



City of Springfield, Massachusetts Guidance and Information on Reopening Municipal Government and Businesses

Provided as a Courtesy by the
Office of Mayor
Domenic J. Sarno



(updated – May 20, 2020)



An Open Letter to our Residents and Business Community



As my administration has done during previous natural and man-made disasters, we are committed to keeping our residents and business community informed about the latest developments for reopening our city during the ongoing COVID-19 Coronavirus pandemic. We will continue to monitor the situation and adhere to any and all public health and safety measures recommended by the health experts, the Governor's Office, the Massachusetts Department of Public Health, the CDC and other state and federal agencies.

The goal of the phased reopening, which will be based on public health and scientific metrics, is to systematically allow the reopening of municipal buildings and businesses to the public under a controlled approach with new standards for all workplaces that are designed to help reduce the risk of COVID-19 transmission to employees and customers. This method is being taken out of an abundance of caution to preserve our workforce, protect the health of the public and to try to limit a resurgence of new COVID-19 cases.

As we all continue to work together with these changes, I wanted to reassure you that our proud city team, which has been tested and true, will continue to review and closely monitor the situation for any changes so that the City of Springfield can remain vigilant in our response to address any potential needs that may arise.

Again, I would ask you all to please adhere to and follow all of the new guidance, information and recommendations set forth as we begin the process of reopening our city.

I want to encourage our residents and businesses to continue to check in for any updates and new developments on our city's website at www.springfield-ma.gov.

As your humble and thankful mayor, I will continue to have our city team and medical experts, keep you updated on what has or has not occurred and what we are proactively doing about it. As my administration has done before with prior challenges and just as important – we will get through this together and for the better as one. Thank you for your patience and understanding. May God Bless you and your families.

Mayor Domenic J. Sarno

ACKNOWLEDGEMENTS

This document is a compilation of information and guidance based on the Baker-Polito Administrations Reopening Massachusetts Report. The City of Springfield has carefully reviewed the recommendations and orders set by the Governor and has formulated the city's response plan to reopen municipal facilities to the public and guidance for local businesses with a phased reopening approach.

Special thanks to Mayor Domenic J. Sarno; Chief of Staff Tom Ashe; Health and Human Services Commissioner Helen Caulton-Harris; Executive Director of Parks, Building, and Recreational Management Patrick Sullivan; Chief Development Officer Tim Sheehan; Chief Administrative and Finance Officer TJ Plante; Police Commissioner Cheryl Clapprood; Fire Commissioner BJ Calvi; Human Resource and Labor Relations Director Bill Mahoney; Superintendent of Schools Dan Warwick; Department of Public Works Director Chris Cignoli; City Solicitor Ed Pikula; Communications Director William Baker; Deputy Communications Director Molly Shea; the Team at Focus Springfield; and all city employees, especially the dedicated first responders and frontline personnel.

The City of Springfield would also like to express a deep appreciation and thanks to all of our communities dedicated public health care workers, medical professionals, public safety officials, truck drivers, grocery and convenient store employees, and every other essential services worker during these extraordinary times. Without their unyielding support and work, these coordinated and collaborative efforts to help mitigate and defeat this COVID-19 Coronavirus would not be possible.

The city would also like to extend a heartfelt thank you to all of the individuals, businesses, and non-profits who have stepped up and answered the call to help get PPE to our frontline workers including our dedicated first responders, enabling us to keep them safe while they continue their essential work.

City of Springfield, Massachusetts Guidance and Information on Reopening Municipal Government and Businesses

On Monday, May 18, 2020, Governor Baker announced the state's plan for reopening the Commonwealth. Massachusetts has been one of the hardest hit states in the United States during the COVID-19 pandemic. Though, the City of Springfield and Western Massachusetts has experienced less of an impact compared to the Eastern part of the state, preventative measures and public health and safety protocols are still needed to help reduce the spread of the virus.

The City of Springfield has provided this guidance and information to help residents and businesses navigate the process of reopening and to better understand which industries and businesses are allowed to reopen under which phase and with which restrictions and health and safety measures. It is important to note that the information provided is subject to change depending on the various factors related to the COVID-19 Coronavirus pandemic.

