

March 19, 2020

UPDATED PRESS RELEASE – FOR IMMEDIATE RELEASE - Operations Updates in Consideration of Coronavirus/COVID-19
CITY HALL AND ALL CITY DEPARTMENTAL FACILITIES CLOSED

In light of the recent Federal Government, CDC and State of West Virginia announcements regarding COVID-19, the City of Martinsburg provides the following public information:

1. **CITY OF MARTINSBURG CITY HALL AND ALL CITY DEPARTMENTAL FACILITIES ARE CLOSED TO THE PUBLIC EFFECTIVE MIDNIGHT THURSDAY, MARCH 19, 2020 UNTIL FURTHER NOTICE (see below for additional details). If it is deemed necessary or urgent to meet with a specific department or staff member in person, you are requested to schedule an appointment.**
2. To make City services as accessible as possible now that City Hall and other City Departmental Facilities are closed to the public, the City of Martinsburg offers online services including: employment applications, Planning Department applications, City meeting agendas, etc. as well as on-line bill payments. For the safety of the public and City staff, we strongly encourage you to use these on-line services.
3. City Hall payments can be mailed, paid on-line, or dropped off only in the Utility Payment Box located in the City Hall Lobby.
4. The City is extending additional time to pay any City of Martinsburg bill until **Wednesday, April 15, 2020** without late fees or penalties added.
5. Water and Sewer customer cut-offs for delinquencies have been suspended until further notice.
6. The City of Martinsburg Fire Department has developed an informational “Community Guide to Understanding Coronavirus (COVID-19)”. This information is available at www.cityofmartinsburg.org and on the City of Martinsburg Police Department Facebook site. Note that for additional information or questions, the State of West Virginia’s 24/7 hotline number is 1-800-887-4304 and the official website for COVID-19 updates is coronavirus.wv.gov
7. The City of Martinsburg Fire Department continues to provide 24/7 Fire/EMS Services. However, the Fire Department will only meet with the public by appointment or unless an emergency. The Fire Department has suspended all non-essential services like public education, car seat installation, etc.
8. Martinsburg Police Department will continue to provide 24/7 response to citizen calls for Police service. Citizen “walk-ins” with non-emergency records requests will be handled on an “appointment-only basis”. Citizen contact information will be taken by on-duty dispatchers and the appropriate MPD officer or civilian staff member will contact the citizen regarding their issues in a timely manner.

9. City of Martinsburg Planning Department has requested appointments be scheduled with departmental staff regarding all applications or other information to be dropped off and/or picked up. Contact the Planning Department at 304-264-2131, Ext. 267.
10. Pursuant to the Order of the Supreme Court of Appeals of West Virginia, the Municipal Court of the City of Martinsburg will be closed until after April 10, 2020.
11. The City encourages the public to reach City departments by appointment as needed via telephone call at, 304-264-2131 or by emailing to a specific department. A directory of phone numbers and email addresses can be found at www.cityofmartinsburg.org
12. The City of Martinsburg City Council meetings and Boards and Commission meetings remain on schedule at this time. The City will accept written comments or emails from the public pertaining to agenda items of Council or Boards and Commissions in order to alleviate gathering of more than 50 people, per the recent CDC recommendations. Please submit any comments via email to glong@cityofmartinsburg.org
13. At this time, the Caperton Train Station located at 225 E. Martin Street, will remain open for MARC Train, Amtrak and EPTA Bus Services.
14. The City of Martinsburg has created a **Facebook Page at [Facebook.com/cityofmartinsburg](https://www.facebook.com/cityofmartinsburg)**, where we anticipate streaming meetings for public viewing. Guidance for streaming is being developed and more information will be forthcoming on utilizing the Facebook site. No comments on Facebook or other social media will be incorporated into the formal record.

The City of Martinsburg appreciates the cooperation from our community. Please continue to follow the recommended CDC guidelines pertaining to COVID-19. Once again, we encourage the public to utilize these alternative means of communication with the City during this period. This action is currently necessary for the safety of the public as well as our staff.