



City services & COVID-19

Impact on residents from local, state, and federal guidelines



Administration

- No public access to city buildings through April 30.
- City staff is available to answer questions by phone or email during normal business hours (Monday-Friday, 8 a.m.-5 p.m.).
- Call 563-264-1550 to make a delivery or to speak with a staff member at City Hall. Contact information and information on the City's COVID-19 response can be found on the [city website](#).
- Applications can be submitted at [EMPLOYMENT](#)



Administration

- ▶ Muscatine City Council meetings in the Council Chambers at City Hall have been suspended through April 16, 2020.
 - ▶ Meetings will be held via a conference call with a phone number and access code or link for computer or smart phone access available on the current agenda at least 24 hours prior to the meeting
 - ▶ (please mute phone or computer microphone while listening).
 - ▶ Citizen communications via chat or upon request by the Mayor
 - ▶ Audio only versions will be available on the City of Muscatine YouTube channel and on Cable Channel 2.
- ▶ Meetings of the various boards and commissions are meeting on an as needed basis. Meetings will take place via conference calls.



Finance

- ▶ Collection of Housing Rents – Housing staff has been collecting envelopes with rent payments at housing facilities and bringing them to Finance.
- ▶ Parking- All parking at metered locations are now a two-hour maximum
 - ▶ Tickets will be issued for those staying longer
 - ▶ Minimal tickets being issued
- ▶ Animal Licenses – can be deferred. If individuals mail in their information (rabies documentation, etc.), Finance staff take credit card information over the phone and mails tags (if new) or receipts if renewals.
- ▶ Licenses can be issued or renewed online, via the mail, or by telephone to the Finance Department
- ▶ Other Misc. Payments – Encourage payments to be mailed, otherwise Finance staff can take credit card information over the phone. Finance staff has also taken credit card payments for other departments.
- ▶ The IT division has set up the capability for many staff members to work from home.



Parks and Recreation

- ▶ Muscatine Municipal Golf Course
 - ▶ Course and range open to the public
 - ▶ Staff trained on proper protocol for operation under COVID-19 guidelines
 - ▶ Social Distancing enforced
 - ▶ Carts limited to one person
 - ▶ Clubhouse closed (take-out only)
 - ▶ Ball washers, rakes removed from course, cups raised, flags cannot be removed
- ▶ Kent Stein Park / Muscatine Soccer Complex
 - ▶ Closed to the public
 - ▶ Staff working to reschedule games and practices. Open season May 1.



Parks and Recreation

► Recreational Programs

- All recreational programs have been suspended
- Virtual Recreation Center (online) created
 - This program was picked up for publication by the National Recreation and Park Association
- Summer brochure available online

► Special Events

- Cancelled: Melon City Criterium Bike Race, City Easter Egg Hunt, Day of Caring, TBT Softball Tournament, MHS race for the Schools, Vineyard Church Easter Service, SS. Mary and Mathias Fun Run, Cardinal Baseball Tourn., Titan Disc. Golf Tourn., Farmer's Market delayed until June 6th, Senior Resources Community PicNic postponed, and the MHS Spring Soccer Jamboree.
- Still receiving requests for use of city property.



Parks and Recreation

- ▶ Skate Park and playgrounds in park system closed April 6
- ▶ Weed Park Aquatic Center
 - ▶ Continue recruitment and training of summer staff via phone and internet
 - ▶ Planning to open Memorial Day weekend
 - ▶ Pool maintenance continues
- ▶ Park Rentals
 - ▶ Riverview Center, Pearl City Station, and park shelters have had schedules frozen through April 30
 - ▶ Still accepting requests for rentals



Parks and Recreation

- ▶ Riverfront
 - ▶ Mississippi River currently in flood stage
 - ▶ Little interest in House Boat Docks and Long Dock rentals
- ▶ Administration
 - ▶ Our office acts as a resource to the many groups, clubs, leagues, special events and regional and state associations utilizing the resources in our community through the parks and recreation system.
 - ▶ Still recruiting seasonal staff



Community Development



- ▶ A drop box has been installed outside of City Hall. Documents and payments may be deposited in the drop box, mailed or payment by credit card.
- ▶ Building permits must be applied for on-line. Staff will assist those encountering difficulties over the phone.
- ▶ Applications available online: [Building permits](#), [public housing applications](#), and [voucher/section 8 applications](#).
- ▶ Building Inspections must be requested 24 hours in advance.
 - ▶ Prior to onsite inspections the basic health screening questions are asked of all on-site workers
 - ▶ The contractor is informed there should be no more than 10 workers on site
 - ▶ Workers are expected to practice social distancing during the inspection.
 - ▶ Staff is wearing personal protective equipment during inspections
 - ▶ Staff has the authority to cancel an inspection if social distancing requirements are not met or there is a concern of exposure.



Community Development



- ▶ Nuisance inspections are only conducted in response to a complaint.
- ▶ Market rental inspections are on hold with the exception of new registrations where the unit is vacant.
- ▶ Maintenance in public housing units is currently limited to emergency repairs, turnover for vacant units, common area maintenance.
- ▶ Tenants have been provided information for on-site drop boxes and the drop box at City Hall for paperwork and rent payments.



