



CITY SERVICES DEPARTMENTAL INFORMATION FOR COVID-19

The following facilities are **CLOSED TO THE PUBLIC. See detailed information below, sorted by Department, on how you can access City services**

- CITY HALL & COMMUNITY CENTER
- SENIOR ACTIVITIES CENTER
- FAMILY AQUATIC CENTER
- SUNSET PARK ATHLETIC COMPLEX
- PLAYGROUNDS, DOG PARKS, PICNIC AREAS & ALL PARK RESTROOMS
- PUBLIC WORKS CORP YARD
- POLICE DEPARTMENT LOBBY

COMMUNITY DEVELOPMENT

Permit Center – The City’s Permit Center on the first floor of City Hall is currently closed to the public. During this period, staff will not be available to directly assist the public except as described below.

Permits and Applications - The Contra Costa Health Officer’s New Shelter Order issued on April 29 now allows construction activities. In response, Community Development staff is accepting and processing Building and Planning permit applications, and will conduct field inspections – all while strictly maintaining required social distancing. Processing timeframes may be extended in order for staff to adhere to the County Health Officer’s COVID-19 orders. Here is a synopsis of how Community Development will process permits and applications under this new order.

Customers wanting to submit applications, plans, and documents at City Hall

- Customers can still submit applications, plans, or documents to Community Development staff by email or through USPS or other delivery services.
- Those customers needing to submit applications, plans, or documents directly at City Hall will have to follow these protocols:
 - Customers must set up an appointment time to submit application materials by leaving a message at (925) 516-5405 or e-mailing building@brentwoodca.gov.
 - Because City Hall is closed, the customer will not be able to enter the building.
 - The customer must wear a protective mouth covering when interacting with City staff.
 - A staff member, wearing a protective mouth covering and gloves, will greet the customer at the main door with a rolling cart.
 - The customer will place the documents in the cart.
 - Staff will inform the customer the documents will stay in the cart overnight and will not be handled by staff until the next day.
- Customers may also set up an appointment time to submit application materials by calling the same number or e-mailing building@brentwoodca.gov



COMMUNITY DEVELOPMENT (cont'd)

Customers wanting to receive applications, plans, and documents at City Hall

- Customers can still receive applications, plans, or documents from Community Development staff by email or through USPS or other delivery services, as requested.
- Those customers needing to receive applications, plans, or documents directly at City Hall will have to follow these protocols:
 - Customers must set up an appointment time to pick up approved permits by working with the staff member who issued their permit.
 - Because City Hall is closed, the customer will not be able to enter the building.
 - The customer must wear a protective mouth covering when interacting with City staff.
 - A staff member, wearing a protective mouth covering and gloves, will greet the customer at the main door with a rolling cart containing the customer's documents.
 - The customer will then receive the documents from the cart.

Building – Plan Checks and Inspections - Building inspectors will conduct plan checks and inspect construction work in the field. Customers needing direct assistance from Building staff will have to either call (925) 516-5405 or email: building@brentwoodca.gov. Inspections may be scheduled through the City's IVR by calling (925) 809-7930.

Development Services - Development Services staff will continue to take in applications for permits remotely, either via computer or by mail. They will also be able to receive documents, as outlined above. Applications for all permit types will be reviewed and issued when all necessary conditions are met. For more information on permits and applications, customers are requested to either [call \(925\) 516-5405](tel:9255165405) or email: building@brentwoodca.gov

[Inspections may be scheduled through the City's IVR by calling \(925\) 809-7930.](tel:9258097930)

Community Enrichment – Residents can report possible code violations through the City's *Brentwood Connect* application. A link to the app is:
<https://www.brentwoodca.gov/gov/police/contact/report.asp>

Housing – General questions regarding the City's affordable housing programs can be submitted either by calling (925) 516-5305 or by email at: selias@brentwoodca.gov

Planning – Planning staff will be processing permit applications and plan checks. For any general planning or zoning related questions, customers need to call (925) 516-5405 or email: planning@brentwoodca.gov

Passports – To make a new appointment to process a passport, go to the website to make an appointment. The link to the website is:
<https://www.brentwoodca.gov/gov/admin/clerk/passport.asp>



