

Operation Plan - City Clerk's Office:

1) ALCOHOL BEVERAGE LICENSES:

Contact will be made by City Clerk staff with business owners concerning the renewal process of Alcohol Beverage Licenses, which are due April 1, 2020.

Submittal options for licenses include:

- a. Submission of documents through the postal service by the applicant
- b. Electronic scan and e-mailing of documents by the applicant
- c. In person submission of paperwork by the applicant - by appointment only
- d. On-line payments will be available
- e. Finalized licenses will be mailed to the applicant through the postal service

2) PERMIT APPLICATIONS:

Contact will be made by City Clerk staff with persons/businesses with active permits (Parking/Door-to-Door/Peddler/Firework Temporary Stands/Tree Contractors/Security Patrol Services/Downtown Non-profit Solicitation) for the purpose of the renewal procedure within the 90-day period (March-June).

Submittal options for permits (new or renewals) include:

- a. Submission of documents through the postal service by the applicant
- b. Electronic scan and e-mailing of documents by the applicant
- c. In-person submission of paperwork from the applicant – by appointment only
- d. FBI fingerprint cards will only be provided to the applicant by appointment only
- e. On-line payments will be available
- f. Finalized permits will be mailed to the applicant through the postal service

3) PUBLIC MEETINGS

- a. **All regular and/or special meetings for City Council and the Urban Renewal Agency will continue as scheduled**

4) NOTARY SERVICES

- a. Notary Public Services will remain available by appointment

5) SPECIAL EVENT PERMITS

- a. No Special Event Permits will be issued until further notice

6) ALCOHOL BEVERAGE CATERING PERMITS

- a. No Alcohol Beverage Catering Permits will be issued until further notice

7) TRAIN DEPOT EVENT CENTER

- a. All reservations at the Caldwell Train Depot have been cancelled for the period of March-June, 2020. Reservations for July-December, 2020 are pending future notification

8) TRAIN DEPOT INTERPRETIVE CENTER/MUSEUM

- a. All open house events (first Saturday of each month) for the period of April/May/June, 2020 have been cancelled.



Caldwell Development Services

PLANNING & ZONING, ENGINEERING

COVID-19 Adaptation Plan

17Mar2020 Version

- The Development Services Building will close to public access as of March 18, 2020
 - We will remain “Open for Business” virtually
 - The doors will be posted with contacts for each segment of work
 - A similar notice will be supplied to our permit applicant email list (reaching everyone who has been involved in a project and previously supplied their email for that purpose).
 - A similar notice will be posted on the City Web pages for each affected department.
 - Only Electronic Plan submittals will be accepted
 - Staff will remotely assist and show flexibility in assisting customers to make that transition.
 - Online resources are already established for many work flows and are being updated immediately to allow the balance of possible applications to be submitted.
 - Between now and the when these new resources are available, applications will be received by email, etc.
 - Staff will be taking special care to manage phone coverage during breaks or absence to ensure that customers can always get assistance.
 - Roundtable meetings will be conducted via Zoom, Skype, or Mitel Conferencing.
 - Web conference elements to these solutions will allow real-time screen sharing by and between parties.
 - Zoom also allows recording of the meeting.
 - Paper Plans that have already been submitted will be picked up at the curbside and/or by appointment.
- Public Hearings and Committee/Advisory –
- Research is under way with Legal Staff to validate the following potential solution:
 - Committee/Advisory Board and Public Hearings will be conducted via Zoom Video Conferencing.
 - This will comply with the open meeting law by
 - Allowing attendees to:
 - See what is being presented
 - Hear what is being discussed
 - Have a mechanism to provide comments or be heard as managed by a hearing officer or board/commission chair as supported by staff

- Attendees can also “Raise their hand” virtually in this environment.
- *(Staff have discussed this notion with Jerry Mason, Legal Counsel for Association of Idaho Cities with favorable results)*

Utility Billing Services: will close to the public March 18th, staff will continue to provide customer service during this time of closure. Our office hours will be 7:30am to 5pm. At this time person to person payments will not be processed inside, this includes credit card, check and cash payments. City Hall - 411 Blaine St. has a blue drop off box located outside the front doors for check, cashiers check or money order payments only. Please do not put cash payments in the drop box.

It is recommended to use the drop off box or electronic payments as pay methods during this time.