Community Development



- ▶ Currently voucher inspections are being completed only when necessary for maintaining compliance.
 - ▶ The CARES Act provided HUD with the ability to waive statutory requirements, including inspections and annual reexaminations, but no waivers have been issued at this time.
- ▶ Reexaminations are being completed to comply with regulations and adjust rent for families that have income reductions, documentation must be submitted electronically, by mail or placed in the drop box.
- ▶ Staff is working with area service agencies to facilitate meal and grocery delivery to public housing residents.



Police Department

- ▶ Call 911 for emergencies
- ▶ Call (563) 263-9922 to report incidents.
- ▶ No public access to Public Safety Building
- ▶ If you need a copy of a police report, or have a question about a police record, we ask that you call our Records department at 563-263-9922. Normal business hour M-F 8AM-4PM. We will email, fax or mail you copies of police records.
- ▶ The following services are suspended until further notice:
 - ▶ 2020 MPD Citizens Academy
 - ▶ Civilian Ride-Along Program
 - ▶ Public Fingerprinting Services
 - ▶ Building Tours
 - ▶ Community Outreach and public presentations



Fire Department



- ▶ The MFD will continue to respond to emergencies 24/7 and are following recommended protocols.
- ▶ The Muscatine Fire Department (MFD) trains continuously and is prepared for public health emergencies such as the COVID-19 outbreak.
- ▶ The MFD has suspended nonessential outreach programs.
- ▶ For Fire/Ambulance invoices or records – please call 563-263-9233 and ask for EMS billing. If you have an invoice already please pay by mail.
- ▶ Burn permits can be applied for on line at muscatineiowa.gov.
- ▶ The following have been suspended until further notice:
 - ▶ Public Education/Community outreach events,
 - ▶ station tours,
 - ▶ EMT/Paramedic ride alongs



Public Works



- ▶ The Transfer Station is only taking waste from contract haulers.
- ▶ The compost site is available to residents of Muscatine and Fruitland only.
 - ▶ Proof of residency with a compost site sticker is required.
 - ▶ We are mailing stickers to those residents who request them.
- ▶ The free drop-off weeks for tires and e-waste scheduled for April 27-May 2nd and May 11-16 will be postponed until July.
- ▶ In-person meetings of any type with personnel from outside the city have been cancelled and will be completed via video or tele-conference.
- ▶ All contractor work for the city is continuing as normal



Public Works

- ▶ MuscaBus has suspended all regular routes and is only operating shuttle buses.
 - ▶ Fares for bus rides have been suspended until May 1, 2020.
 - ▶ April bus passes will be honored during the month of May.
 - ▶ Transit tickets and pass sales have been suspended
 - ▶ As of April 10 all riders will need to wear a mask
 - ▶ MuscaBus will provide masks through April 11
 - ▶ Riders will have to provide their own beginning April 13



Water & Resource Recovery Facility

- ▶ WRRF offices and restrooms are temporarily closed to the public. All deliveries are left outside the Administrative Offices. All meetings are by phone or computer app.
- ▶ The septic and RV dump site is still open 24/7. The High Strength Waste (HSW) receiving station is still open M-F 7am-3pm for industrial and commercial customers.
- ▶ The lab is still accepting drinking water samples as well as samples from industries and municipalities.



Muscatine Art Center

- ▶ Closed to the public March 16, 2020, through May 1, 2020.
- ▶ Changes to Exhibition schedules
 - ▶ Closed “Hard Won, Not Done: Eastern Iowa Women Artist Invitational,”
 - ▶ Extended “Letters to My Ancestors: The Watercolors of Tara Moorman.”
- ▶ Staff Creations
 - ▶ BINGO sheet for April with family-friendly activities.
 - ▶ Daily challenge, “Grant Wood or Not,” based on content previously developed for use in schools.
 - ▶ Staff is working to post images from the “I Am West Liberty” exhibitions and “Art Array 2020” presented by the Muscatine County Arts Council.
 - ▶ Mini Masters and Kids’ Saturday Workshops online.
 - ▶ Director, Melanie Alexander, and her son creates some tutorials for family-friendly projects. These have been posted on Facebook.



Muscatine Art Center

- Changes to programming
 - Programs cancelled
 - Spring Break programs.
 - Red Barn Studio with Vada. Katy Loos will produce some online content for adults.
 - Other cancelled programs include:
 - Creative Sessions (for people who have been impacted by cancer),
 - the “Reception for Art Array 2020,” the Reception for “Hard Won, Not Done,”
 - National Children’s Craft Day, Earth Day eventSchool Exhibition.
 - Middle School / High School Art Exhibition.
 - Staff is working to take the “Booked on Art” book club online.
 - Staff has put more content on social media, especially Facebook.



Musser Public Library

- Closed to the public through May 1, 2020
- No longer answering phones but regularly checking email
- All library materials now have a due date of May 18th, 2020 to avoid late fees/blocking accounts
- Promoting via the website and Facebook all the eMaterials that are available anywhere patrons have access to the Internet (eBooks, eAudiobooks, eMagazines, eMusic, eNewspapers, etc)
- Providing library programming through Facebook and Channel 5 using current and previously filmed programs along with new content that staff will record and broadcast from home.
- Wifi network on 24/7 for patrons to use while parked in our parking lot.