



**City
Administrator**

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FOR IMMEDIATE RELEASE
PRESS RELEASE: COVID – 19
March 24th, 2020

Today, Tuesday, March 24th marks the first day of Governor Evers “Safer at Home” order. This order has called for the closing of any non-essential services at this time. This press release is to keep our residents informed on current operations across City departments.

- **Police Department:**
 - Patrol officers will continue with their scheduled shifts. All supervisory positions within the department will work remotely whenever possible. Department phone extensions will be forwarded to appropriate personnel.
- **Waupaca Area Fire Department:**
 - No current changes. The department will continue to respond to all emergency calls including lift and assists.
- **Ambulance Service**
 - No current changes. Gold Cross will continue to operate as normal and will respond to all emergency calls.
- **Public Works:**
 - Public Work Director: The Public Works Director will be working remotely during this time. Calls to the Director’s extension will be forwarded to the Director between 7:30 a.m. and 4:00 p.m. Monday through Friday.
 - Wastewater: Two employees will report daily to adhere to testing requirements.
 - Water: One employee will report daily to adhere to testing requirements.
 - Street Department: The Public Works Director will work with the Street Superintendent to designate primary on call employees. All street department employees will be considered to be on call during regular working hours. They will also be on call outside of regular working hours in case of an emergency situations (not unlike any other time during the year).
 - Cleaning Staff: Cleaning staff will report daily to clean City Hall and the Police Department.
 - Reporting: Please report any public works needs by emailing jberrrens@cityofwaupca.org calling 715-942-9909.
- **City Hall:**
 - The City Administrator, Finance Director, Clerk and Deputy Clerk will report to City Hall daily to ensure election responsibilities are met. All other City

Hall employees including the Community and Economic Development Department will be working remotely during normal business hours. Calls to office extensions will automatically be re-routed to the appropriate personnel from 7:30 a.m. – 4:00 p.m. Monday through Friday.

- Elections: Currently elections are still scheduled for April 7th. Anyone wanting to cast an absentee ballot or register as a voter can make an appointment by calling City Hall at 715-258-4411. We also strongly encourage voters to consider casting their absentee ballots via mail by visiting <https://myvote.wi.gov/en-us/>.
 - **Parks and Recreation Department:**
 - Department staff will be working remotely during this time. Calls to the Recreation Center will be forwarded to parks and recreation personnel where they will be available from 7:30 a.m. to 4:00 p.m. Monday through Friday. The Parks and Recreation Director will work with the Parks Supervisor to develop a schedule in which park's staff will report as needed for park maintenance and funeral requests at Lakeside Memorial Cemetery. Parks remain available to the public during this time. Park users should know that park bathrooms will be closed and playground equipment is not regularly cleaned or sanitized.
 - **Library:**
 - Library staff will be working remotely during this time. Library extensions will be forwarded to Library personnel between the hours of 9:00 a.m. to 5:00 p.m. Monday through Friday. With Library staff working remotely, the curbside check-out program will no longer run.
 - **Waupaca Online and Community Media:**
 - Staff will work as needed to maintain the Waupaca Online infrastructure to ensure current customers have internet access. No new installs will be done during this time. Employees within the Community Media Department will also work periodically to ensure area governmental agencies can comply with open meetings laws.
 - **Waupaca Taxi:**
 - Waupaca Taxi will continue to operate under revised hours. The temporary COVID – 19 hours of operation are as follows:

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|---------------------------|-------------------------------|
| <i>Monday – Thursday:</i> | <i>6:30 a.m. – 9:45 p.m.</i> |
| <i>Friday:</i> | <i>6:30 a.m. – 11:00 p.m.</i> |
| <i>Saturday:</i> | <i>7:30 a.m. – 11:00 p.m.</i> |
| <i>Sunday:</i> | <i>8:00 a.m. – 3:45 p.m.</i> |
- Waupaca taxi will prioritize essential trips (groceries, health care, ect.)
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- **Waupaca Area Recycling Center:**
 - Will remain open during regular hours. The attendant will be on site to advise where material should go but will not assist customers when sorting through material.
- **Airport:**
 - The Waupaca Airport will remain open until the FAA communicates otherwise.

We also realize there are people who may find themselves in undesired financial situations due to changes in their workplace. We will offer the following to assist in these situations:

- Effective immediately through June 1st the City will not charge new late fees on bills for the following.
 - Water utility payments
 - Sewer utility payments
 - Waupaca Online payments
 - Parking tickets
- Anyone who finds themselves in a situation where you may have trouble paying your bill should call City Hall at 715-258-4411. Please talk to our billing department and let them know you need to be placed on the COVID - 19 payment plan. We do not need any details or verification. What this will do is allow you to defer any payment to your account until June 1st. We will not charge late fees nor shut off your service. You will then have until September 1st to pay your account in full.

Please note the above information and dates are subject to change depending on the evolving situation or any mandates we are asked to follow

As always, for continued updates and information please visit the City of Waupaca webpage at www.cityofwaupaca.org or the City of Waupaca Facebook Page.