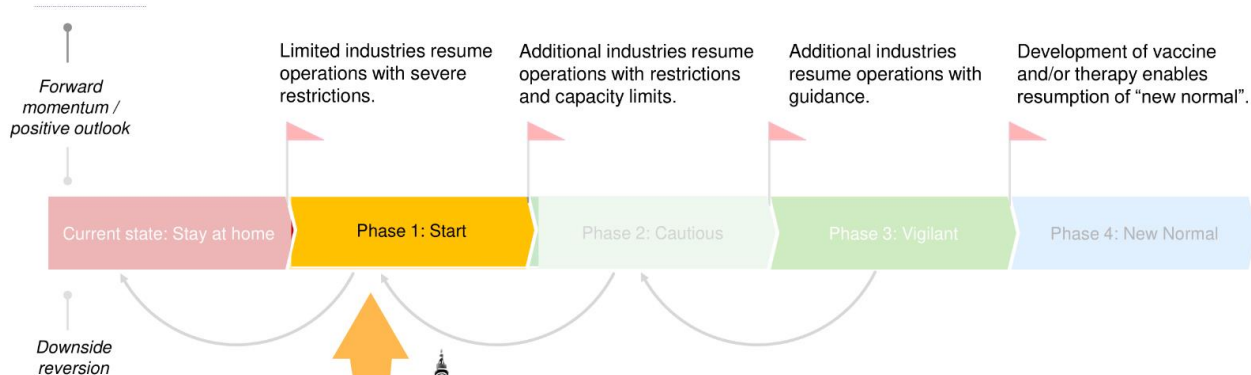


City of Springfield

Reopening Guidelines and Information



Four-Phase Approach to Reopening Massachusetts



- If public health metrics **fall below thresholds**, may **move back to a prior phase**
- Potential for **focused interventions to prevent local outbreaks from spreading** as part of reopen process (e.g., at the business, business type or city level)



Potential reversion if public health metrics worsen

A. City of Springfield Reopening Plan

On March 16, 2020, the City of Springfield closed municipal buildings and facilities to the public out of an abundance of caution due to the COVID-19 (Coronavirus) State of Emergency. City departments began to modify work schedules to allow many employees to work from home for part or all of the work week.

During the closure, the City has continued to maintain essential services and has been active in cleaning and disinfecting municipal buildings and work locations.

On Monday, May 18th, Governor Baker issued a reopening plan laying out the foundation and providing guidance for when certain industries and business sectors can reopen, with restrictions.

The City has been reviewing the Commonwealth's reopening plans and has implemented a number of work place safety standards, protocols, public health and safety measures, and guidance and information for the reopening of municipal buildings and facilities. These measures are being taken, out of an abundance of caution, to preserve the city workforce while continuing to provide city services to residents and business community, as allowed under specified conditions based on the medical and scientific metrics through a phased reopening plan.

In order to reopen the City of Springfield's municipal facilities as well as businesses in the City in a safe manner, everyone must do their part, and adhere to and follow all of the health and safety measures that have put into place to help mitigate the spread of the Coronavirus as our community begins to reopen in phases.

In accordance with the Governor's four-phase approach to reopening, Springfield will continue to provide governmental services that have remained in place throughout the State of Emergency and will begin the reopening of certain aspects of municipal accessibility, with restriction, within the city's four-phase approach.

As the city begins to reopen under Phase I, city officials will closely monitor the situation and based upon the health and scientific metrics over the Phase I reopening, will make the determination if all the benchmarks have been met to advance to Phase II. In the event of a dramatic increase in COVID-19 cases where contact tracing, workplace safety standards, and hospital capacity all begin to reach their limits, and if the public health metrics worsen, the city could potentially revert to an earlier Phase.

Phase 1

As part of the City of Springfield's phased reopening plan, all municipal buildings and facilities will be reopening to the public, by appointment only, along with other restrictions, starting Wednesday, May 27, 2020.

All municipal buildings will remain closed to walk-in traffic.

Individuals will need to schedule an appointment with the appropriate city department they are looking to do their city related business with, as there will be a limit to the number of individuals inside city buildings and city offices.

Residents can schedule an appointment with the city department they need to conduct business with by calling either our 311 Call Center or by contacting that city department directly.

Appointments must be made at least 24 hours in advance.

