



Office of the City Manager · 555 Santa Clara Street · Vallejo · CA · 94590 · 707.648.4576

FOR IMMEDIATE RELEASE: March 27, 2020

NON-EMERGENCY LOCAL HOTLINE:

COVID19@cityofvallejo.net, (707) 648-8605, Monday-Friday 8:30 a.m. to 5:15 p.m.

FOR MORE INFORMATION, (MEDIA):

Joanna Altman, Assistant to the City Manager, Joanna.Altman@cityofvallejo.net, (707) 648-4362

CITY OF VALLEJO COVID-19 UPDATE #8

VALLEJO, CA – The City of Vallejo and Solano County Public Health continue to monitor local conditions and circumstances associated with COVID-19. Visit the City’s website for more information cityofvallejo.net/NCOV and the County website for additional information solanocounty.com/depts/ph/ncov.asp including a [dashboard](#) on the number of cases county-wide and general e-mail address Covid19@solanocounty.com. The County cannot release the location of origin for active cases, but does recommend to assume a universal risk of exposure, continue sheltering-at-home and practicing social distancing when you must leave your home.

City of Vallejo Services

City facilities will be closed to the public through April 26. If you cannot get a hold of a representative of the City for regular City business, please call the City’s COVID-19 line at (707) 648-8605 or e-mail COVID19@cityofvallejo.net. Visit the [City Services](#) page under the cityofvallejo.net/NCOV page for additional information.

Under a local declaration of emergency, the City Manager in his role as Emergency Services Director has released five [executive orders](#) ratified by the City Council on March 24.

Essential building permits may still be processed by following these [steps](#). Essential permits include, but are not limited to, the following: re-roof, water heater, residential furnace and/or air conditioning, plumbing repair, electrical repair, electric or gas service. Every effort will be made to accommodate all inspection requests on issued permits, when scheduled by following the instructions included with the issued permit card or using [eTRAKiT](#). Additional information is available [here](#).

Water Department

Vallejo-operated drinking water service continues normally. Vallejo’s drinking water is high quality and meets or exceeds all safety and regulatory requirements, tested daily. Our water treatment plants are designed to remove and inactivate pathogens including viruses and bacteria. Additionally, we maintain a consistent level of disinfectant in the distribution pipes to ensure the water stays safe as it travels to customer homes and businesses. During these times of concern, your Vallejo drinking water is one less thing to worry about.

For Water Billing, please call (707) 648-4345 or email waterbilling@cityofvallejo.net. The City has temporarily suspended charging water customers a late fee on their past-due water accounts, effective immediately.

To report main breaks or water leaks in the street during normal business hours, please call (707) 648-5235. Business hours are 7:30 a.m. to 5:00 p.m. Monday through Thursday, and 7:30 a.m. to 4:00 p.m. Fridays. To report main breaks or water leaks in the street after hours, please call (707) 648-4313.

For general Water questions, such as for conservation information or permits, please call (707) 648-4307 vallejo.water@cityofvallejo.net. For messages left, calls will be answered within one business day.

Community Assistance Resources

The City continues to update the Community Assistance Resources webpage [here](#) located under cityofvallejonet/NCOV. The page includes resources on the following:

- Emergency Food Distribution
- Mortgage and Rental Assistance
- Shelter
- Legal Aid
- Mental Health
- Homelessness
- In-home Support Services
- Volunteer Opportunities
- Donation Opportunities

Wellness Checks

The City Team is making outbound calls to residents that have been identified as vulnerable or at-risk. The team is performing a general check-in to identify immediate needs and express concern for their wellbeing. Once needs have been identified, the City aims to pair the resident with an agency partner. The City is also working with a Solano County team of medical advisors and case managers who can triage any critical needs as quickly as possible. **The Salvation Army** partnered with the City of Vallejo who provided traffic control, and were able to help 600 people during their food distribution this week.

If you need assistance we ask that you complete this request for mutual aid [here](#) and if you can volunteer your services click [here](#), so that our staff can pair you with an agency that provide services or offers volunteer opportunities.

Solano County Schools

The **Vallejo City Unified School District** in collaboration with **Solano County Office of Education** announced school closures for public and charter schools have been extended through May 1. Click on this [link](#) for additional information from the school district including meals for all school-aged children, youth and teens, and this [link](#) to access online learning resources.

