



PRESS RELEASE

CITY OF SAN CLEMENTE

OFFICE OF THE CITY MANAGER
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FOR IMMEDIATE RELEASE
3/16/2020

CITY FACILITY PUBLIC CLOSURE EFFECTIVE MONDAY, MARCH 16

San Clemente, Calif., March 16, 2020 – To retain the ability to provide essential services to the community, the City of San Clemente out of an abundance of caution is taking steps to reduce the potential exposure of Novel Coronavirus (COVID-19) to employees and the public. Effective Monday, March 16, City Hall, the Utilities Building, the Community Center, San Clemente Aquatics Center, San Clemente Municipal Golf Course, and Ole Hanson Beach Club will be closed to the public for seven days. This decision will be re-evaluated in a week to determine if an extension is warranted. City staff are available Monday through Friday from 7:30 am to 5:30 pm by phone and email (closed alternating Fridays). Also visit www.san-clemente.org for updates.

All City employees will report to work as usual and conduct City business by phone and e-mail. The only change will be that the public will not have in-person access to employees at City Hall. All field operations including police, fire, waste disposal, street maintenance, parks maintenance, etc. will continue uninterrupted. Department contact information is available on the City's website. Should you need assistance locating contact information, please call the City Hall reception desk at (949) 361- 8200 and you will be directed accordingly.

We understand that some of these measures will be an inconvenience and we thank the community for its understanding as we work through this evolving situation. For additional information and resources regarding COVID-19 and the City's response, please visit the dedicated webpage at san-clemente.org/coronavirus or the Orange County Healthcare Agency website at ohealthinfo.com.

Public Safety:

- Emergency response services remain fully staffed and operational.
- In the event of an emergency, dial 9-1-1. For all other non-emergency matters, contact the Orange County Sheriff's Department Dispatch at (949) 770-6011.

Public Works and Utilities:

- Water and sewer services remain fully operational.
- Public Works and Utilities operations staff remain in the field responding to calls for service.
- To report a water/sewer issue or for utilities engineering services, please contact the Utilities Department at (949) 366-1553.
- To submit a parks, streets, or beach service request please contact the Public Works department at (949)361-8317 or Maintenance@san-clemente.org.
- Encroachment permits will be processed over the phone or via e-mail. Please contact Ron Nicholas, Engineering Technician, at Nicholasr@san-clemente.org or (949) 361-6141 to begin the process.

Water Bills and Other Payment Processing:

Payments for water/sewer bills can be made by using one of the following methods:

- Mail to City of San Clemente, Dept. LA23853, Pasadena, CA 91185-3853
- Place in drop box in front of City Hall, 910 Calle Negocio, San Clemente, CA 92673

- Pay online at <https://www.san-clemente.org/departments-services/water-information/water-sewer-services/utility-billing/payment-options>
- Call (949) 361-8315 to pay by credit card or for extended payment plans

Payments for business licenses, residential parking and employee parking permits can be made using one of the following methods:

- Mail to City of San Clemente, 910 Calle Negocio, San Clemente, CA 92673
- Place in drop box in front of City Hall

Recreation classes, programs and rentals:

- For refunds on rentals and classes, see our website at <https://www.san-clemente.org/recreation>.
- Call (949) 361-8264 to reschedule rentals or transfer to a future date.

Building and Safety Services:

- Project submittal, plan check and permit issuance information can be provided over the phone or via e-mail. Please contact the Building Department at (949) 361-6100 or visit the department webpage for department e-mail addresses.
- Inspections will continue, however with temporary protocols in place; the typical 24-hour response time may be delayed. Please continue to submit inspection requests on-line or through the automated inspection appointment line (949) 361-6100.
- Code enforcement officers will remain in the field prioritizing calls for service.

Senior Programs:

- The Senior Center has closed, please refer to the following website for more information: <https://agewellseniorservices.org/>
- The City has cancelled all programs that serve the senior population of 65 years and older.

Library Services:

- The San Clemente Library will be closed until March 31, 2020 <http://www.ocpl.org/>

City Council, Commission, Committee and Board Meetings:

At this time, City Council meetings will continue as scheduled with proper social distancing modifications. Commission, Committee and Board meetings are cancelled until further notice. Community members are encouraged to watch City Council meetings via the City's live feed. If attendance is required, the public needs to practice proper personal hygiene such as frequent hand washing, use of hand sanitizer, and covering a cough or sneeze with a tissue. Hand sanitizer, tissues, and signage advertising social distancing requirements will be provided at all public meetings located at the Council Chambers.

If you choose not to attend a public meeting, there are additional opportunities to participate. To view the live stream of City Council, Commission, and Committee meetings, please visit the [Public Meetings](#) page of the City's website. To provide correspondence regarding a topic of interest, prior to the meeting please e-mail the City Clerk's office at cityclerk@san-clemente.org or address correspondence to City of San Clemente, 910 Calle Negocio, San Clemente, CA 92673.

Other Information Sources

For information on the Orange County Healthcare Agency response, recommendations, and caseload visit www.ochealthinfo.com or contact the Public Health Referral line at 800-564-8448.

For emergency alerts, locally and at the County level, the City encourages residents to subscribe to Alert OC at www.AlertOC.com.

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