For emergency issues, certain arrangements and accommodations might be possible but will be at the discretion of each department.

Based on volume, some appointments may have to be scheduled at a later date. We ask for everyone's continued patience and understanding.

Residents and businesses are encouraged to continue to conduct their city related business remotely when possible through the city's 311 Call Center and at the city's website at www.springfield-ma.gov

Under Phase 1 of the city's reopening plan as part of public health contact tracking tracing efforts, a log of all persons entering municipal buildings (including name and phone contact information) must be kept.

Residents must check in at the designated entry point for the municipal building they have their scheduled appointment at, only those individuals who have an appointment and who are on the appointment list will be allowed entry.

Each city department will provide their appointment list to the designated city employee monitoring the municipal buildings entry point.

Residents who arrive for their scheduled appointment will have their temperature checked and will be required to wear a face covering before entering the building. Anyone – employees or visitors – with a temperature at or above **100.4 degrees** Fahrenheit will be instructed to leave immediately. There will be an exception to the face covering order for those under the age of 2 years, or those individuals who have a health condition that prevents wearing a mask, or where a mask interferes with their breathing.

Individuals will have to wait outside of the department's office they are schedule to meet with at the designated "Safe Stand Zone" until they are called in to the office by an employee – in accordance with the proper social distancing protocols by maintaining a safe distance of 6 feet whenever possible.

All municipal offices will have the proper public health and safe measures and equipment installed to preserve the city's workforce and to protect the health and safety for both city employees and the public. Facilities will be cleaned and sanitized on a regular basis to help mitigate the community spread of the virus.

Traffic flow markers have been laid out in municipal buildings to encourage social distancing.

Elevator use will be restricted to one (1) individual at a time, unless they are accompanied by a family member.

Conduct City Business Remotely or Contact the Appropriate Department Directly to Schedule an Appointment

If the City Department you are looking for is not listed, or you are not sure what department you need, start with our 311 Call Center.

*** Please note, under Phase 1 the **City Clerk's Office** and **Collectors Office** will no longer be open extended hours on Thursdays. These respective offices will be closing at 4:00pm on Thursday.***

Department	Phone Number	Email Address OR Website <i>(Please put "Appointment Request" in the Subject Line of your email)</i>
311 Call Center	413-736-3111	311@springfieldcityhall.com
Submit a Service Request to 311 Online		https://citizen.springfieldma.intelligovsoftware.com/
Assessor's Office	413-886-5256	
Animal Control - TJO	413-781-1484	info@tjoconnoradoptioncenter.com
Building Dept./Code Enforcement • Permits and Inspections	413-787-6031 413-736-3111	
City Clerk	413-750-3298	clerks@springfieldcityhall.com
Capital Asset Construction	413-787-6445	
Collector/Treasurer	413-750-3299	collectors@springfieldcityhall.com
Office of Community Development	413-750-2114	
City Comptroller	413-736-3111	
City Library	413-263-6828	E-Library Access: https://www.springfieldlibrary.org/library/elibrary/
DPW (Dept. of Public Works): • Potholes • Trash Pick-up • Recycling Pick-up • Yard Waste • Bulk Pick-up • Traffic Signal Issues • Road Issues	413-736-3111	
DPW Excavation & Occupancy Permits	413-787-6584	dpwpermits@springfieldcityhall.com pgarrity@springfieldcityhall.com
Traffic Commission/Board of Public Works	413-784-4891	hvelez@springfieldcityhall.com

