



**City  
Administrator**

Aaron Jenson, City Administrator  
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FOR IMMEDIATE RELEASE  
PRESS RELEASE: COVID – 19  
March 21<sup>st</sup>, 2020

Over this past week, City of Waupaca staff and elected officials have been responding and further preparing for changes within the COVID – 19 situations and working to ensure City functions remain operational and communication is presented in a timely manner. While staff has been working towards functioning and delivering services in our “new normal”, we cannot help but look around and notice the unbelievable efforts and resiliency being shown by our residents and businesses. It has been a week of tests for many and from our view, our community is passing those tests in true Waupaca fashion. We are incredibly proud of our community for their approach and collaboration. Our City staff looks forward to working for and with our residents, businesses and community partners over the upcoming weeks.

On Friday afternoon, a group of key community partners were able to collaborate over a conference call to discuss individual and collective efforts that will be taken over the next week to ensure our community is prepared for changes in the COVID – 19 situations. We are thankful for the work and communication from these partners as we take an “all hands on deck” approach. Key community partners will continue to connect weekly moving forward.

From a City services standpoint, we would like to remind you of the following...

- **City Police Department:** Officers will continue to respond to all emergency calls. Residents may realize changes to non-emergency operations to help mitigate risk to our residents and officers.
  - **Waupaca Area Fire Department:** Will continue to respond to all emergency calls including lift and assists.
  - **Ambulance Service:** Gold Cross will continue to operate as normal and will respond to all emergency calls.
  - **Public Works (Water and Sewer Utilities):** City Public Works employees are continuing to work. If an “essential services only order” comes from the State in the future, Water and Wastewater services will have employees reporting daily. Street Department employees would be on call and respond as needed.
  - **Waupaca Online:** Waupaca Online is currently working and will continue to stay on call throughout any possible changes in the COVID – 19 situations.
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- **Waupaca Taxi:** Waupaca Taxi is currently operating under revised hours. The temporary COVID-19 hours of operation are as follows:
    - MONDAY-THURSDAY: 6:30 a.m. - 9:45 p.m.
    - FRIDAY: 6:30 a.m. - 11:00 p.m.
    - SATURDAY: 7:30 a.m. - 11:00 p.m.
    - SUNDAY: 8:00 a.m. - 3:45 p.m.

*Extensive cleaning measures are being taken to protect both users and drivers.*
  - **Waupaca Area Recycling Center:** Waupaca Area Recycling Center currently remains open. In the event of an “essential services only order” the center will be closed to the public.
  - **Community and Economic Development Services:** Residential building inspections are temporarily on hold. These inspections will resume as the COVID – 19 situation improves. Commercial building inspections are still being conducted. Any changes with inspection related operations will be shared in future communication.
  - **City Hall:** Will remain closed to the general public. Appointments can be made for voter registration and absentee voting by calling 715-258-4411. Payment options are available for customers who need to pay utility bills online via the City website. Residents can also call City Hall for direct debit or credit card transactions.
  - **Waupaca Area Public Library:** Remains closed to the public. Curbside service will continue until there is a confirmed case of COVID – 19 in Waupaca County. Residents can call the Library at 715 – 258 – 4414 for curbside service details.
  - **Waupaca Recreation Center/Senior Center:** Remains closed to the public. Programs are currently postponed until COVID – 19 recommendations change. Users of recreation and senior programs are encouraged to continue to register for summer programs at [www.waupacaparknrec.com](http://www.waupacaparknrec.com). Any cancelled programs will result in full refunds.
  - **City Council and Committee Meetings:** This past week a number of state laws have changed to allow open meetings to be held via video conferencing to promote social distancing. Upcoming meetings include an April 1<sup>st</sup> Plan Commission Meeting and April 8<sup>th</sup> City Council Meeting. These meetings are currently scheduled to be held in the Council Chambers at City Hall. If the format of these meetings change, details will be shared at [www.cityofwaupaca.org](http://www.cityofwaupaca.org) and through our local media outlets. In our current format we are limiting public attendance at these meetings. Anyone wishing to give public input will have the opportunity to do so by emailing a their statement to [publicinput@cityofwaupaca.org](mailto:publicinput@cityofwaupaca.org). In
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order for your statement to be read during a posted public input session submitters must include their name, address and a phone number they can be reached at. All public meetings will be broadcasted on 96.3 FM and streamed on the City of Waupaca's Facebook page.

- o **Elections:** As of today (March 21st) elections are still scheduled for April 7<sup>th</sup> and voting for City of Waupaca residents will take place at the Recreation Center. Extensive cleaning measures along with efforts to ensure social distancing will be taken. Any State directed changes will be communicated on [www.cityofwaupaca.org](http://www.cityofwaupaca.org).

For continued communication, please visit the City of Waupaca webpage at [www.cityofwaupaca.org](http://www.cityofwaupaca.org). Our homepage has been changed to direct all visitors directly to our COVID - 19 information page. We also encourage everyone to follow the City of Waupaca Facebook page for frequent updates regarding city business.

We want to ensure everyone that the City of Waupaca staff will continue to work to provide services at the greatest level possible. Our staff has a passion to serve our community and we are excited about the opportunity to be there for our residents and businesses during this time.

Stay healthy and have a wonderful weekend,

Aaron Jenson, City Administrator

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