

PRESS RELEASE

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CITY OF TULARE – COVID-19 CITY SERVICES UPDATE

The following update is provided regarding service provision in the City of Tulare. As always, we appreciate the patience and tolerance of our citizens. Please continue to visit the City website, and the various social media accounts, for up to date information.

New Phone Number

The City has established a dedicated phone number for individuals with questions regarding how the COVID19 pandemic is affecting City services:

559-366-1800

Please note, this number is intended to provide information regarding non-emergency City services. In the case of an emergency, please dial 911.

This phone line is staffed Monday through Friday from 8:00am to 5:00pm. If calling after hours, leave a voicemail with your name, phone number and the nature of your request, and your call will be returned.

Police Department

The Police Department has not changed service levels. Individuals with emergencies will receive a rapid and thorough response as usual. The Police Department lobby is open, but a civilian employee is not available at the lobby window. Lobby visitors can 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 are emphasizing and encouraging our citizens to take advantage of the City's online crime reporting system. 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>

Animal Control

Animal Control continues to respond to all calls for service. In the interest of protecting our civilian employees, and the public, the Animal Shelter lobby is currently closed, and no vaccinations are being administered on site. Staff continues to provide care for all of the animals. Citizens who need to renew licenses are encouraged to mail in their paperwork. If you are interested in fostering an animal, please call 685-4540 for more information.

Code Enforcement

Code Enforcement continues to respond to all calls for service. The division understands that this is a difficult time for many citizens and they are willing to accommodate and work with property owners regarding code violations. Anyone needing information or time extensions is encouraged to call (559) 687-2288.

Fire Department

The Fire Department continues to respond to all calls for service as usual. The following activities remain cancelled:

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

The lobby at Fire Station 61 is open during the hours of 8:00 am and 5:00 pm. 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 will be available for delivery or take-out. However, reservations for meals are required by 12:30 pm the day before delivery. The following activities have been postponed:

- All trips, Bingo, and Friday night dances - Postponed until further notice.

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. 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

Streets and Graffiti Abatement

The Streets Division and graffiti abatement staff continue to work as usual. The safety of our citizens, and visitors on the road way is always of the utmost concern.

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.

This continues to be a developing situation. 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 please listen to the City directory and choose the best option.