Site Plan Reviews	413-784-4884	akrar@springfieldcityhall.com
DPW Contracts	413-750-2728	pmerrill@springfieldcityhall.com
Other DPW Questions	413-787-6474	
Planning and Economic Development	413-787-6020	tmathews@springfieldcityhall.com splummer@springfieldcityhall.com amoore@springfieldcityhall.com
Elder Affairs	413-787-6785	
Elections Office	413-787-6190	elections@springfieldcityhall.com
Fire Department Permits and Inspections	413-787-6410	
Health and Human Services	413-787-6741	sdennis@springfieldcityhall.com
COVID-19 Hotline	413-750-3250	
Office of Housing	413-787-6500	
Human Resources	413-787-6018 413-787-6199	cjulius@springfieldcityhall.com sdestacio@springfieldcityhall.com
Law Department <ul style="list-style-type: none"> • Main Office (Admin/Claims/Contracts) • Code Enforcement • License Commission • Litigation 	413-787-6085 413-886-5206 413-787-6140 413-787-6149	
Mayor's Office	413-787-6100	cjackson@springfieldcityhall.com
Mayor's Office of Consumer Information	413-787-6437	moci@springfieldcityhall.com
Springfield Parking Authority	413-273-8440	https://springfieldparkingauthority.com/
Park Department	413-787-6461	
Police Department <ul style="list-style-type: none"> • Clerk's Office • Traffic • Non-emergency Matters • Community Liaison • Firearm Appointments and Questions <p>For record requests and other license information (Ice cream vendor etc.) and general questions, you can contact the clerks office by e-mail, phone, FAX, or mail</p>	413-787-6310 413-787-6333 413-787-6300 413-787-6359 413-787-6370 Tel: 413-787-6310 Fax: 413-787-6519	Community Liaison: sarce@springfieldpolice.net <ul style="list-style-type: none"> • LTCFID@springfieldpolice.net • Clerks_office@springfieldpolice.net <p>Springfield Police Dept Attention Clerks' office 130 Pearl Street Springfield, MA 01105</p>

If you are not able to find your desired department or service, please call Records at 787-6363 or the Watch Commander at <u>787-6325</u> .		
Office of Procurement	413-787-6284	
Retirement	413-787-6090	
School Department	413-787-7100	EMAIL: sps@springfieldpublicschools.com
Veteran's Services	413-787-6141	

*** Please note, under Phase 1 the **City Clerk's Office** and **Collectors Office** will no longer be open extended hours on Thursdays. These respective offices will be closing at 4:00pm on Thursday.***

Entering Municipal Buildings

Employees and visitors with a scheduled appointment must follow the protocols outlined below for entering municipal buildings and facilities.

Entering City Hall and City Hall Annex

During Phase 1, all employees and visitors, must enter City Hall at the back door (North side of the building) on Pynchon Street. There, a screening station is set up for anyone using City Hall or the City Hall Annex. Employees assigned to the City Hall Annex at 1600 East Columbus Avenue, as well as visitors to that building, must report to the back entrance of City Hall for temperature check before going to 1600 East Columbus Avenue.

At the back entrance of City Hall, a tent is set up for individuals to wait to be screened for entrance. A greeter will use an infrared thermometer to take each person's temperature. Once you enter the building, inside the back entrance, blue tape on the floor indicates a minimum of 6 foot distance.



Hand sanitizer dispensers are located at the back entrance and throughout the building. One way foot traffic will be required. Make sure to follow the arrows on the floor.





One way arrows have been placed on the floor and in stairwells to indicate which way traffic should flow. The back stairs will be for going up, and the front stairs will be for going down.



Safe standing zones indicate where it is safe to stand and wait for your appointment, without interrupting the flow of foot traffic.

Entering Tapley Street Facilities

During Phase 1, the Department of Public Works, Office of Planning and Economic Development, Building Department, and Retirement Office will also only allow visitors by appointment. The same screening and protocols for employees and visitors previously discussed will apply to the Tapley Street Facilities.

Entering School Department, Police Department, & Health Department Facilities

During Phase 1, the School Department, the Police Department, and the Health Department will also only be allowing visitors by appointment only. The same screening and protocols for employees and visitors previously discussed will also apply to these facilities.

City Parks

Parks will continue to be open for passive recreation.

- Picnics in the parks will be allowed but with restrictions. e.g., immediate family members only, appropriate face coverings
- Playgrounds will remain closed during Phase I

The Farmers Market in Forest Park will open with strict guidelines.

- No more than 35-40 in the market at one time.
- Hand washing stations as you enter market.
- Vendors will round-off pricing to whole dollar to limit change.
- Patrons will wait to enter the market on south side of Cyr Arena.

The Zoo in Forest Park will be allowed to open under strict guidelines, upon approval of public health sanitation staffing.

Golf Courses will remain open under current guidelines. Golf courses will offer take-out food services under the restaurant guidelines beginning Thursday May 21st. Carts and restrooms will be monitored and opened. Bath attendants will be hired to maintain restrooms to CDC guidelines.

