



NEWS RELEASE

FOR IMMEDIATE RELEASE:
Tuesday, December 22, 2020

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COVID-19 Surge City Public Office and Counter Service Changes ***Public Counters & Offices Closed for In-Person Public Access*** ***Telephone, Email and Online Services Available***

STOCKTON, Calif. – Due to the COVID-19 surge, escalation in the number of cases, and spread resulting in a Regional Stay Home Order for San Joaquin Valley, the City of Stockton will close public offices and counters to in-person public access, effective Monday, December 28, 2020. All departments offer virtual or online services and will maintain regularly scheduled business hours for telephone access, responding to emails, and other online communications. The City will evaluate the need to continue closures on a 30-day rolling basis. Updates and changes will be posted at City offices and buildings and on the City of Stockton website at www.stocktonca.gov/covid.

City Council Meetings – The Stockton City Council will continue to meet, as a body, in-person; public participation in City Council Meetings will be provided virtually. Public comments are accepted in advance of the scheduled start of public meetings using links provided at www.stocktonca.gov/councilmeetings or by contacting the Office of the City Clerk at City.Clerk@stocktonca.gov or (209) 937-8459.

Hours of Service - City staff will be working during this time and available to address public needs. Scheduled holidays, closed Fridays, and hours of service are available on the City of Stockton website on the “Hours of Service” page for each department at

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www.stocktonca.gov/departments. Please call, email, or visit our website to use online services, or send a request through Ask Stockton at www.stocktonca.gov/AskStockton.

Deliveries & Services - City employees will be available to accept deliveries from our vendors and delivery service providers. Vendors, contractors, service providers, and delivery persons are always required to wear a face covering and maintain physical distancing. Please call in advance for access or contact the number posted on the gate or door of the delivery address.

Community Centers – Programs, activities and sports have been suspended since March 2020. Meal and nutrition programs offered at Community Centers will continue, as scheduled, on a grab-and-go basis. Please watch for signage at the site to manage pick-up times, wear a face covering, and always maintain physical distancing. Contact us at (209) 937-8206 or StocktonRecreation@stocktonca.gov.

Libraries – Telephone and online services are available. Curbside services will be available following appropriate State Guidance. For branch hours and assistance, please call (209) 937-8221 or visit www.ssjcpl.org.

Utility Billing – Payments are accepted online by credit card or using your checking account through the telephone payment system. For more information or to make payment arrangements, visit www.stocktonca.gov/paybill or call (209) 937-8295.

Business Licensing – Applications and forms are available online and may be submitted electronically during this closure. Visit www.stocktonca.gov/applybusiness or call (209) 937-8313 for information.

Permit Center – Building, planning, development engineering, and inspection

services are offered online, or arrangements can be made by telephone or email –

CDD@stocktonca.gov, by calling (209) 937-8561. For more information on services please visit www.stocktonca.gov/permitcenter. For Fire Prevention, including Fire Marshal and inspection services, call (209) 937-8271 or FirePrevention@stocktonca.gov.

Municipal Service Center – Request or reports for Public Works and the Municipal Utilities Department, call (209) 937-8341 or www.stocktonca.gov/AskStockton.

Police Department – For non-emergencies, please call (209) 937-8377; Animal Services (209) 937-8274; Code Enforcement (209) 937-8813; Traffic Section (209) 937-8354; and Records (209) 937-8495. Police Department Operations at 22 E. Market will remain open for emergencies. For non-emergency requests, visit www.stocktonca.gov/AskStockton.

Other public office locations include: City Hall and offices located at 400 E. Main St, such as Human Resources, Fire Administration and Economic Development. For a list of telephone numbers and emails, please visit www.stocktonca.gov/departments.

We apologize for any inconvenience. The safety of our community is our primary concern, and we appreciate your patience during these extraordinary times. The City will continue to follow all local, state, and federal guidelines to reduce the spread of COVID-19 in our community. For additional information, please (209) 937-8827 or

Communications@stocktonca.gov.

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City offices are closed for holidays and closed Fridays on the following dates: Friday, December 25, 2020; Thursday, December 31, 2020; Friday, January 1, 2021. For a full calendar of City holidays and closed days, please visit the [department Hours of Service webpage](#).

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www.YouTube.com/StocktonUpdates

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