



FOR IMMEDIATE RELEASE

March 20, 2019

The following is a joint information release from the City of Susanville Police Department, Fire Department, Public Works Department and Office of Administrative Services department.

In light of the State of Emergency handed down by the State of California and County of Lassen, we would like to update you on some changes within the City during this time period.

Susanville Police Department

The Police Department is taking immediate steps to reduce the risk of exposure and the spread of Covid-19 for our public safety staff and the public. Our response to emergency or in-progress calls will not change and be our top priority.

Effective immediately, all non-emergency calls for service where a suspect is not present will be handled via telephone. If after the call the Officer needs to respond, they will. Any Special Daily Liquor licenses are suspended and none will be issued until further notice.

The Police Department will be open to the public during regular hours, however only one person is allowed in the lobby at a time. Our staff will be disinfecting the lobby after each person exits.

All ride-a-longs, volunteer and Explorer programs are suspended until further notice.

Susanville Fire Department

The Susanville Fire Department has taken numerous precautions within our facility and has adjusted procedures for emergency response following the Executive Order N-33-20, CDC recommendations, and Nor Cal EMS guidelines. While the health and safety of our employees is paramount, the Fire Department will continue to respond to all emergencies in an efficient and responsible manner. Our business office at 1505 main st. will be open and continue to operate as normal from 8am to 5 pm Monday thru Friday, I encourage you to call ahead for any question to staff, or to request a personal meeting with staff. If a personal meeting is necessary a short questionnaire will be completed and reviewed prior to admittance into our facility. Thank you for your patience and understanding during this disaster.

City of Susanville Administrative Services

In the interest of the safety of our community and our employees, the City of Susanville will be suspending public access to our lobbies and offices at City Hall and Public Works through April 14, 2020.

At this time, employees are reporting to work as usual and the City will continue to conduct business via email, phone and fax.

We understand that this closure will impact the way some of our customers pay their utility bills, start and stop service, etc. We will continue to offer alternate ways to serve your needs.

- By phone – You can call 530-252-5111 to pay your bill. **During this closure we will be waiving the convenience fee for all phone payments.**
- At our office – Our payment drop box is located in the alley at 66 North Lassen Street. **Please do not put cash in the drop box.**
- Through your bank – Check with your bank on setting up an online payment.
- Start, Stop or transfer service – While our office is closed, you can call still start, stop or transfer your services. Call 530-252-5111 for details. Documents are available online at www.cityofsusanville.org
- For building permits, inspections, etc. please call 530-252-5118.
- To reach Public Works, please call 530-257-1041.

The City will continue to monitor and evaluate this situation and provide updates to the community as they become available on our website and Facebook page, facebook.com/CityofSusanvilleAdministration.

We appreciate your understanding at this time. Our goal is to continue to provide services to our community, while serving the best interests of public and employee health.

We encourage you to stay up to date on current information regarding COVID-19 by consulting the CDC's website, www.cdc.gov for the most accurate and up-to-date information, or call the Lassen County Covid-19 Call Center, 251-8500.

City of Susanville Public Works

Public Works offices will be locked and unavailable to the public until directed otherwise but all facilities will remain operational and fully staffed to provide services for Natural Gas, Streets, and Water to the community. Limited services will be available to the public for all functions the City Public Works Department normally provides. These include emergency responses for natural gas and potable water and ensuring all properties continue to have these services available to each property at their respective meters. Work performed inside of residences or businesses will only be provided for emergencies such as smell of gas (leaks) or Carbon Monoxide (CO). Service calls requested for appliance repair or servicing, igniting pilot lights and other non-emergency tasks cannot be provided. **Occupants of these buildings where additional services are desired or are needed are strongly encouraged to consult with a locally available licensed contractor.** Additionally, street operations will remain under a normal schedule as long as City personnel remain available to provide tasks such as snow plowing, street sweeping, pavement or sinkhole repairs and accident clean up or roadkill removal responses.

Appointments desired by the public to interact with Public Works staff will be considered on a case by case basis and once verification is provided that those persons requesting an audience aren't exhibiting nor are aware of any COVID-19 related symptoms as defined by the CDC. Please call the Public Works office at 257-1041 to make arrangements to discuss why a meeting is being requested and the basis of justifying such an event given the recent orders proclaimed by the Governor's office. Determination of whether interaction is deemed warranted will be made by the Public Works Director. Virtual meetings (phone calls or emails) will be strongly encouraged.

The Department regrets any inconvenience this may cause for the public and thanks the community in advance for its patience and understanding in these trying times. We will continue to assist the community in all areas of the Department's mission and responsibility of completing duties to the fullest capacity available as allowed under the Governor's directive. This will occur without interruption and continue in using the resources it has available for as long as possible. The Department remains dedicated to providing the highest quality, safest possible and lowest costs services to the City for its operations and utilities related services it provides

Lassen County has created a website to provide timely information as situations unfold and foster support of our community. Please visit us at: **lassencares.org**

A local hotline for COVID-19 is available to answer any questions the public may have about COVID-19. The call center will be open Monday through Friday, 8:00 AM to 5:00 PM. Please call: **(530) 251-8100**.