



# CITY OF MANTECA

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**\*PRESS RELEASE\***

**Administration** Department

**FOR IMMEDIATE RELEASE**

**March 15, 2020**

Sunday, March 15th, 9:40 pm.

## **ADDITIONAL CHANGES TO CUSTOMER SERVICE: POLICE AND FINANCE**

As the COVID 19 situation evolves, the City of Manteca is committed to keeping our citizens informed about potential impacts to their lives and impacts on City services. We are equally committed to the safety of our employees.

Initially, we planned to keep both the Finance Front Counter/Lobby and Police Front Counter Lobby open to the public. However, in an abundance of caution we have decided to close both.

See the following notices below for details.

1. Police Lobby and Counter Closure Notice
2. Finance Lobby and Counter Closure Notice

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## **POLICE LOBBY AND COUNTER CLOSURE NOTICE**

The Manteca Police Department will continue to respond to emergency calls and non-emergency calls for service. For emergencies call 911 and non-emergencies call (209) 456-8101. To limit the contact our officers are having with the public, we are asking that you make reports online at <https://www.ci.manteca.ca.us/Police/OnlineCrimeReport/Pages/default.aspx>. This is our online reporting system that allows you to make theft, vandalism, graffiti, harassing phone calls, hit and run collisions, identity theft, lost property, mail/package theft, vehicle burglary and vehicle tampering reports with no suspects. To limit the exposure of our civilian employees are having with the public, the inner lobby door will be locked, and the following procedure will be in place until further notice:

### **Police Records: 209-456-8100 Then Option 2**

***Please call only during the specified times below. If you do not have a cell phone please use the red phone in the lobby and request to speak with a Records Clerk.***

1. For report requests, vehicle releases (towed stored, impounded and repossessed), or questions.

Normal Business Hours

2. For Sex Registrants, Arson Registrants, and Narcotic Registrants the following times are available. Please call ONLY during the times below.

Renewals: Tuesdays and Thursdays 9:00 am to 12:00 pm

New Registrants: Tuesdays and Thursdays 2:30 to 4:00 pm

3. For Live Scan fingerprinting. Please call ONLY during the times below

Monday and Wednesday from 2:00 pm to 5:00 pm

4. For new permit applicants for card rooms, solicitors, tow trucks, and taxis please call ONLY during the times below

Wednesdays 2:00 pm to 3:00 pm and Thursdays from 9:00 am to 10:00 am.

**Property and Evidence: 209 456-8131**

***If you do not have a cell phone, please use the red phone in the lobby and request to speak with a Property/Evidence Officer Records Clerk.***

For Property/Evidence Officer and release of property appointments

**Code Enforcement: 209-456-8100 Then Option 3**

***If you do not have a cell phone, please use the red phone in the lobby and request to speak with a Code Enforcement Officer.***

For Code Enforcement appointments

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**FINANCE LOBBY AND COUNTER CLOSURE NOTICE**

The City of Manteca has proclaimed a local emergency in response to the global COVID-19 pandemic and the effects it is having on the City. The Proclamation temporarily relaxes the City's purchasing requirements to allow us to acquire goods and services at a moment's notice, enhancing our ability to protect the public's safety. Adoption of the Emergency Proclamation is also required for cost reimbursement from national or state agencies for expenses we may incur for any activities we undertake to combat COVID-19.

With the safety of the citizens and the employees of the City of Manteca in mind, the Finance Department will be closing its Finance Department lobby and counters to the public starting Monday March 16<sup>th</sup>, 2020 at 7:30 AM. We realize that this could cause inconvenience for some customers looking to make their utility payments, start utility services, or apply for a business license. We encourage the use of alternative forms of payment such as those listed below:

- Online bill pay by clicking [here](#)
- Make payments by phone at 209-456-8730
- Drop off payments in the drop box located in City Hall parking lot at 1001 W. Center Street (check or money order, no cash please) for a map: <https://bit.ly/2QjNk8e>
- To Start or Stop services, please email [utilitystart@ci.manteca.ca.us](mailto:utilitystart@ci.manteca.ca.us) or call 209-456-8730
- For Business License related inquiries, please call 209-456-8730

We understand that this is a challenging time and we will continue to update residents with more information as the situation evolves. Additional information will be forthcoming concerning utility shutoffs, deferred payment plans, appointments for business licenses, and other measures to offset the impact of the counter closure by the end of the day on Monday March 16<sup>th</sup>, 2020.

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