Vallejo Flood & Wastewater District

Wipes Clog Pipes! An important message from Vallejo Flood & Wastewater District. Vallejoans are doing an amazing job keeping wipes where they belong ... in the trash. Late last week, Novato Sanitary District experienced a major sewage problem caused by sanitary wipes flushed down residential toilets. People are using cleaning wipes, baby wipes, wet wipes -- wipes of all kinds -- in record numbers to disinfect during the coronavirus outbreak. When they are not properly

disposed of in the trash, they threaten wastewater treatment plants and can also pose a danger to home plumbing, even if the product is labeled "flushable." Your pipes will thank you!

Solano County Child Care Resources

Essential service workers may request child care assistance through Solano Family & Children's Services website at solanofamily.org under the Child Care Referrals tab on the left of the home page.

Solano Parks Closed

All Solano County parks are closed in order to continue to flatten the rate of spread. As of today, **GVRD** has closed all Basketball courts.

Federal Updates

US Census Survey

While the community keeps busy at work and at home, a reminder to fill out your **U.S. Census Bureau** survey, which have been mailed out. The survey can be completed online right now, in just a couple of minutes, from a cell phone or other device by clicking [here](#).

Despite everything going on, it's important that everyone in Vallejo completes a Census survey. A complete and accurate Census count will help ensure our community gets its share of federal funding and political representation. The census provides critical data that lawmakers, business owners, teachers, and many others use to provide daily services, products, and support for the community. Every year, billions of dollars in federal funding go to resources based on census date, including: hospitals, fire departments, schools, roads, and more. The results of the census also determine the number of seats each state will have in the U.S. House of Representatives, and they are used to draw congressional and state legislative districts.

REAL ID

Acting Secretary Chad Wolf releases [statement](#) on the REAL ID enforcement deadline being pushed back one year to October 1, 2021 due to the closure of DMVs.

Taxes

The **U.S. Department of the Treasury** announced Tax Day would be moved from April 15 to July 15.

Federal Student Loans

The **U.S. Department of Education** is temporarily waiving interest on all federally held student loans and has directed federal lenders to suspend student loan payments for 60 days.

How You Can Help

"Social distancing does not mean social disengagement," said Jerome Michael Adams, US Surgeon General. Donate blood, volunteer at a food bank and contact a neighbor.

Donate

In addition to the donation opportunities listed on the City's website and out in the community, **Solano County** is requesting Personal Protective Equipment (PPE) for first responders and health care workers.

Volunteer

Every Californian can safely help their community during these difficult times. Here are some ways you can make a difference: deliver meals, donate to a shelter or food bank, volunteer at a food bank, support nonprofits, wellness checks, create hygiene kits, or donate blood. Click [here](#) to sign-up to volunteer locally or [here](#) for California Volunteers webpage.



Be Safe & Protect Yourself

Rumor Control

Do your part to stop the spread of disinformation by doing three easy things: don't believe **rumors**, don't pass them along, and go to *trusted* sources of information, like [coronavirus.gov](https://www.coronavirus.gov), [fema.gov/coronavirus](https://www.fema.gov/coronavirus), and the links below, to get the facts about COVID-19.

Be Aware of Frauds and Scams

The FBI has seen a **rise in fraud schemes** related to the coronavirus, including fake **Centers for Disease Control (CDC)** emails, phishing emails, and counterfeit treatments or equipment. Protect yourself and do your research before clicking links, donating to charities online, making purchases, or providing your personal information.

Inform the Department of Justice of complaints and tips on COVID-19 fraud by calling 877-720-5721 or emailing disaster@leo.gov.

Additional Resources & Information

- City's website cityofvallejo.net/NCOV
- Solano County website solanocounty.com/depts/ph/ncov.asp
- California website covid19.ca.gov/
- USA website usa.gov/coronavirus
- **Small Business and Worker Resources**
- Vallejo City Services [here](#)
- Vallejo, Open for Business, [listing](#)
- VCUSD website vcusd-ca.schoolloop.com/coronavirusupdate
- GVRD gvrdd.org/category/covid-19/
- Register for **Alert Solano** to receive emergency alerts.

About City of Vallejo

The City of Vallejo, California is located in the Bay Area. The City serves a population nearly 122,000 people with a full service operation that includes police, fire, water, community planning, public works and related professional administrative services. The city is home to a wealth of culture, attractions and events from the popular theme park Six Flags Discovery Kingdom, to museums, parks, music venues, art galleries and theatres. One of the great small towns of Northern California, Vallejo's residents, businesses and City Council are working together to help make Vallejo a safe and clean place to live, work and to enjoy all the attractions and events.

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