

Waterville Issues COVID-19 Related Updates for City Services

The City of Waterville is issuing the following updates related to the COVID-19 response and resources

City Hall & City Buildings Closed to External Visitors Until Further Notice

Update on City Services

Airport: The airport is still functioning as normal, however, the FBO building is closed to all but Airport staff. 100LL services are available by credit card at the self-serve pump. Jet aircraft services are available by calling the Fixed Base Operator (FBO) at 207-861-8013. More specific directions will be provided regarding services at that time.

Assessing: All assessing services, as well as exemption applications and personal property renditions are available through the [Assessor's page](#) on the city website. Spring field work to substantiate allocated building permits will begin when appropriate. It's possible that field work may be conducted without interior inspections due to the pandemic. Safety to the general public as well as our employees is paramount. We'll continue to monitor the CDC for guidance during these difficult times.

Fire: The Fire Department continues to provide uninterrupted fire and EMS services to the City. Outside of responding to emergency calls, daily cleaning of the station, EMS equipment, and vehicles has become a priority. The fire department is actively training on a daily basis to keep up with both CDC and MEMS guidelines to provide the highest level of care.

The public has been temporarily restricted from the fire station, anyone is approved to enter the station will undergo a screening process. The public should continue to call the station for non-emergent needs such as burn permit, inspections, etc.

The public should expect to see our EMTs in an elevated level of PPE as we routinely respond to the needs of the community.

We continue to work closely with Delta Ambulance to ensure a professional and prompt emergency response.

Fire department administration is actively participating in and supporting the efforts of the Emergency Operations Center.

General Assistance: The Health & Welfare office is still taking general assistance applications by phone. Call the office at 680-4226 to schedule a time to complete the application.

Parks & Trails: City parks and trails remain open at this time as outdoor exercise is still permitted but you must maintain 6 feet of space between anyone not from within your household while doing so. The CDC has flagged mental health as a top concern associated with COVID-19 as social distancing may take a toll on mental health. Parks provide a connection to the outdoors and green space as well as opportunities for physical activity, which reduces stress and improves mental health.

The City encourages people to follow these guidelines when using our parks and trails:

- **Playgrounds, ballfields, and basketball courts are closed and should not be used by the public.**
- Follow the CDC's guidance on proper personal hygiene before visiting these spaces.
- Be prepared for limited access to restrooms or water fountains.

Permitting & Inspections: Permitting and plan review functions are operating virtually during this time. Emergency Housing Safety inspections are taking place. Other inspection operations are operating virtually as well. Questions about services should be directed to

dbradstreet@waterville-me.gov

[Permit applications can be downloaded here.](#)

Completed permit applications are to be sent to this email address during that time. Applications will be reviewed and permits issued in as timely a manner as possible. Any questions will be sent to you via email or telephone, as "in-person" meetings are not an option at this time.

On-site permit inspections are not available at this time. Please take photos of your work and send them to this email address. Inspections are not considered approved until you hear back from me via email, or phone.

Requests for city approval of electrical service: Please send the name of the person who performed the work (if applicable), address of the new service, CMP work order #, date of service connection (if provided by CMP), photos of the service entrance, and any additional work performed (if applicable) to this email address. Service will be approved as soon as possible.

Police Operations: Patrol should not respond to any non-emergency calls that do not require police action (i.e. criminal summons).

Non-emergency calls should be handled via telephone.

Patrol should limit traffic enforcement to emergent safety related stops (i.e. OUI).

Patrol and Detectives should limit arrests to mandatory arrests only, or in extreme cases where the safety of an individual would be at risk if an officer did not make an arrest.

All outside meetings in the police department secure area will be cancelled and no new meetings will be scheduled.

All non-criminal fingerprinting will be suspended.

No unnecessary outside personnel shall be allowed inside the police department secure area.

All in service training will be cancelled or postponed.

Officers shall not respond to medical calls unless requested by the fire department, Delta Ambulance, or in extreme emergent circumstances.

The records division will be closed to walk-in requests and will take requests via phone and/or e-mail. Communications Center personnel will not take items through the window (other than regular mail delivery).

Other administrative requests (such as concealed carry permits) will be suspended.

Operation HOPE participants will be screened using Maine EMS protocols before being allowed in the secure area of the building for program screen-in. Potential at risk participants should be referred for a Coronavirus test before acceptance into the program.

Taxes: 4th quarter due date for taxes is 6/12/2020.

Vehicle Registrations: All registrations including vehicle, trailer, boat, watercraft, snowmobile and ATV, Island golf carts, as well as vehicle inspections, including temporary registrations issued by a dealer that expire during the State of Emergency are by law extended an additional 30 days following the termination of the State of Emergency. New and private sale registrations are currently on hold until further notice. Renewals of many registrations can be completed using the State of Maine Rapid Renewal System. [Information on Rapid Renewal can be found here](#). For more information please call 207-680-4248. If your registration expired February 2020 or earlier, the 30-day extension does not apply. You can call the finance office to re-register or register/transfer if you have a dealer sale, and the registration and stickers will be mailed to you.

Vital Records: Information about obtaining certified copies is available [online through this link](#), or by calling 680-4211.

Voting/Voter Registration/Absentee Ballots: Voter Registration can be done through the mail by sending in a voter registration application before May 20th. The details about how the June 9, 2020 Primary Election will be conducted will be forthcoming from the Secretary of State's office. Absentee ballots for the June 9, 2020 Primary Election can be requested by phone at 680-4211 or [online by clicking here](#).

Waterville Public Schools: Closed until April 27, 2020. All classes are being presented online until school re-opens. All buildings are closed to the public. Breakfast and lunch are being delivered to people 18 and younger by buses. Buses leave the school at 9:00 a.m. and run their normal routes handing out the food. Yesterday (3/25/20) 1,560 meals were served and it is expected that that number will increase as it has almost every day since this program began.