



Contact: Juddy Montenegro
City Manager's Office
Phone: 562-904-7284
Fax: 562-923-6388
jmontenegro@downeyca.org

City of Downey
11111 Brookshire Avenue
Downey, CA 90241
www.downeyca.org

PRESS RELEASE

DOWNEY ANNOUNCES TEMPORARY CHANGES TO CITY SERVICES DUE TO STATE AND COUNTY'S "SAFER AT HOME" ORDER

Downey, CA, March 19, 2020:

In accordance with Governor Newsom's and L.A. County's "Safer at Home" order to slow the spread of Coronavirus (COVID-19), effective Friday, March 20th, Downey will implement temporary changes to City government functions.

The "Safer at Home" order directs all residents to stay at home until **April 19, 2020** and to limit activity to only the most essential needs, such as medical care and grocery shopping. The complete [State](#) and [County](#) orders are available online for the public to view.

The following City facilities are closed to the public:

Downey City Hall
Barbara J. Riley Community & Senior Center
McCaughan Gym located at Apollo Park
City Maintenance Yard
Downey Civic Theatre
Columbia Memorial Space Center
Rio Hondo Event Center

Refunds for classes/events will be given accordingly and city staff will work with the various partner agencies to reschedule events for future dates.

The City has postponed all public events as recommended by State health officials, until further notice.

Although these facilities are closed, essential City services will continue running either by appointment, online, by phone or email. Below is a list of services that will continue to be available to the public:

EMERGENCY SERVICES

Call **911** for emergencies

Downey Police Department - 562-861-0771

FOR IMMEDIATE RELEASE

Police Department lobby will remain open for business. Online services available include:

[Request traffic collision reports](#)

[File online crime report](#)

Downey Fire Department – 562-904-7345

Fire administration office will be closed to the public. Phone line will be open for general Fire and hazmat inquiries. Fire alarm and sprinkler plan submittals will be processed BY APPOINTMENT ONLY. Please call **562-904-7345** to make an appointment.

FINANCE DEPARTMENT

Cashier's office at City Hall will be closed to the public. Water bill payments can be processed online or placed in the DROPBOX outside City Hall. The following phone lines are open for questions/information:

Water Billing – 562-904-7246

Business Licenses and Permit Fees – 562-904-7265

Online Services:

[Pay Water Bill](#)

[Business License Application](#)

COMMUNITY DEVELOPMENT DEPARTMENT

➤ **Planning Division**

Planning counter closed for in-person visits. **Plan checks/reviews and development applications** will be processed BY APPOINTMENT ONLY. Please call **562-904-7154** to make an appointment. The City is currently working on a DROPBOX for patrons to drop off plans. More information will be available soon.

➤ **Building & Safety Division**

Building counter closed for in-person visits. **Permit applications, submission of plan checks, and inspections** available BY APPOINTMENT ONLY. Please call **562-904-7142** to make an appointment.

➤ **Code Enforcement Division**

Office closed for in-person visits.

Phone line open for general inquiries and request for inspections. Please call **562-904-2392**.

➤ **Economic Development and Housing Divisions**

Offices closed for in-person visits.

Economic Development – for questions or information on economic development projects, please call **562-904-7151**.

Housing Rehab Program – applications accepted BY APPOINTMENT ONLY. Please call **562-904-7161** for an appointment.

PUBLIC WORKS DEPARTMENT

➤ **Engineering Permits**

Permit application submissions for encroachment/excavation & wide-load permits available BY APPOINTMENT ONLY. Please call **562-904-7110** to make an appointment.

➤ **Water Service**

Water services will continue running uninterrupted. To turn-on/turn-off waters services or to report an issue, please call **562-904-7202**.

➤ **Trash Collection**

Trash collection services will continue without interruption. For questions or more information, please visit [CalMet Services](#) website or call 562-259-1239. You may also call the Public Works Department at **562-904-7103**.

➤ **City Service Requests**

Service requests for non-emergency issues can be submitted [online](#) or through the City's "My Downey" app. This service can be used to report potholes, graffiti removal, illegal dumping, street light malfunctions, among other issues. Issues may also be reported by phone at **562-904-7194**. The Graffiti Removal Hotline will continue to be in service – **562-923-4484**.

PARKS & RECREATION DEPARTMENT

- Phone line for Parks & Recreation Administration Office will be open for inquiries: 562-904-7238.
- All Parks and Recreation programs, special events, and activities in parks and facilities are temporarily suspended. [Visit the Department's website](#) for updates.
- All reservations in buildings and parks will be canceled or rescheduled.
- Due to the Downey Unified School District closure, the ASPIRE program will also be closed until further notice.
- Parks will remain open, **except for the use of playground equipment**.
- Dial-a-Ride transportation services will continue without interruption.
- Staff will begin a Senior Wellness Check program for Downey senior residents. Patrons can register to participate by contacting (562) 904-7238.

COLUMBIA MEMORIAL SPACE CENTER

- Staff will be available to answer questions from the public by phone at (562) 231-1200 or by email at info@downeyspacecenter.org.
- During to the Space Center closure, staff will be exploring ways to continue to engage with the public through other digital means. Visit the Space Center website at <https://www.columbiaspacecenter.org/> for updates.

LIBRARY

- Staff will be available to answer questions from the public by phone at (562) 904-7360 or by email at questions@downeyca.org.
- The Downey Library was previously closed due to renovations as part of Measure S. Residents can still access Library services digital at <https://www.downeylibrary.org/digital-library>

CITY MEETINGS

- As a mitigation effort to stop the spread of COVID-19, Paragraph 3 of Executive Order N-29-20, executed by the Governor of California on March 17, 2020, allows the public to participate and address the City Council during the open session of a City Council meeting via live stream and/or teleconference only. The public can also contact (877) 853-5247 or (888) 788-0099, enter Meeting ID: 469 868 230 and press the # (pound) key, to listen to the City Council meeting.
- City Council and Planning Commission meetings will continue to be lived streamed through the City's [YouTube Channel](#).
- The City has created two email addresses: ccpubliccomment@downeyca.org (City Council Meetings) and pcpubliccomment@downeyca.org (Planning Commission Meetings) where the public can submit public comment to be read into the record at a City Council or Planning Commission meeting. The email addresses are posted on the [City Clerk's and video streaming webpages](#).

Downey Farmers Market

The Downey Farmers Market will remain open as it is considered to be "essential facilities" (such as grocery stores) and many of community members rely on the Market to purchase their food. The Market has instituted a number of precautionary measures in accordance with the CDC and Los Angeles County Department of Public Health guidelines. The Market is located at 11039 Downey Avenue and is open on Saturdays from 9:00 a.m. – 1:00 p.m.

Information for Businesses

The State and County have ordered that all bars, clubs, theaters, entertainment centers, and fitness centers, and other non-essential businesses be closed until April 19, 2020. Restaurants will be permitted to serve take out or delivery food only and grocery stores may remain open.

For more information and the latest status of City services, visit the City website at <https://www.downeyca.org/coronavirus>. Updates will be shared regularly through the City's [Facebook](#), [Instagram](#), and [Twitter](#) pages.

The City has set-up a specific hotline number for residents to call if they have specific questions pertaining to City operations and programming. Individuals can call 562-299-6711 to speak to a City representative for specific questions during normal business hours, M-F from 7:30 a.m. to 5:30 p.m.

To learn more about the Coronavirus, visit the [Los Angeles County Department of Public Health](#) website to get the most up-to-date, accurate information about COVID-19.

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