General Questions

Q: *What's an emergency declaration?*
A: On March 13, 2020, the Monterey City Manager Hans Uslar declared an emergency. A state of emergency is a situation in which a government is empowered to perform actions or impose policies that it would normally not be permitted to undertake. Such declarations alert citizens to change their normal behavior and orders government agencies to implement emergency plans.

Q: *Why did the City of Monterey declare a local emergency?*
A: The California Office of Emergency Services handling the coronavirus outbreak in California issued executive orders and recommendations for cities to follow in order to help reduce the severity of the virus spreading. By declaring an emergency, the City is better equipped to take measures like closing facilities, and postponing programs that will help protect the public. The virus is known to easily spread among community members and we want to help stop the spread.

Q: *What has the city done prior to declaring an emergency?* - see www.monterey.org/coronavirus

Q: *Will some offices remain open for business?*
A: Yes, details by department and office are listed below. However, if you are currently experiencing any of the following symptoms, please stay away and at home and call your doctor:

- Fever (100.4 degrees or higher)
- Coughing
- Shortness of breath

Parks and Recreation Department: Parks, Monterey Recreation, Monterey Sports Center

Q: *Is the Monterey Sports Center closed?*
A: Yes, we will remain closed at least through the end of March and perhaps longer depending on the situation. Group Exercise, Gym Programs and Physical Therapy are also cancelled.

Q: What about the spring break programs for kids at the Monterey Sports Center?
A: We are working to provide an alternative, safe program for Sports Camp attendees who have already registered for March programs. Please continue to register for April camps, as long as they have availability.

Q: How can the Monterey community stay active? Are there other programs at the Monterey Sports Center that will be offered?
A: Staying fit and healthy is important, especially during this global pandemic. Over the next few weeks, the Monterey Sports Center staff will be developing a program that will bring exercise classes to the community livestreamed on the Internet free of charge to the public. Please visit www.monterey.org/sportscenter to stay updated.

Q: What happens to my Sports Center monthly membership fee or programs purchased that have been cancelled?
A: The Monterey Sports Center is freezing accounts so you will not get deducted for time you were unable to use the facility. We will refund or move your payment to a future class if you paid for one that is cancelled. If you have any questions, please email the Monterey Sports Center Manager, Andrea Willer, willer@monterey.org

Q: Are the Monterey Recreation Community Centers and Programs closed?
A: Here are details about the status of each of the Monterey Recreation facilities and programs.

- **Monterey Recreation Preschool Programs** offered by the City, located at Hilltop, Casanova Oak Knoll and El Estero Park Centers will be closed until further notice.
- **Scholze Park Center** - Facility closed and all classes and rentals cancelled. The Meals on Wheels Senior Lunch Program will offer to-go boxes or home delivery only and the Monterey County Food Bank Produce Distribution will offer outside pick-up only. Scholze Park Center staff can be reached at 831.646.3878 if you have any questions.
- **Hilltop Park Center** - Facility closed and Preschool, all classes and rentals are cancelled. Hilltop Park Center staff can be reached at 831.646.3975 if you have any questions.
- **Casanova Oak Knoll Park Center** - Facility closed. Preschool, all classes and rentals are cancelled. The Stay-N-Play Afterschool Program may reopen on Monday, March 30 only if the Monterey Peninsula Unified School District (MPUSD) is back in session. Casanova Oak Knoll Park Center staff can be reached at 831.646.5665 if you have any questions.
- **El Estero Park Center** - Facility closed. Preschool, all classes and rentals are cancelled. El Estero Park Center staff can be reached at 831.646.3873 if you have any questions.
- **Field Sports** - All Monterey Recreation Sports Leagues, Camps and Programs for youth and adults are cancelled. Field Sports staff can be reached at 831.646.3969 if you have any questions or are interested in athletic field reservations.
● Community Center Facility Rentals, Athletic Field, Outdoor BBQ/Picnic and Group Beach Permit Reservations:
  ○ All indoor facility rentals are cancelled at the four Monterey Community Centers.
  ○ Athletic Field Reservations with less than 250 people are allowed.
  ○ Group BBQ/Picnic Permit reservations with less than 250 people are allowed.
  ○ Beach Permit Reservations from private and corporate groups with less than 250 people are allowed. This does not include the Monterey Beach House, which is privately operated.

● Monterey Recreation Office at 546 Dutra Street will close to the public. Please call 831.646.3866, montereyrecreation@monterey.org for more information.

