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[Fourth Proclamation of the Mayor
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[Face Coverings FAQ](#)

[Daily New COVID-19 Cases in Mesa](#)

[Arizona Department of Health Services](#) COVID-19 updates

[Governor Doug Ducey - Executive Orders](#)

The City of Mesa is working closely with [Arizona Department of Health Services](#), [Maricopa County Department of Public Health](#), public safety agencies, and the [Centers for Disease Control](#) in disseminating information on the coronavirus, how it spreads and to protect yourself and family from the virus. Additionally, City departments are following established protocol and using appropriate precautionary measures in providing services to our residents and businesses.



[Mesa Community Resource Call Center and website](#)

[Feeding Mesa](#)

[Residential Utility Assistance](#)

[Small Business Technical Assistance Program](#)



[Keeping your body and brain active, and helping others](#)

News and Recent Updates

[Mayor John Giles signs proclamation requiring face coverings in Mesa](#)

[City Council takes action to assist restaurants financially impacted by COVID-19](#)

Allowing restaurants and other eating and drinking establishments to temporarily expand their services to outdoor areas on their property. [Complete the application](#)

[Mesa CARES Small Business Reemergence Program launches next phase to provide FREE business assistance](#)

[Mayor John Giles' statement regarding the expiration of statewide "Stay Home" executive order](#)

[City expands Feeding Mesa Program with House of Refuge](#)

[Mesa CARES Small Business Reemergence Program](#)

[City of Mesa and United Food Bank expand Feeding Mesa Program](#)

[Feeding Mesa “You CAN Make a Difference” Canned Food Drives](#)

[Mesa continues proactive measures in response to COVID-19 pandemic](#)

[Mesa CARES created to meet community needs due to COVID-19](#)

[Mesa launches #InspireMesa to uplift and encourage connectedness in community](#)

[New Adopt-A-Grandparent program seeks disconnected seniors](#)

[Mesa closing playgrounds and courts at City parks due to COVID-19](#)

[Mesa mandates business closures to stem the spread of coronavirus](#)

[March 17 video - Mesa declares state of emergency](#)

[Mesa declares state of emergency](#)

- [2nd Proclamation](#)
- [Proclamation and Declaration of Emergency](#)

[Mesa to suspend utility shut-offs during pandemic](#)

[March 12 video update by Mayor John Giles](#)

Closures / Cancellations and Important Notices

The information provided below is for basic closure and cancellation information. Please visit facility web pages for more specific details as applicable.

Events & Public Gatherings

- Public gatherings that would typically require a [Special Event license](#) will be licensed under the normal process. The addition of a health safety precaution plan is now considered one of the requirements of a complete Special Event application packet.
- Public gatherings with 50+ people that would **not** typically need a Special Event license will now be required to complete and submit a brief [Public Event Registration Form](#) and a health safety precaution plan to the city for approval. There is no fee for this registration process.

Arizona Museum of Natural History

All programs and regular gallery hours are suspended until further notice.

Summer camps at the Arizona Museum of Natural History have been cancelled.

[Arizona Museum of Natural History](#) site

City Council Meetings

To decrease COVID-19 exposure, the City Council Chambers is closed, but public participation and viewing will be available electronically.

City Council Meetings

Members of the City Council will appear electronically for this meeting, via a video conferencing platform, and the live meeting will be accessible via broadcast and telephonically.

Because of the current public health emergency, the City Council Chambers is closed for Council Meetings. However, the live meeting may be watched on local cable **Mesa channel 11**, online at Mesa11.com/live or www.youtube.com/user/cityofmesa11/live, or listened to by calling 888-788-0099 or 877-853-5247 (toll free) using meeting ID 5301232921 and following the prompts.

Public participation will be available electronically. If you want to provide a written comment or speak telephonically at the meeting, please submit an [online comment card](#) at least 1 hour prior to the start of the meeting. If you want to speak at the meeting, you will need to indicate on the comment card that you would like to speak during the meeting, and you will need to call 888-788-0099 or 877-853-5247 (toll free) using meeting ID 5301232921 and following the prompts, prior to the start of the meeting. You will be able to listen to the meeting; and when the item you have indicated that you want to speak on is before Council, your line will be taken off mute and you will be given an opportunity to speak.