Please go to our website for [instructions](#) on how to use electronic payment options www.cityofcaldwell.org

- Web payment <https://www.cityofcaldwell.org/i-want-to/make-a-payment> Visa or Master card only
- Automated phone payments (855-212-9355) Visa or Master card only
- Auto debit
- Bank bill pay

For services and questions, City of Caldwell Utility Billing can be reached at the following phone number, email and links to services:

Customer service (208-455-3000 ext. 1) or email water@cityofcaldwell.org

Website payments <https://www.cityofcaldwell.org/i-want-to/make-a-payment>

Start or stop service <https://www.cityofcaldwell.org/i-want-to/sign-up-for-water-sewer-trash-services>

Dog License's <https://www.cityofcaldwell.org/i-want-to/purchase-renew-a-dog-license>

Water assessments <https://caldwellid.justfoia.com/Forms/Launch/d705cbd6-1396-49b7-939e-8d86c5a87deb>

BID billing and payment questions (208-455-3000 ext. 1)

COVID – 19 CALDWELL PARKS & RECREATION CLOSURE

Due to concerns about the spread of coronavirus (COVID-19), the City of Caldwell is closing all public recreation facilities and department offices to the public until further notice. Caldwell Parks and Recreation is also canceling all department programs, events, classes, camps, activities and volunteer opportunities through April 6. City leaders are coordinating with state, county and local officials to monitor the virus and will continue to evaluate facility and programming decisions as the situation evolves. Effective Tuesday, March 17 at 5:00 p.m., the following Parks and Recreation facilities are temporarily closed to the public until further notice:

- Parks and Recreation Administration Office, 618 Irving Street
- Roberts Recreation Center, 504 Grant Street

- Memorial Park Classroom – Pre-Kindergarten & Preschool classes

*Customers with private event reservations, including weddings, will be contacted by our Administrative Assistant with further information. If you have an event booked between now and April 6, and would like to discuss your options with our staff immediately, please call 208-455-3060 or caldwellrec@cityofcaldwell.org

Cancellations, Credits and Refunds

Credits and refunds for program, league and activity cancellations made by Caldwell Parks and Recreation between March 17 and April 6 will be issued a pro-rated amount automatically in the coming days to your Recreation account. Thank you for your understanding and patience as this process is completed.

If you have any questions or customer service needs, please contact us at (208) 455-3060 or caldwellrec@cityofcaldwell.org. Staff will be monitoring phone lines and emails during the temporary facilities closure and responding as soon as possible to messages.

Please visit the City Of Caldwell's website for updates as this situation evolves: cityofcaldwell.org

The City of Caldwell Golf Courses – Purple Sage and Fairview have announced the following updates:

- As of Tuesday, March 17th access to the Purple Sage clubhouse will be limited to transactions only.
- Due to the outdoor nature and limited interaction of golf, Purple Sage and Fairview Golf Courses will remain **open for golf play** with limited services.
- The snack bar and seating areas will be closed with all chairs and tables stored away.
- No gatherings will be allowed in and around the clubhouse. All golfers will only play with their own scheduled group.
- Customer accessible areas will be consistently cleaned.
- All rental carts will be cleaned and sanitized after each use

The Caldwell Events Center has announced the following update regarding the COVID 19.

With the guidance and recommendations of the Centers for Disease Control (CDC), effective immediately and until further notice all events at the Caldwell Events Center has been cancelled or postponed. City leaders are coordinating with state, county and local officials to monitor the virus and will continue to evaluate facility decisions as the situation evolves.

City Staff will be working very diligently to clean and sanitize the Caldwell Events Center to make it a safe and healthy environment for our community.

If you have an event booked and would like to discuss your options with our staff please call 208-455-3004.

As you know, police officers are frequently in contact with many citizens throughout their shift and we want to minimize the potential of our daily interactions from causing a COVID-19 exposure risk to you *and your officers*.

Until further notice, the Caldwell Police Department will be attempting to handle most non-emergency calls for service by telephone whenever possible. Officers will still respond to emergency calls for service and crimes in progress and proactively patrolling our community.

When handling calls by telephone, the officer will determine if additional investigative and/or evidence collection resources are required.

The following services have been temporarily suspended:

Non-criminal fingerprinting, police ride-alongs and use of the community room at CPD.

You may also make use of mail in reporting by following the link below:

<https://www.cityofcaldwell.org/Home/ShowDocument?id=1440>

We thank you for your understanding and patience as we all navigate this time together as a community.

#YourPoliceOurCommunity

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