's website for the most up to date information:

<https://www.tulare.ca.gov/>

The City of Tulare would like to remind everyone that the best way to stay healthy is to follow CDC recommendations: wash your hands often, avoid close contact or being in large groups, cover your coughs and sneezes, stay home, and clean and disinfect frequently touched surfaces. For more information visit the CDC website at:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Any person seeking non-emergency information can call (559) 684-4200.