Applicants and their representatives who have items on the Council agenda and who want to be able to comment on their item or be able to answer questions should fill out this [online comment card](#) at least 1 hour prior to the start of the meeting and call 888-788-0099 or 877-853-5247 (toll free) using meeting ID 5301232921 and following the prompts, prior to the start of the meeting. You will be able to listen to the meeting; and when the item you have indicated that you want to speak on is before Council, your line will be taken off mute and you will be given an opportunity to speak.

For help with the online comment card, or for any other technical difficulties, please call 480-644-2099.

City Council Study Sessions

Members of the City Council will appear electronically for this meeting, via a video conferencing platform, and the live meeting will be accessible via broadcast and telephonically.

Because of the current public health emergency, the City Council Chambers is closed for Council Meetings. However, the live meeting may be watched on local cable **Mesa channel 11**, online at Mesa11.com/live or www.youtube.com/user/cityofmesa11/live, or listened to by calling 888-788-0099 or 877-853-5247 (toll free) using meeting ID 5301232921 and following the prompts.

For any difficulties accessing this meeting, please call 480-644-2099.

Customer Service (bill pay locations)

To keep our employees healthy and reduce the risk of others getting ill, we are asking everyone to please conduct your business online or via the phone.

Ways to Pay Your Utility Bill:

- Online at <https://utilities.mesaaz.gov/app/login.jsp>
- MesaNow APP
- Automated payment system by calling 480-644-2221
- Payment kiosk located at 55 N Center St. just outside of the entrance doors (cash, credit/debit card are accepted)
- Payment drop boxes located at 55 N Center St., 6935 E Decatur St. or 2425 S. Dobson Rd. (in front of the Dobson Ranch Library).

You can request your utilities to be turned on/off or request more time to pay your utility bill by calling 480-644-2221.

Court

Due to the concern of the spread of the Coronavirus (COVID-19), the Mesa Municipal Court is taking additional precautions to ensure the health and wellness of our court visitors. While the Mesa Municipal Court remains open to serve the public, given the current public health emergency, and in the interest of public safety, certain limitations and changes in court practices are necessary.

At this time, the court has:

- Limited in-person appearances. Please call (480) 644-2255 for information on how to handle your case.
- Per Supreme Court Administrative Order, **all persons entering the Court building MUST wear a mask or cloth covering in the facility.**

If you are seeking an Order of Protection or Injunction Against Harassment, please go to <https://azpoint.azcourts.gov/> for information. Once you complete the petition online, you will receive a confirmation number. Call (480) 644-2255 with your confirmation number to receive further instructions.

- ***ALL PAYMENTS MUST BE SUBMITTED BY PHONE, COURT WEBSITE, OR DROPBOX***
- **Cash/Check Payments:** write Full Name, Date of Birth, Telephone Number and Case/Complaint Number on the outside of an envelope and place in the drop box located to the East of the main entrance or

Send via U.S. Mail to Mesa Municipal Court, 250 E 1st Ave, Mesa AZ 85210

******You will be contacted by court staff if there are any questions regarding your payment.

- **Credit Card Payments** can be conducted by phone (480) 644-2255 or by <https://ecourt.mesaaz.gov/>

To get current information on the status of your case, please contact the court by:

- Telephone – (480) 644-2255
- Email - courtinfo@mesaaz.gov
- Website – <https://www.mesaaz.gov/city-hall/court>
- Mail – Mesa Municipal Court, 250 E 1st Ave, Mesa AZ 85210

INFORMACIÓN SOBRE EL CORONAVIRUS (COVID-19)

Debido a la preocupación sobre la propagación del coronavirus (COVID-19), el tribunal municipal de Mesa está tomando las siguientes precauciones para asegurarse de la salud y bienestar de nuestros visitantes. Mientras que el tribunal municipal de Mesa permanece abierto para servir al público, dado a la emergencia de salubridad pública actual y en el interés de la seguridad pública, es necesario imponer ciertos cambios y limitaciones en este tribunal.

