



**Date:** March 19, 2020

**To:** City of Fair Oaks Ranch Residents

**From:** Tobin E. Maples, City Manager, AICP  
Joanna Merrill, Director of Human Resources

## Temporary Plan of Action in response to COVID-19 Procedures

As COVID-19 continues to impact our nation, we are committed to doing what's best for our community and our employees. We are continually communicating with internal and external resources to ensure that we are providing our community accurate and timely information.

Please know during these sensitive times the officers of the Fair Oaks Ranch Police Department will continue to provide the highest level of service to our community.

Moving forward the City of Fair Oaks Ranch will be implementing the following changes until further notice as described below:

### City Offices:

- Effective 8:00 am on Friday, March 20<sup>th</sup>, our City offices will be **closed to the public**. Our staff will be available via phone at 210-698-0900 or email during regular business hours to assist and answer any questions.
- If you are needing to pay a utility bill you can pay online, by phone during business hours, or use the drop box located outside of the main City Hall building.
- Building Department services will be conducted by phone or email. All permit applications can be found online. We ask that all permit applications and plans be submitted digitally if it all possible. If permit applications must be submitted in paper form there will be a drop box provided at City Hall for that purpose.
- Public Information Act Requests can be found online and submitted electronically via email.

### Utilities:

- Your City provided utilities will not be affected. Your City Utilities team continues to work diligently to serve you.
- Information on Processes going forward:
  - The Utility Department is requesting that all forms regarding connections, disconnects, or leak notifications must be submitted via by email at [Util@fairoaksranchtx.org](mailto:Util@fairoaksranchtx.org) or placed in the drop box located outside of City Hall
    - Please be aware that it may take a few days to process your requests.
    - If you have any questions please call City Hall at 210-698-0900.

- Field staff process will operate as follows:
  - The utility field staff has been instructed not to make contact with residents when service calls.
  - We are strongly encouraging residents to please keep your safety and the safety of our staff in mind and follow the recommended CDC social distancing guidelines when dealing with field staff.
  - If a service request is issued for your residence our utility clerk will be making contact with the resident via a phone call and our field staff will not be notifying you in person of their arrival or of their intent to begin work.

### **Municipal Court:**

- Operations will continue via telephone at 210-698-0983 or by email at this time. Fair Oaks Ranch Municipal Court has postponed all upcoming court appearances and hearings.
- [Click here to make payment online](#)
- We will be rescheduling court hearings for a later date and you will be notified by mail as soon as those court dates are available.
- Our staff is still working diligently to serve you in the safest way possible. If you need assistance with your case, please contact the court at (210) 698-0983 or by email at [court@fairoaksranchtx.org](mailto:court@fairoaksranchtx.org)

### **City Council Meetings:**

- Procedures on how to address meetings of this nature will be discussed during the March 19<sup>th</sup>, City Council Meeting. More information will be provided as it becomes available to us.

As things evolve, we will make sure you are informed on what your City is doing. We encourage our residents to visit our website at [www.fairoaksranchtx.org](http://www.fairoaksranchtx.org), for more information we strongly recommend you sign up for general and emergency notifications for the most up to date information. We will also be updating our social media outlets.

The health, safety and well-being of our community and staff is always our top priority. If the need arises we will be making adjustments to our staffing. We are actively monitoring the situation and relying on advice from the CDC, the U.S. Department of Homeland Security, Texas Human & Health Services and local health authorities to guide our decision on when we will reopen our offices to the public.

In times like these, we listen, we learn and we support each other. We are committed to providing you with superior service during this season of uncertainty. We ask that our community of citizens continue to be safe and supportive of each other.