



Municipal Corp. of Cape Charles

March 19, 2020

To All Residents and Business Owners:

Due to recent developments regarding the Novel Coronavirus (COVID-19) and out of an abundance of caution for the safety and well-being of the residents, business owners, and staff; the Town of Cape Charles has implemented Phase 2 of its Incident Operations Plan.

Effective Friday, March 20, 2020, all Town of Cape Charles facilities will be closed to the public until further notice. The Cape Charles Memorial Library computer lab will remain open with four computers available for citizens who do not have access to the internet. All town-managed events are being postponed or canceled.

Town employees will still report to work during this time. Essential services, including trash pick-up will continue as normal. Customer payments can be made over the phone or online with a credit card or you may place your payment in the drop box located at the Town Hall beside the front door. If you have pressing business dealings with the Town, please contact the appropriate staff member or department via email or phone. Details about town operations and services and a listing of contact information for each department is provided at the end of this notice.

While the safety of our residents, visitors and town staff are of upmost importance, the Town is also concerned about our business community under these difficult circumstances. The Town is therefore also researching what options may be available to potentially help mitigate some of these concerns.

Town leadership will continue to closely monitor guidance from the county, state and federal agencies related to COVID-19 and assess ongoing town operations based on developments.

Citizens are encouraged to monitor www.CapeCharles.org and sign up for e-Notifications, the Municipal Corporation of Cape Charles Facebook page, and sign up for Nixle Alerts.

We look forward to working together to get through this challenging time.

John Hozey
Town Manager



Cape Charles Incident Operations Plan Phase 2 Operations: COVID-19

Until further notice the Town of Cape Charles will operate under the following temporary procedures:

Town Hall will be closed to the public

- Customer payments will be made via drop box, credit card, or online
- Staff will assist customers over the phone
- All zoning and permitting will be handled electronically
- Plan submittals (up to 11x17) to be submitted electronically
- Plan submittals (greater than 11x17). A special box will be placed outside the Town Hall for these large items. Please call the Code Official to notify him when plans have been dropped off.

Council meetings will go to once per month or as needed

- Meetings will be live streamed on Facebook
- Public comments will be accepted in advance via email or placed in the drop box to be read into the record
- Non-essential business will be deferred

Boards and Commissions

- Most board and commission meetings will be postponed until further notice
- Board of Zoning Appeals will meet on an as needed basis
- Historic District Review Board will be postponed until further notice with minor items being reviewed by the Chairman of the Board for possible approval, such as:
 - Additions of <300 square feet
 - Accessory buildings of <300 square feet
 - Opening/closing/altering of 2 or fewer openings
 - Other items at the discretion of the Zoning Administrator

Field operations

- Rental unit inspections will be postponed until further notice
- Non-critical property maintenance inspections will be postponed until further notice
- Only limited field inspections will occur at the discretion of the Building Official, i.e.:
 - New commercial and residential construction
 - Exterior construction to dry-in phase
 - Interior new construction where property is not occupied
 - Inspections of an emergency nature
- Plants will be closed to the public
- Emergency utility calls will be taken only over the phone
- Sales visits to our plants will be suspended until further notice
- UPS and FedEx deliveries will be left at entryways and not brought into buildings

Events (non-governmental activity)

- Blessing of the Fleet will be delayed
- Suspension of all activities with groups of more than 10 participants

Harbor

- Close harbormaster office to public, operate through the window when engaging persons during transactions (go to fuel sales only).
- Direct boaters to our online/phone reservation service
- Close restrooms after hours

Library

- Most of the building closed to the public
- Maintain public access to 4 computers, spaced for social distancing
- Materials to be returned to outside book returns
- Materials on hold or requested may be provided with curbside service by staff
- Wi-Fi hours will be extended
- Public encouraged to use the Little Libraries where free books are available
- Maintain ability to download books and audio online

For updates regarding the town's operations, we encourage you to

- Sign up for [e-Notifications](#) on the town's homepage, www.capecharles.org.
- Sign up for [Nixle Alerts](#) on the town's homepage. You can sign up for text messages, emails, and/or phone calls.
- Like the [Municipal Corporation of Charles Facebook](#) page.

Department Contact Information – (757) 331-3259

- Business License questions and payments – extension 21 or 23 or email libby.luettinger@capecharles.org or deborah.pocock@capecharles.org.
- Tax account questions – extension 26 or email jaquana.ward@capecharles.org.
- To pay utility and real, property, meals and transient occupancy tax bills – extension 14 or email utilityclerk@capecharles.org.
- Public Works – extension 16 or email john.lockwood@capecharles.org.
- Building and Code Enforcement – extension 22 or email codeofficial@capecharles.org.
- Community Relations / Recreation – extension 18 or email jen.lewis@capecharles.org.
- Planning & Zoning – extension 15 or email planner@capecharles.org.
- Police Department – Non-emergency 678-0458 or email chief@capecharles.org.
 - For emergencies, please call 911.
- Town Harbor – 331-2357 or email harbormaster@capecharles.org.
- Utility Maintenance – 695-1608 or email bill.powell@capecharles.org.
- Water Plant – 331-1018 or email waterplant@capecharles.org.
- Wastewater Plant – 331-1150 or email sewageplant@capecharles.org.

We urge you to use our [Report a Concern](#) feature on the Town's website to report your concerns regarding the Town. The link is on the homepage and you can complete a simple online form. Your report will be forwarded to the town manager for his review and action.