



NEWS RELEASE

FOR IMMEDIATE RELEASE

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Coppell City Council Votes to Amend Emergency Orders to Align with Dallas County and the Office of the Texas Governor; City of Coppell Facilities Remain Closed to Public: *COVID-19 Closures and Impacts*

COPPELL, TX-- On April 28, the Coppell City Council voted to amend the Declaration of a State of Emergency to align with [Governor Abbott's Executive Orders](#) and [Dallas County's amended Orders](#). **Unless otherwise specified, the amended Orders will remain in place through 11:59 p.m. on May 18, 2020.**

Under the amended Declaration, in accordance with Dallas County and the Governor's Office, the direction to stay in home is still in place. Under the Order, however, residents can visit essential services as before, but they can also now patronize "re-opened" businesses, including restaurants and retail operations. In accordance with Dallas County's Order, residents are still required to wear a cloth face mask when in public. In every instance the Centers for Disease Control and Prevention (CDC) guidelines are to be followed. Hand washing and social distancing are still important measures to slow the spread of the virus and must be observed.

Until further notice, City of Coppell facilities will remain closed to the public. The City will continue to focus on virtual services for residents. The City is working to expand virtual services, and virtual inspections and limited curbside pick-up at the library will be offered beginning Monday, May 4.

The City of Coppell is committed to providing continuity of government services for Coppell residents while helping ensure residents and City of Coppell employees stay safe. The City is

working to ensure that necessary cleaning supplies are on hand and that all employees and residents will remain safe once the doors open to the public once again.

“As your local government, we never closed. We never will close,” said City Manager Mike Land. “City operations continue. Things may look a little bit different for a little while longer, but staff is still working diligently to ensure that the needs of our residents are being met. Facilities are staffed, but we are practicing social distancing. Many of our employees are working remotely. If you call us, we will answer (or give you a call back in a reasonable timeframe). If you need us, we will be there. Many of our services are accessible online, and we are here to assist you in any way that we can. We are committed to protecting the health of our residents and employees. This situation does not change that. If anything, it has made us more dedicated. We appreciate everyone’s patience as we work through the dynamics of this situation.”

Emergency services are uninterrupted. The Coppell Police, Fire, and Public Works Departments are staffed and have protocols in place to protect first responders so they can continue to serve the community.

COVID-19 has proven to spread person-to-person and adhere to surfaces for a prolonged period of time. These Orders are necessary to protect the lives, health, welfare and safety of the Coppell community. All closures and impacts are subject to change as circumstances warrant.

All City of Coppell facilities, with the exception of the Coppell Justice Center, which is to remain open in case of emergency, are closed to the public until further notice.

- **Coppell Town Center:**
 - Coppell Town Center is closed to the public.
 - City Council and Planning and Zoning Commission Meetings:
 - Public meetings – meetings of the **Coppell City Council** and the **Planning and Zoning Commission** – will continue virtually as scheduled. Board and Commission meetings will be conducted virtually on an as-needed basis. Please visit coppelltx.gov for confirmation.
 - You don't have to come to Town Center to stay up to date with your local government! Residents are encouraged to [live stream](#) the meetings or view the recording at their leisure.
 - Water Bills:
 - If you experience difficulty paying your **water bill**, please contact Utility Billing at 972-304-3695. You can pay your bills without coming to Town Center:
 - Residents can [pay water bills online](#).

- Residents can [sign up for bank drafts](#).
 - Residents can mail payments to City of Coppell, P.O. Box 9478, Coppell, Texas 75019.
 - Residents can drop payment off in the secure drop box outside of Town Center, 255 E. Parkway Blvd. The drop box is located next to the book drop in Town Center's north parking lot.
 - **Open Records Requests**
 - There will be no **in-person record request pick-ups** until further notice.
 - The City Secretary's Office will continue to fill requests electronically. All requested material that cannot be sent through email will be mailed to the requester upon receipt of payment.
- **265 E. Parkway Blvd.**
 - Community Development: Building Inspections, Planning and Development Services, Environmental Health, Code Compliance and Economic Development
 - **All permits, plans and vendor registrations** will take place through the [Customer Self Service portal](#).
 - [Contractor Registration forms](#) can be found online. Please email completed Contractor Registration forms to inspect@coppelltx.gov.
 - **In-home inspections** involving water heaters, HVAC units, slab leaks, or gas line, electrical or minor plumbing repairs will be conducted virtually.
 - Inspections may be scheduled through the [Customer Self Service portal](#). Then, email inspect@coppelltx.gov to set up an appointment. *A limited number of virtual inspections may be scheduled per day. Virtual inspections will be performed during regular business hours. The available time frame for inspections will be established daily by staff.*
 - For more information about virtual inspections, call 972-304-3500.
 - **Inspections for external improvements** such as for fences, accessory structures and emergency utility inspections will continue.
 - **Commercial inspections** will continue.
 - Engineering
 - Appointments with **City of Coppell Engineers** are by appointment only. Call 972-304-3679 or email engineer@coppelltx.gov for more information.
 - **Engineering-related service requests** may be made by calling 972-304-3679 or emailing engineer@coppelltx.gov.
 - **Engineering inspections** will continue as projects dictate.
- Coppell Service Center
 - The **Coppell Service Center** is closed to public access.
 - **Public Works Operations** and **Utilities** can be reached at 972-462-5150.
- Coppell Justice Center
 - **Police** services are uninterrupted.
 - **The lobby of the Coppell Justice Center remains open.**

