



NEWS RELEASE

FOR IMMEDIATE RELEASE

Media Contact: Melinda Bartram
469-493-7892
mbartram@cityofsachse.com

(March 19, 2020) Sachse, TX...Today the City of Sachse announced several operational changes due to the ongoing COVID-19 situation.

City Hall: City Hall is closed to the public effective at 5 p.m. on Thursday, March 19. Residents may meet with staff by appointment only. To request an appointment, contact the specific department.

City Operations

Utilities: Utility Billing is open and accepting payments. To protect against the spread of the virus, residents are strongly encouraged to utilize payment methods that do not involve in-person contact. Most payment requests can be handled via phone, email or drop-box. Residents can do the following to make payments:

- **Personal or Business Check**—mail checks to the City or deposit in the designated drop-box located outside the Library.
- **Automatic Bank Draft**—contact Utility Billing staff at 469-429-4763 or 469-429-4765 to set-up this service.
- **Online**— <https://www.municipalonlinepayments.com/sachsetx/utilities>
- **Phone**—residents can call 866-933-4027 to make their payment.
- **Cash**—this is the only payment method requiring in-person contact and is highly discouraged at this time. If you must make a cash payment, please contact Utility Billing to schedule an appointment.

The \$1.25 customer convenience fee for phone and online payments is suspended until further notice. Given the circumstances, the City of Sachse will cover this fee for all residents who utilize these payment methods.

Routine shut-offs are suspended until further notice. If you need payment assistance, our staff will assist you in setting up a payment plan. Residents must contact Utility Billing and speak with a representative to establish a payment plan. The City of Sachse understands this is a difficult time for many. Our staff remains ready and able to serve our residents. Please do not hesitate to contact us if we can be of assistance.

ABOUT THE CITY OF SACHSE: Sachse is an emerging city in Collin and Dallas counties with a population of 20,329 according to the 2010 census. Located about a mile north of President George Bush Turnpike off State Hwy. 78, the City is chartered as a Council-Manager municipality. Founded in 1845 by William Sachse, the City enjoys an eclectic mix of established neighborhoods and new residential and commercial developments. Proud of its history, the City is home to a strong historical restoration movement which includes an extensive history museum.



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Atmos Energy announced it will temporarily discontinue natural gas disconnections. CWD operations remain normal.

Municipal Court: Effective Wednesday, March 18, all court hearings scheduled through the remainder of March have been reset. Notices of new dates will be mailed to the address on file. The Municipal Court encourages the public to review the options for handling citations. These are printed on the citation or can be found at www.cityofsachse.com. Online information may provide appropriate alternatives to avoid personal appearances in court.

Senior Center: The City of Sachse is taking extra precautions to protect the health of its patrons, guests and staff. The Laurie Schwenk Senior Center is closed until further notice. All associated programming and events are cancelled.

Michael J. Felix Community Center: The Michael J. Felix Community Center is closed until further notice. All associated programming, recreation classes and reservations are cancelled. In addition, the following recreation events are affected:

- Arbor Day Jubilee - postponed.
- Easter egg hunts - cancelled.

Parks and Trails: City of Sachse parks and trails are open, but we recommend you consider social distancing. Keep at least six feet between you and others when possible.

Library: The Sachse Public Library (SPL) is closed until further notice. All associated programming and events are postponed. The Library offers a number of online resources where SPL card holders can access e-books, audiobooks and other digital content, including videos and movies through the Hoopla streaming service. For more information, click [here](#). Check-out limits are extended until further notice. In addition, Garland ISD students may access resources using their myON account. More information is available by visiting the Garland ISD website.

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Police: The Public Safety lobby is closed effective at 5 p.m. on Thursday, March 19. The police department requires residents to report certain offenses/incidents via telephone to minimize potential exposure to officers. A dispatcher will screen calls to determine if officer response is needed or if the call can be expedited by an officer calling the resident to complete the report via telephone. In-progress calls, crimes involving people, vehicle accidents, and offenses requiring evidence collection will have an officer respond to the scene. All near-term police department related community events and tours are postponed.

Fire: The Public Safety lobby is closed effective at 5 p.m. on Thursday, March 19. Station tours are currently not available. All other fire services will continue as normal.

City Secretary's Office: The City Secretary's Office is closed effective at 5 p.m. on Thursday, March 19. Open records requests can be made online [here](#).

Animal Shelter: An Animal Services officer is on duty during normal business hours. Telephones will be answered during normal business hours. Owners wishing to reclaim pets, individuals dropping off a stray animal, or people interested in pet adoption must make an appointment. Appointments are made by telephone or email directly to Animal Services staff.

Emergency Management: The Emergency Operations Center (EOC) is partially activated. This is in response to the need to assist our memory care/assisted living communities. They have the availability to request Strategic National Stockpile personal protective equipment (PPE) supplies.

Other Items

Election Changes: Governor Greg Abbott and election officials request entities postpone the general elections scheduled for Saturday, May 2 until the next uniform election date – Tuesday, November 3. Entities must take official action to postpone the May 2 election until November 3. The City Council will review this action at a later City Council meeting.

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City of Sachse COVID-19 Information: The City of Sachse has a dedicated webpage with all information related to the COVID-19 pandemic and its impacts to our community. COVID-19 information is displayed prominently on the City's website under the Emergency Alert and What's Happening sections. The webpage has a live CDC feed, information about the virus, up-to-date press releases from Dallas and Collin counties, information from the Garland and Wylie school districts, along with other resources. For more information, visit www.cityofsachse.com/COVID19.

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