Updates are listed in red.

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

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

- 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.
- The Borough remains committed to provide clean, safe, and reliable water and/or wastewater services to you during the COVID-19 public health emergency. Until further notice, we have suspended penalty fees, collection referrals, and water service termination. If you have a past due amount or are experiencing financial hardship, please contact finance@pottstown.org or 610-970-6530 to discuss payment options.
- December Tax Office hours and appointments have been cancelled. Please refer to your tax bill for all other payment options. All tax payments are due by December 31, 2020.
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.

Cash or certified bank checks are required between December 15th and December 31st. Personal checks will NOT be accepted.

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.
  - 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 an operations plan for the Park System to be used during
the Governor’s Red, Green, and Yellow Phases in response to the ongoing pandemic. The full
plan can be found at https://www.pottstown.org/DocumentCenter/View/3529/Borough-of-
• The office is not open to visitors at this time; however, the department is working on-site and
remotely. Please contact us via email (preferred) at pottsparks@pottstown.org or telephone at
610-970-6608/610-970-6618.
• Youth recreation programs continue to operate at this time as permitted by individual host
facilities. Please contact the office for details or with questions regarding specific programs.

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.