



Contact: Christine Martindale
Public Information Officer
City of Port Orange
Telephone: 386-506-5522
Email: cmartindale@port-orange.org
Website: www.port-orange.org

FOR IMMEDIATE RELEASE

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City of Port Orange Announces City Hall To Reopen for City Services

Port Orange, FL – City of Port Orange announces that its City Hall will reopen for City services starting on Monday, June 1, 2020 at 8:00 am, after being closed for regular business since March 20 for taking precautionary measures to prevent the spread of COVID-19 (coronavirus). Community Development offices will be by appointment only at this time with further details below.

While the City is excited to welcome its residents and business community back to City Hall, there are modifications that will comply with the State's Phase 1 requirements, as safety of the citizens and staff are the highest priority.

- All visitors to City Hall are encouraged to wear face coverings prior to being admitted inside.
- Plexiglass shields have been installed at each front counter to protect both sides from inadvertent contamination.
- Social distancing markers and signage have been set-up outside each lobby to help citizens maintain 6-feet of space between each patron.
- Citizens should not enter City Hall if they are feeling ill.
- In an effort to practice social distancing, the City encourages citizens to continue utilizing other methods of contacting service departments first before coming to City Hall.

The City's Parks & Recreation will also open outdoor basketball courts, splash pads outdoor fitness equipment and playgrounds on June 1. Parks are open, but equipment is not sanitized so the City advises citizens to use at their own risk.

Additionally, in an effort to help customers handle the economic fallout from the COVID-19 pandemic, Port Orange City Council has extended the waiver of late fees and penalties for delinquent utility payment accounts until Monday, June 1st. Payment plans are currently being offered and customers can choose a 3, 6, or 12-month payment plan. The balance can be spread out over the number of months of their choosing and pay the plan amount plus the current bill on the due dates indicated on the bill. The City's Customer Service department is currently scheduling appointments for those customers interested in the payment plan to come to City Hall on or after June 1 and must provide Photo I.D. The utility account holder must sign the payment plan.

To schedule an appointment, please call: (386) 506-5720. The City's Customer Service staff is still available for any questions and to process payments over the phone Monday-Friday 8:00 a.m.- 5:00 p.m. Citizens can also use the City's drive-thru and an after-hours drop box on the north side of City Hall, located at 1000 City Center Circle, Port Orange, FL 32129. Also, two additional drop boxes will still be available, one outside the City Hall front entrance and one on the 2nd level inside the tunnel close to the lobby entrance doors. Customers can pay by mail or set up automated payments through Automated Clearing House (ACH).

Community Development staff will be available by appointment only between 8 am – 4 pm, Monday- Friday, which will allow residents or contractors to meet with staff from Building, Planning, or Engineering at a designated time. To make an appointment, please call: (386) 506-5605 to speak with Building staff; (386) 506-5607 to speak with Engineering staff; and (386) 506-5601 to speak with Planning and Zoning staff.

Residents and contractors are encouraged to continue to submit building permit applications or requested permit revision packets for staff to intake and process in the drop off boxes located at City Hall or submit building permit applications via email at buildingpermits@port-orange.org. Payment of a building permit application will continue to be done via credit card, over the phone or by dropping off a check at one of the two drop boxes. For more details about building permits, inspections, and development applications, please click on the link below: <https://www.port-orange.org/200/Community-Development>

The City of Port Orange has created "Port Orange Reopening Guidelines" that provide information on what businesses need to complete prior to reopening. The guide also explains the City's plan for continuing to provide services to our residents and businesses. To view, please click on the link: <https://www.port-orange.org/DocumentCenter/View/8017/Reopening-COVID-FINAL-pdf>

For further City updates, please go to the City's website: <https://www.port-orange.org/812/COVID-19-Information-Page> and stay tuned to the City's social media page, "Port Orange City Hall."

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