En este momento, el tribunal ha:

- Limitado comparecencias en persona. Favor de llamar al (480) 644-2255 para información sobre como proceder en su caso.

Si desea solicitar una orden de protección o una orden prohibiendo el acoso, favor de visitar <https://azpoint.azcourts.gov/> para más información. Una vez que haya llenado su petición por internet, recibirá un número de confirmación. Llame al (480) 644-2255 con su número de confirmación para recibir instrucciones adicionales.

- ***SI DESEA REALIZAR UN PAGO, TENDRÁ QUE HACERLO VIA TELEFÓNICA, SITIO WEB DEL TRIBUNAL O EN LA CAJA DE DEPÓSITOS***
- **Pagos en efectivo o por cheque:** Escriba al exterior de un sobre su nombre y apellidos completo, fecha de nacimiento, número de teléfono y número de caso o citatorio (ticket). Deposite el sobre en la caja de depósitos localizada al este de la entrada principal o

Envíe su pago por correo a: Mesa Municipal Court, 250 E. 1st Ave, Mesa, AZ 85210

****** Si tenemos alguna duda sobre su pago, uno de nuestros empleados se comunicará con usted.

- **Pagos con tarjeta de crédito** pueden realizarse vía telefónica (480) 644-2255 o <https://ecourt.mesaaz.gov/>

Para obtener información acerca de su caso, comuníquese al tribunal de la siguiente manera:

- Teléfono – (480) 644-2255
- Correo electrónico – courtinfo@mesaaz.gov
- Sitio web del tribunal – <https://www.mesaaz.gov/city-hall/court>
- Correo – Mesa Municipal Court, 250 E. 1st Ave, Mesa, AZ 85210

Development Services

To best protect the safety and well being of our customers and employees, **Development Services is currently conducting business online and via the telephone. The offices at 55 N. Center are closed.**

Development Services, which includes planning, plan review, and building inspections, is continuing to provide online services at www.mesaaz.gov/dimes to submit applications and submittals.

For any questions about permits, including any planning officer, call 480-644-4273. The call center is open Monday-Thursday from 7 a.m. to 6 p.m. If you need to pay for a permit by check, please place the check and invoice in the payment utility box on the north side of 55 N Center.

We are continuing to conduct building inspections within one business day. You can request an inspection by calling the 24-hour line at 480-644-2428.

All public meetings, including [Planning and Zoning Board](#), [Board of Adjustment](#) and [Design Review Board](#) will continue to meet on a regular schedule but will use a modified online format. Please visit the individual Board pages for details on participating in those meetings.

Housing

[List of resources available to residents in Arizona who may be struggling to meet housing related costs](#)

THE HOUSING & COMMUNITY DEVELOPMENT LOBBY IS CLOSED

Due to COVID-19 concerns, Housing and Community Development LOBBY will not be open to the public until further notice.

Mesa Housing Authority (MHA) steps during the COVID-19 pandemic

(Currently until further notice from HUD or the State of AZ)

MHA is concerned for our Mesa residents, participants, landlords, and housing staff. MHA has implemented the following changes to our processes to allow continued service to our landlords and participants. If you have any questions, please contact your assigned Housing Specialist.

As a reminder, Housing forms are available on our website. A secured drop box is available at the front entrance of the office for submittal of forms and documentation.

Participants:

- All in-person appointments are canceled until further notice. If an appointment is needed, it will be via phone.
- Annual recertifications are still required to be completed timely.
 - Participants are required to submit annual documentation via office drop box, email, fax, or mail directly to assigned housing specialist.
- Changes of income and or family composition can be submitted via office drop box, email, fax or mail directly to assigned housing specialist.
 - Staff will process changes quickly once all documentation has been received.
- Even though Governor Ducey has issued an order that landlords are not to evict for the next 90 days, participants will still be responsible for their rent.
- Letters were mailed to all participants with these instructions on March 19, 2020.
[Letter to Participants](#) [PDF]

Landlords:

- Landlords were sent an email regarding the process changes and considerations of working with participants on their portion of rent before eviction.
- All landlord documentation can be sent to Section8Landlords@mesaaz.gov. This includes:
 - Landlord changes (address, bank, new owner)
 - Request for Tenancy Approval (RFTA) with all required documentation
- Questions regarding rent portions, please contact the assigned housing specialist for each participant.