- The Police Department **Records Window** is closed.
 - Requests for **Accident Reports** and one's own **Arrest Records** can be made:
 - By contacting police@coppelltx.gov.
 - Via the United States Postal Service. Mail your correspondence to the Coppel Justice Center at 130 Town Center Blvd., Coppel, TX 75019.
 - Secure drop box: deposit correspondence to the Justice Center. The drop box is located to the left as you enter through the main entrance at 130 Town Center Blvd., Coppel, TX 75019. *The Coppel Justice Center lobby remains open to the public.*
 - Once the request has been processed, a receipt will be sent by USPS or email. A valid email address and phone number must accompany any requests for verification purposes.
 - **All other types of requests** can be made online at coppelltx.gov/online-services/requests-for-public-information.
- Municipal Court:
 - All dockets, trials and hearings at the **Coppel Municipal Court** have been postponed through June 1, 2020. Jail hearings will proceed as normal.
 - Public service windows to pay court fines are also closed to the public. The Court has the following payment options available:
 - Secure drop box: deposit payments or correspondence to the Court. The drop box is located to the left as you enter through the main entrance at 130 Town Center Blvd., Coppel, TX 75019. Correspondence should be addressed to the Coppel Police Department. *The Coppel Justice Center lobby remains open to the public.*
 - Mail your payment or correspondence to the Coppel Municipal Court at 130 Town Center Blvd., Coppel, TX 75019.
 - Full payments can be made using the Court's online payment option at: paycoppell.com.
 - Call: 972-304-3650
 - Fax: 972-304-3639
- Coppel Fire Stations
 - **Fire and Emergency Medical Services** are uninterrupted.
 - All **Coppel Fire Stations** are limited to emergency operations and are closed to non-emergency public visits and programs.
 - **Life Safety Park** is closed to the public. All planned activities during this time have been suspended. The playground at Life Safety Park is also closed.
- Parks and Recreation Facilities:
 - Due to facility closures and in compliance with current regulations limiting gathering sizes, **indoor and outdoor rental applications will not be accepted** until further notice.
 - For inquiries related to Parks and Recreation facilities, please call 972-462-5100.

- The **Coppell Senior and Community Center** is closed to the public. Please contact Coppell Parks and Recreation at 972-462-5100 regarding rental reservations.
- **The CORE** is closed to the public. All planned activities during this time have been canceled.
- **Wagon Wheel Tennis Center** is closed to the public. There are no private lessons during this time.
- The **Biodiversity Education Center, Nature Explore play space** and the public restroom at the Biodiversity Education Center are closed to the public. All planned activities during this time have been suspended.
- **Coppell Nature Park** remains open, including the trails. We urge you to continue to practice social distancing measures when in the park on the trails.
- **Rolling Oaks Memorial Center** will continue to hold scheduled services and meet with families in need of services. The columbarium will remain open during normal operating hours for family visitation.
- At this time, **all Coppell parks and green spaces** remain open. Per current rules regarding social distancing, gatherings are prohibited anywhere in the City of Coppell.
- All **public restroom facilities, drinking fountains and playgrounds** in Coppell parks are closed.
- The **Waggin' Tails Dog Park** is closed.
- **Basketball and volleyball courts** are closed.
- The **Life Safety Park** playground is closed to the public.
- The City is unable to disinfect park equipment and furnishings in a manner to totally eradicate the potential spread of COVID-19. We urge you to continue to practice social distancing measures when in the parks or on the trails. **Users must follow the No Gathering guidelines and maintain six feet of space from others.**
- **Cozby Library and Community Commons:**
 - The Cozby Library and Community Commons is closed to the public. All planned activities during this time have been suspended.
 - The library will begin offering limited curbside service for items placed on hold prior to April 30, 2020 on Monday, May 4, 2020.
 - The library will offer full-service pick-up beginning on May 11, 2020. Any item placed on hold after to April 30, 2020 will be available for pick-up at this time.
 - For curbside service details or to schedule a pick-up, contact the library at 972-304-3655 or email library@coppelltx.gov.
- **Coppell Animal Services:**
 - Coppell Animal Services is closed to the public.
 - Animal adoptions and pet registrations are by appointment. Residents wanting to adopt should call 972-304-3515 for more information.
- **Trash and Recycling Service**
 - At this time, there are **no changes to the regular trash and recycling collection schedule.**
 - Trash and bulk waste collection days are Mondays and Thursdays.

- Waste should be bagged or placed in a trash can with a lid and placed at the end of your driveway prior to 7 a.m. on the date of pick-up. Residential customers are allowed a maximum of 10 bags of solid waste per service day. Each bag should weigh no more than 40 pounds.
- Recycling should be placed in a recycling bin. Yard trimmings may be bagged in a paper sack. Recycling and yard trimmings will continue to be picked up on Wednesdays.
- Bulk waste consists of any materials not easily contained in a trash bag – and therefore not normally disposed of in a trash bag – such as, but not limited to, swing sets, furniture, oversized acceptable solid waste and brush too large to be cut and packaged per yard trimming guidelines. Bulk waste may not exceed two cubic yards per collection.
- **General Municipal Elections**
 - The Coppel City Council voted to cancel the May 2, 2020 election for City Council Places 1 and 7 and postpone the general municipal election until November 3, 2020.

This is a rapidly evolving situation, and updates will be made as new information becomes available. The City of Coppel is working closely with community partners, including Coppel ISD, to keep the community informed. Visit coppelltx.gov/coronavirus for the latest information about community impacts.

For more information about COVID-19, precautionary actions you can take or what to do if you fall ill, visit [cdc.gov/coronavirus/2019-ncov/](https://www.cdc.gov/coronavirus/2019-ncov/).

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