



March 19, 2020

City of Portola, CA News Release

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City of Portola Emergency Declaration Proclamation for COVID-19 (Coronavirus)

For Immediate Release

PORTOLA, California – On March 19, 2020 the City of Portola has officially made an Emergency Declaration Proclamation for COVID-19 (Coronavirus). This action was taken after much consideration by the City. During this time, it is imperative that the City ensures that the citizens and organizations of Portola are able to access all necessary services and federal and state resources that are available. The best way to achieve that is to institute an emergency declaration in the form of a proclamation. With this proclamation in place it will make it possible for certain organizations to move forward in their emergency process so they are able to provide critical services for our community.

The City will be closely monitoring federal, state, and county responses and recommendations. This will help Portola residents successfully persevere through the challenges presented to us with the COVID-19 (Coronavirus) pandemic. The City is committed to continuing essential services, attaining and disseminating accurate and timely information to all citizens of Portola.

Out of an abundance of caution and to help prevent the spread of COVID-19 (Coronavirus) the City of Portola has *temporarily* closed City Hall to the general public. What we are not changing is our operations. City Staff will continue working and maintain all essential services. We are available by phone at 530.832.4216 and encourage you to call with any questions you may have. We understand, however, that during the uncertainty this period brings there may those who are facing financial challenges. To that end we are not assessing any penalties or processing any shut offs for water utility customers in March and April, and potentially longer if determined to be necessary. We will continue to monitor the situation and provide water utility customers with pertinent information concerning billing as it becomes available.

Another of our highest priorities is to ensure that citizens receive accurate information so that any rumors generated during this time can be quashed. Please take the time to educate yourself by going to responsible and legitimate sources for all information regarding COVID-19 (Coronavirus). There is a lot of misinformation being distributed right now that may contribute to unwarranted and unnecessary stress and anxiety among residents. Before acting upon and sharing such information please take the time to verify its accuracy. The City is committed to distributing the correct information as soon as it is made available. Please visit our website at: www.ci.portola.ca.us and our Facebook page at: www.facebook.com/cityofportola for the most recent information.

With patience, prudence, respect and personal responsibility we will be able to come together and work through this situation successfully. We encourage all residents to put into practice the most recent recommendations for your health and safety. Now is the time to do what we do best as a community: help your neighbors and fellow residents navigate through this time by supporting each other in the safest way possible.