



209 Lemonwood
Castle Hills, TX 78213
Bus: 210-293-9675
www.castlehills.com

Date: March 26, 2020
To: Castle Hills Residents
From: Ryan D. Rapelye, City Manager *RDR*

City Hall Operations and Plan of Action in response to COVID-19 Procedures

As COVID-19 continues to impact our nation, we are committed to doing what's best for our community and our employees. We are continually communicating with internal and external resources to ensure that we are providing our community accurate and timely information. Due to the rapidly changing circumstances surrounding COVID-19 and as part of our effort to put the safety and well-being of our customers, staff, and ultimately the community as our top priority, the City has developed a plan of action outlining procedures and protocols for employees during this public health emergency.

Please know during these sensitive times the Castle Hills Police Department and the Castle Hills Fire Department will continue to provide the highest level of service to our community. Out of an abundance of caution and in an effort to practice social distancing and avoid introducing COVID-19 to our employees and potentially to the residents we serve, the City of Castle Hills has implemented certain procedures and protocols for our employees. City departments have developed priorities and objectives for mission critical staff to ensure the continuation of City services. Moving forward during this public health emergency, the City of Castle Hills will be implementing the following changes until further notice as described below:

City Offices:

- Effective 8:00 am on Thursday, March 26th, our City offices will be **closed to the public through Friday, April 10, 2020**. Our staff will be available via phone or email during regular business hours to assist and answer any questions. City staff has implemented off-premise/remote work protocols to protect our staff, and do our part to reduce the spread of COVID-19. We will continue to be available to address any and all questions or concerns you may have related to services provided by the City of Castle Hills.
- Permit/Plan Review/Inspection services will be conducted by phone, email or appointment only. All permit applications can be found online at <https://www.cityofcastlehills.com/2224/How-to-Obtain-a-Permit>; During this time, we are encouraging all permit applications and plans be submitted digitally, if it all possible. If permit application and plans must be submitted in paper form please contact 210.293.9680 and can arrange drop off at City Hall for that purpose. The City is currently waiving the 5% credit card fee for call in payments.
- City of Castle Hills has temporarily suspended our passport office during this closure of City hall. Public Information Act Requests can be found online and submitted electronically via email at citysecretary@castlehills-tx.gov.
- During City Hall closure, the community room will be unavailable for events or meetings.

Sanitation:

As of now, sanitation including brush and recycle will not be affected, however this could change or need to be adjusted and/or modified. Your City's Public Works team continues to work diligently to serve our residents. Please check the City's website for any changes in the collection schedule.

- Information on Processes going forward:
- Public Works is requesting all surcharge requests be submitted via email at rharada@castlehills-tx.gov or contact 210.293.9676.
- Field staff process will operate as follows:
 - Our Public Works field staff has been instructed not to make contact with residents when service calls.
 - Code Enforcement will still respond to a call for service, however please submit any issues related to code enforcement via email at CodeCompliance@castlehills-tx.gov

Municipal Court:

- Operations will continue via telephone at 210.293.9679 or by email at this time. Castle Hills Municipal Court has postponed all upcoming court appearances and hearings. If you have an active citation, we encourage the use of our online portal at <https://www.municipalonlinepayments.com/castlehillstx/court/search>. Payments can be mailed to the attention of Municipal Court, 209 Lemonwood, Castle Hills, Texas 78213, please include case number. We will be rescheduling court hearings for a later date and you will be notified by mail as soon as those court dates are available.
- Our staff is still working diligently to serve in the safest way possible. If you need assistance with your case, please contact the court at (210) 293-9679 or by email at court@castlehills-tx.gov; Fax is available at 210.342.4746.

City Council/Commission/Board Meetings:

- City Council Meetings and other board meetings, City staff has been working through the logistics to implement teleconferencing with the eventual capability of video conferencing for councilmembers and residents to participate in future meetings.

As things evolve, we will make sure you are informed on what your City is doing. We encourage our residents to visit our website at www.castlehills.com, for more information we strongly recommend you sign up for general and emergency notifications for the most up to date information. We will also be updating our social media outlets. The health, safety and well-being of our community and staff is always our top priority. If the need arises we will be making adjustments to our staffing levels during this public health emergency.

We are actively monitoring the situation and relying on advice from the CDC, the U.S. Department of Homeland Security, Texas Human & Health Services and local health authorities to guide our decision on when we will reopen our offices to the public. At this time, we would rather operate with extreme caution for our employees and residents, in order to do our part in halting the possible spread of COVID-19 within our community.

Future meetings and other City events scheduled to occur will be evaluated in the near future. Any updates or changes will be provided to residents via our City website and social media pages as they become available.

In times like these, we listen, we learn and we support each other. We are committed to providing you with superior service during this season of uncertainty. We ask that our community of citizens continue to be safe and supportive of each other.

- **Below is a list of contacts for employees within each City department:**
 - Administration Office: Ryan Rapelye, City Manager (rrapelye@castlehills-tx.gov or 210.293.9673; Luis Zamarron, Assistant to the City Manager (lzamarron@castlehills-tx.gov or 210.293.9680; Jeanette Ulmer, Permits Clerk, julmer@castlehills-tx.gov or 210.293.9675; Lara Feagins, Finance Director, lfeagins@castlehills-tx.gov or 210.293.9682.
 - Court Office: Tina Zelenak, Court Clerk, czelenak@castlehills-tx.gov or 210.293.9679
 - Public Works: Rick Harada, Public Works Director, rharada@castlehills-tx.gov or 210.293.9676
 - Police: John Siemens, Chief of Police, jsiemens@castlehills-tx.gov or 210.342.2341
 - Fire: Jim Ladewig, Fire Chief, jladewig@castlehills-tx.gov or 210.342.2341 Ext. 217
 - Police and Fire Non-Emergency (Dispatch) Shannon Parker, sparker@castlehills-tx.gov or 210.342.2341
 - As always in any emergency, please call 911