

The Coronavirus (COVID-19) situation continues to evolve daily and state officials have cautioned residents across Texas to take action against the spread of this disease through the next month.

In Governor Abbot's most recent Executive Order GA-14, implemented at 12:01 a.m. on April 2, it's been advised that every person in Texas shall, except where necessary to provide or obtain essential services as defined by the Texas Department of Emergency Management, minimize social gatherings and minimize in-person contact with people who are not in the same household. This order is in place through April 30. In support of the Governor's recent order, City offices (Senior Center, Library, City Hall, etc.) will remain closed to the public until further notice (with the exception of the Police Department Lobby) to help minimize in-person contact among staff and the general public. Preserving public health and ensuring the safety of city employees and residents is the number one priority and will continue to be the center for all decisions regarding city services.

City sponsored events and programs, as well as events at the Civic Centers/Parks Pavilions have been cancelled through April 30 in accordance with the Governor's order. All non-essential boards and commission meetings are being cancelled through April as well.

In an effort to ensure continuity of business, City Departments have been working with staff to stagger employee work schedules and are implementing remote work environments where possible to avoid the bulk of City staff becoming sick at one time and because many staff are struggling with childcare in light of the extended school closures (now closed through at least May 4 per the Governor's order). This will look different for each department, but will result in a slow-down in work productivity and likely lead to some delays. . **To be clear, all emergency operations and essential services will continue to be provided.** First responders are being screened prior to their shifts to ensure they do not have a fever; are not showing signs of being sick; and are feeling well and able to work.

While city offices are not open for in-person contact, services still continue and residents are strongly encouraged to conduct city business online, by email, or by phone. Below is information on city services and how best to conduct business with that department.

This information, along with additional COVID-19 updates, is currently on our website at Schertz.com.

UTILITY BILLING

Currently there are several options for residents to pay utility bills other than visiting the Utility Billing counter at City Hall and those are listed below. The City is also suspending disconnects for utility non-payment through April 30.

- Pay Online (no convenience fee applied)
- Pay by phone: (210) 619-1100 (\$1.00 over the phone fee will be waived)
- Pay by Mail
- Deposit Box - located on the side of City Hall

Water Utility Service: Residents and businesses can also request new water service and stop water service online.

Trash and Recycling services will continue as scheduled with only one service change to yard waste. At this time Republic Services is limiting yard waste (leaves, brush, etc.) pick up to one bag per household per pickup. Republic Services has provided three community dumpsters to help with this service change and this option allows residents to dump yard waste and other typical residential garbage as needed. All

other service requests (i.e. missed pick up, recycle bin, roll-off request, etc.) should be handled by emailing businessoffice@schertz.com or call (210) 619-1100.

MUNICIPAL COURT

At this time, Schertz Municipal Court offices are closed to the public; however, clerks will continue to receive citation payments, process pleas, filings, and motions by email. Court business can still be conducted by emailing schertzmunicipalcourt@schertz.com. or over the phone by calling 210-619-1500.

Payments can be made online or by phone during normal business hours 8 a.m. - 5 p.m.

PLANNING, PERMITS, AND INSPECTIONS

For General Questions Call: (210) 619-1750

Staff is also in process of implementing a video inspection process for residential permits that allows an inspection to occur without the inspector having to enter the resident's home.

- Permitting: All building permit applications and contractor registrations can be submitted online.
- Inspections: All inspection requests are submitted online and re-inspection fee payments can be paid online.
- Planning: All applications can be emailed to planning@schertz.com and payments can be paid online.

FIRE DEPARTMENT

Incident Reports:

The public can request copies of Incident Reports by calling Fire Admin at (210) 619-1300 or sending an email to fire@schertz.com

POLICE DEPARTMENT

Crash Reports:

The public can purchase Crash Reports from Texas Department of Public Safety. Citizens may file a minor crash report online or by calling Dispatch at (210) 619-1274.

Other Police Reports:

Residents are encouraged to make police reports via email or phone. If it is an incident that is not in progress then they should email the information to pdrecords@schertz.com or call (210) 619-1200 and an officer will call back.

Copies of reports other than accidents can be requested by emailing pdrecords@schertz.com.

Police Permits:

Police permit applications are available online and can be paid by phone by calling (210) 619-1200.

Investigations:

Any questions for detectives or other personnel should be addressed by telephone by calling (210) 619-1200.

Code Enforcement:

Code compliance complaints can be made online.

ANIMAL SERVICES

Currently, staff is limiting the amount of walk-in traffic in and out of the Animal Adoption Center. With these precautions in place, staff anticipates fewer than normal adoptions and are asking for assistance from individuals, volunteers, rescues, and organizations to help foster, rescue or adopt the great animals in our shelter. Those interested in adopting an animal can check out the Petfinder website for animals needing assistance.

For strays and more information residents can go to the Animal Services main page or call (210) 619-1500.

EMS OFFICE

EMS bill payments can be paid online, or dropped off in the drop box at 1400 Schertz Parkway, building #7. Question about bills should be directed to (210) 619-1450. Deliveries can be dropped off at the Police Department Building #6.

FACILITY RENTALS

Inquires for City facility rentals or questions about upcoming events, residents should contact the Parks & Recreation Department or the Schertz Civic Center.

Park Pavilion Rentals

Phone: (210) 619-1850

Email: pamen@schertz.com

Civic and Community Center Rentals

Phone: (210) 619-1630

Email: civiccenter@schertz.com

ENGINEERING AND PUBLIC WORKS

Anyone needing to communicate with the Schertz Engineering Department in any way may email engineering@schertz.com. All plans can be accepted digitally and if files are too large to email, arrangements can be made by requesting through email. Engineering and Public Works permit applications are available online. The Engineering and Public Works Office can be reached by calling (210) 619-1800.

LIBRARY

The Schertz Public Library has many online resources available to the community and their website details all of their services and resources available during this time.

- If anyone needs a library card they can register online to get a digital library card. This way they can access all digital resources at home.
- Returning physical items can be done at the drive-up item return which is available 24/7, and is located on the side of the building facing Elbel Rd. Late fines for materials due in the time period they are currently closed will be waived.

RECREATION FACILITIES/SENIOR CENTER

The Recreation Center and Natatorium, are under a license agreement with the YMCA for operation of the facilities and they are both currently closed. The Senior Center is also closed for congregation, but the YMCA is continuing to put out senior lunches through a drive-thru situation.