



Last Updated:

March 13, 2020 at 5:36 p.m.

Changes to City of Mountain View Service Levels in Response to the COVID-19 Pandemic

Please note that the individual list of event and program cancellations by date is available at MountainView.gov/virus and that more service level changes will be forthcoming the week of March 16.

CITY COUNCIL AND ENVIRONMENTAL PLANNING COMMISSION (EPC) MEETINGS

City Council meetings are currently scheduled to proceed in Council Chambers, but the the public is encouraged to submit their comments via email in advance of the meeting to city.council@mountainview.gov or to the City Clerk's Office at city.clerk@mountainview.gov

EPC meetings will also continue to meet in Council chambers, but the public is asked to email comments in advance to epc@mountainview.gov

CONSIDER WATCHING FROM HOME AND SUBMITTING COMMENTS VIA EMAIL FIRST

While members of the public may attend this public meeting, in person attendance is discouraged in order to slow potential community spread of COVID-19. If you must attend, those in attendance must maximize social distancing. Additional viewing areas will be available to accommodate this to the extent possible. This meeting will be broadcast live at mountainview.legistar.com, on YouTube at MountainView.gov/YouTube and on Comcast Channel 26.

Attendees are expected to comply with directions from City staff with regard to seating arrangements and other social distancing measures. Individuals with respiratory issues will be prohibited from attending and those who are at higher risk for serious illness should not attend.

BROWN ACT CONSIDERATIONS

The meetings will be conducted in accordance with State of California Executive Order N-25-20, dated March 12, 2020. Any or all members of the City Council may participate in this meeting by teleconference.

SERVICE CHANGES AT CITY HALL

Community Development Department and Public Works Department Service Counters (First Floor). Strategies are in place now to provide social spacing and that we will be implementing SERVICE BY APPOINTMENT STARTING NEXT WEEK

Finance Department (Second Floor): The Service Counter will remain open for in-person business licenses, payment of utility bills permits and other payments. However, we strongly encourage customers to pay online, by mail, by phone or using the drop-box at City Hall.

- **Pay Online:** Visit www.MountainView.gov/UtilityPayments to pay your utility bills. Visit www.MountainView.gov/miscpayments to pay your business license tax or invoices.
- **Call Customer Service** at 650-903-6317 to pay by phone
- **Pay by Mail:** Send check payment to CITY OF MOUNTAIN VIEW, ATTN FINANCE DEPT, 500 CASTRO ST, MOUNTAIN VIEW, CA 94041.
- **Drop off** a check in the Utility Payments Drop Box to the left of the entrance of City Hall. No cash please.

- **For Business Licenses:** Visit www.MountainView.gov/BusinessLicenses

City Clerk, City Attorney and City Manager's Offices (Third Floor) service counter located in the City Clerk's Office will remain open for in-person business.

Community Services Operations and Customer Service (Parks, Recreation, Performing Arts, Rengstorff House, Volunteering, Shoreline Facilities and Roadway Landscaping):

Community Center: (Open Regular 8:30am-5:00pm, Monday through Friday): You may schedule an appointment by calling (650) 903-6331 or email recreation@mountainview.gov.

Senior Center: Senior Center will only be open Monday-Friday from 11:15 a.m. to 12:-15 p.m. for the Senior Nutrition Program. Meals will continue to be to-go meals only. The Tuesday Brown Bag program will continue to operate Tuesday mornings. **All other Senior Programs will be cancelled during this time.**

- All evening rentals, Monday-Thursday, at the Senior Center will be cancelled or moved to another facility.
- Friday evening and Saturday/Sunday rentals will be honored, but renters will be encouraged to create social distancing or be offered the option to reschedule / cancel their reservation.
- Call the Senior Center for information at (650) 903-6330.

Mountain View Center for the Performing Arts: All performances are postponed or canceled through April 5. Current ticket holders will be contacted about refunds. Tickets for summer shows are still on sale at MVCPA.com.

Parks and Forestry (8:00 a.m. – 4:00 p.m. Monday through Friday) schedule by appointment only. Call (650)903-6326.

Shoreline Regional Park is Open. General information call (650) 903-6392 or email shoreline@mountainview.gov

Rengstorff House by appointment only. For rental matters call (650) 903-6088 or email RHouseRentals@mountainview.gov. **All docent tours are currently cancelled.**

Mountain View Public Library: All in-person Library programs and services have been cancelled or postponed through April 6. Go to MountainView.gov/library for more information and all online services that will still be available.

SERVICE CHANGES FOR RECYCLING (RECOLOGY)

The following services will be impacted during the school closure in Santa Clara County (currently through April 3) as Recology staff may need to adjust their work hours to provide childcare.

Beginning Monday, March 16:

- The **Buy-Back Center for the redemption of CRV containers at 935 Terra Bella Ave. will be closed**. Residents can still drop off recycling during normal hours Monday through Friday 8:00 a.m. – 4:00 p.m. and Saturday 9:00 a.m. – 4:00 p.m.
- There will be **no On Call Plus appointments** for bulky item pickups. Residents can still exchange appointments for self-haul vouchers to bring items to the SMaRT Station. Residents can request a voucher from Recology at (650) 967-3034 or pick one up at the Recycling Center (935 Terra Bella Ave.).
- There will be **no cart or bin exchanges** unless there is a safety issue. Contact Recology at (650) 967-3034 if you require an exchange due to a safety issue, or if your cart or bin is missing and you require a new one.
- Residents may also experience longer than average hold times with the Recology customer service phone line. You can also send an email to ContactUsRMV@recology.com and a customer service representative will get back to you as soon as possible.