

City of Rolla Updates Related to COVID-19

Updated 3.23.2020 at 4:00 pm, reflecting additional changes in Missouri to limit public gatherings/spaces to 10 persons

The City of Rolla continues to monitor the rapidly evolving developments related to the coronavirus (COVID-19) pandemic. We will continue to follow guidance provided by the Centers for Disease Control and Prevention (CDC), Phelps County Health Department, and other state and federal authorities.

Here are some steps we are taking in an effort to protect the well-being of the public and our employees. We'll continue to regularly adjust these measures and update this information as necessary.

HOW TO CONTACT THE CITY

We are asking Rolla residents and community members to help us minimize unnecessary public contact during this public health crisis. Please contact the City by phone (573.426.6948) or email based on information available on the City's website at www.rollacity.org or the City of Rolla Facebook page. Staff members will respond to phone messages and email requests as quickly as possible.

RESTRICTIONS TO VISITING CITY FACILITIES

City Hall, The Centre, Animal Control, and Police and Fire Department Offices/workspace are closed to the public until further notice.

NOTARY SERVICES

We are suspending Notary of the Public services until further notice.

PUBLIC EVENTS AND MEETINGS

We are suspending all public events and meetings in City facilities until further notice.

Rolla elected officials and City staff are reviewing plans for City Council meetings, committee meetings and other essential public meetings.

POLICE DEPARTMENT

The Rolla Police Department is suspending participating in community service and community education events and programs until further notice.

In an emergency, please call 911 as always. In a non-emergency situation that may require a police officer, please call the non-emergency number, 573.308.1213.

Medication disposal services at the Rolla Police Department have been suspended until mid-May.

To request a copy of an accident report, call the Records Clerk at 573-308-1213. Reports will be processed when they become available.

Reports may be sent via email or mail. We are not accepting in-person requests until further notice.

ANIMAL CONTROL

Animal Control will still respond to emergency calls but will not make entry to individual homes. Animals at large can be reclaimed by calling 573.364.6995.

Adoptions and visits to the Shelter will be suspended until further notice.

Food donations may be dropped off at the door to the animal shelter.

FIRE DEPARTMENT

In an Emergency please call 911.

Please call 573.364.3989 for all other non-emergency calls such as fire reports or to contact fire personnel.

The Rolla Fire Department is suspending the following daily practices until further notice, to ensure the safety of our community as well as ensure the continuity of emergency response personnel:

Fire Building inspections and pre-planning except for emergencies

Fire station tours

Community activities at the station or in the community

CPR and First Aid classes

Car seat installations

Smoke detector inspections or battery changes

PARKS & RECREATION/The CENTRE

As of March 20 The Centre, Rolla's recreation center will not be open. Phone messages and e-mail correspondence will be responded to as soon as possible. To suspend membership please call 573.341.2386.

Cemetery burials will continue as needed but families should minimize participation as able

Beginning Monday, March 23, Park maintenance staff will operate weekly with a split crew to empty trash cans, inspect parks and mow as necessary.

The Rolla Parks & Recreation Department has **suspended all outdoor programming and activities, plus all field and pavilion rentals** until further notice.

Parks & Recreation staff will contact those who have registered for upcoming programs or reserved space at our facilities.

Playgrounds remain open to the public with increased cleaning until or if a stay-at-home order is issued.

Restrooms and drinking fountains will remain closed until further notice.

Please direct any questions to parks@rollacity.org or 573.364.4278.

COMMUNITY DEVELOPMENT/FINANCE DEPARTMENTS

Beginning Monday, March 23, the Community Development Department will be working primarily remote until further notice. Staff will be available to respond to questions, phone messages or requests by calling 573.364.5333.

Land use applications are available at the City's website (<https://www.rollacity.org/zoning.shtml>) and may be processed in emergency situations. Please email mbrown@rollacity.org for all other inquiries, applications and forms.

The department is suspending Planning & Zoning Commission and Board of Adjustment meetings until May; during the week of April 20, staff will reevaluate accepting applications for potential meetings in May.

All building, commercial occupancy and business license permitting processes must be conducted online or by telephone until further notice.

Building inspections and Code enforcement services will be limited until further notice.

The Finance Department will continue to process business licenses, collect fees, process accounts payable and maintain payroll services through online or telephone access.

Community Development related fees may contact the Finance Department to process any payments

Finance Department issues – please call 573.426.6982.

ENVIRONMENTAL SERVICES

The Department will continue to provide its core services: trash, recycling and yard waste collections; weekly household bulk item collections as scheduled.

Commercial trash services will continue as scheduled.

The city-wide cleanup is still scheduled for Saturday April 4th.

The Department is suspending Household Hazardous Waste and paper shredding services until further notice.

The Recycling Center drop-off operations at Old St. James Rd. and McCutcheon will remain open.

Composting operations (drop-off and free pickup) will remain open.

Please contact 573.364.6693 with questions/inquiries.

ROLLA MUNICIPAL DIVISION COURT

Rolla Municipal Court has postponed the court dockets thru April 16th (unless extended further). A new court date notice will be mailed to each defendant when the suspension has been lifted by the Municipal Judge.

The Municipal Court offices at City Hall will remain closed to the public until the suspension has been lifted. Court staff will answer voicemail and email messages as promptly as possible.

Please direct any questions to 573.364.8590.

PUBLIC WORKS/ENGINEERING

Public work crews begin working split shifts on March 23 and as such will maintain basic services such as sign maintenance, asphalt patch, storm water systems, sewer collection and treatment services.

Major transportation projects will be delayed until further notice.

Requests for mapping/engineering information should be limited to telephone (573.364.8659) or by email.

ROLLA NATIONAL AIRPORT

The Airport remains open for aviation activity including hangar services and fuel sales until further notice.

The Airport lobby will be closed to public access until further notice.

To check on the status of same please call 573.299.4498.

ROLLA PUBLIC LIBRARY

The Rolla Public Library will be closed at least through April 6th. All library programs are canceled until further notice. Visit the Rolla Library Facebook page for additional information.

ROLLA MUNICIPAL UTILITIES

Until further notice - all Rolla Municipal Utilities (RMU) facilities will temporarily be closed to the public to minimize the spread of COVID-19. RMU will remain open and available to the public, but only through electronic means of communication.

By phone please call 573.364.1572 (during normal business hours)
573.364.2195 Emergency Service Number (Nights and Weekends)

Email: info@rollamunicipalutilities.or
Fax: 573.364.1540

To pay a Bill: Use one of the many methods of payment –

On-Line: By using your banks on-line bill pay system.

By phone: Please call 855.203.1283 for a 24 hour automated phone payment (you will need your RMU customer account number).

By drop box: There are two drop box locations. One is the drive-up drop box located on Elm Street between 10th and 9th Street or you can use the drop box located on the front of the RMU Business Office at 102 West 9th Street. (Please place your payment in an envelope with your Name, Address and Account Number.)

For customers that may have difficulty paying their utility bill due to reduced hours or loss of job, please contact one of the Customer Service Representatives to discuss options at 573.364.1572.

MUNICIPAL ELECTION

On Wednesday, March 18, Governor Mike Parson signed an Executive Order declaring a state of emergency in response to COVID-19 and ordered that all Missouri municipal elections previously scheduled for April 7, 2020, be postponed to June 2, 2020.

CORONAVIRUS RESOURCES

To stay up to date on the local response to COVID-19, please visit www.phelpscountyhealth.com or call the MO hotline at 877.435.8411.