Tennis courts will open with restrictions to be posted. e.g., each server uses own tennis balls, no doubles matches, etc.

Toll Booth will start accepting cash payments; attendants will wear gloves and masks. Season passes will be sold at the Info Center which has a glass partition; one customer at a time in the building.

Park and Golf Course Concessions are currently open, operating take-out only. Only pre-packaged ice creams and food. Safe Social distance guidelines to be followed.

Frequently Asked Questions

Collector's Department FAQs

During Phase 1, Springfield City Hall will be open again on an appointment only basis. In order to ensure the health and safety of the public and the employees of the Collector/Treasurer Departments, new procedures for the payment of taxes/fees due the City, have been developed.

1. How can I pay my real estate, personal property, motor vehicle excise taxes and trash fee ON-LINE?

- a. On-line payments are made through the City's web site at:
 - i. www.springfield-ma.gov/paytaxes
- b. **CURRENT TAXES**
 - i. Select **Pay City Taxes, Fees & Tickets Online** from the menu on the left side of the homepage
 - I. SELECT **PAY CURRENT FISCAL YEAR Springfield Taxes & Fees**
 - a. You will be directed to the **CITY HALL SYSTEMS** page
 - i. Select the Bill Type on the left
 1. Motor Vehicle Excise – enter your bill number and registration (license) plate number
 2. Real Estate Taxes
 - a. Enter – your bill number OR your first and last name OR your parcel number from your bill
 3. Personal Property
 - a. Enter your bill number, first & last name, street address or parcel number from your bill.
 4. Trash Fee
 - a. Enter the bill number and the last name of the party billed.
 - b. Click on **"Then click here to search"**
 - i. If you have entered valid search criteria, your bill for the current year will appear in the search results area of the screen.
 - ii. You can now choose to VIEW the bill in a PDF or ADD the bill to your payment cart.
 - c. When you have added all the bills you would like to pay to the cart, click on View Bill Cart.

- i. This will show you all the bills you have selected for payment.
 - ii. At this point you can remove bills you don't want to pay or continue on to make a payment.
 2. To make a payment click on "*Proceed to Checkout*"
 3. You will be taken to the payment screen where your options are to pay by direct transfer from your checking account for which there is no fee or by credit card for which there is a fee to the credit card company. The fee is based on a percentage of your bill and the following screen will show you the fee before you submit the payment. You have the option of canceling the transaction if you don't want to pay the fee.
 4. For ACH (checking account) transfer, the Bank Routing Information is verified for accuracy automatically but the account number cannot be verified. **Please take care in entering an accurate account number.**
 5. After your payment is processed, you will receive a confirmation number. Your payment has NOT been processed until you get your confirmation number. I recommend that you write your confirmation number on your bill for future reference if necessary.
 - ii. If you have difficulty with this, please call our call center at 311 (413.736.3111 outside of Springfield) and they can assist you.
- c. **DELINQUENT TAXES:**
1. Please go to www.springfield-ma.gov/paytaxes
 2. The second link at the top of the screen says "*Pay DELINQUENT Springfield Taxes and Fees*"
 - a. Click on that
 - b. You will be taken to our E - payment screen.
 - c. For Excise: Your Bill Type will be "Excise Tax", your Bill Year will be ____, your Bill Number will be ____, enter your last name, your plate number is ____
 - d. For Real Estate: Your Bill Type will be "Real Estate Tax", your Bill Year will be ____, your Bill Number will be ____, enter your last name, leave plate number blank.
 - e. For Personal Property: Your Bill Type will be "Personal Property Tax", your Bill Year will be ____, your Bill Number will be ____, enter the name on the bill, leave plate number blank.
 - f. For Trash Fee: Your Bill Type will be "Refuse/Trash Bill", your Bill Year will be ____, your Bill Number will be ____, enter the name on the bill, leave plate number blank.
 - g. For SBID Fee: Your Bill Type will be "Business Improvement", your Bill Year will be ____, your Bill Number will be ____, enter the name on the bill, leave plate number blank.

