**March 23 Update**

As we anticipated, the COVID-19 situation is rapidly changing.

The Governor issued an [Executive Order](https://www.maryvillegov.com/uploads/8/2/6/7/8267180/executive_order_17.pdf) yesterday. You can read [our response here](https://www.maryvillegov.com/news-traffic--service-updates/blount-county-intergovernmental-public-advisory-comply-with-governors-orders).

We have confirmed Blount County is now involved, and our Phase II Response Plan is now in effect. The following outlines our citywide protocols and policies. Please also refer to your Managing Director for department-specific policies and protocols.

**Public Access Policy**

As a government providing essential services to citizens, some public access must be preserved. However, the following measures are in effect as of Monday, March 23, 2020.

**Municipal Building Public Access Restrictions**

* ALL EMPLOYEES MUST USE THE BACK PARKING LOT and BACK ENTRANCE TO ENTER THE BUILDING - except Fire and Police who will continue using their parking lot and adjacent entrances.
* The back entrance will be closed to the public.
* No utilities, business tax, property tax, development services, engineering and public works transactions or employee applications will be made in person until further notice. Alternate options are available and can be found [here.](https://www.maryvillegov.com/customer-service1.html)
* Employment applications will be available [here](https://www.maryvillegov.com/human-resources-department-home-page.html). Email, fax, drop off or mail according the instructions on our website.
* We will still allow in-person police-related transactions. This window has a high level of protection from person-to-person contact.
* Public lobby space in the municipal building is from the Broadway Avenue entrance in the main building and is confined to the lobby area which includes the **police department service windows**. Police-related documents can be picked up at this location.
* For in-person business with the City, individuals should call and, only if urgent, request an in-person meeting. Phone and email correspondence is best.
* The Gary Hensley Room will be available for a meeting space in the event an individual has need to meet with City staff. Appointments are highly recommended and may be required in some instances.
* A representative will temporarily remain in the lobby area and assist walk-ins with their needs. Visitors will be directed to the appropriate action and individual meetings will be held in the Gary Hensley room.
* A phone will be available at the main desk to reach departments for assistance.
* Development Services and Engineering in the Municipal Building will have a drop-off location in the vestibule from the Gary Hensley Drive entrance at the Development Services small door. Applications, permits, plans and other information can be dropped off at this location. No payments will be accepted at this location.
* **Persons who are not employed** **by the City of Maryville** **WILL NOT** be allowed in areas past the aforementioned locations. \*Unless using specialized equipment such as polygraph testing or related.
* **Employees with HR-related needs should call HR for assistance or appointment.**

**Municipal Building Supplies and Deliveries**

* Regular package and small deliveries will be made in public lobby area and no third-party service vendors will be allowed past the public lobby area. Invoices can be dropped off at the police department window.
* Large deliveries will use the loading dock location from the Gary Hensley Drive side.
* Staff should maintain communication with their contacts to let them know of changes.

**Operation Center Public Access Restrictions**

* There will be no public access to the Operation Center except the front office vestibule from the Home Avenue side.
* Gates will be closed throughout the day and will be operable by employee fob.
* The front office vestibule will be open for deliveries, drop-offs, or pickups.
* Operation Center drop-offs, deliveries and pick-ups will be available in the front door vestibule from the Home Avenue entrance.

**Operation Center Supplies and Deliveries**

* Regular package and small deliveries will be made at the vestibule (front door) of the Operation Center – Home Avenue entrance.
* Operation Center large deliveries will be monitored from the Home Avenue gate with the camera system. Instructions will be available from an operator.
* No outside service deliveries will be allowed past these delivery points. Please contact your City liaison for questions or information.
* Staff should maintain communication with their contacts to let them know of changes.

**Animal Shelter**

The shelter will remain open for public adoptions but a limit of two visitors will be allowed inside the building at one time.

**Recycling Centers**

In order to assist citizens with their sanitation and cleaning needs, we will continue to operate recycling centers as long as our staffing levels allow.

**Water Filtration Plant**

No outside access will be allowed other than to make limited necessary deliveries.

**Wastewater Treatment Plant**

* No outside access will be allowed other than to perform septage hauling and make limited access deliveries.
* Septage haulers must remain in vehicle except to perform the operation of dumping.

**City-managed Park Facilities**

* No public gathering in City-managed facilities of more than ten people is allowed.
* Any reservations for gatherings of more than ten people that have been made for the Pavilion or Amphitheater at Jack Green Park are cancelled.

**Parks and Rec Managed Park Facilities**

* [Parks and Recreation](https://parksrec.com/) is closing all playgrounds and outdoor basketball courts. Signs will be posted with closure information.
* Greenway space and other public space will remain open until further notice.

Additional information about payroll, HR and other processes will be available later this week.

Please, please do everything you can to keep yourselves safe. Follow the protocols. More to come.

Greg