Inspections:

- Biennial (annual) inspections have been cancelled and will be rescheduled at a later date.
- Initial inspections for new move-ins are currently being conducted.
- Special or emergency inspections will be conducted per request.
 - This may be done remotely by working with landlords or property managers.

[Housing Staff Contact Information](#)

i.d.e.a. Museum

All programs and regular gallery hours are suspended until further notice.

[i.d.e.a. Museum](#) site

Licensing

The Licensing office will remain open. However, **to keep our employees healthy and reduce the risk of others getting ill, we are asking everyone to please conduct your business online or via the phone when possible.**

- Submit applications online using [OpenCounter](#)
- Call the Licensing office at 480-644-2316
- Public gatherings that would typically require a [Special Event license](#) will be licensed under the normal process. The addition of a health safety precaution plan is now considered one of the requirements of a complete Special Event application packet.
- Public gatherings with 50+ people that would **not** typically need a Special Event license will now be required to complete and submit a brief [Public Event Registration Form](#) and a health safety precaution plan to the city for approval. There is no fee for this registration process.

Mesa Arts Center

- **Theaters at Mesa Arts Center** are closed until further notice. All theater programming scheduled to take place during that time frame has been canceled or postponed.
- **Art Studios 2nd session classes and workshops are cancelled and Art Studios are closed** until further notice.
- **All programs and regular gallery hours** are suspended at the Mesa Contemporary Arts Museum until further notice.
- Public events presented by Mesa Arts Center have also been canceled or postponed.

At this time, we ask that ticket holders and class registrants check the [Mesa Arts Center website](#) for information first and await direct communication regarding postponements or cancellations and next steps, as we will be reaching out individually through emails.

Mesa Cemetery

In an effort to embrace social distancing, and follow the guidelines set by the CDC and the Governor, we encourage questions and memorial service arrangements be handled by phone by calling 480-644-2335.

If an in-person meeting is desired, appointments must be made in advance, and will be limited to one appointment at a time.

Until further notice, all services and gatherings will be capped at 10 family members or loved ones and will adhere to social distancing guidelines.

While all equipment is cleaned and maintained on a regular basis, we encourage visitors to remember, the best way to reduce the risk of getting sick and to avoid COVID-19:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Mesa City Plaza

For the health and well-being of our employees and citizens we have limited the access to the Mesa City Plaza Building. Access to the building will be granted by appointment only.

If you have an appointment in City Plaza the employee(s) you are meeting will notify the security guards in the lobby.

Offices in City Plaza that might have appointments:

- Benefits
- City Clerk
- Engineering
- Human Resources
- Management, Mayor & Council

Mesa Convention Center & Amphitheatre

The safety and well-being of our community is a top priority for the City of Mesa Parks Recreation and Community Facilities Department. As a result, **the Mesa Convention Center and Mesa Amphitheatre are closed until further notice. Please contact your event organizer for further information.**

The department is developing plans for incrementally ramping up facility access and programming as health and budget restrictions allow.

[Mesa Convention Center](#)

[Mesa Amphitheatre](#)

Mesa Fire & Medical

Mesa Fire and Medical Department will continue serving our citizens with upmost CARE!

Crews will be implementing increased precautions on medical calls. If you feel that you may be at risk with an active cough, flu-like symptoms and a known respiratory disease, let the dispatcher know your symptoms so crews are aware before arrival.

For the safety of personnel and the community, we have temporarily cancelled station tours, ride a-longs and requests for an engine at a community events.

The front door at 13 West First Street, (Fire Administration), is now locked to the public. Customers with non-emergency questions can call our customer service line at 480-644-2101.