Q: What if I paid for Monterey Recreation programs or services that are cancelled or a facility rental I can’t use?
A: Monterey Recreation staff will be reaching out to you as soon as possible to notify you of any program or facility cancellations. We will refund or move your payment to a future class or rental if you paid for one that is cancelled. If you have any questions, please email Interim Recreation and Community Services Manager, Shannon Leon, leon@monterey.org. You may also call the Monterey Recreation office at 831.646.3866 or email montereyrecreation@monterey.org for more information.

Q: How do I get my Senior Taxi Vouchers if I live in Monterey?
A: You may call the Monterey Recreation Office at 831.646.3866 and we will mail your vouchers to your home.

Q: Are the City of Monterey’s parks open?
A: Yes. Parks will remain open at least for now, including the Dennis the Menace Playground.

Q: Will the Veteran’s Memorial Park Campground remain open?
A: Yes. Veteran’s Memorial Park Campground will remain open with additional cleaning and hygiene measures.

Community Development: Planning, Building, and Housing

Q: What services are available in the Community Development Department offices?
A: These offices will remain open with enhanced measures to minimize exposure to staff and the community. We encourage all customers to do whatever business they can with us by phone or email. If you have an important reason to come to the offices, please follow the safety protocols explained above. Regular business services are still available, although we will try to postpone anything that’s not urgent, or complete items online and remotely as much as possible.
Public Works / Engineering

Q: Will Public Works and Engineering projects continue?
A: Yes, under the current protocols with protective measures. Specific projects identified as potentially at risk to spread the virus will be postponed.

Harbor and Marina

Q: Will the Harbor and Marina remain open?
A: Yes, under the current protocols with protective measures. Cruise ships that were scheduled in March in April have cancelled.

Parking

Q: Will parking lots and garages be affected?
A: No, not at this time. The Parking Division office will remain open with enhanced measures to minimize exposure to staff and the community.

Library & Museums: Monterey Public Library, Museums & Cultural Arts

Q: What’s the status of the Monterey Public Library services and programs?
A: The Library, and the Bookmobile will be closed. Scheduled programs are cancelled through March 31, 2020. Visit the Library’s website at www.monterey.org/library for additional information.

- General inquiries can be directed to the Library at refdesk@monterey.org or (831) 646-3933.
- Stories for Adults featuring Elizabeth Ellis, scheduled for March 22 is cancelled.
- The Friends of the Library’s Giant Book Sale, scheduled for March 27 & 28, is cancelled.

Q: How do I return my Library materials?
A: Library materials may be returned through the “Holiday” lobby return slot at the main entrance at 625 Pacific Street. We recognize that at risk individuals may need to limit travel at this time. Any library fines accrued during the closure (between March 14 - March 31) will be waived.
Q: How do I access Library materials?
A: Physical Library materials are not available for check-out during the closure. With digital services from Monterey Public Library, however, card holders have free 24/7 access to books, audiobooks, movies, comics, music, and more. Visit our ebooks resource page at https://www.monterey.org/library/Ebooks to learn more.

Q: What if my group reserved a meeting in the Library?
A: Due to the Library closure, all meeting room reservations between March 14 and March 31 are cancelled. Library staff will be reaching out to you as soon as possible regarding cancellations. You can reach us at 831.646.5669 or 831.646.3933 for further information.

Q: Are the City of Monterey Museums closed?
A: Here are details about the status of each of the City of Monterey Museums.

- **Colton Hall** - Facility is closed. School visits, public tours, and the Colton Hall Music Concert Series are cancelled until further notice. Museums & Cultural Arts Staff can be reached at 831.646-5648.
- **Old Monterey Jail** - Facility remains open to self-guided tours.
- **Presidio of Monterey Museum** - Facility is closed. The Lower Presidio Historic Park remains open for self-guided tours.
- **Alvarado Gallery** - Located in the Monterey Conference Center, the Gallery remains open during Conference Center hours. The current exhibit, “Celebrate Monterey in Fabric Art Quilts” will be on display until May 18, 2020.
- **Pacific Biological Laboratories** - Facility is closed. Second Saturday open hours and facility rentals have been suspended until further notice. Call 831.646-5640 for further information.
- **Cannery Row Workers’ Shacks** - These tiny historic shacks remain on view across from the Pacific Biological Laboratories.

Q: What about the Museums & Cultural Arts Office?
A: The Museums & Cultural Arts Office located at 626 Pierce Street will be closed to the public. For a self-paced cell phone tour of historic Monterey call 831-718-9123. You can also download a historic walking tour [map](#). We encourage all customers to do whatever business they can with us by phone or email. Museums Administration Staff can be reached at 831.646-5648.

