In response to Governor Wolf’s mitigation guidance, the Borough of Pottstown will institute practices to assist in slowing and preventing the spread of COVID-19.

Effective June 8, 2020, the Borough of Pottstown municipal buildings are open by appointment only.

- If you need to meet in person, an appointment must be scheduled directly with the specific Department
- Must enter through Police Department, advising the Dispatcher that you have a scheduled appointment
- **MUST** wear a face mask and maintain social distancing while in the building

Please refer to the Borough calendars for updated information on public meetings: [https://www.pottstown.org/418/Calendars](https://www.pottstown.org/418/Calendars)

The Borough continues to provide essential services. Email or telephone is preferred for regular business and client service.

As of March 20, 2020, paid parking has been suspended in the downtown and municipal parking lots until further notice.

**Finance and Tax Department**

- The Xpress Bill Pay website is currently experiencing heavy usage, which has required our vendor to temporarily disable the customer site at various times during the business day. The site is still available during after business hours, the best time to access the website is after 7 PM Eastern Time. If you would like to make a utility payment by phone, please refer to the following options:
  - By Phone 24/7 - 833-743-9222 - Provide account number and zip code to locate bill
  - To speak with a live operator, Monday through Friday, 8am to 5pm MST call 1-800-720-6847
  - If you would like to make a tax payment by phone, please call 610-970-6535. Please note there is a 2% convenience fee for credit/debit card transactions.
  - Drop box payments are also accepted 24/7 in the Police Department Lobby. If you have questions regarding your bill, please call us at 610-970-6530.

- **Borough of Pottstown Taxpayers Only:** Due to the potential financial impact on residents caused by the COVID-19 pandemic, the Borough has made the decision to extend the Borough/County Real Estate Property Tax due date for the discount period from April 30th to...
May 31st, 2020. If you have questions regarding your tax bill or if you have not received a tax bill, please contact us at 610-970-6535 or taxoffice@pottstown.org.

- All in-person tax office hours have been CANCELED. For additional payment options, please refer to your tax bill.
- The Borough of Pottstown is committed to the health and safety of all of our customers, communities, and employees. In an effort to keep all parties safe, we have made the decision to temporarily suspend water service termination until May 1, 2020. We will continue to evaluate this as events unfold. If you have questions or concerns regarding your water service billing, please contact the Finance Department by phone M-F 7:30am to 4pm at 610-970-6530 or by email at finance@pottstown.org.

- The Finance Department will be available via email (preferred) at finance@pottstown.org or telephone at 610-970-6530. Payments may be mailed, paid online, or placed in the drop box in the Police Department lobby.

**Licensing and Inspections**

- Inspections are being scheduled for properties that have been issued approved permits
- Only **ONE** person is permitted to meet with the inspector
- Construction sites must follow the guidelines set for by the Governor and the Secretary of Health for the State of Pennsylvania.

**Property Transfer Inspections**

- Inspections are being scheduled
- Per the Governor’s orders:
  - Only **ONE** person permitted to meet with inspector
  - All in attendance must be wearing
    - Mask
    - Gloves
  - If the person meeting the inspector **does not** have on mask, and gloves, the inspector will refuse the inspection. A $100 missed appointment fee will be billed to the property owner.
- Please provide the following information:
  - Name of individual meeting the inspector
  - Phone number where they can be reached
  - Whether the property is inhabited or vacant. If inhabited, individuals other than the person meeting the inspector cannot be present during the inspection.
  - If the property has been sold, provide the new owners name, phone number, address, and email so we can contact them to schedule the inspection.

**Rental Inspections**

- Inspections are being scheduled
- Only **ONE** person permitted to meet with the inspector
- Per the Governor’s orders:
  - Only **ONE** person permitted to meet with inspector
  - All in attendance must be wearing
    - Mask
    - Gloves
• If the person meeting the inspector does not have on mask, and gloves, the inspector will refuse the inspection. A $100 missed appointment fee will be billed to the property owner.
  o Please provide the following information:
    • Name of individual meeting the inspector
    • Phone number where they can be reached
    • Whether the property is inhabited or vacant. If inhabited, individuals other than the person meeting the inspector cannot be present during the inspection.
    • If the property has been sold, provide the new owners name, phone number, address, and email so we can contact them to schedule the inspection.
• All applications for permits or inspections are available on the website. Applications will be processed via mail, email at LNIadmin@pottstown.org, or placed in the drop box in the Police Department.
• Licensing and Inspections will be available via email (preferred) at LNIadmin@pottstown.org or telephone at 610-970-6520.

Public Works
• JP Mascaro requests that trash be placed into proper bags instead of accumulating loose trash into garbage cans.
• Public Works will be responding to calls for immediate attention, such as malfunctioning traffic lights, debris in the road, water main breaks, sewer main backups, etc.
• All non-emergent services will be addressed as capacity allows.
• Public Works will be available via email (preferred) at publicworks@pottstown.org or via telephone at 610-970-6527.

Parks and Recreation
• Parks and Recreation has developed a reopening plan for parks, facilities, amenities, programs, and events in the Pottstown Park System. Visit https://www.pottstown.org/135/Parks-Recreation for the full reopening plan.
• The Pottstown Memorial Day Parade has been cancelled.
• The Go Fourth Festival has been moved to September 6th.
• See Parks and Recreation webpage for additional information.
• Organized activities and gatherings of more than 25 individuals in Borough Parks are prohibited until further notice.
• All programs are postponed beginning March 17, 2020 until further notice.
• Parks and Recreation will be available via email (preferred) at pottsparks@pottstown.org or telephone at 610-970-6608.

Human Resources
• Available via email (preferred) at humanresources@pottstown.org or telephone at 610-970-6514.

Water and Wastewater Treatment Plants
• As a reminder, do not flush anything but human waste and toilet paper down the toilet. Other items will clog the sanitary sewer and cause problems in your home, business, and sewer mains. Please do not flush things such as:
  • Wipes
  • Paper towels, napkins, and tissues
  • Diapers
  • Feminine hygiene products, etc.
• Available via email utilities@pottstown.org (preferred) or telephone 610-970-6545 (Water Treatment) and 610-970-6540 (Wastewater Treatment).

Police Department

• The Police Department will be open and providing service as usual. Please dial 9-1-1 for service.

Borough Manager’s Office

• Available via email (preferred) at administration@pottstown.org or telephone at 610-970-6511.

Airport

• Pottstown Municipal Airport is open.

Transit

• Per Governor Wolf’s order, all passengers MUST wear a face covering (mask, bandana, scarf) while utilizing PART service.
• PART has resumed charging fares.
• Transit is operating on a normal schedule.
• The sale of roundtrip and multi-ride bus passes has been suspended until further notice.
• PART is no longer issuing senior or half-fare bus passes. Passengers are able to ride for free or half-fare, as eligible, by showing photo identification and a Medicare card to the bus driver until further notice.
• Email takepart@pottstown.org with inquiries.