



FOR IMMEDIATE RELEASE

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Mission City Hall Closed to Walk In Traffic

Services will still be available by appointment only

Mission, TX- The City of Mission is continuing to closely monitor and follow direction from the Hidalgo County Health Department regarding the COVID-19 pandemic. In accordance with the county's latest order, and for the safety of the Mission community and City staff, the City is implementing further preventive measures.

We thank citizens for their cooperation and understanding during this time. We can slow the spread of COVID-19 in our community when we work together.

Actions the City Is Taking:

- City offices closed to walk-in traffic; services rendered will only be by appointment effective 3/24/2020
- Hotline established for all COVID-19 related questions (956-580-8614)
- Curfew imposed by Hidalgo County 10 p.m.- 5 a.m. will be enforced in Mission
- Issued the proclamation of a public health emergency
- Partially activated an Emergency Operations Center
- Continue to participate in briefings with the state and the Hidalgo County Health Department
- Hold daily cross-departmental meetings to identify and implement further preventive measures
- Sharing regular updates through the City's website and social media platforms
- City Council meetings are restricted to 10 people or less; meetings will be broadcast via Facebook Live

- Closed community spaces including: Park restrooms, Mission Event Center, Mission Historical Museum, Speer Memorial Library, Parks & Recreation Gym, Swimming Pools, and the Boys & Girls Club of Mission
- Advisory board and city committee meetings have been canceled
- Municipal court, fire and police department front lobbies have been closed for non-emergencies, a number will be placed at the front door for patrons to call for assistance
- Canceled all non-essential travel by City staff
- Continually supply City staff with cleaning and disinfecting products

Changes to City Facilities' Operations:

Most City facilities will be closed to the public and will remain closed until the County's order is officially lifted. City services such as police, emergency dispatch, fire protection, water, sewer maintenance, emergency street maintenance, and garbage collection will continue to operate as usual.

City Hall will be closed to the public. Services will still be rendered by appointment only. City staff will be available to answer questions and respond to concerns over-the-phone or through email. Below are all the other changes to current services.

- Residents visiting Mission City Hall will be asked to call 956-580-8650 to assess the purpose of their visit
- Water bill payments can be made in a drop box, online, over the phone, or by utilizing the drive-thru service
- Vitals (birth and death certificates) will be available via the utility bill drive thru
- Business licenses will be processed on a case-by-case basis.
- Permit applications may be submitted via the water payment drop box, online or using the drive-thru
- Planning Department is now available for over-the-phone appointments. To schedule a phone consultation, call 956-580-8671
- Business occupancy fire inspections will be processed on a case-by-case basis by calling 956-580-8711

If you have questions or concerns, please call or email the appropriate City of Mission Department, and City staff will try to best service your request. For a department directory, visit <https://missiontexas.us/>