Additional information on CONVID-19 can be found at the following locations:

www.AZDHS.gov

www.FEMA.gov/coronavirus-Rumor-Control

Arizonans can get important COVID-19 related information in English and Spanish by simply dialing 2-1-1 or visiting www.211arizona.org .”

Mesa Public Library

Park & Pick-up Curbside Service begins May 19!

- **Mesa Public Library facilities are closed.** All library events and room reservations are suspended at this time. Additionally, the library will cancel any library programs with a projected attendance of more than 50 people until further notice.
- All of the library's online collections remain available through mesalibrary.org 24/7 with your library card.
- No fines and fees will accrue to patron accounts, and cards that expired within the last year have been reactivated until the Library re-opens. Due dates, as well as pickup dates for items currently being held, will also be set when the Library re-opens. We encourage you to keep items at home until then.

Parks & Recreation

In response to Governor Ducey’s Executive Order on 6/29/2020 the Mesa Parks, Recreation and Community Facilities Department will make the following adjustments to our Recreation Reopening plan:

- **The Red Mountain Center** will be closed beginning June 30, 2020 through at least July 27, 2020. Memberships will be suspended during this closure. Aster Aging Senior services will not be available onsite.
- **Public pools** will reduce public swim capacities and enforce increased social distancing measures to follow the Executive Order. Swimming lessons and fitness lap swim will continue as scheduled.
- **Summer Camp programs** will continue to operate as they meet capacity and social distancing requirements.
- The **Mesa Tennis Center** will limit its capacity to no more than 50 people.
- **Sports field rentals** will continue to operate facilitating team practices only and will require compliance of social distancing requirements.

The City of Mesa will continue to evaluate and respond to Executive Orders to ensure the health and safety of our community. We appreciate your patience and understanding during these unprecedented times. Please visit www.mesaparks.com for the most up to date information on all programs and facilities.

[Visit the re-opening information page for details](#)

[View the Summer Activity Guide](#)

Police

As the developments of COVID-19 continue, one thing remains the same: The Mesa Police Department will continue its commitment to serving all our citizens. Officers and 911 dispatchers are working as hard as ever to ensure public safety.

The safety of our employees also remains a top priority, so we are implementing some changes while we navigate this State of Emergency. Starting March 19, we are restricting access to our police station lobbies. **Please do what you can online instead of in-person.**

Here are some important links:

- [NON-Emergency police reports](#)
- [Obtaining copies of police reports must be done online or through the mail](#)
- [Request an accident report](#)
- [Submit a crime tip through texting](#)
- [List of frequently asked questions](#)

Trash, Recycling & Household Hazardous Materials

- [Environmental Management & Sustainability Department Preparations for COVID-19](#)

Because the COVID-19 pandemic will have a negative impact on the City budget, the Department of Environmental Management and Sustainability is taking steps now to help the City weather the financial storms that lie ahead. As a **temporary, pro-active** measure to aid in uninterrupted trash service during this time, blue recycle, and green yard waste barrels will be collected by the same truck and landfilled. The cost to send a single vehicle and driver, coupled with the cost to recycle, has been a major driver of this decision.

Barrel collection service times may be impacted. To avoid any missed barrel service, residents should place their barrels out for collection after 6 p.m. the night before or no later than 6 a.m. on their normal recycle service day.

Residents are asked to please continue to only place accepted items in the correct barrel to avoid contamination when services resume to normal operation.

We hope to recover quickly and go back to normal recycling practices soon.

Other Service Information:

- **Curbside [bulk trash pickup service](#) has resumed operation.** We thank you for your patience as we continue to adjust our solid waste services during these uncertain times.
- The **curbside appliance program** has resumed service.
- **The Household Hazardous Materials Facility has resumed operation but the Swap Shop continues to remain closed.** For safety, new temporary rules are in effect for guests visiting the facility. [We ask residents to be aware of these rules prior to their visit.](#) Also, please be aware that longer than usual wait times are expected during the first couple of weeks of operation.
- Neighborhood Cleanup Program events **have resume operation.**

Surplus Store

The Surplus Store is closed and all online auctions have been suspended until further notice.