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**Monterey Fire Department**

Q: Will the Fire Department still respond to emergencies?
A: The Monterey Fire Department will continue to respond to all calls for emergency services. Personnel have protective equipment (gloves, masks, gowns) that they wear to protect themselves and those we are serving. Continue to call 9-1-1 for any emergency situation.
NOTE: If you are currently experiencing any of the following symptoms and your condition is non-emergent, please call your doctor:

- Fever (100.4 degrees or higher)
- Coughing
- Shortness of breath

Calling 9-1-1 in these circumstances will not alter the treatment you receive once you get to a medical facility. If you believe your condition is emergent, please call 9-1-1.

**Q: What non-emergency services will be provided by the Fire Department?**

**A:** The COVID-19 situation will continue to be monitored and non-emergency services may be restricted further as the circumstances warrant. Non-emergency services status is as follows:

- **Fire Prevention Plan review** - All plan reviews will be conducted as normal.
- **Fire Prevention Inspections** - All Fire Prevention inspections will be conducted as normal.
- **Public Education programs** - All Public Education programs have been cancelled. This includes station visits, ride-alongs, school visits, CPR classes, and other events.
- **Training** - Department members will continue to participate in mandated training; all non-essential training and training including outside agencies has been cancelled.
- **Administration Office** - The Fire Department Administration office remains open to the public with enhanced measures to minimize exposure to staff and the community. We ask that you minimize visits to the office and attempt to conduct your business by phone (831-646-3900), email, or via our website (https://www.monterey.org/fire).
- **Stations** - All fire stations remain open and staffed. We are restricting access to the public for non-essential and non-emergency visits. If you have an emergency, please call 9-1-1 rather than going to a fire station.

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**Monterey Police Department**

**Q: What’s the status at the Monterey Police Department?**

**A:** The Monterey Police Department will continue to function as normal to provide Law Enforcement Public Safety Services. The COVID-19 situation will continue to be monitored and some lower priority calls may have longer wait times or not responded to, depending on available staffing. The MPD lobby will remain open, however if issues are not of critical importance it is requested that you call the MPD records line at (831) 646-3830 and conduct business over the phone and not in person. The MPD has temporarily suspended all ride-alongs, station tours and non-essential meetings. MPD staff have been advised not to shake hands, be cognizant of “social distancing” and ask groups that ask officers to attend a community function to consider postponing the function. This is all done to assist in keeping the MPD healthy so they are available to respond to priority law enforcement related events.
City Manager’s Office - includes Monterey Conference Center

Q: What’s the status at the Monterey Conference Center?
A: All conferences with over 250 attendees have voluntarily cancelled through March 31. The City is encouraging conferences and rentals to comply with State guidelines.

Q: How about other city offices?
A: CITY OFFICES The following Departments and Divisions remain open for business with enhanced measures to minimize exposure to staff and the community: City Manager’s Office, Planning Office, Housing Office, Engineering Division, Harbor Division, Police Department, Fire Department. These offices are closed until further notice: Building Inspection Office, Harbor Division, Parking Division (includes garages - they are open without an attendant but they do have security in place), Finance Department, Human Resources.

City Events

Q: What City events have been cancelled?
A: To date, in order to help out community reduce the likelihood of a large outbreak of the virus, we are following state guidelines and are cancelling the following events:
- Transportation Adaptation Plan Workshop, March 18
- Cutting Day and Horticulture Faire, March 21
- Friends of the Monterey Public Library Giant Book Sale, March 27 & 28
- Spring Egg Hunt, April 11

City Meetings

Q: Are city meetings still open to the public?
A: The frequency and length of public meetings, including the City Council, boards and commissions, will be minimized. Non-urgent and non-essential City business with expected public feedback will be postponed.
· Individuals attending public meetings in person will be required to maintain appropriate social distancing, (i.e., maintain a 6-foot distance) and be free of symptoms related to COVID-19. The meeting capacity is no more than 10 members of the public. Once meeting room capacity has been reached, visitors will be denied entry. Speakers will be asked to line up outside during public comment and maintain a 6-foot distance.

· Members of the public strongly encouraged to observe the live stream of the City Council and other Boards and Commission meetings at https://monterey.org/tv

· If you choose not to attend a City Council meeting but wish to make a comment on a specific agenda item, please submit your comment via email by 2:00 p.m. on the Monday prior to the meeting. Please submit your comment to the City Clerk at cityclerk@monterey.org. Your comment will be placed into the record at the meeting.