FINANCE AND INFORMATION SYSTEMS

Utility Payments

- Payments will not be accepted in person during this time.
- Methods of payment:
 - Online - <https://brentwoodca.gov/gov/finance/util/pay.asp>,
 - By phone – (925) 516-5415,
 - By mail, or by using the drop box located outside of City Hall at 150 City Park Way.
- The drop boxes located at the Senior Center and Community Center will be closed during this time.
- Staff will be available (8am – 5pm, Monday – Friday) at (925) 516-5415 or via email at ubmessages@brentwoodca.gov for service requests, to take a payment over the phone, or for general questions regarding your account.

Business Licenses

- You may renew your Business Tax Certificate online at: <https://brentwoodca.gov/gov/finance/license/default.asp>
- Applications for new business licenses are available on the City website. The applications can be mailed in or put in the Utility Billing payment drop box at City Hall.
- Please email us at BTCmessages@brentwoodca.gov with any questions.

Accounts Payable – Accounts Payable will continue processing invoices. If you have questions about an invoice, please leave a message at (925) 516-5460 and your call will be returned within one business day.

ECONOMIC DEVELOPMENT

Economic Development Division staff is available for business phone or e-mail consultations during the COVID-19 emergency shelter-in-place declaration. Please contact any of the following to discuss any support the City can provide:

Terrence Grindall
Assistant City Manager
925.516.5181
tgrindall@brentwoodca.gov

Peggy Berglund
Senior Analyst
925.516.5187
pberglund@brentwoodca.gov

Josh Ewen
Senior Analyst
925.418.2418
jewen@brentwoodca.gov



ECONOMIC DEVELOPMENT (cont'd)

To mitigate the economic impacts caused by the COVID-9 pandemic, the City wants to highlight a variety of State and National programs and efforts to support small businesses and their workers.

Contra Costa County

- **[Contra Costa Health Services Information for Business \(Includes Retail Food Facilities Guidelines and Farmers Markets Guidelines\)](#)**

State of California

- **[State of California Employment Development Department \(EDD\) Webpage Summary of Programs Available to Impacted Businesses and Workers](#)**
- **[State of California Governor's Office of Business and Economic Development \(GoBiz\) Summary of Available Programs](#)**
- **[State of California Department of Tax and Fee Administration – Tax Relief Online Portal](#)**
- **[State of California EDD – Work Sharing Program for Employees Whose Hours and Wages Have Been Reduced](#)**
- **[State of California EDD – File a Disability Insurance Claim for Workers Affected or Have Contracted COVID-19](#)**
- **[State of California EDD – File an Unemployment Insurance Claim](#)**
- **[America's Job Center – Rapid Response Request for Businesses Facing Imminent Closure or a Reduction in Workforce \(Concord, CA\)](#)**

Federal

- **[Small Business Administration \(SBA\) Economic Injury Disaster Loan Program](#) or 1-800-659-2055**



HUMAN RESOURCES AND RISK MANAGEMENT

Staff will be available at (925) 516-5191 or humanresources@brentwoodca.gov to provide essential services to City employees and the public.

PUBLIC WORKS

In accordance with the latest Contra Costa Health Services requirements to minimize the spread of COVID-19, until further notice, the Public Works Corporation Yard will be closed to the general public. The Recycled Water Fill Station, however, will now be open starting on June 8, 2020 in accordance with the latest Health Order. Additional information about the Fill Station, including hours of operation, is available on the following link:

https://www.brentwoodca.gov/gov/pw/water/drought/water_conservation/recycled_water_fill_station.asp

Essential Public Works staff will be working and available during normal business operation hours to respond to urgent phone messages. We want to assure our customers that our water treatment facilities, wastewater treatment facilities, garbage/recycling/green waste services, and critical street, traffic, and facility maintenance services will continue to operate to provide high quality essential services, and to protect the health and safety of our community.

Construction projects (both private and public) will be allowed in accordance with the latest Order. All construction projects must comply with the latest Contra Costa Health Services Construction Safety Protocols (see the following link for more information: <https://www.coronavirus.cchealth.org/health-orders>).

