



Port Colborne City Hall begins scheduling appointments as part of phase three reopening

Port Colborne, ON (July 28, 2020) – The City's municipal offices at City Hall, 66 Charlotte Street, is now scheduling appointments for residents and businesses requiring access to City services as part of the municipality's phase three reopening plans. Appointments can be scheduled Mondays – Thursdays from 9 a.m. – 2 p.m.

Departments accepting appointments at City Hall include:

- Corporate Services (for example, marriage licenses and commissioning). Residents and businesses will not be able to make appointments to pay [property taxes](#) or [water/wastewater bills](#). [Alternate payment options are available](#).
- [Planning Division](#)
- [By-law Enforcement Division](#)
- [Building Division](#)
- [Community Services](#) (Parks and Recreation)
- [Economic Development](#)
- [Chief Administrative Officer](#)
- [Mayor's Office](#)

Appointments are to be scheduled by phone and staff will be asking pre-screening questions when making appointments. When arriving at City Hall for an appointment visitors are asked to enter through the accessible entrance located on the westerly side of the building. A staff member will meet you at this location. Before entering the building visitors will be required to answer COVID-19 passive screening questions.

The following City facilities are offering modified services:

- The [Port Colborne Public Library](#), 310 King Street, is offering contactless curbside pick-up of library materials and appointments for computer access, and beginning early August will offer browsing-by-appointment. For more information on expanded services, or to schedule an appointment, call 905-834-6512, email library@portcolborne.ca.
- The [Port Colborne Farmers' Market](#) has reopened every Friday from 6 a.m. – 1 p.m. with modifications to ensure the health and safety of vendors, staff, and attendees.
- [Sugarloaf Marina](#) and public boat launch ramp are open with modified services and restrictions in place.
- Recreational amenities, including beaches. [Click here to learn what's open, what remains closed, and how to PORTicipate while staying healthy and safe](#).

The following City facilities remain closed to the public until further notice:

- [Engineering & Operations Centre](#)
- [Fire Hall](#)
- [The Vale Health & Wellness Centre](#), which includes the Port Colborne YMCA
- [Port Colborne Historical & Marine Museum](#) and L.R. Wilson Heritage Research Archives
- [The Roselawn Centre](#)
- Bethel Community Centre
- Sherkston Community Centre

Council meetings will continue to be held virtually the second and fourth Monday of every month and live streamed on the City's [YouTube channel](#). Anyone wishing to be a delegate at Council meetings are asked to submit a written delegation that will be circulated to Council members prior to the meeting. Submissions must be received by 12 p.m. on the Monday of the Council meeting by emailing deputyclerk@portcolborne.ca, or handwritten delegations can be submitted in the after-hours drop box in front of City Hall, 66 Charlotte Street. Questions about the delegation process? Email deputyclerk@portcolborne.ca or call 905-835-2900 ext. 115. To read the agenda package, or to watch live at 6:30 p.m., visit http://portcolborne.ca/page/minutes_and_agendas. Alternatively, to sign up to receive Council information and agenda package directly to an email inbox, visit www.portcolborne.ca/page/subscribe_newsletter. Council meetings are also broadcast the Thursday following the Council meeting at 9 a.m. on YourTV (Cogeco), channel 10.

Although the physical doors to City Hall and City facilities have been closed to the public since Mar. 16, 2020, City staff have continued to serve residents, businesses, and visitors by phone, email, website, and social media channels. As City Hall and facilities remains closed, or offer limited services, staff are continuing to offer customer service support through these channels. To reach our customer service representatives, Monday – Friday, 8:30 a.m. – 4:30 p.m., call 905-835-2900 or email customerservice@portcolborne.ca. Looking for a particular staff member? [Visit our online staff directory](#).

City staff are continuously working to improve customer service and are interested in resident and business feedback about customer service, particularly during COVID-19. Anyone who has interacted with the City are being asked to complete a short [customer satisfaction survey](#) to let us know how we are doing.

Staff in the Emergency Operation's' Control Group, along with members of Council continue to monitor the pandemic and will provide updates as they become available. For more information about the City's response to COVID-19, visit www.portcolborne.ca/page/covid-19.

About City of Port Colborne

Located on the south coast of the scenic Niagara Region, Niagara's Port of Call has found the perfect balance – successful industrial and commercial sectors, comfortable and scenic residential areas, white sand beaches, unique culinary choices, the world class Sugarloaf Marina, fishing, golfing, trails, shopping districts along the historic Welland Canal and an energized festival and entertainment scene that includes live theatre – truly a community that adds to the overall Niagara Experience.

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For more information, contact:

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