- h. For Parking Ticket: Your Bill Type will be “Parking Ticket”, your Bill year will be _____, your Bill Number will be your ticket number _____, enter your last name, your plate number is _____.
- 3. Click on “Next Step” and you will be taken to the payment screen where your options are to pay by direct transfer from your checking account for which there is no fee or by credit card for which there is a fee to the credit card company. The fee is based on a percentage of your bill and the following screen will show you the fee before you submit the payment. *You have the option of canceling the transaction if you don’t want to pay the fee.*
- 4. For ACH (checking account) transfer, the Bank Routing Information is verified for accuracy automatically but the account number cannot be verified. **Please take care in entering an accurate account number.**
- 5. Please note that if you are paying a marked excise tax bill, a payment via checking account will result in a two-week delay in removing the non-renewal mark from your license and registration. Payment via credit card will result in the mark being cleared within a half hour.*
- ii. After your payment is processed, you will receive a confirmation number. Your payment has NOT been processed until you get your confirmation number. I recommend that you write your confirmation number on your bill for future reference if necessary.
- iii. If you have difficulty with this, please call our call center at 413-736-3111 and they can assist you.

2. What if I can’t or don’t want to pay my real estate, personal property, motor vehicle excise taxes and trash fee ON-LINE?

- a. If you are unable to, or don’t want to pay utilizing the City’s on-line payment method, mailing the payment to the City is recommended.
 - i. A check, or money order made payable to the City of Springfield should be included with your bill stub.
 - ii. The parcel number, which can be obtained from the bill, should be written on the memo line of the check
 - iii. The payment and bill stub should be mailed to:

**City of Springfield
P.O. Box 4124
Woburn, MA 01888-4124**

3. Can I come to City Hall and pay my taxes/fees in the Collector’s Office?

- a. Due to the current health crisis, and to help ensure the safety of the taxpayers and City employees, the Collector ***STRONGLY*** recommends making payments on-line or by mailing them in.
- b. If these options are not available to a taxpayer, payments can be made in City Hall – **by appointment ONLY – no walk-ins will be accepted.**
 - i. Anyone coming into City Hall and the Collector Dept must wear a mask
 - ii. Only one person will be allowed into the Collector Dept to make a payment

4. What is the due date, and what happens if payment is received after the due date?

- a. On April 3, the due date was extended for real estate and personal property taxes from May 1st (5/1) to June 1st (6/1)
- b. Payments made and received AFTER 6/1/2020 are considered delinquent and are assessed interest.
- c. Demand fees (\$30) for real estate/personal property/motor vehicle excise and the trash fee will NOT be assessed until 7/15/2020. **Please note: Interest will continue to accrue from the respective due date until the payment is received.**

Springfield Police Department

FAQ

Contact information:

- Website: <https://www.springfield-ma.gov/police/>
- Added an email address for firearm appointments and firearm questions. LTCFID@springfieldpolice.net or by calling 787-6370.
- For record requests and other license information (Ice cream vendor etc.) and general questions, you can contact the clerks office by e-mail, phone, FAX, or mail
- Clerks_office@springfieldpolice.net
The e-mail address is clerks(underscore)office@springfieldpolice.net
- Phone: 413-787-6310
- FAX # 413-787-6519
- Address: Springfield Police Dept
Attention Clerks' office
130 Pearl Street
Springfield, MA 01105

Process Changes:

- New hours for New Firearm applicants are Tuesdays 9:00am – 12:00pm and 4:00pm – 6:00pm and Thursdays from 9:00 am – 12:00pm.
- Applicants for a renewal of firearms will not need to visit the SPD. We are taking applications via the mail.
- New LTC applicants are by appointment only. They can request an appointment or ask questions via the firearms e-mail or by calling the Clerks' office.
- Record requests can be obtained via our clerks email address, phone, mail, FAX or they can request an appointment if necessary.
- Hawker Peddler License applications can be mailed to the SPD-applications are on the SPD website.
- We require an appointment for fingerprints and photos for Taxi Drivers via the clerks' e-mail address or a phone call.

Office changes:

- Sign will be placed on the outside door regarding social distancing, facemasks and one person in the lobby at a time.
- A touchless intercom system will be installed so we no longer have to use the phone intercoms.
- Requesting plexiglass partitions between the 2 windows at the counter, both inside and outside the office.

Clerks' office is working with Brain Rossini to update any changes on the SPD website ASAP.