PARKS AND RECREATION

Facilities Closed:

- Brentwood Community Center
- Brentwood Senior Activity Center
- Sunset Park Athletic Complex
- Playgrounds, Picnic Areas, Dog Parks, and Restrooms within Parks

Outdoor Activity on Trails, Parks, and Playgrounds:

- Parks and trails remain open, however, according to Contra Costa Health Services, public or private gatherings occurring outside a household are prohibited.



- Skate Park is open and sports courts are open for household use only
- The surfaces of playgrounds, benches, picnic tables etc. are not routinely sanitized.
- Restrooms will be closed at all parks.
- Please follow social distancing guidelines from Contra Costa Health Services regarding all outdoor activity.

PARKS AND RECREATION (cont'd)

Administrative Services:

- Parks and Recreation Department Voice Mail – (925) 516-5444
Voice mails left at this number will be monitored regularly by Admin staff and routed accordingly.
- Parks and Recreation Department Email – ParksAndRecreation@brentwoodca.gov
Emails will be monitored regularly by staff and routed for response accordingly.
- Until further notice, staff will no longer be collecting Utility Bill payments in the drop box at the Brentwood Senior Activity Center. Utility Bill payments should be dropped off at City Hall, 150 City Park Way.

Parks Maintenance:

- Routine landscape maintenance will continue to be performed by the City's landscape maintenance and tree maintenance contractors.
- Landscape Maintenance Work Orders received by phone or through the internet – Work orders will be routinely monitored by a member of the Parks Maintenance Division. Employee will assess priority, assign task, and follow up accordingly. Emergency work orders can be called in to (925) 516-5444 by leaving a message and staff will promptly address the issue.

Recreation Programming:

- All cancellations for classes, programs, special events, and rental cancellations through June are already being communicated to renters, participants, and user groups. As the date may be extended for facility closures and cancellations, Recreation Division staff will be in contact with those groups/renters/participants involved on an ongoing basis as updates for the shelter-in-place end-date become available.
- Registrations for courses beginning in July can still be completed online at <https://apm.activecommunities.com/brentwoodparksandrec/Home> .

Commission Meetings:

- Arts Commission, Park and Recreation Commission, Youth Commission, and Brentwood Neighborhood Committee meetings are cancelled until further notice.



POLICE DEPARTMENT

- The Police Department lobby located at 9100 Brentwood Blvd. will be closed until further notice.
- Citation sign-offs and VIN verifications at the Police Department will not be offered at this time.
- Vehicle releases will be completed by an on duty police sergeant as time allows.
- Fingerprinting services will not be offered during this period.

We will not stop investigating crimes or making arrests; however, we will be modifying our response to some situations. Cold property crimes and other non-urgent, non-life-threatening issues will be handled either on-line or by phone calls from officers. We are asking the citizens to help us in implementing some practical measures to contain the spread of this virus and ensure the health and safety of our community:

1. We encourage residents to use our online reporting system to report non-urgent crimes that are not in progress. The types of reports that may be reported on line are: Harassing phone calls, hit and runs, identity theft, informational reports, lost property, supplemental reports, thefts (property value under \$950), thefts from vehicles, unauthorized use of credit card, Vacation Watch requests, vandalism, vandalism to vehicle, and custody order violations. The link to access the online reporting system is <https://www.brentwoodca.gov/gov/police/reporting/report.asp>.
2. All non-urgent crimes, or issues not mentioned above will be handled by officers via phone calls in lieu of an in-person police response. In cases where an in-person response is necessary (evidence collection, suspect contact, etc.), the Health Services recommended social distance guidelines will be adhered to.
3. During this period, only limited property will be released from the Evidence Division, and by appointed only.
4. All in-progress crimes and in-progress emergencies will be handled as usual. We will continue to be aggressive on apprehending people who are in our city committing crimes.
5. We will be suspending citizen ride-alongs and police department tours/visitors until further notice. No meetings involving the public will be held inside the Police Department building during this time.
6. Police Department Website <https://www.brentwoodca.gov/gov/police/default.asp>

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