Bus & Light Rail

[Visit the Valley Metro update page](#) to learn more about any changes to service schedules and their cleaning process.

Mesa Water is Safe, but don't block pipes!

Cloudy water? Don't worry, it's just tiny bubbles

Your water may temporarily appear cloudy or milky due to air bubbles. For the next few weeks we are running some of our wells as part of regular operations. This causes additional air in the lines. The water is safe to drink and will not harm plumbing or appliances. Questions? Contact our Water Quality Division at water.quality@mesaaz.gov or (480) 644-6461.

[Businesses should flush water lines before resuming operations after COVID-19 closures](#)

Safe Water

Mesa's water is safe to drink and use in daily activities. Water and wastewater services will continue to operate as normal.

[Please see information from the Environmental Protection Agency regarding Coronavirus and your water.](#)

Avoid pipe and sewer blockages

We realize there is a shortage of toilet paper and many people have to rely on baby wipes, "flushable" wipes, paper towels, tissue, and other items for personal cleaning. These items don't break down in the sewer system like toilet paper and can cause nasty backups into your home, the street, or blockages at our wastewater treatment plants. If you have to use something besides toilet paper, please dispose of those items in the trash. [READ MORE](#)

Report Scams/Fraud

Criminals will likely continue to use new methods to exploit COVID-19 worldwide.

Economic Impact Payments and Protection from Scams and Cybercrimes

The federal government, specifically the Internal Revenue Service (IRS), urges companies **and individuals** to be on the lookout for a surge of calls and email phishing attempts about the Coronavirus, or COVID-19. These contacts can lead to fraud and identity theft. Watch not only for emails but text messages, websites, and social media attempts that request money or personal information. Don't open or click on attachments or links. Go to [IRS.gov](https://www.irs.gov) for the most up-to-date information.

Those who receive unsolicited emails, text messages or social media attempts to gather information that appear to be from either the IRS or an organization closely linked to the IRS, such as the Electronic Federal Tax Payment System (EFTPS), should forward it to phishing@irs.gov. Learn more about reporting suspected scams by going to [Report Phishing and Online Scams](#).

[Here's what you should know about scams related to coronavirus in Arizona](#) (April 5, 2020 - Arizona Republic)

[FEMA Coronavirus Rumor Control](#) - Help to detect scams

If you think you are a victim of a scam or attempted fraud involving COVID-19, you can report it without leaving your home through a number of platforms.

- File a consumer complaint by visiting the [Attorney General's website](#) or contacting the office at 602-542-5763 in Phoenix, 520-628-6648 in Tucson, or 800-352-8431 anywhere else in the state.
- Contact the [National Center for Disaster Fraud](#) Hotline at 866-720-5721 or via email at disaster@leo.gov
- Report it to the FBI at tips.fbi.gov
- If it's a cyber scam, submit your complaint through <https://www.ic3.gov/default.aspx>

Learn more at the [U.S. Justice Department](#) web site



Mesa CARES is a citywide initiative to assess community needs resulting from COVID-19. These outreach efforts will also aid in providing needed support and resources. If you receive a call from the City regarding Mesa CARES, this is legitimate. We WILL NOT ever ask for personal information, especially credit card number or social security number.

If you feel that you received a call that indicates it is regarding Mesa CARES, but they do ask for personal information, please notify us at web.info@mesaaz.gov immediately.

Información en Español

- [Organización Mundial de la Salud](#)
- [Centros para el Control y la Prevención de Enfermedades](#), CDC, (United States)
- [Departamento de Servicios de Salud de Arizona](#) (State)
- [Salud Publica del Condado Maricopa](#) (County)









GET THE LATEST CORONAVIRUS UPDATES FROM CDC.GOV BELOW

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Additional Resources

[Policy & Disclaimer](#) [Civil Rights Protections](#) [Notice of Proposed Taxes/Fees](#) [Employee Login](#)

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