



UPDATE: EFFECTIVE IMMEDIATELY, CITY HALL AND ALL CITY FACILITIES ARE CLOSED.

March 23, 2020

To the residents of the City of Temple Terrace:

The City of Temple Terrace is doing our part to flatten the curve of Coronavirus transmission by social distancing and self-quarantining. To this end, as of Tuesday at 8am, Temple Terrace City Hall is temporarily closed to the public.

While our staff enjoys their face to face interaction with residents, until further notice we ask that you conduct as much City business as possible from your home computer or smartphone.

Please take time to explore the [City's newly redesigned website](#). In addition to featuring the latest updates regarding measures being taken to combat the coronavirus, as well as links to the local, county, state and national agencies that are setting emergency policies right on the homepage, there are a host of other resources including online payment portals, City calendars listing the status of meetings and cancellations, business information, details about Redevelopment projects and more.

City staff from every department will continue to be available by phone or email to answer questions and assist local residents and businesses whenever possible. To discover the best contact for your issue, please consult the [Staff Directory](#) and/or call or email City personnel for assistance. Customer service will continue to have a drop box outside of City Hall for bill pay. (The City has discontinued shut-offs and late fees.)

Dedicated recycling collection will be suspended until further notice. Recycling will be picked up with regular garbage collection. Special pick-ups are likewise suspended except in exceptional circumstances. Yard waste pick-ups will be on a reduced schedule. Residents are encouraged to postpone trimming or cutting of large trees.

Certain requirements for the pulling of residential permits will be relaxed. Submittal of permit applications will take place in the parking lot outside of City Hall. On-site residential inspections will cease, however, photos and videos can be submitted via email to allow for the continuation of projects. Again, residents are encouraged to submit applications and plan reviews online. There also will be a trailer and marked bins set up in the parking lot of City Hall for drop off of materials as well as any necessary personal interactions, which will be conducted at a distance of 6 feet. Refer to the City website under [Community Development](#) for more information. Inspections of business construction projects will continue to minimize delays.

Code Compliance also will scale back contact with residents.

City Manager's Office

11250 NORTH 56TH STREET • P.O. BOX 16930 • TEMPLE TERRACE, FLORIDA 33617

PHONE 813.506.6413 • FAX 813.506.6471 • www.templeterrace.com

The City Council meeting scheduled for April 7 will go on as scheduled, however, all or part of the meeting may be conducted remotely. As always, it will be broadcast live on the City's cable channel and on YouTube. Public comment regarding items on the agenda, which will be posted in the coming week, will be allowed via email, phone or via YouTube. More information on that interaction will be forthcoming with the agenda.

It is important to note that essential services including police and fire continue normal operations. If you need emergency assistance, regardless of the circumstances, please alert the dispatcher if you have any flu-like symptoms so that our first responders can take proper precautions.

In addition to City business, City staff also are available to help older adults and those with underlying chronic medical conditions who are at greater risk for serious complications from the coronavirus. If you or someone you know – an elderly or ill neighbor, friend or relative – needs assistance in getting groceries or other supplies including medication, the City can help. Call 813.506.6406 or email lhayes@templeterrace.com.

Any updates regarding the City's response to the pandemic will be posted on the City's website and to the official [City Facebook page](#). Messages from Vice Mayor Andy Ross also will be shared periodically on the [City's YouTube channel](#). Note that the necessary actions are being evaluated on a daily, if not hourly, basis. All information is subject to change, especially in response to new orders issued at the county or state level. The [City's website](#) is the best place to access the most current information regarding City business as well as to find links to reliable county, state and national sources of information. Please check back regularly.

Thank you all for your cooperation and understanding. Be well.

– Charles Stephenson

Charles W. Stephenson
City Manager

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